



# SUMMARY OF CONSULTATION FEEDBACK

## WATERLOO METRO QUARTER STATE SIGNIFICANT PRECINCT STUDY

PREPARED FOR  
**URBAN GROWTH NSW  
DEVELOPMENT CORPORATION**  
19 JULY 2018

**URBIS**



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Report Number	Final

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# EXECUTIVE SUMMARY

## THIS REPORT

During late May and June 2018, UrbanGrowth NSW Development Corporation (UrbanGrowth NSW), in conjunction with Sydney Metro, held a community and stakeholder engagement process on a preferred plan for the Waterloo Metro Quarter, part of the NSW Government's renewal of the Waterloo Precinct (the Precinct).

This report outlines the engagement process and the feedback received from stakeholders, including residents of the Waterloo social housing estate, tenants, members of Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, neighbouring residents, landowners, workers and students, local businesses, local community organisations and local service providers.

## THE ENGAGEMENT PROCESS

### Purpose of engagement

The engagement process was undertaken in response to one of the 21 study requirements for renewal and rezoning of the State Significant Precinct (SSP). This process provided an opportunity for key stakeholders and the community to give feedback on a concept scheme for the Metro Quarter. The community was also informed about the planning process for the Metro Quarter, before SSP technical studies were formally lodged with the NSW Department of Planning and Environment (DPE) in July 2018. Feedback was sought on community and cultural uses, active transport, shops and services, and the design of the public domain, in line with the vision principles for renewal of the Waterloo Precinct. Feedback was also collected on the concept proposal for the Metro Quarter State significant Development Application (SSDA).

The community was presented with images of the proposed building envelopes and heights for the Metro Quarter (as per appendix A). They were able to ask questions and provide feedback on built form. Feedback has been incorporated into the proposed planning framework and concept scheme.

### Engagement activities

To ensure a meaningful and informative process of engagement, UrbanGrowth NSW and Sydney Metro provided a variety of channels for the public to engage in the process. Activities comprised a mix of face-to-face and online methods.

Face-to-face engagement was attended by approximately 300 community members. Participants represented the unique demographics of the Waterloo area, including long-term elderly residents, young families, job-seekers, university students, Mandarin speakers, Russian speakers and members of Aboriginal communities.

### Community information and feedback sessions

Two community information and feedback sessions, open to all members of the community with an interest in the Waterloo Metro Quarter were held at Redfern Town Hall.

A flyer promoting the sessions was distributed to 14,000 homes and businesses in Waterloo and parts of Alexandria and made available at Waterloo Connect and Waterloo Library. Advertisements were also placed in the *Sydney Courier* (23 May 2018) and the *Inner West Courier* (24 May 2018).

### Targeted information and feedback sessions

Recognising the demographics of the area, seven targeted information and feedback sessions were also held with:

- Members of the Aboriginal community living within the Waterloo social housing estate, in liaison with an independent Aboriginal Liaison Officer.
- Russian and Chinese language groups living within the Waterloo social housing estate, facilitated by bilingual educators.
- Non-government organisations and service providers which operate in the Waterloo area, including Inner Sydney Voice, Counterpoint, Redfern Legal Centre, Shelter NSW and the Tenant's Union.

- Waterloo Redevelopment Group: which include residents of the Waterloo social housing estate, local resident groups and service providers. The group was formed under the Waterloo Neighbourhood Advisory Board to provide advice to Government on engagement activities for renewal of the Precinct.
- REDWatch.
- Alexandria Residents Action Group (ARAG).

Figure 1 – Engagement Activities



## Feedback forms

Feedback forms were available at all face-to-face engagement activities and online. 157 feedback forms were received. Five feedback forms were received via DPE and this feedback has also been included in the report.

## Email and 1800 line

A dedicated email address and 1800 phone line were also staffed throughout the engagement process. Ten emails and calls were received over the period and this feedback has been included in the report.

## Social media

A series of posts were made on UrbanGrowth NSW social media pages. A total of 67 comments were collected, which have been included in the summary of feedback.

# WHAT WE HEARD

Overall, people supported the creation of a new transport hub and village centre at the Waterloo Metro Quarter. They supported the inclusion of community and cultural spaces, shops, services and open space. There was a strong desire to maintain Waterloo's unique character and celebrate its history and heritage, in particular its significant Aboriginal heritage. There were also some concerns about the proposed number of apartments, building height, density and the potential for overshadowing of open space in the Waterloo Metro Quarter and adjoining neighbours.

A summary of feedback is provided below and outlined further in Sections 3 and 4.

## **Culture and Community Life**

There was a strong desire to maintain Waterloo's unique character and celebrate its history and heritage, in particular its significant Aboriginal heritage. The community suggested changing the name of Waterloo Metro Station to an Aboriginal name that is significant to the local area.

