

6. Stakeholder and community engagement

This chapter describes the stakeholder and community engagement activities carried out to date and those proposed in association with the broader Central Precinct Renewal Program (CPRP) and the project. This chapter responds to the Secretary’s Environmental Assessment Requirements (SEARs) relevant to community and agency engagement and how specific issues have been actioned. Appendix D (Stakeholder and community engagement table) summarises the stakeholder and community feedback received to date.

6.1 Engagement objectives and strategy

Transport is committed to meaningful, transparent and targeted engagement activities to support the project. Since 2015 extensive community and stakeholder engagement has been carried out to inform the broader CPRP. This has included the development of the [Strategic Framework](#) (Transport for NSW, 2021b) which has guided the planning for CPRP including the project. Outcomes of broader CPRP engagement has influenced the project design and informed the preliminary assessment of environmental impacts. Refer to Section 6.1.4 for further information about how previous engagement has informed the development of the project.

Stakeholder engagement relating to the project builds on existing CPRP stakeholder relationships and consultation. Engagement is occurring across three distinct phases: prior to exhibition of the Environmental Impact Statement (EIS) for public comment (that is, pre-EIS exhibition), during the EIS exhibition and post-EIS exhibition. The following sections provide an overview of each of the activities carried out, their outcomes and how matters raised have been considered, as well as future commitments of Transport during the EIS and post-EIS exhibition stages.

6.1.1 Stakeholder engagement objectives

Stakeholder engagement will continue to be carried out as per the following objectives:

- Inform the local and broader community of the proposal and vision for CPRP and the project
- Engage with the community and stakeholders about the potential impacts of construction and operation of the project and work with the community to identify suitable mitigation measures
- Ensure community and stakeholder feedback is continuously fed into the EIS and design process
- Be transparent in all that we do
- Encourage diverse participation from communities and other stakeholders
- Listen to feedback, investigate suggestions and report back
- Ensure that project information is distributed in an effective, simple, and timely manner
- Engage in a manner that is easy to understand, is collaborative and innovative
- Ensure that enquiries about the project are managed and resolved effectively.

6.1.2 Stakeholder engagement approach

Significant engagement with key stakeholders has been carried out during the development of the EIS to ensure feedback from the community is incorporated into the project design to achieve appropriate design, heritage and movement outcomes.

An overview of the approach to stakeholder engagement for the project is set out below in Table 6-1 and the outcomes in Section 6.3.

Table 6-1: Stakeholder engagement approach

Pre-EIS exhibition activities
<ul style="list-style-type: none">• Provide project, design and engagement information to communities and key stakeholders including, EIS exhibition timeframes and future engagement opportunities via a newsletter, email updates, community pop-ups and a social media campaign• Confirm the finalised list of interested and impacted stakeholders and understand their preferred method of communication• Conduct engagement with key stakeholders including those identified in Table 6-2 below• Support engagement with Elders, Aboriginal communities and representatives from peak Aboriginal organisations• Engagement with the City of Sydney, Sydney Metro and identified utilities/government agencies of planned maintenance work to inform cumulative impacts

Pre-EIS exhibition activities
<ul style="list-style-type: none"> Conduct face-to-face meetings with businesses located in Sydney Terminal Building/Eddy Avenue Plaza about changes to their lease agreements Conduct a doorknock and survey with businesses located within 100 metres of the project to understand business requirements and communication preferences.
EIS exhibition activities
<ul style="list-style-type: none"> Carry out consultation to support public exhibition including providing information, answering questions and directing the community to the Department of Planning and Environment (DPE) Planning Portal to make submissions Provide further information to community and key stakeholders relating to the project, potential impacts and mitigation measures Seek further feedback from key stakeholders (refer to Table 6-2) on design and user experience regarding wayfinding, business mix, customer/passenger requirements, accessibility, and heritage considerations Continue to engage with adjacent residential, businesses and sensitive receivers regarding potential construction impacts and mitigation measures Complete statutory consultation in accordance with the <i>Environmental Planning and Assessment Act 1979</i> (EP&A Act) including, publishing the EIS and supporting technical studies.
Post EIS exhibition activities
<ul style="list-style-type: none"> Stakeholder feedback provided will be considered, and where appropriate, used to refine the project design, construction approach and mitigation measures adopted A Response to Submissions Report will be prepared by Transport outlining all consultation feedback and how feedback has been considered.

6.1.3 Key stakeholders

As set out in the CPRP [Communications and Engagement Strategy](#) (Transport for NSW, 2022f), there is a diverse range of stakeholders relating to the wider CPRP, comprising different stakeholder streams, as shown in Table 6-2 below. Transport is committed to effective, genuine, and ongoing engagement with stakeholders and the community about the future of the Central Precinct throughout the planning and delivery stages.

Relevant stakeholders engaged on the broader CPRP have also been consulted on this project. This consultation will continue as the project progresses.

To minimise consultation fatigue, Transport is building on stakeholder relationships established during consultation for the [State Significant Precinct study](#). Consultation fatigue refers to a decline in community engagement over time due to people being overwhelmed with requests to consult or discuss individual or multiple projects. This disengagement may lead to communities or stakeholders missing relevant details of a proposed project or opportunity to have their say on an important aspect of the project.

It is recognised that in addition to the long-term planning for the Central Precinct, there is a relatively large number of nearby projects that have the potential to result in consultation fatigue for the community. This has been managed through the timing and design of consultation activities, with a view to balancing the desire to obtain community feedback on the project without 'over consulting'.

Transport will seek to minimise cumulative impacts arising from the project through the coordination of construction and consultation with other major projects nearby.

Table 6-2: Stakeholder groups relevant to the project

Stakeholder stream	Key stakeholders
Agencies, authorities and utilities	NSW Government agencies: <ul style="list-style-type: none"> DPE Create NSW Government Architect NSW (GANSW) Investment NSW Heritage NSW NSW Health NSW Environmental Protection Authority Department of Communities and Justice

Stakeholder stream	Key stakeholders
	<ul style="list-style-type: none"> Aboriginal Affairs NSW.
	NSW Government Ministers <ul style="list-style-type: none"> Minister for Cities, Infrastructure and Active Transport.
	Utilities <ul style="list-style-type: none"> Ausgrid.
	Emergency services <ul style="list-style-type: none"> Police Police Transport Command Rail Emergency Response Unit.
	City of Sydney <ul style="list-style-type: none"> City Designer Strategic Urban Planner City Services Urban design and heritage specialists.
Peak bodies, institutions and precinct partners	<ul style="list-style-type: none"> Western Gateway proponents (including Atlassian, Toga and Dexu Fraser) Precinct neighbours (including education, health, community, businesses, University of Technology Sydney, Sydney University, the Tech Central Alliance and Sydney Dental Hospital) Vulnerable groups and housing and homelessness (that is, service providers and peak groups) Property and planning (including, Committee for Sydney).
Heritage organisations	<ul style="list-style-type: none"> Transport Heritage NSW Heritage Council National Trust.
Transport organisations	<ul style="list-style-type: none"> Internal Transport for NSW stakeholders including customer journey planning Sydney Trains Sydney Light Rail Transport Asset Holding Entity NSW TrainsLink Transport for NSW Enabled network.
Governance and advisory groups	NSW State Design Review Panel (SDRP) This panel consist of the following: <ul style="list-style-type: none"> GANSW – Chair City of Sydney nominee Transport for NSW nominee / SDRP design champion (urban design) SDRP Panel member / independent (landscape architect) SDRP panel member / independent (sustainability) SDRP panel member / independent (heritage).
	Accessible Transport Advisory Committee (ATAC) <ul style="list-style-type: none"> Council for Intellectual Disability Physical Disability Council of NSW Deafness Forum NSW Disability Council Blind Citizens Australia Physical Disability Council of NSW.
Our communities and customers	For the purposes of communication, the relevant communities and customers are considered to include:

Stakeholder stream	Key stakeholders
	<ul style="list-style-type: none"> • Metropolitan customers • Regional and outer metropolitan customers • Visitors • Local residents from surrounding suburbs • Local businesses within proximity of Central Station.

6.1.4 CPRP consultation overview

Consultation for the CPRP has been ongoing since 2015 and has helped inform the planning and design for the project with feedback falling into the below key themes:

- Place and destination
- People and community
- Mobility and access
- Economy and innovation
- Culture and heritage
- Environmental sustainability.

The CPRP consultation has informed the development of the project objectives and consultation approach for the project.

Through the CPRP consultation, Transport considered and responded to feedback provided by stakeholders and the community. Key topics are summarised below and covered in greater detail in the CPRP [Consultation Outcomes Report](#) (Transport for NSW, 2022g).

Place and destination

- Central Precinct constitutes an underutilised space that requires activation to create a vibrant destination
- Central Precinct should incorporate high-quality and safe public spaces, including green open space
- Renewal of the Central Precinct should improve retail mixes, affordable housing, education and community uses
- Renewal should provide a variety of building heights and densities and improve surrounding areas.

People and community

- Central Precinct should be welcoming and inviting for all communities, ages, socio-economic groups and abilities
- Renewal of the Central Precinct should ensure personal safety and security and achieve a sense of place and character
- Seek opportunities to provide affordable community and social services without displacement of existing communities.

