

Technical Paper 4

Communication and Stakeholder Engagement Timeline

Date	Event/ Milestone	Comments
October 2012	<i>State Infrastructure Strategy</i> (2012) released.	<ul style="list-style-type: none"> ■ Identified strategic stakeholders including community members, business owners, road users, peak bodies, councils and government agencies. ■ Conducted qualitative research with residents of Sydney, business owners, and other key stakeholders to inform the planning and communication of WestConnex. ■ Reviewed known and predicted issues associated with major motorway proposals. ■ Identified opportunities and strategic issues related to the M4 and M5 corridors and urban revitalisation. ■ Raised community awareness and provided information about the two key elements of WestConnex (motorway and urban revitalisation). ■ Held targeted stakeholder and community discussions to seek ideas and opinions. ■ Ensured feedback and research findings were incorporated into the Business Case.
December 2012	<i>NSW Long Term Transport Master Plan</i> released.	
July 2013	2013 Business Case lodged.	
September 2013	2013 Business Case approved.	<ul style="list-style-type: none"> ■ Released media announcements. ■ Targeted stakeholder discussions with advocacy groups, local councils, elected representatives and peak bodies. ■ Conducted roundtable discussions with stakeholders such as councils, the freight industry, commerce and business groups. ■ Launched the project website with background information, maps, videos and feedback channels.
November – December 2013	M4 East Preliminary Concept Design announced.	<ul style="list-style-type: none"> ■ Distributed a community update to more than 105,000 residences and businesses. Copies made available at local councils, libraries and motor registries. ■ Early identification of property owners possibly impacted by the project. ■ Placed advertisements in local papers about information sessions. ■ Released media announcements. ■ Held seven community information sessions along the project corridor providing community members opportunity to discuss the preliminary concept design and provide feedback. Attended by more than 600 people.
April 2014	M4 East Community Feedback Report published.	<ul style="list-style-type: none"> ■ Published the M4 East Community Feedback Report on the WestConnex website.
June 2014	Government announcement of northern and southern extensions - made possible by the long term lease of the state's electricity distribution and transmission business ¹ .	<ul style="list-style-type: none"> ■ Raised awareness of the motorway and activities, particularly regarding the southern extension geotechnical investigations. ■ Targeted briefings and stakeholder engagement of councils and other stakeholders throughout Sydney. ■ Updated the website.
August 2014	M4 Widening Environmental Impact Statement exhibition period (30 days).	<ul style="list-style-type: none"> ■ Department of Planning and Environment exhibited M4 Widening Environmental Impact Statement. ■ Held five community drop in sessions along the route for community members to ask questions and to encourage formal submissions. ■ Distributed a community update brochure to 89,500 residents

¹http://www.westconnex.com.au/news/media_releases/media_releases_2014/20140610_government_declares_war_on_congestion.html

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		<p>and businesses.</p> <ul style="list-style-type: none"> ■ Updated the website.
October 2014	King Georges Road Interchange Upgrade Environmental Impact Statement exhibition period (30 days).	<ul style="list-style-type: none"> ■ Department of Planning and Environment exhibited the King Georges Road Interchange Upgrade Environmental Impact Statement. ■ Held two community information sessions for community members to ask questions and to encourage formal submissions. ■ Placed advertisements in local papers about information sessions. ■ Released media announcements. ■ Distributed a community update to 5,500 residents and businesses around the interchange. ■ Updated the website.
November 2014	<i>State Infrastructure Strategy</i> (2014) released, including recommendation to proceed with northern and southern extensions.	<ul style="list-style-type: none"> ■ Raised awareness of the motorway and activities, particularly regarding the southern extension geotechnical investigations. ■ Targeted briefings and stakeholder engagement of councils and other stakeholders throughout Sydney.
November 2014 to February 2015	New M5 Project and Alexandria Landfill site announced as the location of the St Peters Interchange.	<ul style="list-style-type: none"> ■ Published the New M5 Overview brochure – explaining the project and its benefits - on the WestConnex website and emailed a link to more than 3,000 subscribers. ■ Released media announcements. ■ Distributed a community update to 8,700 properties around the proposed interchange at St Peters. ■ Placed advertisements in local papers about information sessions. ■ Held three community information sessions for community members to ask questions and provide feedback on the proposal. ■ Hosted a community information evening at Enmore, attended by around 900 people. ■ Doorknocked residential properties in the road reservation in St Peters and distributed letters inviting owners to book a meeting with the project team. ■ Updated the website.
December 2014	Stage 3 alignment announced, providing a link between Sydney's south, the Anzac Bridge, the CBD at Darling Harbour and Sydney's north.	<ul style="list-style-type: none"> ■ Released media announcements. ■ Updated the website.
April 2015	M4 East midway tunnelling point announced as Cintra Park, Concord.	<ul style="list-style-type: none"> ■ Held several meetings with City of Canada Bay Council and Briars Hockey Club in the lead up to this announcement. ■ Released media announcements. ■ Distributed a community update to approximately 1,800 residents in Concord. ■ Emailed a link to 3,300 subscribers ■ Door-knocked about 90 residences around Cintra Park. ■ Offered briefings to users of St Lukes Park. ■ Placed advertisements in local papers about information sessions. ■ Held community information sessions in May 2015. The