## **Transport, Street and Connections**

Many people supported the creation of homes, shops and services above the Waterloo Metro Station and the objective to prioritise the use of public transport, walking and cycling. Some people expressed concern that these objectives would not be met and that dissuading people from using private vehicles would be a challenge. Many people identified current road congestion and were concerned that conditions would deteriorate with the introduction of more people in to the area. This feedback particularly related to Botany Road and the intersection with Raglan Street.

Some people were concerned about pedestrian safety for commuters and other users of the Waterloo Metro Quarter, again mainly on Botany Road and at the intersection of Botany Road and Raglan Street. Some people also queried why there is only one proposed entrance for the Metro Station, at Raglan Street. There were concerns over the provision of a relatively low number of car parking spaces. There was also a range of queries about the metro services and changes to existing transport services that would result from the introduction of Sydney Metro.

## **Housing and Neighbourhood Design**

There were mixed views on the provision of housing above the new metro station. Whilst most people supported the location of homes with the new, high-speed transport service, many people were concerned about the proposed number of apartments, building density and height. Most people supported the inclusion of affordable and social housing at the Waterloo Metro Quarter, with some people calling for a higher percentage of this form of housing to be included in the plan.

## **Community Facilities, Human Services and Shops**

People supported the inclusion of community and cultural uses, services such as health care and retail at a range of price points. People queried how the provision of these services would be allocated across the Waterloo Metro Quarter and the neighbouring social housing estate.

## **Environment and Open Space**

There was general support for the open space outlined in the preferred plan, however, some people felt more could be included. There were also concerns about the overshadowing of that space. There were calls to ensure that the access to open space is welcoming, friendly and orientated to maximise natural light.

## **NEXT STEPS**

Key stakeholders and the community will have an opportunity to make a formal submission on the concept proposal for the Metro Quarter, including built form, through the statutory exhibition of the SSP studies and proposed planning framework by DPE.

Simultaneously, the concept SSDA and Environmental Impact Statement will be lodged and exhibited, with the community encouraged to have their say.

Following a Design Excellence process, successful development partners will then lodge individual Development Applications for the detailed design of the proposal. This process will include additional engagement. Refer to Figure 8 on page 23.





# COMMUNITY ENGAGEMENT CONTEXT



# 1. COMMUNITY ENGAGEMENT CONTEXT

## 1.1. THE WATERLOO METRO QUARTER

The NSW Government is renewing the Waterloo Precinct to create one of the most well-connected and vibrant places to live, work and visit.

The Waterloo Metro Quarter is 1.91 hectares (ha) of government-owned land bounded by Botany Road, Wellington Street, Cope Street and Raglan Street in Waterloo. It is the area around and above the future metro station and is adjacent to the Waterloo social housing estate.

In December 2015, the NSW Government made the decision to locate a new metro station at Waterloo. The Waterloo Metro Station received planning approval in January 2017 and work to deliver the station commenced in late 2017.

Sydney Metro will move more people safely and reliably than ever before and unlock the potential of Sydney as a growing global city – creating new and diverse opportunities to support changing communities. The Waterloo Metro Station will be delivered as an integrated station development (ISD), allowing the underground metro station and development above and adjacent, to be built at the same time to create a vibrant mixed use precinct.

UrbanGrowth NSW has taken a design-led approach to planning for the Waterloo Metro Quarter to create a village centre that celebrates the history and cultural heritage of Waterloo and is welcoming for new and existing residents. It will deliver new homes, including 5-10% affordable housing and 70 social housing dwellings, a diverse range of shops, a community facility, health and community services, and a new plaza.

Figure 3 – Aerial Photograph of the Precinct including the Waterloo Metro Quarter





The preferred plan for the Waterloo Metro Quarter includes:

- Approximately 700 new homes, including 5-10% affordable housing and 70 social housing dwellings.
- Approximately 8,500m<sup>2</sup> of floor space that could be used for a range of commercial, shared office, community facilities, health services and other uses that provide jobs close to home.
- Approximately 4,000m<sup>2</sup> of ground level retail space, which could include a small-scale supermarket, pharmacy, cafes or a number of specialty shops or entertainment facilities.
- Publicly-accessible open spaces consistent with the site's role as a new village centre and transport hub.

The design response of the Waterloo Metro Quarter aligns with the following factors:

- Engineering constraints associated with building above the station.
- Compliance with state and local government design codes and guidelines e.g. solar access requirements, under SEPP 65.
- Feasibility considerations to balance social, environmental and economic benefits.