Mobility and access

- Central Precinct should continue to celebrate the precinct's primary function as Australia's busiest transport interchange
- Existing pedestrian connections within the station are of poor quality and should be improved (specifically east-west movements)
- Central Precinct should be accessible and legible/navigable for persons of different ages, abilities and language proficiencies
- Provide improved and increased provision of walking paths and connections to public transport modes to improve connections to the wider metropolitan Sydney area.

Economy and innovation

- Central Precinct should be the cornerstone to the Tech Central development
- Technology and innovation should be accessible to all
- Central Precinct should provide a vibrant 24-hour economy with a diverse retail, community and hospitality offering
- Opportunities to accommodate business start-ups and Aboriginal-owned businesses.

Culture and heritage

- Central Precinct should respect and celebrate the Aboriginal heritage and continue the connection of Aboriginal people to Gadigal Country

- Central Precinct should honour and share the vibrant and diverse non-Aboriginal history of the site and celebrate the industrial context and character of the Sydney Terminal Building.

Environmental sustainability

- Central Precinct should be a leader in sustainability and sustainable design and seek to be carbon neutral
- Opportunities to encourage biodiversity and ecological networks should be sought throughout Central Precinct
- Opportunities to achieve a car-free precinct.

Consultation on the CPRP indicated that while Central Station (including the Sydney Terminal Building) functions as a key transport interchange, the customer experience is lacking. Perceptions of poor pedestrian connections to open space, poor legibility and wayfinding in both Eddy Avenue and Eddy Avenue Plaza, were cited by participating stakeholder groups when providing feedback on the precinct. Although considered a gateway location to Sydney, the Central Precinct does not lend itself as a destination or location in which users want to stay and dwell. However, respondents did acknowledge characteristics such as built heritage contributing towards a sense of place, enhancing the visitor experience of Central Station.

6.2 Consultation carried out to date

This section provides an overview of consultation carried out throughout the pre-EIS exhibition stage of the project. A range of consultation methods have been used to inform the EIS to capture diverse feedback from the community and key stakeholders as outlined in Table 6-3.

6.2.1 Engagement activities carried out to date

Table 6-3 summarises the consultation carried out for the project since June 2022 and includes a summary of the consultation methods and feedback channels used. Feedback received via the below methods is summarised in Section 6.3 and Appendix D (Stakeholder and community engagement table).

Table 6-3: Pre-EIS consultation methods and feedback channels

Consultation Method	Description of activity	Outgoing information	Feedback Channel
<u>Scoping Report</u> made publicly available on the DPE Planning Portal	This included: <ul style="list-style-type: none"> Updating the website Developing a stakeholder list for future communication Establishing channels for communication from community members. 	The Scoping Report and information about the project and EIS process and opportunities for input.	The Scoping Report was made publicly available via the DPE Planning Portal in June 2022.
Finalisation of SEARs (October 2022)	Update website.	Updated information on the project website.	Agency feedback was sought by DPE on draft SEARs.
Transport for NSW webpage	A project website was created and routinely updated by Transport including updated project information, an overview of the planning process, upcoming engagement activities, project contact details and links to surveys.	The website was routinely monitored to ensure current information and future events were communicated.	Project email address, telephone number, survey and upcoming events published.
Project email address and phone number	A project email address and telephone number were published on the project website to enable stakeholders and the community to engage with Transport.	The project email address and phone number were published alongside project information online.	Emails and phone calls were received by the project team, with inboxes monitored daily.

Consultation Method	Description of activity	Outgoing information	Feedback Channel
Meetings / briefings with stakeholders and government agencies	Meetings with identified stakeholders and government agencies were held pre-EIS submission. An overview of the meetings is provided in Appendix D (Stakeholder and community engagement table).	Information on the project including design and engagement approach.	Meeting notes and key findings were received by Transport which are provided in Appendix D (Stakeholder and community engagement table).
Newsletter / short communication and posters	A project newsletter was distributed to residential and business addresses within a 500-metre radius of the project area. The newsletter provided information about the project including an overview of previous CPRP consultation, aims for the project and links to the project website.	The newsletter contained a project update, key benefits of the project, maps of the proposed design, information on how to provide feedback on the design and project team contact details.	Information provided to contact project team, how to provide feedback on the project and Quick Response (QR) code to the website for more information.
Digital engagement	Digital engagement which included: <ul style="list-style-type: none"> The NSW Government Have Your Say website, including information on the project, how to provide feedback, a link to the community survey and project webpage and project team contact details The Transport project website including all relevant project information Community survey webpage (see below). 	The Transport project website remains live and is routinely monitored by Transport to ensure key messages are conveyed to the public. Newsletters and artist's impressions will be updated online as the design evolves.	Links provided to the online survey, project email address and phone number.
Community survey	As communicated in the newsletter and digital engagement, a community survey was made available. This included questions to understand public perceptions and aspirations for the project.	The survey asked participants if they would like to be added to the project mailing list and provided contact information should respondents want to engage with the project further.	Survey respondents were able to answer a series of questions including their direct feedback about what they'd like to see within the project and how construction of the project may impact them.
Stakeholder briefings	Stakeholder lists were created based on previous involvement in the project/CPRP and new stakeholders relevant to the project. Key stakeholders were contacted by email and phone calls.	Information on the project including design, planning pathway, and next steps.	In person and online meetings with key stakeholders.
Business door knock and online business impact survey	Door knock surveys were carried out within 100 metres of the project area (excluding those within the Sydney Terminal Building). At the door knock, contact details were collected and an	Businesses within 100 meters of the project area were provided with information about the project. Businesses within the Sydney Terminal Building were provided with	Businesses within 100 metres were able to provide feedback in person during the doorknock or via the online business impact survey. Businesses within the Sydney Terminal Building were able to provide feedback face to face,

Consultation Method	Description of activity	Outgoing information	Feedback Channel
	online business impact survey was shared. Face-to-face sessions were held with businesses located within the Sydney Terminal Building.	information about their lease arrangements.	with ongoing engagement planned.
Social media campaign	A social media campaign was launched to raise the profile of the project and advertise the various mechanisms for engagement. Transport shared four posts including an announcement, two pop up ads and a reminder to provide feedback.	Information about the project and links to the websites and community survey.	Not applicable
Local Media (Channel 9 News – 24/11/2022 and Sydney Morning Herald 25/11/2022)	A 2-minute television news article and 2-page newspaper article outlining the components of the project and key aims.	News article only – no information provided in regard to consultation.	Not applicable
Stakeholder Workshop (2 December 2022)	A stakeholder workshop was held on 2 December 2022 with 13 participants from 10 organisations. The two-hour workshop incorporated interactive engagement tools for participation and allowed for open discussions on each topic.	Information about the project and design development and opportunities for stakeholders to provide feedback on design elements and potential mitigation measures.	The workshop was a focus-group which enabled two-way feedback. Transport will continue to engage with identified stakeholders throughout the EIS exhibition to refine the design and implement appropriate mitigation measures.
Community pop-up sessions (3 and 6 December 2022)	Community pop-up sessions were held, with one at Eddy Avenue Plaza on 3 December 2022 and another at the Grand Concourse on 6 December 2022, allowing members of the community and visitors to engage with the project team.	Information boards and Transport staff were present on site to engage with the public and provide an overview of the project and planning/construction timeframes.	Members of the public were encouraged to provide feedback via the online project survey on Transport's website and provide contact details for continued involvement/engagement.

6.2.2 Community consultation

As outlined in Table 6-3, Transport has carried out significant targeted stakeholder and community engagement in relation to the project. Key activities and outcomes are outlined in the following sections.

See Section 6.3 for how feedback received has been addressed in the design and where to find further information in this EIS.

Project website

Transport has maintained a project website which provides an informative platform for stakeholders to engage with the project. The project website provides a clear overview of the project, key benefits, artist's impressions, how to provide feedback, project newsletter, Frequently Asked Questions, consultation events, next steps and project team contact information.

Newsletter

On 24 November 2022, Transport published a project specific newsletter on the website and distributed a hard copy to properties within a 500-metre radius of the project area. The 'Have Your Say' newsletter provided the community with an overview of the project and its relationship with the wider CPRP.

The newsletter included indicative artist's impressions of the Grand Concourse and Eddy Avenue Plaza and maps showing the proposed design. It also outlined the key development and restorative elements of the project including:

- Conservation and enhancement of heritage

- Enhanced event and retail activation
- Improved customer experience
- Improved sustainability.

The newsletter included links and a QR code linking to the project website for further information, including access to the online survey, project email address and telephone number.

Feedback via email

From 24 November to 12 December 2022, Transport received 23 emails to the project email inbox. Of these emails, seven were general enquiries and 16 provided feedback on the proposed design. The feedback related to the following areas:

- Aboriginal and non-Aboriginal heritage, particularly regarding the significance of the area and the inclusion of Aboriginal art
- Grand Concourse, including design recommendations such as amenities and heritage preservation
- Landscaping, including a request for native planting and a note that indoor landscaping shouldn't impact pedestrian flow
- Retail and dining including the provision of a range of food options that are open later into the evening
- Customer services and amenity such as wayfinding, lighting, toilets, noise, information displays, luggage storage and customer assistance
- Consultation with the recommendation of engagement with disability groups is carried out
- Environmental sustainability including the suggestion to include solar panels.

Community survey

From 24 November to 12 December, Transport carried out an online survey to seek feedback from community and customers across NSW and Australia on the project. Links to the survey were provided on the NSW Government 'Have Your Say' webpage, the survey platform and the project webpage and advertised in the community notification dropped to neighbouring residents and businesses.