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		<ul style="list-style-type: none"> community could ask questions and provide feedback. ■ Updated the website.
April 2015	Urban Design and Landscape Plan released for King Georges Road Interchange Upgrade.	<ul style="list-style-type: none"> ■ Updated the website. ■ Placed advertisements in local papers about information sessions. ■ Held two community information sessions.
May 2015	Major work started on M4 Widening.	<ul style="list-style-type: none"> ■ Released media announcements. ■ Distributed community update to 85,000 residents and businesses. ■ Placed advertisements announcing the beginning of work. ■ Opened an M4 Widening Community Information Centre at Silverwater for community members to seek more information about the construction work on an ongoing basis. ■ Distributed a community notification on a cycleway diversion during construction to 24,000 properties along the route. ■ Updated the website ■ Sent notifications to key stakeholders.
May 2015	Award of the contract to upgrade King Georges Road Interchange announced.	<ul style="list-style-type: none"> ■ Distributed a community update to residences and businesses close to the King Georges Road Interchange. ■ Updated the website.
June 2015	M4 East preferred design released.	<ul style="list-style-type: none"> ■ Released media announcements. ■ Distributed a community update to more than 105,000 residences and businesses. ■ Established information kiosks at Westfield Burwood, Westfield Parramatta, Westfield Hurstville and Centro Roselands to answer community members' questions, provide information and record feedback. ■ Door-knocked nearly 1000 residential properties in Homebush, around Cintra Park, Concord, Haberfield, Ashfield and along the tunnel alignment in Croydon in July and August 2015. ■ Held briefings with key stakeholders including local Members of Parliament, representatives from councils and residents. ■ Carried out face-to-face discussions and phone calls with businesses along the project corridor. ■ Placed advertisements in local papers about the information sessions. ■ Held four community information sessions in July 2015 for the community to ask questions and provide feedback.
June 2015	M4 Widening Draft Urban Design Landscape Plan released.	<ul style="list-style-type: none"> ■ Advertised in 14 local papers. ■ Distributed information to 24,000 residents and businesses along the route. ■ Held a Community Forum to discuss the Plan and seek feedback. ■ Emailed M4 Widening subscribers informing them about the Plan.
June 2015	New M5 business surveys conducted.	<ul style="list-style-type: none"> ■ Door-knocked and invited around 20 businesses along Euston Road to participate in a business survey.
June 2015	New M5 Western portal and associated permanent operational	<ul style="list-style-type: none"> ■ Distributed a community update to more than 27,000 residences and businesses. ■ Door-knocked around 200 residences closest to the proposed