New planning controls are required to enable the future development envisaged within the Waterloo Metro Quarter development. UrbanGrowth NSW is leading the preparation of the Waterloo State Significant Precinct (SSP) study which will seek new zonings, building heights and building floor areas for the site, to deliver the above ground benefits at the Waterloo Metro Quarter.

## **1.2. RENEWAL OF THE WATERLOO PRECINCT**

The Minister for Planning has determined that parts of Waterloo (the Precinct) are of State planning significance which should be investigated for rezoning through the State Significant Precinct (SSP) process. Study Requirements for such investigations were issued by the Minister on 19 May 2017.

Investigation of the Precinct is being undertaken by UrbanGrowth NSW Development Corporation (UrbanGrowth NSW), in partnership with NSW Land and Housing Corporation (LAHC) and Sydney Metro. The outcome of the SSP process will be new planning controls that will enable development applications for renewal of the Precinct.

The Precinct includes two separate, but adjoining and inter-related parts:

- The Waterloo Metro Quarter (the Metro Quarter)
- The Waterloo Estate (the Estate)

While the study requirements for the Precinct were provided as separate requirements for the Metro Quarter and for the Estate, comprehensive baseline investigations have been prepared for the entire Precinct. However, lodgement of a separate SSP study for the Metro Quarter in advance of the SSP Study for the Estate is proposed to allow construction of Over Station Development (OSD) within the Metro Quarter to be delivered concurrently with the Metro Station, as an Integrated Station Development (ISD).

## **1.3. VISION PRINCIPLES FOR THE RENEWAL OF THE WATERLOO PRECINCT**

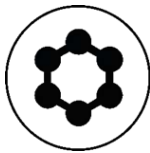
The preferred plan for the Waterloo Metro Quarter has been informed by the visioning engagement held by LAHC in late 2017. The engagement program has consistently used the following focus areas within the vision principles (principles) that reflect the community's priorities and aspirations for the future renewal of the Precinct, including the Waterloo Metro Quarter. Feedback in this report is categorised by the vision principles, so that it is consistent with the information provided in LAHC's report of the visioning engagement.



### **Culture and Community Life**

A place where there is activity day and night, where people feel safe, at ease and part of a cohesive and proud community.

A place that respects the land and Aboriginal peoples by showcasing and celebrating Waterloo's culture, history and heritage.



### **Transport, Streets and Connections**

Integrate the new metro station and other modes of transport in such a way that anyone who lives, works or visits Waterloo can get around easily, safely and efficiently.

Prioritise the use of public transport, walking and cycling.



### **Housing and Neighbourhood Design**

A place that meets the housing needs of people with different background, ages, incomes, abilities and lifestyles.

A place where everyone belongs. New homes for social, affordable and private residents that are not distinguishable and are modern, comfortable, efficient, sustainable and adaptable.



### **Community Facilities, Human Services and Shops**

A place that provides suitable and essential services and facilities so that all residents have easy access to health, wellbeing, community support, retail and government services.



### **Environment and Open Space**

A place that promotes a walkable, comfortable and healthy lifestyle with high quality, well designed and sustainable buildings, natural features and safe open spaces for everyone to enjoy, regardless of age, culture or ability.

## **1.4. THE ROLE OF THE PROJECT PARTNERS**

### **1.4.1. UrbanGrowth NSW Development Corporation**

UrbanGrowth NSW is responsible for promoting, co-ordinating, managing and securing the orderly economic development of five Growth Centres across metropolitan Sydney, including Redfern-Waterloo. It is preparing a masterplan for the Precinct. This means that there will be a comprehensive masterplan that encompasses both the Waterloo Metro Quarter and Waterloo social housing estate.

UrbanGrowth NSW is also leading the preparation of an SSP study which will seek new zonings, building heights and building floor areas for the Waterloo Metro Quarter, to deliver new shops, homes, a plaza and a community facility.

### **1.4.2. Sydney Metro**

Sydney Metro is delivering Sydney's new metro railway, which includes 31 new stations.

Sydney Metro is responsible for delivering the Waterloo Metro Quarter as an ISD. This means that construction of the buildings above and adjacent to the station and at ground level, such as shops and cafes, will be constructed at the same time as the station. This will reduce impacts on the community and allow the

benefits to be realised earlier. An opportunity also exists for the full development to be delivered at the same time as the station opens in 2024, or as close to this time as possible, depending on market conditions.

For the Metro Quarter, Sydney Metro has requested and received Secretary's Environmental Assessment Requirements (SEARs) from the NSW DPE and is leading the preparation of an Environmental Impact Statement (EIS) and a State Significant Development Application (SSD).

### 1.4.3. NSW Land and Housing Corporation

LAHC is responsible for the renewal of the Waterloo social housing estate, under the Communities Plus program. LAHC led the first phase of the community engagement program in late 2017, that incorporated the Waterloo Metro Quarter and the Waterloo social housing estate.