The survey questions sought to understand what is important to the community in the revitalisation of the Sydney Terminal Building and what people would like to see delivered and improved to ensure Central can not only function as a world class transport interchange into the future, but become a welcoming, vibrant and safe destination for all.

Demographic snapshot

A total of 169 responses were received for the survey, from a wide range of precinct users (see Table 6-4 and Appendix D (Stakeholder and community engagement table)).

The survey also reached station users from regional and outer-metropolitan Sydney, neighbouring suburbs, regional areas, interstate including South Australia, Victoria and Queensland.

Table 6-4: Age range for respondents

Age range	Percentage of respondents (%)
16–24	9.6
25–34	19.2
35–44	16.2
45–54	18.6
55–64	17.4
65–74	17.4
75+	1.8

Understanding what is important to the community

Survey results indicated that retaining and celebrating built heritage, including the sandstone façade, was the most important to the community. This was followed by improved pedestrian access into and around the station and improvements to each signage, accessibility, safety and lighting. Conversely, public art and acknowledging Aboriginal cultural heritage were noted a least important to the community.

Understanding how our customers use Central Station

The majority of people who arrive at Central Station then connect to another public transport service such as bus or light rail, travel to a neighbouring suburb or onwards to regional and outer metropolitan areas. Only a handful of responses

noted Central was their final destination. This demonstrates how Central is seen as a transit point rather than a destination. The majority of respondents noted they use Eddy Avenue as their main entrance point to the station. This was followed by Chalmers Street and Pitt Street.

Creating a destination for all at Central

A key objective of the project is to create a welcoming and vibrant destination at Central for all day and night. Respondents were asked what kind of experiences they would like to see at Central to make them want to stay and linger. Affordable food options and cafes open into the night were the most important to respondents, demonstrating the need to transform Central which currently suffers from a lack of high quality and diverse retail and dining, into a vibrant day and night economy. Independent stores, fresh food shops, and restaurants were the next most important. Live music, cinema screenings and child friendly offerings were listed as not as important to respondents.

Respondents were also asked what type of food and beverage options they would like to see with cafes and affordable on the go style food options receiving the most responses. Restaurants and healthy food options were the next popular with fast food chains receiving the least support.

Key themes raised

A number of open-ended questions were asked to allow the project team to further understand what people would like to see as part of the project.

Table 6-5 below provides a summary of the themes raised for each of the questions. See Section 6.3 for how these issues have been addressed in the design and where to find further information in this EIS.

Table 6-5: Key themes of feedback

Question	Themes
Features, facilities and services that could be improved at Central to enhance the customer experience	<p>Many respondents noted they would like to see improvements to customer amenity facilities at Central including access to clean, accessible and well-located toilets. Gender neutral bathrooms were also suggested.</p> <p>Respondents also noted they would like to see improved signage, accessibility improvements, better lighting, phone charging stations, spaces to sit without having to purchase food, planting to create a welcoming environment, water refill stations, improved and varied retail and food options and consideration for cycle access and needs.</p> <p>Quiet, low stimulus spaces where people can seek respite from the busy station was also raised.</p>
Acknowledging Aboriginal cultural heritage as part of the project	<p>Many respondents noted they supported an acknowledgement of Aboriginal culture and history at Central.</p> <p>Public art by Aboriginal artist's, native planting, heritage interpretation including the telling of Aboriginal stories and operation of Aboriginal owned businesses at Central were suggested.</p> <p>A number of respondents noted the need to engage with Aboriginal communities on how the revitalisation could celebrate Aboriginal culture.</p>
Creating a safe, inclusive and accessible destination for all customers	<p>Several respondents noted they would like to see more staff available to help at Central as well as a stronger security and police presence. There were also requests for better lighting to improve safety.</p> <p>Suggestions were also received for accessibility improvements including more lifts, quiet spaces, prayer rooms, parents' room, gender neutral bathrooms and safe and comfortable waiting areas to help create a safe, inclusive and welcoming environment for all.</p> <p>Respondents also noted they would like to see visible symbols to help create a safe space for the LGBTQIA+ community and information in a range of languages to help people from Culturally and Linguistically Diverse communities navigate the station.</p>
Destinations in Australia and around the world we should take inspiration from	<p>Several destinations in Australia and around the world were referenced as great places the project could take inspiration from. Japanese, United Kingdom and European stations were consistently listed as successful stations that are well-designed, clean, a range of retail and dining and celebrate and enhance heritage.</p> <p>Respondents noted open air stations with natural light, greenery and planting help contribute to a safe and welcoming environment as well as readily available information to help navigate the station or city.</p>

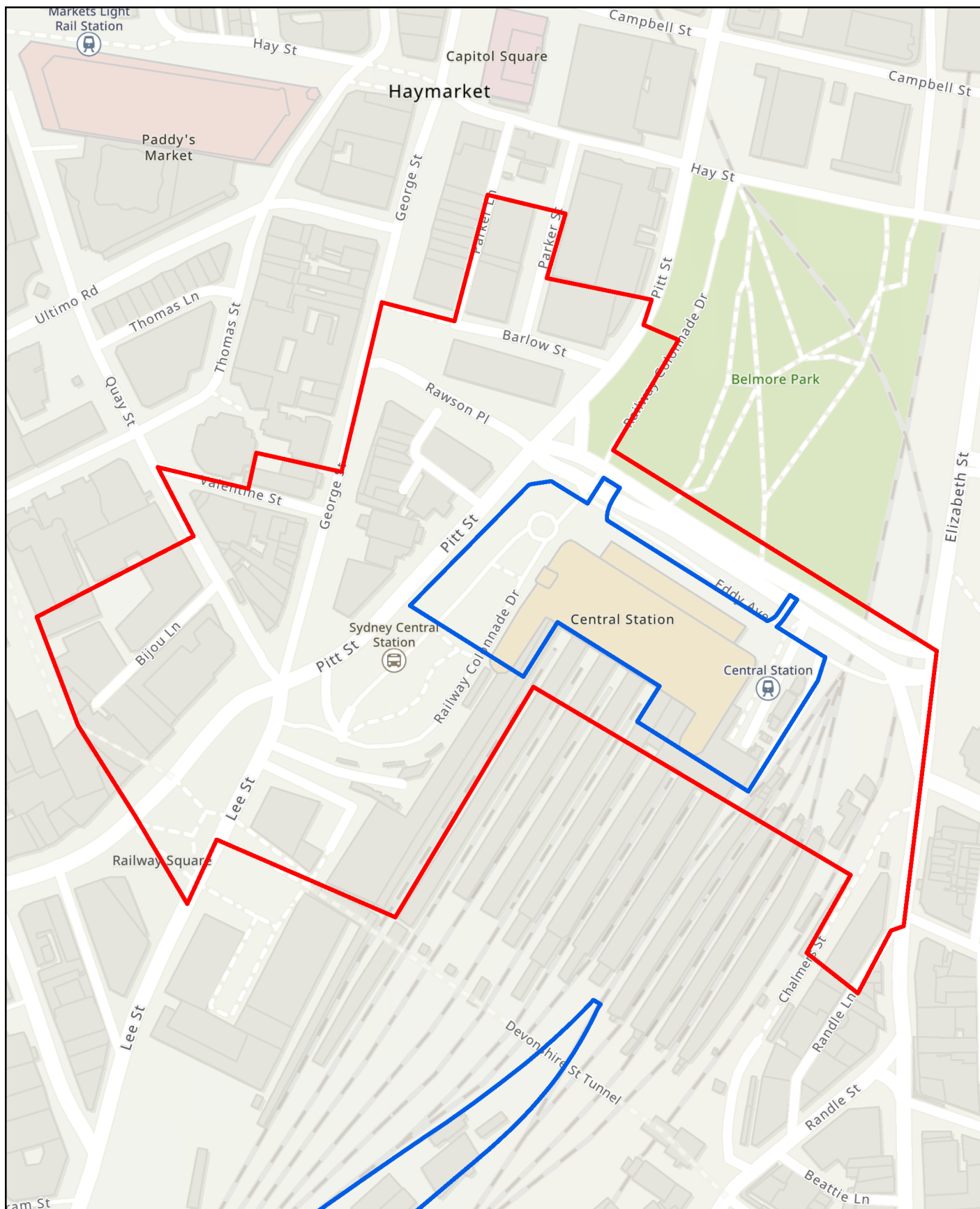
Question	Themes
Experiences people would like to see at Central	<p>Many respondents noted they would like to see varied and healthy food options at Central open during the day but also into the night to help create a vibrant night-time economy.</p> <p>Respondents would also like to see heritage related experiences and pop-up spaces for exhibition, music and events.</p>
Construction	<p>Several respondents noted during construction there are impacts that need to be effectively managed and mitigated to minimise impact to the community with construction related impacts, noting during construction there are impacts that need to be effectively mitigated to minimise impact to the community.</p> <p>Community concerns raised included dust, noise, damage to heritage assets (sandstone), impacts to pedestrian pathways and the potential impact to rough sleepers in the area.</p>
Any other feedback on the project or wider CPRP	<p>Many respondents noted the important heritage value of Central and the need to preserve the heritage of the Sydney Terminal Building.</p> <p>Respondents also noted they would like to see high speed rail, safety and amenity improvements and more greenery.</p> <p>On the wider CPRP, respondents noted concerns around building over the Intercity and Regional train lines, the need for upgrades to the public domain and pedestrian connections across the precinct, including extending the Goods Line.</p>

Business survey/door knock

On 26 November 2022, a door knock was carried out to survey local businesses to understand business operations and obtain contact information. The doorknock was also an opportunity to provide businesses with an overview of the project. The door knock was carried out within roughly a 100-metre radius of the project area, excluding the businesses located within the Sydney Terminal Building. The business door knock area is shown in Figure 6-1.