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	facilities announced.	<p>works.</p> <ul style="list-style-type: none"> ■ Held two community information sessions in July 2015, attended by about 160 community members. ■ Updated the website. ■ Placed advertisements in local papers about the community information sessions.
July 2015	New M5 Midway Tunnelling Point announced as government-owned land at Kogarah Golf Course.	<ul style="list-style-type: none"> ■ Distributed a community update to about 14,000 residents and businesses in the vicinity of the midway tunnel point. ■ Held round table meetings with key stakeholders including Rockdale Council, Kogarah Golf Club Board and Management and interested developers. ■ Attended the Kogarah Golf Club annual general meeting to answer members' questions and gather feedback. ■ Published a project fact sheet on the WestConnex website. ■ Door-knocked about 150 residences closest to the proposed midway tunnelling point. ■ Hosted two community information sessions for members of the Kogarah Golf Club with Rockdale Council and Roads and Maritime Services in August 2015. ■ Updated the website.
July 2015	M4 Widening construction update distributed.	<ul style="list-style-type: none"> ■ Distributed a community update to more than 90,800 residences and businesses to provide an update on construction work. ■ Updated the website.
August 2015	Community Information Centre opened for King Georges Road Interchange Upgrade construction work.	<ul style="list-style-type: none"> ■ Opened a dedicated Community Information Centre at Beverly Hills for community members to seek more information about the construction work on an ongoing basis.
September to November 2015	M4 East Environmental Impact Statement exhibition (9 September to 2 November 2015)	<ul style="list-style-type: none"> ■ The Department of Planning and Environment exhibited the M4 East Environmental Impact Statement. ■ Distributed a community update to 105,000 residents and businesses. ■ Added the Environmental Impact Statement to the WestConnex website and provided hard copies at 18 different locations for the community to access. ■ Placed advertisements in local papers about the community information sessions. ■ Held eight community information sessions attended by about 160 community members. Community members could ask questions and were encouraged to make a formal submission. ■ Attended five public meetings hosted by Ashfield Council (about 90 attendees), Strathfield Council (about 15 attendees), Haberfield Public School (about 70 attendees), The Infants Home (about 10 attendees) and a resident meeting hosted by Jodi Mackay MP (about 30 attendees). ■ Hosted a stand at the Burwood Festival, engaging with over 350 members of the community about all stages of WestConnex. ■ Published a Project Overview brochure and suite of Fact Sheets about the project on the WestConnex website. Hard copies of these were available at information sessions and shopping centre kiosks. ■ Launched an M4 East interactive mapping tool on the WestConnex website to provide further details on the tunnel

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		<p>depth and alignment.</p> <ul style="list-style-type: none"> ■ Held stakeholder meetings and briefings with local State and Federal Members of Parliament, local Councillors and Council officers, local schools, Chambers of Commerce and other local service providers. ■ Tweeted about the submissions period. ■ Updated the website. ■ Published air quality data from five monitoring stations, capturing the current state of ambient air quality along the alignment.
September to November 2015	New M5 preferred design and selection of the construction contractor announced.	<ul style="list-style-type: none"> ■ Released media announcements including 3D visualisation video of the preferred design. ■ Distributed a community update to about 60,000 residences and businesses along the proposed project route providing an overview of the New M5. ■ Distributed a community update to about 30,000 residences and businesses between Arncliffe and St Peters providing information on St Peters interchange ■ Distributed a community update to about 30,000 residences and businesses along the proposed project route near Bexley and Bexley North providing information on the proposed construction compounds and permanent facilities. ■ Placed advertisements in local papers about the community information sessions. ■ Emailed around 3,500 subscribers announcing preferred design and selection of the construction contractor. ■ Door-knocked about 70 residences around Bexley Road and about 40 apartments near the corner of Euston Road and Sydney Park Road. ■ Held three community information sessions to discuss the preferred design, attended by more than 200 people. ■ Updated the website. ■ Opened a shopping centre kiosk at Marrickville Metro (adding to the existing shopping centre kiosks) for the community to drop by, ask questions, collect information and provide feedback. ■ Hosted Council Reference Group meetings with Sydney City Council, Marrickville Council and City of Botany Bay Council as well as Rockdale City Council, Hurstville City Council and Canterbury City Council. Notes from these meetings have been posted to the WestConnex website. ■ Briefed key stakeholders, including St Peters P&C, Bicycle NSW, senior managers at local councils, Sydney Local Health District – Urban Development Committee. ■ Met with government agencies including NSW Environment Protection Authority, Transport for NSW, Roads and Maritime Services, Department of Planning and Environment and UrbanGrowth NSW. ■ Published air quality data from seven monitoring stations, capturing the current state of ambient air quality along the alignment.
Ongoing communication and consultation activities		
Ongoing	Two-way communication channels:	<ul style="list-style-type: none"> ■ Providing the community and stakeholders with opportunities to ask questions and provide feedback on the project 24 hours a