LAHC will continue to engage with the community throughout the Waterloo social housing estate master planning process. Once the master plan is approved, LAHC will then manage the renewal of the social housing estate over a 15-20 year period.

### 1.4.4. Project Review Panel

Planning for the Precinct is being led by the NSW Government. The City of Sydney has been invited by the Department of Planning and Environment to help assess the master plan for the redevelopment of Waterloo precinct. The City is a member of the project review panel with:

- Department of Planning and Environment
- Transport for NSW
- Office of the Government Architect.

Figure 4 – Artist's impression of the Waterloo Metro Quarter plaza, viewed from Cope Street.







# COMMUNITY ENGAGEMENT OVERVIEW



## 2. COMMUNITY ENGAGEMENT OVERVIEW

Between 30 May and 20 June 2018, UrbanGrowth NSW and Sydney Metro sought feedback from stakeholders on a preferred plan for the Waterloo Metro Quarter.

The core purpose of the engagement process was to provide an opportunity for people to see, and provide feedback on, a preferred design scheme and the planning process for the Waterloo Metro Quarter before it was formally lodged with the NSW Department of Planning and Environment (DPE) in July 2018.

This period of engagement sought feedback on community and cultural uses, active transport, shops and services, and the design of the public domain. The community was also presented images of the proposed building envelopes and heights for the Waterloo Metro Quarter (as per appendix A), to help them picture what is being proposed. They were able to ask questions and provide feedback on built form. The engagement process clearly stated what was negotiable and not negotiable in the preferred plan. This approach is consistent with the International Association for Public Participation (IAP2) Core Values for Public Participation.

The preferred plan was informed by the visioning engagement held by LAHC in late 2017 in which more than 1,570 people provided feedback across more than 40 consultation events. We heard that people wanted the Waterloo Metro Quarter to provide a range of shops and services, including affordable fresh food, spaces for health and wellbeing, a community facility, and a mix of social and affordable housing.

Prior to this, more than 500 people participated in face-to-face activities run by UrbanGrowth NSW between April 2014 and July 2015 about the Central to Eveleigh corridor, which encompassed the Waterloo Metro Quarter site. Activities included community workshops and briefings, a community panel, interviews, study nights, online feedback, market stalls, doorknocking, a business breakfast and key stakeholder information sessions.

### 2.1. ENGAGEMENT APPROACH

This period of engagement aimed to:

- Provide accurate information about the SSP Study Requirements and SEARs lodgement and the concept proposal and the overall vision for the Waterloo Metro Quarter.
- Inform the finalisation of the proposed concept plan and the preparation of the SSD Application for lodgement.
- Collate feedback and prepare a summary of consultation outcomes, to be made available to DPE and the general public.

To ensure a meaningful and informative process of communication, UrbanGrowth NSW and Sydney Metro provided a variety of channels for the public to engage in the consultation process, including:

- Face-to-face discussion at engagement activities.
- Written feedback via a feedback form, which was made available by mail, online and engagement activities at local organisations including Waterloo Connect, Counterpoint community services and Waterloo Library. All information materials and feedback forms were translated into the main community languages used on the social housing estate, Russian and Chinese.
- An email address.
- An 1800 telephone hotline.
- Social media.
- Notes of briefings.