As the door knock surveys were carried out during business hours, business owners had limited opportunity to interact with the survey staff due to work commitments. In order to collect relevant information to inform the EIS and mitigation measures, contact information was collected for 25 businesses within the door knock survey area and business owners were sent an online business survey to complete.

In total, 25 businesses were identified within the door knock area (excluding premises within the Sydney Terminal Building). Retail businesses comprised 36 per cent of the businesses identified and hospitality premises such as hotels and restaurants each comprised 20 per cent, with other uses including educational establishments, health services, ecclesiastical and miscellaneous services.



Coordinate System: GDA2020 MGA Zone 56



0 40 80
Metres
Scale at A4
1:3,200

Data Source: Esri Community Maps Contributors, Geoscape, Esri, HERE, Garmin, Foursquare, METI/NASA, USGS, Sources: Esri, Airbus DS, USGS, NGA, NASA, CGIAR, N Robinson, NCEAS, NLS, OS, NMA, Geodastystrelen, Rijkswaterstaat, GSA, Geoland, FEMA, Intermap and the GIS user community

Prepared by: MD
Checked by: AS
Approved by: AS

Legend

- Door knock survey area
- Construction footprint

Sydney Terminal Building Revitalisation Project

Figure 6-1: Business door knock area

Project Number: 287415

Drawings / Design Prepared By

ARUP

Client



Transport for NSW

The online business survey sought to understand existing and future operational requirements, peak trading times and perceived sensitivity to change during the proposed construction phase of the project. In total, two business surveys were completed during the two-week period, identifying the following key characteristics, perceptions and queries. Responses noted:

- Premises were occupied by proprietors within the health and education sectors
- Operational staff ranged from two to 20 personnel and the duration of business operations on site ranged from one to five years, demonstrating a degree of transience
- Both proprietors opted for their existing locations due to proximity of public transport connections
- Neither site benefits from designated parking, however, one respondent noted they are reliant on an existing loading dock located at Valentine Street
- Perceived impacts associated with the project construction phase include business visibility, customer access, noise, vibration, dust and vehicle access
- Both businesses perceived that the construction phase would have a high degree of impact on their operations due to the requirement for quiet environments. Mitigation measures to minimise construction related noise and vibration impacts are included in Chapter 12 (Noise and vibration).

On-site business engagement

Seven businesses were identified within the Sydney Terminal Building and Eddy Avenue Plaza. Transport actively engaged with each business owner to understand operational requirements and to provide an overview of the project and its implications on their business. A brief overview of themes discussed with the business owners is summarised in Table 6-6 and Appendix D (Stakeholder and community engagement table). Engagement with these businesses will continue as the project develops.

Table 6-6: Business engagement findings

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
Business tenancies	23/11/22	Face to face meetings were held with individual retail tenancies located within the Sydney Terminal Building. Key themes raised included: opportunities around long-term spaces within the Sydney Terminal Building, closure dates, construction and timing, and lease agreements.	Sections 13.2.2 and 13.2.3 of Chapter 13 (Socio-economic)

Pre-EIS stakeholder workshop

Transport held a stakeholder workshop with 13 participants from across 10 organisations on 2 December 2022 to obtain a cross-section of feedback on the project. The workshop sought input from participants on the future project design, consider potential impacts and opportunities.

An online interactive platform (Jamboard) was used to allow participants to upload their comments in relation to the following themes: accessibility, safety and wayfinding, heritage, Connecting with Country, sustainability and sense of destination. Scenario-based events and breakout rooms were used to encourage discussion around design and potential needs of users and customers, which were reported back to session facilitators. A summary of key themes from the stakeholder workshop is included in Table 6-7.

Table 6-7: Pre-EIS stakeholder workshop consultation outcomes

Workshop question categories	Responses
When you think about Sydney Terminal Building what do you think about? What is memorable?	<ul style="list-style-type: none"> • A key meeting place • The Clock Tower • The grand scale of the arrival hall • Architecture.
If you could improve something about the Sydney Terminal	<ul style="list-style-type: none"> • New and improved customer amenity facilities including seating, toilets, lighting and phone charging • Improved wayfinding, signage and accessibility

Workshop question categories	Responses
Building, what would it be?	<ul style="list-style-type: none"> Improved food and dining options Improved retail and activations.
What needs to be considered in the design?	<ul style="list-style-type: none"> Wayfinding, clear and eligible mapping Incorporating technology (for example, Tech Central) Public art Heritage interpretation including the telling of Aboriginal stories,
Consideration of local residents	<ul style="list-style-type: none"> A place for entrepreneurs, artists and start up operators Variety of bars, cafes, restaurants open day and night Improved safety and lighting New and improved customer amenities Seating areas Improved signage Open space/ seated areas Improved food and dining options Spaces for events and activations.
Consideration of young people	<ul style="list-style-type: none"> Safety and closed-circuit television (CCTV) Spaces for young people to dwell Digital connectivity, Wi-Fi and technology Ongoing pop-up markets Mix use of retail and provision of free events Curated art, design and tech programs Rotating live music scene day and night Shared and affordable co working spaces Variety of food/bars/dining options open day and night.
Consideration of visitors	<ul style="list-style-type: none"> Varied of day and late-night food options Pop-up spaces for exhibitions, music and events Heritage related experiences, both non-Aboriginal and Aboriginal history Safety through lighting and activations in and around Central Precinct Creative and cultural opportunities Entertainment, live music, shows and cinema offerings.
Consideration of services	<ul style="list-style-type: none"> Library and creative services Technology/ free Wi-Fi Access to services/referrals to temporary accommodation or medical services. Cultural infrastructure Phone recharging facilities Clean showers, toilets in a safe location Safety and security including lighting.

Community pop up sessions

Transport held face to face public consultation events at Central Station to understand the perceptions, experience and project understanding of the general public, businesses and commuters. Due to the high-profile nature of the project and its central location, Transport held two sessions to provide the community an opportunity to engage. The first event took place on Saturday 3 December 2022 between 10am and 12pm at Eddy Avenue Plaza and the second event took place on Tuesday 6 December 2022 between 4pm and 6pm at the Grand Concourse.

Technical specialists and project team members attended each of the pop-up events to answer topic related queries. Information boards were displayed which provided information relating to the project and wider CPRP, in addition to

methods of engagement for members of the public. Members of the public were directed to provide comments via the project website, email address and via the community survey.

The time and location of sessions allowed a suitable opportunity to gauge the opinions of visitors to Central Station, as well as Sydney Trains customers.

A summary of the key issues raised by visitors at the two pop ups is included in Table 6-8.

Table 6-8: Key issues raised at the community pop ups

Saturday 3 December 2022, 10am–12pm: Eddy Avenue Plaza (42 people)	Tuesday 6 December 2022, 4–6pm: Grand Concourse (29 people)
<ul style="list-style-type: none"> Heritage Wayfinding Retail spaces and improving the quality of cafes/food and beverage options both on the Grand Concourse and Eddy Avenue Plaza The need for culture including live music Rough sleepers in the area Public art Lighting and safety in Eddy Avenue and Eddy Avenue Plaza. 	<ul style="list-style-type: none"> Heritage Wayfinding Retail opportunities Accessibility Seating Access to other transport services Cultural, art and event spaces (including live music) Range of food options Free Wi-Fi connectivity.

6.2.3 Aboriginal cultural heritage consultation

An [Aboriginal Engagement Strategy](#) has been prepared for the CPRP which included engagement workshops with local and Gadigal Elders, local Aboriginal community members, relevant local and state government agencies and representatives from peak Aboriginal organisations.

Transport's [Principles and Framework for Aboriginal Engagement](#) (Transport for NSW, 2020d) were developed to assist in the facilitation of appropriate Aboriginal engagement. This engagement informed the continuous improvement of policies, projects, and programs as well as the iterative design feedback in response to cultural heritage and non-Aboriginal heritage. Engagement with local and Gadigal Elders, local Aboriginal community members, relevant local and state government agencies and representatives from peak Aboriginal organisations has been carried out as part of the CPRP consultation. The key themes emerging from these engagement activities included:

- Support for the renewal of Central Precinct, however noted that further engagement through the development and design of the project is needed
- The work must be anchored in a Gadigal identity to properly connect with Country
- Central Precinct has a strong Aboriginal history, but this is not currently reflected in the Precinct
- The design should explore and respect Aboriginal culture and heritage
- Embedding Aboriginal voices at all stages of the project is key in ensuring Central Precinct is a welcoming and inclusive place for Aboriginal people
- Relationship building with peak Indigenous stakeholders is critical in identifying opportunities for Indigenous economic development and improving processes.

These themes have been used to guide further engagement and design for this project specifically to ensure a consistent and cohesive approach for engagement with Aboriginal people and reflecting cultural values across Central Precinct. Detailed consultation outcomes from this engagement are outlined in the CPRP [Consultation Outcomes Report](#) (Transport for NSW, 2022g).