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	Project information phone line (1300 660 248) Project email address (info@westconnex.com.au) Mailing address for correspondence (Locked Bag 928, North Sydney, NSW 2059)	day. ■ Writing to project stakeholders and community members to clarify project information and respond to enquiries received directly and via the Minister and Premier.
Ongoing	WestConnex website updates (www.westconnex.com.au)	■ Updating the website regularly with project information, fact sheets, news items, media releases, reports, notifications, maps, interactive tools, artists impressions, videos, information about consultation activities and ways to provide feedback.
Ongoing	Subscription service	■ Inviting community members to register their interest in subscribing for updates via an online form and during conversations on the phone or face to face. ■ Emailing project updates and announcement to subscribers.
Ongoing	National Translation and Interpreting	■ Promoting the translation services available for members of the community who speak languages other than English on the WestConnex website and on all communication materials.
Ongoing	WestConnex Assist counselling services	■ Offering independent and confidential phone or face-to-face counselling, across a range of locations. A diverse team of professionals, including psychologists, social workers and qualified counsellors can be matched to the needs of each individual. ■ Roads and Maritime is also providing an independent service to vulnerable households, such as the elderly and those suffering an illness, to help assist with their relocation. This service aims to provide assistance with tasks such as finding a new property (either to rent or purchase), arranging removalists, service connections (electricity, gas etc.), attending appointments with solicitors and other tasks associated with relocating.
Ongoing	Advertising	■ Placing advertisements on a regularly basis to provide information about upcoming consultation activities, construction notifications and other awareness raising activities.
Ongoing	Media announcements	■ Releasing media announcements and hosting events and briefings at key project milestones across all WestConnex projects. ■ Uploading news and media releases to the WestConnex website. ■ Responding to all media enquiries in a timely fashion.
Ongoing	WestConnex Information Kiosks	■ Establishing and maintaining a network of WestConnex information kiosks in key shopping precincts throughout western and south-western Sydney to provide residents with up to date and accurate information about WestConnex and its component parts during peak consultation periods, including at: <ul style="list-style-type: none"> — Westfield Parramatta — Westfield Burwood — Westfield Hurstville — Centro Roselands, — Marrickville Metro Visited by more than 32,000 people.

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Ongoing	Stakeholder briefings and meetings	<ul style="list-style-type: none"> Meeting with local State and Federal Members, local Councillors and Council officers, government agencies, utilities, Aboriginal stakeholders, local service providers including schools, aged care facilities, sporting groups, environmental groups, industry, peak bodies, chambers of commerce and others.
Ongoing	New M5 – St Peters, Alexandria, Mascot Council Reference Group	<ul style="list-style-type: none"> Establishing a Council Reference Group to ensure council input to the project design. Hosting seven meetings with senior representatives from each council to discuss the project. Topics including: project planning and delivery, project design, traffic modelling, local traffic management, urban design, active and public transport, air quality and noise. Publishing meeting notes on the WestConnex project website.
Ongoing	New M5 – Hurstville, Canterbury, Rockdale Council Reference Group	<ul style="list-style-type: none"> Establishing a Council Reference Group to ensure council input to the project design. Hosting two meetings with senior representatives from each council to discuss the project. Topics including: project planning and delivery, project design, traffic modelling, local traffic management, urban design, active and public transport, air quality and noise. Publishing meeting notes on the WestConnex project website.
Ongoing	M4 Widening construction notifications	<ul style="list-style-type: none"> Notifying local residents, businesses and stakeholders about construction works, any changes to traffic arrangements and details of the potential impacts.
Ongoing	King Georges Road Interchange Upgrade construction notifications	<ul style="list-style-type: none"> Notifying local residents, businesses and stakeholders about construction works, any changes to traffic arrangements and details of the potential impacts.
Ongoing	Construction of new hockey facilities at St Lukes Park	<ul style="list-style-type: none"> Notifying local residents, businesses and stakeholders about construction works, any changes to traffic arrangements and details of the potential impacts.
Ongoing	M4 East and New M5 environmental and technical investigations	<ul style="list-style-type: none"> Notifying residents about environmental and technical investigations during planning of the projects. Door-knocking and calling stakeholders, residents and businesses to discuss the work.

In addition to the activities outlined above, Sydney Motorway Corporation and Roads and Maritime Services have been communicating with property owners and tenants regarding property acquisition requirements.

This process includes door knocking affected properties, sending letters and formal correspondence, meeting owners and tenants face-to-face, regular phone calls with affected property owners and tenants and distributing information packages on the acquisition requirements and process. Property acquisition is carried out in accordance with the *Roads and Maritime Services Land Acquisition Information Guide 2014* and the *Land Acquisition (Just Terms Compensation) Act 1991*.