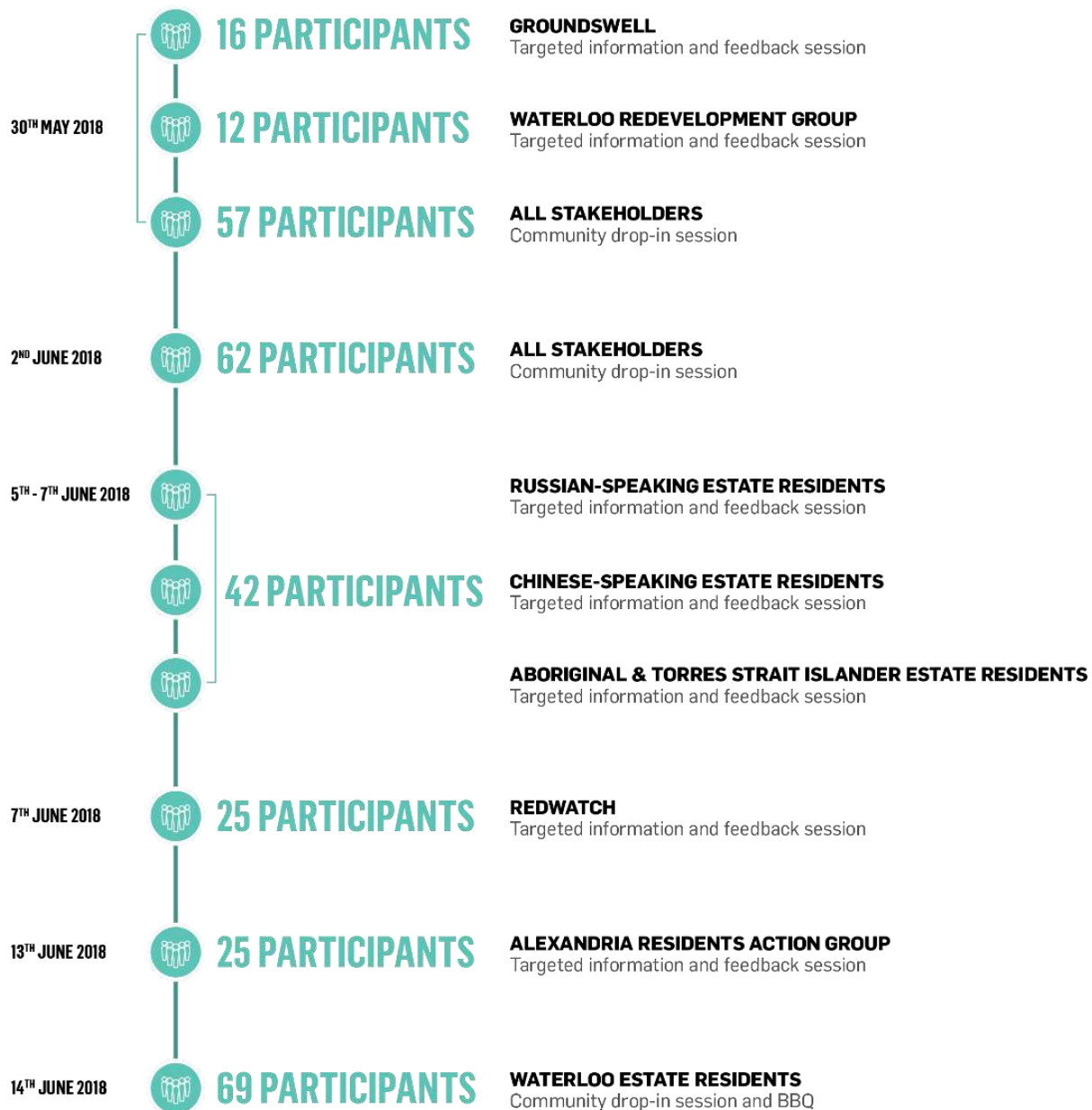
The activities were also designed to respond to the different needs and interests of the communities who have an interest in the project. The engagement activities included local residents, private and social housing tenants, Russian and Chinese speaking communities, Aboriginal peoples, business owners, local organisations, service providers, and covered a wide range of people, by age, background, and interest in the project.



## 2.2. ENGAGEMENT ACTIVITIES

The engagement activities took a number of forms, providing a variety of opportunities for members of the community to participate, including face-to-face activities and online.

Figure 5 – Engagement Activities and Participation.



### 2.2.1. Face-to-face Engagement Activities

A total of 10 face-to-face engagement events were held to enable the participation of members of the community outlined in the SSP Study Requirements for the Waterloo Metro Quarter in Section 5.1. That is, housing tenants, tenants with complex needs, members of the Aboriginal and Torres Strait Islander community, culturally and linguistically diverse communities, neighbouring residents, landowners, workers and students, local businesses, local community organisations and local service providers through appropriate, independent, safe and culturally respectful channels.

- Two drop-in community information and feedback sessions open to all interested members of the community, held at Redfern Town Hall.

- One community information and feedback session held on the Waterloo social housing estate, open to all residents.
- Three targeted information and feedback sessions with residents of the Waterloo social housing estate:
  - Members of the Aboriginal community, supported by an independent Aboriginal Liaison Officer employed through Inner Sydney Voice and working out of the Public Housing Action Group.
  - Russian language groups who live on the estate, supported by a bilingual educator based at Counterpoint Community Services
  - Chinese language groups who live on the estate, supported by a bilingual educator based at Counterpoint Community Services.
- Four targeted information and feedback sessions held with non-government organisations (NGOs) and service providers operating on the Waterloo social housing estate and broader suburbs:
  - Groundswell: Local organisations including Inner Sydney Voice, Counterpoint, Redfern Legal Centre, Shelter NSW and the Tenant's Union
  - Waterloo Redevelopment Group: Residents of the Waterloo social housing estate, local resident groups and service providers. The group was formed under the Waterloo Neighbourhood Advisory Board to provide advice to LAHC on engagement for the renewal of the Precinct.
  - REDWatch
  - Alexandria Residents Action Group (ARAG).