Aboriginal stakeholder engagement for the CPRP has resulted in several design aspirations and recommendations for Gadigal and Aboriginal culture to be celebrated across the Central Precinct. Many of these aspirations have been embedded into the project design. Transport has actively engaged with Balarinji (an Indigenous design and strategy organisation) in development of the project. Conservation and celebration of Aboriginal and non-Aboriginal heritage acts as a cornerstone to the development of the project and has been design sensitively in an iterative manner, as outlined in Table 6-9 and Appendix D (Stakeholder and community engagement table). Recognising and acknowledging Aboriginal history is integral to the project and the CPRP.

There are a range of Aboriginal cultural heritage opportunities being explored which have been identified through the [Central Precinct Connecting with Country Framework](#) (Balarinji & Transport for NSW, 2022) including public art, heritage interpretation, built elements and landscaping to recognise the Sydney Terminal Building's role as an arrival point on Country. We will continue to work with Aboriginal communities to progress these plans.

Appendix I (Place and urban design assessment) provides more information on how Connecting with Country will be implemented as part of the project.

Transport has actively engaged with the Coota Girls Aboriginal Corporation (Coota Girls). Coota Girls is an Aboriginal Corporation which aims to address the complex needs of survivors of the Stolen Generation and their families impacted by the forced removal under the *Aborigines Protection Act 1909* (1909–1969). Three meetings were held with Coota Girls to understand the cultural and operational needs of the group during the construction phase and premises requirements either within the Sydney Terminal Building or immediate surrounds. Transport will continue to work with Coota Girls throughout the EIS exhibition and post-EIS phase to ensure that cultural and operational needs are understood and accommodated during the construction and operational phases of the project as Coota Girls will always have a home at Central Station.

An overview of all engagement with Coota Girls is summarised in Table 6-9 below and provided in Appendix D (Stakeholder and community engagement table).

Table 6-9: Aboriginal stakeholder-based consultation comments

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
Coota Girls	28 September 2022	Coota Girls were aware of the project and stated their intention to remain located in the precinct. Coota Girls would like to be considered for a larger space as their current location has limitations as they expand their services.	Section 6.2.3 of this chapter.
	4 October 2022	A combined meeting with Coota Girls and Aboriginal Affairs was held. Coota Girls noted that the existing space used has limitations and has limited potential to meet future needs, and that safety and accessibility are key issue. Coota Girls and Aboriginal Affairs would like to see a plaque be incorporated into the project to represent the significance of the Stolen Generation	Section 6.2.3 of this chapter. Section 7.2 of Chapter 7 (Aboriginal Heritage) Section 10.3 of Chapter 10 (Place, design and movement)
	1 November 2022	Further to concerns raised in previous sessions, further operational issues with existing premises were articulated including building access issues, onerous inspection requirements and maintenance.	Section 6.2.3 of this chapter.
Aboriginal Affairs NSW	15 September 2022	Further information sought to reduce consultation fatigue, concerns relating concurrent urban renewal projects on Aboriginal communities, queries raised to Aboriginal housing provision and requirement for cultural heritage links.	Section 7.2 of Chapter 7 (Aboriginal Heritage) and Section 10.3 of Chapter 10 (Place, design and movement) for designing with Country.

Aboriginal engagement was also carried out as part of the preparation of the Aboriginal heritage assessment (refer to Appendix F (Aboriginal heritage assessment) prepared for this EIS. A total of 16 Aboriginal stakeholder registered to comment on the heritage assessment method and outcomes. Feedback from the Registered Aboriginal Parties is detailed further in Chapter 7 (Aboriginal heritage) and Appendix F (Aboriginal heritage assessment).

6.2.4 Government agency consultation

Consultation has occurred with the key government agencies outlined in Table 6-2 including the SDRP, GANSW, Investment NSW, Create NSW and others through a Stakeholder Workshop conducted on 2 December 2022. An overview of the government agency consultation is provided below and in Appendix D (Stakeholder and community engagement table).

State Design Review Panel

The SDRP provide independent design quality advice on projects which are subject to assessment by the NSW Government. The SDRP contributes to good design by bringing a diversity of experience and insight from panel members who have cross disciplinary expertise in the areas of architecture, landscape architecture, urban design, Aboriginal and non-Aboriginal culture and heritage, and sustainability. It provides a structured forum in which critical issues can be raised early in the development process, helping to make well-informed decisions about the design development of the project. It also provides confidence to the consent authority and other decision makers on the design quality of the

project. An overview of SDRP consultation is provided in Table 6-10 below. To date, three sessions have been held with another two to occur in the Response to Submission and detailed design stages of the project.

Table 6-10: SDRP/GANSW consultation

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
GANSW/SDRP	7 July 2022 (SDRP01)	<ul style="list-style-type: none"> Support for detailed heritage assessment, intention to work with Balarinji, vertical transportation strategy and restoration of Eternity restaurant, booking hall and relocation of kiosks Heritage recommendations included assessment of tolerance to change, demonstration of Balarinji inputs and support for intention to conserve Central Station in keeping with its intended function Opportunities to improve pedestrian flow, street activation and improvement of hostile/poorly maintained areas should be achieved. 	<p>Section 10.2.1 of Chapter 10 (Place, design and movement) for a summary of adopted SDRP recommendations.</p> <p>Sections 8.2 and 8.3 of Chapter 8 (Non-Aboriginal heritage) for impact assessment and mitigation measures.</p> <p>Section 7.2 of Chapter 7 (Aboriginal Heritage) for Balarinji inputs.</p> <p>Section 10.3 of Chapter 10 (Place, design and movement) for Balarinji inputs and design principles, outcomes and actions.</p>
	29 September 2022 (SDRP02)	<ul style="list-style-type: none"> Support for co-ordinated heritage, cultural heritage and architecture, as well as improvement to natural lighting, removal of mezzanine in booking hall and addition of the eastern awning. Further cultural heritage development of Platform 1 required in relation to the Stolen Generations Concerns raised to legibility of northwest corner of station, resulting in need for further wayfinding Encouragement for bold design intervention to open up north-western corner to facilitate increased activation Further information required on multi-use event space, northwest access within the vestibule and improved surveillance/sightlines. 	<p>Section 10.2.1 of Chapter 10 (Place, design and movement) for a summary of adopted SDRP recommendations.</p> <p>Section 10.2.1 of Chapter 10 (Place, design and movement) for use of multi-disciplinary team.</p> <p>Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.</p> <p>Section 10.3.1 of Chapter 10 (Place, design and movement) for the Stolen Generations and Platform 1.</p> <p>Section 10.3.6 of Chapter 10 (Place, design and movement) for green infrastructure design.</p> <p>Section 8.2.1 of Chapter 8 (Non-Aboriginal heritage) for Booking Hall opportunities.</p>
	17 November 2022 (SDRP03)	<ul style="list-style-type: none"> Support for Eddy Avenue Plaza, use of steel throughout all interventions and realignment of light rail to increase platform width Concerns raised in SDRP01 and 02 remain relevant to Country and concerns raised to double row of palms undermining pedestrian permeability. In addition, further attention required to northeast terminal building as this remains the most critical public domain interface. 	<p>Section 10.2.1 of Chapter 10 (Place, design and movement) for a summary of adopted SDRP recommendations.</p> <p>Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.</p>

Investment NSW

Investment NSW reinforces NSW global position as a safe and attractive place to invest and carry out business. Investment NSW was established as an executive agency under the Department of Premier and Cabinet on 29 March 2021 and became a formal group under the Department of Enterprise, Investment and Trade on 1 July 2022. A virtual briefing with Investment NSW was held on 15 September 2022, resulting in the following outcomes outlined in Table 6-11 below.

Table 6-11: Investment NSW consultation comments

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
Investment NSW	15 September 2022	Issues raised in regard to legible connections between Central Station and Belmore Park and whether outdoor uses would result in unacceptable impacts to planned residential development to be delivered under wider CPRP.	Section 10.1.3 of Chapter 10 (Place, design and movement) for existing interface with Belmore Park. Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.

Create NSW

Create NSW is a government agency responsible for the arts, screen and culture, forming part of the Arts, Sport and Tourism Group within the Department of Enterprise, Investment and Trade. A virtual briefing with Create NSW was held on 15 September 2022, resulting in the following outcomes outlined in Table 6-12.

Table 6-12: Create NSW consultation comments

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
Create NSW	15 September 2022	<ul style="list-style-type: none"> Queries raised whether activation of precinct would be achieved incrementally or achieved in one short delivery phase. 	Section 1.1. of Chapter 1 (Introduction and background).

City of Sydney

The City of Sydney was consulted during the scoping of the EIS and further briefed in October and December 2022 regarding future opportunities for the station and development opportunities. Comments provided by City of Sydney in relation to the project are outlined in Table 6-13.