Feedback was collected at these events through a structured feedback form, which collected feedback in line with the vision principles outlined in Section 1.3 and notes taken by members of the project team. 157 feedback forms were received; five feedback forms were also received via DPE and this feedback has been included in the report. The feedback forms do not constitute formal surveys and people were able to fill in the whole form or respond to the issues that were of most interest to them.

### 2.2.2. Online Engagement

Posts and responses made on social media channels have been included in the analysis of feedback. Conversations about the preferred plan for Waterloo Metro Quarter were held on a range of social media channels and encompass the following:

- UrbanGrowth NSW generated a number of posts to its social media platforms, Facebook and Twitter.
- There was also active discussion about the Waterloo Metro Quarter proposal on the Facebook and Twitter pages of local community groups and resident interest groups.

Overall, during the engagement period, there were:

- 51 social media users talking about the Waterloo Metro Quarter.
- 33 posts mentioning Waterloo Metro.
- 43 replies and comments to posts mentioning Waterloo Metro.

The feedback form was also made available online for people to access. Analysis of all feedback forms received online and in hard copy has been included in the analysis of feedback.

### 2.2.3. Communications

A range of methods were used to inform people of the opportunities to provide feedback on the preferred plan and included:

- A community brochure produced by Sydney Metro located on the Sydney Metro website (Sydneymetro.info) and distributed at the Community Information Sessions.
- A media release and copies of all materials used in the engagement process (Refer to Appendix A), published on the UrbanGrowth NSW website.

- A flyer promoting the engagement events distributed to 14,000 homes (as shown in Figure 6) and businesses in the Waterloo area. The flyer was also made available at Waterloo Connect and Waterloo Library.
- Advertisements promoting the community information and feedback sessions held at Redfern Town Hall, published in the *Sydney Courier* (23 May 2018) and the *Inner West Courier* (24 May 2018).
- A flyer letter-boxed to all residents of the Waterloo social housing estate and posters in shops and local community facilities, including Waterloo Connect and Counterpoint community services, promoting the community information and feedback session and BBQ held on the estate.

Figure 6 – Community Flyer Distribution Area.



Source: Google Earth





# SUMMARY OF FEEDBACK



### 3. SUMMARY OF FEEDBACK

A summary of key themes from the feedback is provided below and has been categorised under the project vision principles. The section that follows includes responses to the issues raised.

It is worth noting that the feedback received through the engagement process was qualitative in nature. All feedback has been treated equally, with no preference or weighting given to any idea, regardless of who it was from or how it was received. People's feedback has not been reported verbatim; comments of a similar nature have been grouped and summarised to reflect the essence of what was suggested by the feedback. Some quotes have been included in the report to provide insight in to a range of stakeholder views on an issue. Analysis has been undertaken to identify the strength of feelings associated with the responses received – this strength of feeling has been determined by analysing the number of responses on a particular theme.

#### 3.1. OVERARCHING FEEDBACK

A number of themes emerged from the feedback. Firstly, there was broad support for delivery of a metro station at Waterloo. There were also a range of queries about how the preferred plan for the Waterloo Metro Quarter has been developed, including the integration of planning and engagement for the Waterloo Metro Quarter and the neighbouring social housing estate; the process used to determine building densities and heights; the management of the road and pedestrian networks; and how the planning process will set aside uses including community and cultural facilities, open space and retail at a range of price points.

#### 3.2. CULTURE AND COMMUNITY LIFE

There was a strong desire to maintain Waterloo's unique character and celebrate its history and heritage, in particular its significant Aboriginal heritage. The community suggested changing the name of Waterloo Metro Station to an Aboriginal name that is significant to the local area.

- People supported the creation of a new transport hub and village centre at the Waterloo Metro Quarter.
- People supported the inclusion of community and cultural spaces at the Waterloo Metro Quarter.
- People wanted to ensure that the Waterloo Metro Quarter acknowledges the history and unique character of Waterloo. Suggestions to achieve this outcome included a museum highlighting the significant Aboriginal heritage of the area. People also suggested naming the metro station with a name of significance to the Aboriginal community.
- Many people expressed concern about anti-social behaviour and wanted to ensure that the Waterloo Metro Quarter is safe and adequately lit. Some people wanted a stronger Police presence around the Waterloo Metro Quarter. Other people suggested that venues serving alcohol should not be allowed at the Waterloo Metro Quarter.

*"The history of the area should be celebrated through public art and building names."*

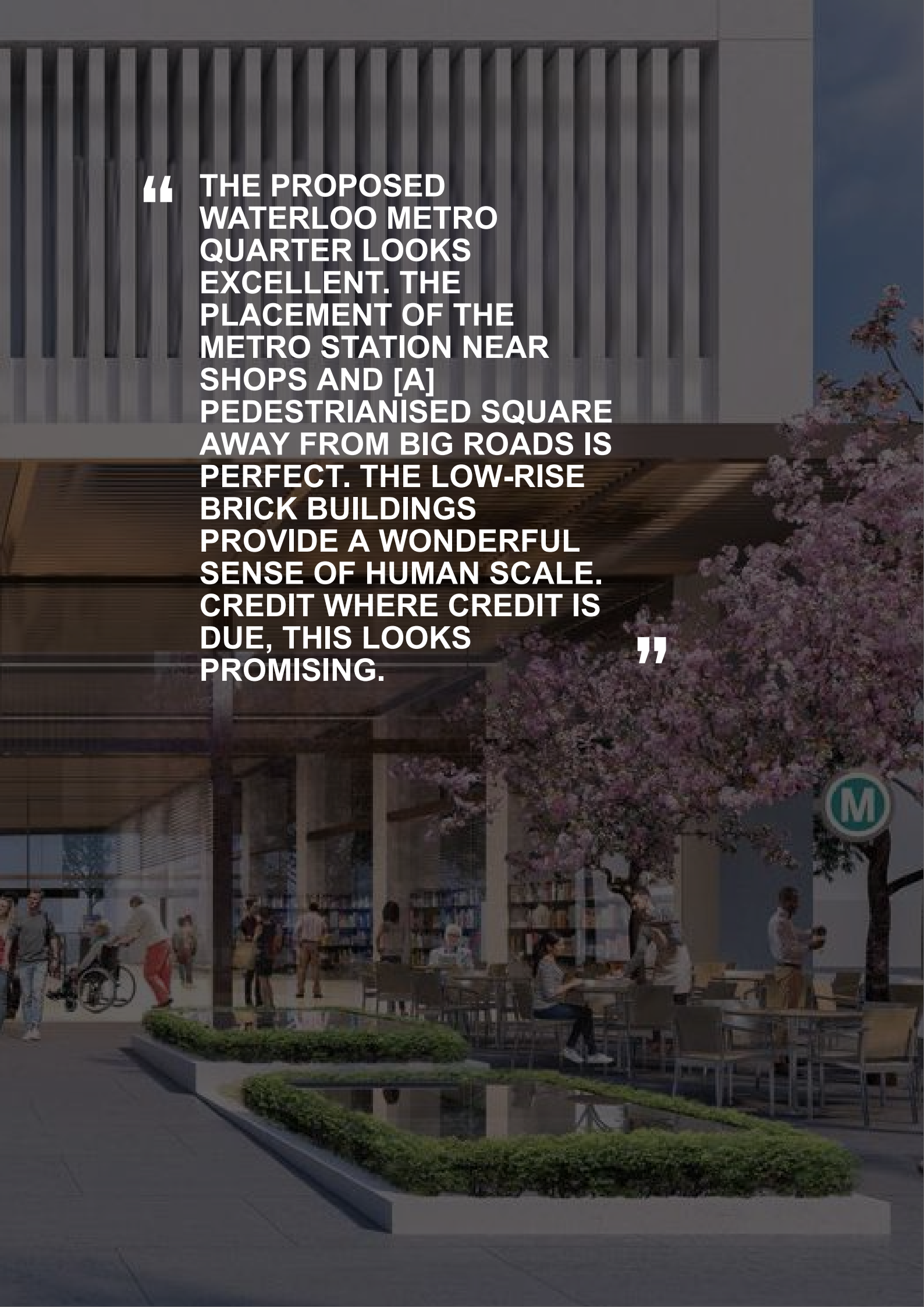
*"[The Waterloo Metro Quarter] should celebrate local history & acknowledge Waterloo as an important site for urban indigenous people."*

*"Waterloo [is] special because we have business, school, churches, young adults, children, business people, retired people, senior citizens. This makes Waterloo a great place to live: close to city, we have a choice to shop local or take a train, bus, bike or just walk."*

*"No syringe dispensers, zero tolerance to alcohol & drug abuse, female friendly area (no antisocial behaviour)."*

*"Make sure there is no public drinking in or around the area of alcohol. That it is kept clean and gardens, walk ways and seating are in good repair. It needs to be well lit."*

“ THE PROPOSED  
WATERLOO METRO  
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EXCELLENT. THE  
PLACEMENT OF THE  
METRO STATION NEAR  
SHOPS AND [A]  
PEDESTRIANISED SQUARE  
AWAY FROM BIG ROADS IS  
PERFECT. THE LOW-RISE  
BRICK BUILDINGS  
PROVIDE A WONDERFUL  
SENSE OF HUMAN SCALE.  
CREDIT WHERE CREDIT IS  
DUE, THIS LOOKS  
PROMISING. ”





### 3.3. TRANSPORT, STREETS AND CONNECTIONS

Many people supported the creation of homes, shops and services above the Waterloo Metro Station and the objective to prioritise the use of public transport, walking and cycling. Some people expressed concerns that these objectives would not be met and that dissuading people from using private vehicles would be a challenge. There was discussion that some housing may be delivered prior to the commencement of the metro service and, therefore, a concern that people may use private vehicles.