Table 6-13: City of Sydney consultation comments

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
City of Sydney	28 October 2022	<ul style="list-style-type: none"> Justification sought as to why skylights were previously blocked up within the Grand Concourse and whether opportunities could be sought for night-time uses and renovation of the Booking Hall. 	Section 10.3 of Chapter 10 (Place, design and movement) for opportunities identified for the Booking Hall.
	14 December 2022	<ul style="list-style-type: none"> Scope of project regarding Belmore Park interface Opportunity to improve kerb interface with the Central Business District (CBD) and light rail along Eddy Avenue Detailed design discussion regarding Dulwich Hill light rail – drainage issue and extent of slew/widening of pedestrian waiting area at Porte Cochere Discussion/consideration of heritage impacts affecting early/original fabric focused on the 	Section 10.1.3 of Chapter 10 (Place, design and movement) for existing interface with Belmore Park. Section 10.3 of Chapter 10 (Place, design and movement) for light rail and Eddy Avenue. Sections 8.2 and 8.3 of Chapter 8 (Non-

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
		installation of new escalators, the removal of the historic access ramp in Eddy Avenue Plaza and removal of the original structure to open up the northwest corner entrance.	Aboriginal heritage) for impact assessment and mitigation measures.

Heritage NSW

One meeting was held with Heritage NSW in August 2022. Consultation comments provided by Heritage NSW are outlined in Table 6-14.

Table 6-14: Heritage NSW consultation comments

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
Heritage NSW	4 August 2022	<ul style="list-style-type: none"> Project team provided an update on the project and discussion was held regarding consultation with Heritage Council Copies of CPRP documentation were requested. 	Not applicable

NSW Treasury

NSW Treasury was consulted during the preparation of the EIS with Transport providing an overview and site walk of both the CPRP and the project on 12 December 2022 as well as outlined next steps for future engagement. No specific feedback about the project was received from NSW Treasury.

6.2.5 Other stakeholders

Heritage stakeholders

Heritage stakeholders including the National Trust, Heritage Council and Transport Heritage NSW were consulted during the preparation of the EIS. Engagement included an overview of the project and site walks, with information about ongoing engagement for both the project and the CPRP. Comments provided by the three heritage stakeholders are outlined in Table 6-15.

Table 6-15: Heritage stakeholder comments

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
National Trust	30 November 2022	<ul style="list-style-type: none"> Encouraged the project to aim to conserve and enhance heritage. 	Chapter 7 (Aboriginal heritage) Chapter 8 (Non-Aboriginal heritage)
Heritage Council	7 September 2022	<p>A presentation was given to the Heritage Council. The Council recommended:</p> <ul style="list-style-type: none"> Transport continue to develop the detailed design to identify the significance of elements and spaces in order to identify heritage opportunities and constraints and assess heritage impacts That the project considers reinstating elements of heritage significance across the Central Precinct Continuation of the work with Balarinji in applying holistic design principles across the Central Precinct. 	<p>Section 7.2 of Chapter 7 (Aboriginal heritage) for artwork commission.</p> <p>Section 8.2 of Chapter 8 (Non-Aboriginal heritage) for impact assessment.</p>
	12 October 2022	<p>No formal feedback was provided following the session, however items discussed included:</p> <ul style="list-style-type: none"> Public art and heritage interpretation opportunities 	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
		<ul style="list-style-type: none"> Impacts to north-west corner and extent of demolition works Re-use of salvaged materials in the new design 	
	7 December 2022	<ul style="list-style-type: none"> Expressed support for the option conveying the greatest level of design intervention which included the demolition of the northern-most retail outlet and creation of a new opening adjacent to escalators in the north-western corner of the project site on the corner of Eddy Avenue and Pitt Street Looks forward to further progress and refinement of the design of Eddy Avenue Plaza Recommended that the project includes a cohesive colour scheme based on historic investigations. 	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Transport Heritage NSW	12 December 2022	<ul style="list-style-type: none"> Noted that movement on the Grand Concourse is vital to the success of events that Transport Heritage NSW hold at Central 	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.

Accessible Transport Advisory Committee

ATAC provides a mechanism for governments, public transport providers, disability sectors and other related industries to discuss accessible public transport and associated infrastructure requirements to achieve equitable outcomes and design for persons with disabilities. Engagement with ATAC was held in August 2022, encouraging place-specific comments relating to the project. Outcomes from consultation carried out with ATAC is outlined in Table 6-16.

Table 6-16: ATAC consultation

Stakeholder	Date of engagement	Feedback	Where addressed in EIS
ATAC	August 2022	<ul style="list-style-type: none"> Grand Concourse: poor acoustics to be mitigated, points of reference to be installed to assist wayfinding, increased provision of wider ticket barriers, gate location to be considered to ease congestion, increased wayfinding, accessible toilets with no M-Lock Metro Gate: Support from NSW Disability Council but concerns from the Deafness Forum and wheelchair users. Lifts could be located adjacent to ticket barriers to aid those with disabilities more, similar to Eddy Avenue Plaza Eddy Avenue: Opportunities should be sought to reduce the darkness of surface materials, warmer lighting, increased street furniture, accessible toilet facilities and increased staff presence to support disabled users. 	<p>Section 6.3 of this chapter.</p> <p>Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.</p>

Vulnerable groups

A key focus of the CPRP was to engage with diverse and vulnerable communities about how Central Precinct can become a welcoming, safe and appealing precinct for all. Transport has been engaging with stakeholders and service providers who operate in the area including Homelessness NSW, Mission Australia, St Vincent de Paul and St Vincent's Hospital to understand challenges, identify opportunities and minimise impacts for people sleeping rough or experiencing homelessness in the local area.

Transport has worked closely with the City of Sydney homeless division, Department of Communities and Justice, Transport Police and the above service providers operating around Central Precinct to ensure that information is shared and enable discussion about how to respond to homelessness and issues affecting vulnerable communities in and around the Central Precinct.

Workshops were held on 19 October and 8 December 2022 with key stakeholders including the Department of Communities and Justice, Transport Police, Sydney Local Health District, City of Sydney, Haymarket Foundation, Mission Beat, The Salvation Army, Wesley Mission and Homelessness NSW.

Transport also held a design site visit with the Council for Intellectual Disability, Physical Disability Council of NSW, Deafness Forum, NSW Disability Council, Blind Citizens Australia, Physical Disability Council of NSW, Transport for NSW Enabled network.

As part of the CPRP, Transport has also heard from young women about their experiences and perceptions of safety at Central Station and the surrounding areas, with particular focus on young girls and women. Meetings were held with members of the Greater Cities Commission Youth Panel representing areas across metropolitan and Greater Sydney from diverse gender, geographic, linguistic and cultural backgrounds.

Transport will continue to engage with stakeholder and communities to ensure to that the future Central Precinct (including the project) meets the needs of a diverse community.

6.3 Summary of key findings

Feedback provided by community and stakeholder groups relevant to the CPRP consultation processes carried out since 2015 have already influenced the concept design for the project and is not summarised further in this chapter or in Appendix D (Stakeholder and community engagement table). Please refer to the CPRP [Consultation Outcomes Report](#) (Transport for NSW, 2022g) for more information regarding the outcomes of the wider CPRP consultation process.

Transport has carried out targeted consultation with stakeholders to ensure that diverse perspectives and knowledge is appropriately incorporated into the design. A summary of the key findings of the project specific consultation and engagement is provided in Table 6-17 below and detailed further in Appendix D (Stakeholder and community engagement table). Table 6-17 summarises the key themes of community and stakeholder feedback received on the design via email, community survey, stakeholder meetings and the pop-ups, how this feedback has been addressed in the design and where to go in the EIS to find more information.

Table 6-17: Summary of key findings

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
Aboriginal heritage		
Broad support for Aboriginal art	<p>Recognising and acknowledging Aboriginal culture is integral to the project and the overall CPRP. The <u>Connecting with Country Framework</u> (Balarinji & Transport for NSW, 2022) developed as part of the wider CPRP identifies Aboriginal art as a way for the project to connect with Country. The project includes scope for public art including Aboriginal art.</p> <p>As the project progresses through planning and design the <u>Central Precinct Public Art Strategy</u> prepared as part of the wider CPRP, will guide public art as part of the project.</p> <p>We will continue to engage with Aboriginal stakeholders on public art that recognises and celebrates Aboriginal culture and history at Central Station.</p>	<p>Section 10.3.1 of Chapter 10 (Place, design and movement) and Section 7.2 of Chapter 7 (Aboriginal Heritage) for designing with Country.</p> <p>Section 7.2 of Chapter 7 (Aboriginal heritage) for opportunity for artwork.</p>
Acknowledge significance of Platform 1	<p>The CPRP <u>Connecting with Country Framework</u> (Balarinji & Transport for NSW, 2022) identified the opportunity to recognise the significance of Central Station, including Platform 1 in the movement of the Stolen Generations.</p> <p>Acknowledging Platform 1 will be one of many important themes explored as part of the project through avenues such as Aboriginal public art and a Welcome to Country. We will continue to engage with Aboriginal stakeholders in relation to these opportunities.</p>	<p>Section 7.2 of Chapter 7 (Aboriginal Heritage) and Section 10.3.1 of Chapter 10 (Place, design and movement) for designing with Country.</p>
Heritage interpretation including the telling of Aboriginal stories	<p>The <u>Connecting with Country Framework</u> identified the need to tell Aboriginal stories and highlight Aboriginal voices. Similarly, the CPRP <u>Heritage Interpretation Strategy</u> (Transport for NSW, 2022q) identifies a broad range of narratives that could be told across the site through heritage interpretation.</p> <p>There are a range of Aboriginal cultural heritage opportunities being explored including public art, heritage interpretation, built elements, landscaping and opportunities to recognise the Sydney Terminal Building's role as an arrival point on Country.</p> <p>As the project progresses, a detailed interpretation plan will be developed in consultation with relevant stakeholders.</p>	<p>Section 7.2 of Chapter 7 (Aboriginal Heritage) for designing with Country.</p>
Operation of Aboriginal owned businesses	<p>The project will have a range of opportunities to create a diverse and vibrant place and meet the needs of all precinct users.</p> <p>As the project progresses operation of a diverse range of businesses, including Aboriginal owned businesses will be considered.</p> <p>Coota Girls will continue to have a space at Central and we will work closely with the organisation to understand how the project can better support their needs into the future.</p>	<p>Not applicable</p>

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
Non-Aboriginal heritage		
Central Station is an important heritage asset and needs to be celebrated and preserved	<p>The project will enhance the unique heritage qualities of the Sydney Terminal Building.</p> <p>The State-listed heritage of the Sydney Terminal Building will be conserved alongside works that enhance and restore unique heritage spaces such as the former Booking Hall, the Grand Concourse and the Central Electric Building.</p> <p>The proposed design has been refined to minimise impacts to heritage and provide opportunities for public art and heritage interpretation that strengthens and celebrates heritage at Central Station.</p> <p>Remediation and restoration work to the sandstone façade will ensure the longevity of the Sydney Terminal Building into the future.</p>	Sections 8.2 and 8.3 of Chapter 8 (Non-Aboriginal heritage) for impact assessment and mitigation measures.
The roof of the Grand Concourse is a heritage icon and must be preserved	The centrepiece of the Sydney Terminal Building, the Grand Concourse and its roof will be enhanced and protected. The project includes the reinstatement of the original central glazed roof which will restore natural light and provide views of the sky and the iconic Central Clock Tower.	Section 8.2.6 of Chapter 8 (Non-Aboriginal heritage) for impacts to the Sydney Terminal Building concourse level.
New floor tiles in the Grand Concourse	<p>The current terrazzo flooring of the Grand Concourse is proposed to be replaced with new terrazzo flooring.</p> <p>The project includes the opportunity to incorporate public art into the flooring. A Public Art Plan and Heritage Interpretation Plan will be prepared as the project moves into detailed design.</p>	Section 8.2.6 of Chapter 8 (Non-Aboriginal heritage) for impacts to the Sydney Terminal Building at concourse level.
Light fitting suggestions in the Grand Concourse	<p>The project will improve the amenity and character of the Grand Concourse with reinstatement of the roof glazing to allow more natural light, new seating, new flooring and restored pavement lights.</p> <p>There will be opportunities for public art and Connecting with Country initiatives to be displayed, both permanently and programmatically. These initiatives will create a sense of arrival and occasion within the Grand Concourse.</p> <p>Specific light fittings are beyond the scope of this EIS and will be investigated during detailed design.</p>	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Customer services/facilities		
Improved toilet facilities including new toilets on the Grand Concourse, more accessible toilets, gender-neutral bathrooms, showers and parent rooms	<p>The proposed design includes three new toilets and the relocation and upgrade of an existing toilet on the Grand Concourse.</p> <p>The new toilets have been distributed near a range of different uses including close by the new information desk, retail, dining and Transport uses for improved access across the revitalised Sydney Terminal Building.</p>	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
	<p>Subject to detailed design the toilets will be located on the:</p> <ul style="list-style-type: none"> • Western side of the Grand Concourse near the new information desk • Eastern side of the Grand Concourse • Eastern side of the lower Concourse • Western side of the lower Concourse. <p>We understand the importance of gender-neutral bathrooms to create a safe and inclusive space for all. During detailed design we will investigate the inclusion of gender-neutral bathrooms into design.</p> <p>The provision of showers is currently not included in the proposed design. As the project moves into detailed design, we will investigate the need and potential for showers at Central Station.</p> <p>Subject to detailed design, the project will include a new family friendly room with facilities such as an adult toilet, child toilet and a change table.</p>	
Consideration of cycle access and needs including parking and storage	<p>Subject to detailed design, the project will provide about 50 new bicycle parking spaces in Eddy Avenue Plaza. Additional bicycle parking areas will be provided in the broader precinct as part of the CPRP.</p> <p>Bicycle parking has been conveniently located to ensure good passive surveillance and to meet the needs of visitors to the Sydney Terminal Building. Longer term commuter bicycle parking will be provided in the back of house loading dock for tenants with access.</p>	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Luggage storage	As part of detailed design, we will investigate opportunities to include luggage storage facilities.	Not applicable
Customer assistance points and staff available to help customers	<p>The project includes a new concierge desk on the Grand Concourse to assist customers and visitors navigating Central Station and the Sydney Terminal Building.</p> <p>The project will also significantly improve wayfinding in the Sydney Terminal Building.</p> <p>As the project moves into detailed design, we will investigate initiatives or facilities that could assist with navigation of the area.</p>	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Wi-Fi and phone charging points	The project will offer Wi-Fi and phone charging points.	Not applicable
Quiet spaces	<p>We want to create a welcoming destination for all, with a range of spaces and offerings to ensure Central Station meets the needs of all precinct users.</p> <p>During detailed design we will investigate how quiet spaces can be accommodated.</p>	Not applicable
Prayer rooms	We want Central Station to become a welcoming destination that meets the needs of all precinct users.	Not applicable

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
	During detailed design we will investigate how a prayer room could be incorporated into the revitalisation.	
Water refill stations	During detailed design we will investigate incorporating water refill facilities.	Not applicable
Loading dock	The project includes a new loading dock in its current location to serve the needs of the Sydney Terminal Building.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Amenity		
Improved lighting	The project will deliver high quality lighting to improve the safety and amenity of the area. Lighting upgrades will be made to Eddy Avenue Plaza, Eddy Avenue, Pitt Street and within the Sydney Terminal Building to enhance the safety, character and usability of the area.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
More seating and comfortable spaces to sit without having to purchase food or drink	The project will provide new seating spaces in the Grand Concourse and Eddy Avenue Plaza to meet the needs of commuters, visitors and workers. Public seating areas will not require the purchase of food or drinks.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Upgrade footpath and lighting along Eddy Avenue and Pitt Street to help activate the space	The project includes new retail, dining, footpath and lighting upgrades to Eddy Avenue and Pitt Street to improve the accessibility, activation and amenity of the area.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Grand Concourse becoming too hot	Thermal modelling has been carried out to ensure the Grand Concourse will be comfortable throughout the seasons.	Not applicable
Noise levels need to be comfortable for people to rest in between trips	The project will improve the amenity of the Grand Concourse including the lighting and noise levels. Landscaping and the reinstatement of the original roof design, with acoustic material, will help absorb noise to create a welcoming environment.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
More natural light in the Grand Concourse	The project to restore the Grand Concourse roof to its original 1906 design with additional glazing will add more natural light into the Concourse, increasing the overall amenity and character of the space.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions. Section 8.2.6 of Chapter 8 (Non-Aboriginal heritage) for impacts to the Sydney Terminal Building at concourse level.

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
Safety and security		
Central should be a safe, inclusive and accessible destination	<p>Creating a welcoming and activated place that feels safe for all is a key objective of the project.</p> <p>The project will significantly improve lighting and amenity, provide cleaner spaces, more greenery and improve wayfinding and access.</p> <p>Diverse retail and dining options open later into the evening, will encourage a diverse group of customers and visitors to Central Station, activating the area and creating good passive surveillance.</p>	<p>Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.</p> <p>Section 10.3.3 of Chapter 10 (Place, design and movement) for safety and security principles.</p>
Increased staff, security and police presence	<p>The project includes a new concierge desk on the Grand Concourse to assist customers and visitors navigating Central Station and the Sydney Terminal Building. There will also be an increased security presence.</p> <p>We have been consulting with NSW Police on the project and will continue to work closely with them as plans progress.</p>	<p>Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.</p> <p>Section 10.3.3 of Chapter 10 (Place, design and movement) for safety and security principles.</p>
Welcoming and safe space for LGBTQIA+ community	<p>Creating a welcoming and activated place that feels safe for all is a key objective of the project.</p> <p>We have consulted with LGBTQIA+ stakeholders on how the wider CPRP can become a safe and welcoming place for the LGBTQIA+ community.</p> <p>During detailed design we will be investigating gender neutral bathrooms.</p> <p>As the project progresses, we will continue to work with these stakeholders to ensure Central Station becomes a welcoming and safe space for the LGBTQIA+ community.</p>	Not applicable
Safety initiatives and CCTV	<p>The project will include new CCTV and will improve the overall safety and amenity of the area with upgrades to the public domain, new retail and dining to increase activation and improved wayfinding and lighting.</p> <p>Where applicable opportunities for safety initiatives will be considered, as the project progresses.</p>	<p>Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.</p> <p>Section 10.3.3 of Chapter 10 (Place, design and movement) for safety and security principles.</p>
Transport		
Ability to buy train tickets at the station	<p>Transport customers and visitors travelling across the rail network within Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra can use an Opal card or a contactless credit, debit or mobile device to pay for travel.</p> <p>Opal cards are available over the counter from Opal retailers. Alternatively, customers can purchase an Opal single trip ticket at Central Station.</p>	Not applicable

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
	For travel on NSW Train Link regional buses, you can book online, over the phone or in person at Central Station.	
Travel alerts displayed as part of the station displays	The project will include new screens near the new information desk on the Grand Concourse. These screens will include relevant travel information including the train timetable.	Not applicable
Accessibility		
Improved wayfinding, signage and suggestion to review use of 'T' for train	<p>The project will significantly improve the way people navigate the Sydney Terminal Building with new lifts, stairs, escalators and updated signage to improve wayfinding. A new concierge desk on the Grand Concourse will also assist customers navigating Central Station.</p> <p>The proposed design also includes new access points from Pitt Street into the Lower Concourse, from the Grand Concourse to Eddy Avenue and a new lobby for access between both levels.</p> <p>The use of the 'T' for train has been tested across a broad range of customers and is used across trip planning and network maps to ensure consistency and recognition across the network. We have passed this feedback onto our Wayfinding team in the Customer Strategy and Technology branch.</p>	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
New lifts located near ticket barriers	New lifts, stairs and escalators will be located near the ticket barriers on the Grand Concourse to provide convenient access between Eddy Avenue Plaza and the Grand Concourse.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Information in a range of languages/formats for people from culturally and linguistically diverse communities	We want to ensure everyone who visits or uses Central Station, including people from culturally and linguistically diverse communities can obtain the information they need to easily navigate the area. During detailed design we will investigate initiatives or facilities that could be implemented to help achieve this outcome.	Not applicable
Additional wider ticket barriers and gate line located to ease congestion	<p>The design proposes to shift the Opal ticket barriers closer to the platforms on the Grand Concourse to expand and simplify the gate line. This will create more space for pedestrian movement in the Grand Concourse.</p> <p>Subject to detailed design and pedestrian modelling, we will investigate providing additional wide ticket barriers.</p>	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Accessible toilets with no M-lock	<p>Transport has carried out some initial trials on the design of bathrooms without a door handle.</p> <p>The project offers an opportunity to further test and trial this kind of initiative and we will investigate this further during detailed design.</p>	Not applicable

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
Culture and events		
Support for Central to become a vibrant destination	The project would be the first step in transforming Central Station from a place people move through to one they want to stay and explore. The project will offer new and diverse retail, dining open later into the evening, bars, cafes, events, cultural experiences and an improved Transport experience to help create an activated and vibrant destination for all.	Section 1.1 of Chapter 1 (Introduction and background).
Spaces for cultural experiences, music and pop-up events including free events	We want Central Station to become an exciting new destination with a range of offerings. The project includes opening up currently inaccessible parts of the Sydney Terminal Building, including a new event space with the opportunity for cultural experiences, exhibitions, live music and pop-up events. EDDY, a new 12-month pop up with retail, art, events, a cinema and dining, is the first step in bringing people back into the CBD and showcasing what can be achieved at Central Station.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Heritage experiences	The project includes spaces and facilities to complement the existing program of heritage experiences at Central Station and support their growing popularity by increasing the capacity, services and retail offering on site. The project includes opening open up currently inaccessible parts of the Sydney Terminal Building which will allow the community to experience more of the building as the precinct comes to life. The project will also enrich the customer experience through improved amenities and new heritage interpretation, including displays and public art.	Section 8.3 of Chapter 8 (Non-Aboriginal heritage).
Retail and dining		
A range of food offerings at different price points	The project will provide new food and beverage options for a wide range of dining requirements including cafes, restaurants, bars and healthy on the go options that are available from early morning until late in the evening. A retail strategy will be developed in the detailed design phase to guide the procurement of food and beverage offerings to meet the needs of commuters, visitors, and workers.	A Retail Strategy will be developed during detail design.
Food operation not just 9-5 but later into the night	The project will include food and beverage options available from early morning until late in the evening to help create an activated and vibrant place.	A Retail Strategy will be developed during detail design.
Landscaping		
Support for landscaping including request for native planting and colourful plants	A key theme of the CPRP Connecting with Country Framework was 'six seasons planting', recognising the need for considered native planting choices. The project is being guided by this Framework as well as the biodiversity targets set out in the CPRP Green Infrastructure Strategy . The project includes native planting in the Grand Concourse and Eddy Avenue Plaza to help increase the amenity of the area and reach green cover and canopy targets.	Section 10.3.6 of Chapter 10 (Place, design and movement) for green infrastructure design. Section 10.3.1 of Chapter 10 (Place, design and movement) and Section 7.2

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
		of Chapter 7 (Aboriginal Heritage) for designing with Country.
Trees in the Grand Concourse should not impede pedestrian movement	The project includes landscaping in the Grand Concourse which has been located to increase amenity and ensure visual or pedestrian movements are not impeded.	Section 10.3 of Chapter 10 (Place, design and movement) for design principles, outcomes and actions.
Sustainability		
Solar panels or thin film lightweight flexible solar integrated to generate power	Subject to detailed design and heritage considerations, the project includes new solar panels on the roof of the Porte Cochere over the L1 Dulwich Hill Line Grand Concourse light rail stop.	Section 5.2.1 of Chapter 5 (Project description).
Consultation		
Further consultation with disability groups on their needs	<p>We have engaged with disability stakeholders for the wider CPRP and on the proposed design of the project to hear what they would like to see improved at Central Station to create an accessible, safe and welcoming destination.</p> <p>Feedback heard from these stakeholders has helped to inform the design and we will continue to work closely with relevant disability stakeholders to ensure the Sydney Terminal Building and surrounds can meet their needs.</p>	This chapter.
Engage with Aboriginal community on how revitalisation could celebrate Aboriginal culture	<p>Through the preparation of the Connecting with Country Framework and Aboriginal Cultural Heritage Study prepared as part of the wider CPRP, we have been engaging with the Aboriginal community on opportunities to recognise and acknowledge Aboriginal culture at Central Station.</p> <p>The project is the first step in the wider CPRP and offers the opportunity to meaningfully connect with Country. There are a range of Aboriginal cultural heritage opportunities being explored including public art, heritage interpretation, built elements, landscaping and opportunities to recognise the Sydney Terminal Building's role as an arrival point on Country. We will continue to engage with Aboriginal stakeholders on these opportunities as the project progresses into detailed design.</p>	This chapter.
Other		
Commuter car park and long-term car park	<p>Central Station is Australia's busiest transport interchange and is an anchor of the NSW rail network, catering for light rail, bus, coach and point to point services. Majority of commuters travelling into the Central Station area for work largely catch public transport.</p> <p>The Future Transport Strategy (Transport for NSW, 2022t) focuses on commuter car parks that extend the reach of the public transport network, reduce congestion in centres and support improved amenity on local streets. Long term commuter parking at Central Station is not part of the Future Transport Strategy.</p>	Not applicable (outside of project scope).

Feedback on design	How it has been addressed in the design	Where addressed in the EIS
Fast rail	Fast rail is outside the scope of the project.	Not applicable (outside of project scope).
Belmore Park interface including suggestion for new underground connection between Central Station and the park	A new set of escalators from the Grand Concourse to Eddy Avenue will assist pedestrians moving from the station to Belmore Park. Direct pedestrian connections from Central Station to Belmore Park are outside the scope of this project.	Not applicable (outside of project scope).

6.3.1 Ongoing engagement activities

As set out in Section 6.1.2, Transport will continue to engage with stakeholders regarding the project following the exhibition of the EIS.

Consultation during EIS exhibition

An EIS for a State significant infrastructure project must be exhibited to the public and stakeholders for no less than 28 days, as outlined under Division 2 Part 7 of the EP&A Act.

During the EIS exhibition, Transport will continue to inform the community and project stakeholders of the project and the potential impacts of the work. The EIS will be on public exhibition and supported by the relevant technical reports and anticipated construction and operational impacts.

Transport will continue to actively engage with key stakeholders and the general public via the project website, newsletter to residents, email updates, livestream, a pop-up at Central Station and digital media during the exhibition of the EIS. Opportunities to collect local knowledge and experience relating to user experience, wayfinding, business impacts, customer needs (including access), cultural heritage and built heritage, and construction impacts will be sought. Information provided to Transport during the EIS exhibition and associated engagement events will be used to inform the project design.

Further engagement will be carried out with residents, local businesses and sensitive receivers.

Consultation post EIS exhibition

Transport will continue to update the project website and monitor project emails and phone call enquiries. Feedback provided to Transport will be collected and shared with the project team to refine the project design and its connection to the public domain, where relevant. Transport will use local knowledge and experience to inform construction approaches and mitigation measures where appropriate and feasible.

A Response to Submissions Report will be prepared by Transport to respond to relevant matters raised during the exhibition period. This report will ensure that the local community receive feedback on the matters raised. Where further design refinement is required, design changes will be documented in the Response to Submissions Report or separately in an Amendment Report depending on the nature of the design changes.

Transport will continue to engage with the community and stakeholders during the construction and operational phases of the project to ensure that community needs are considered, and ongoing concerns addressed.

Consultation during the proposed construction

A Community Liaison Management Plan (CLMP) will be prepared, to address consultation and engagement requirements. Condition-specific measures will be developed to ensure that post-approval engagement is appropriately targeted and phased, allowing any responses and recommendations to be considered and actioned, where appropriate. The CLMP will establish the framework for stakeholder and public engagement during the project's construction phase and will demonstrate how the public will be informed of project milestones and updates.

Transport will maintain the existing project webpage to ensure continuity and readily accessible and understandable information. Routine monitoring of project mailboxes and phone lines will be carried out and shared within the project team during construction to ensure that enquiries and complaints are understood and escalated to the appointed construction contractor, where necessary.