Many people identified road congestion as an issue and were concerned that conditions would deteriorate with the introduction of more people to the area. This feedback particularly related to Botany Road and the intersection with Raglan Street.

There were also concerns over the provision of a relatively low number of car parking spaces, with a concern that this would lead to additional parking on local streets.

People supported the plan's inclusion of slow streets, or lower speed limits, on the streets in and around the Waterloo Metro Quarter. Some people were concerned about pedestrian safety for commuters and other users of the Waterloo Metro Quarter, again mainly on Botany Road and at the intersection of Botany Road and Raglan Street. Some people also queried why there is only one proposed entrance for the metro station, at Raglan Street, and sought a commitment from government to investigate additional access points to the station.

There were also a range of queries about the metro services and changes to existing transport services that would result from the introduction of Sydney Metro.

#### **Traffic and parking**

- Concerns that existing streets could not sustain any increase in traffic as a result of the delivery of the Waterloo Metro Quarter and surrounding development.
- Some people were concerned that if housing is delivered before the metro services commence, people will use their cars, putting additional pressure on local streets and parking.
- Many people felt that the parking spaces allocated for the Waterloo Metro Quarter will be insufficient to meet the demands of residents.
- Some people felt that further consideration needs to be given to the provision of dedicated parking, including disabled parking and carer access, for residents.
- Some people felt the proposal needs to further consider motorcycle parking, more car share spaces and more loading zones and taxi or Uber pick-up areas.

#### **Transport services**

- Questions about travel times and frequency of the metro services; questions regarding future changes to existing bus services as a result of the introduction of Sydney Metro.
- Feedback to see a separation of paths for cyclists and pedestrians in the proposal.
- Suggestions for the provision of a free shuttle bus that would connect residents of the social housing estate and the local vicinity to the metro station.

#### **Pedestrian and active transport**

- Concerns about pedestrian safety along Botany Road and at the Botany Road and Raglan Street intersection. A small number of queries as to whether a pedestrian tunnel under Botany Road has been considered.
- Some people wanted to see speed limits further reduced, for example to 10 km/h on Cope Street and 40 km/h on other streets around the metro station.
- Queries regarding the provision of cycling facilities. Some people wanted to see undercover and secure bicycle parking facilities and dedicate cycle lanes.



## Access

- People supported the fully accessible nature of the metro station, which has full lift accessibility, escalators and no gap between the platforms and the train.
- Some people wanted to see the plans allow for additional access points to the metro station.

*“Ensuring that transport links are adequate [is important], both in the years between the opening of the residential areas & the opening of the Metro.”*

*“This area needs a holistic, integrated transport strategy.”*

*“There's plenty of space for more people, but not if they own cars. Those planned apartment buildings need to have zero off-street parking to ensure only non-car owners move in.”*

*“[Organise a] special outing visiting tour of some of the new Metro Stations when they open.”*

## 3.4. HOUSING AND NEIGHBOURHOOD DESIGN

There were mixed views on the provision of housing above the new Metro Station. Whilst most people supported the location of homes with the new, high-speed transport service, many people were concerned about the proposed number of apartments, building density and height. Most people supported the inclusion of affordable and social housing at the Waterloo Metro Quarter, with some people calling for a higher percentage of this form of housing to be included in the plan.

- Concerns regarding the height and scale of the proposed buildings and the potential for overshadowing on dwellings within and neighbouring the Waterloo Metro Quarter, the plaza, and neighbouring open spaces.
- Concerns that the proposed building heights are not in keeping with the surrounding area and will set a precedent for height.
- Queries about how the dwelling numbers have been calculated and the criteria used.
- Queries about how the planning controls will ensure that heights, densities and Floor Space Ratio (FSR) in the final built form do not exceed those allowed.
- Some people wanted to see a higher percentage of affordable and social housing than what was proposed in the plan.
- People wanted to ensure that the design of buildings allows for adequate lighting and sightlines, to ensure that the Waterloo Metro Quarter is a safe and welcoming place.

*“I feel committed to maintaining the number of social housing units in new development and socio-economic mix in this area. My preference is to increase affordable units [in the preferred plan].”*

*“Provide as much public and social housing as part of the development as possible. [The] current levels [are] not enough.”*

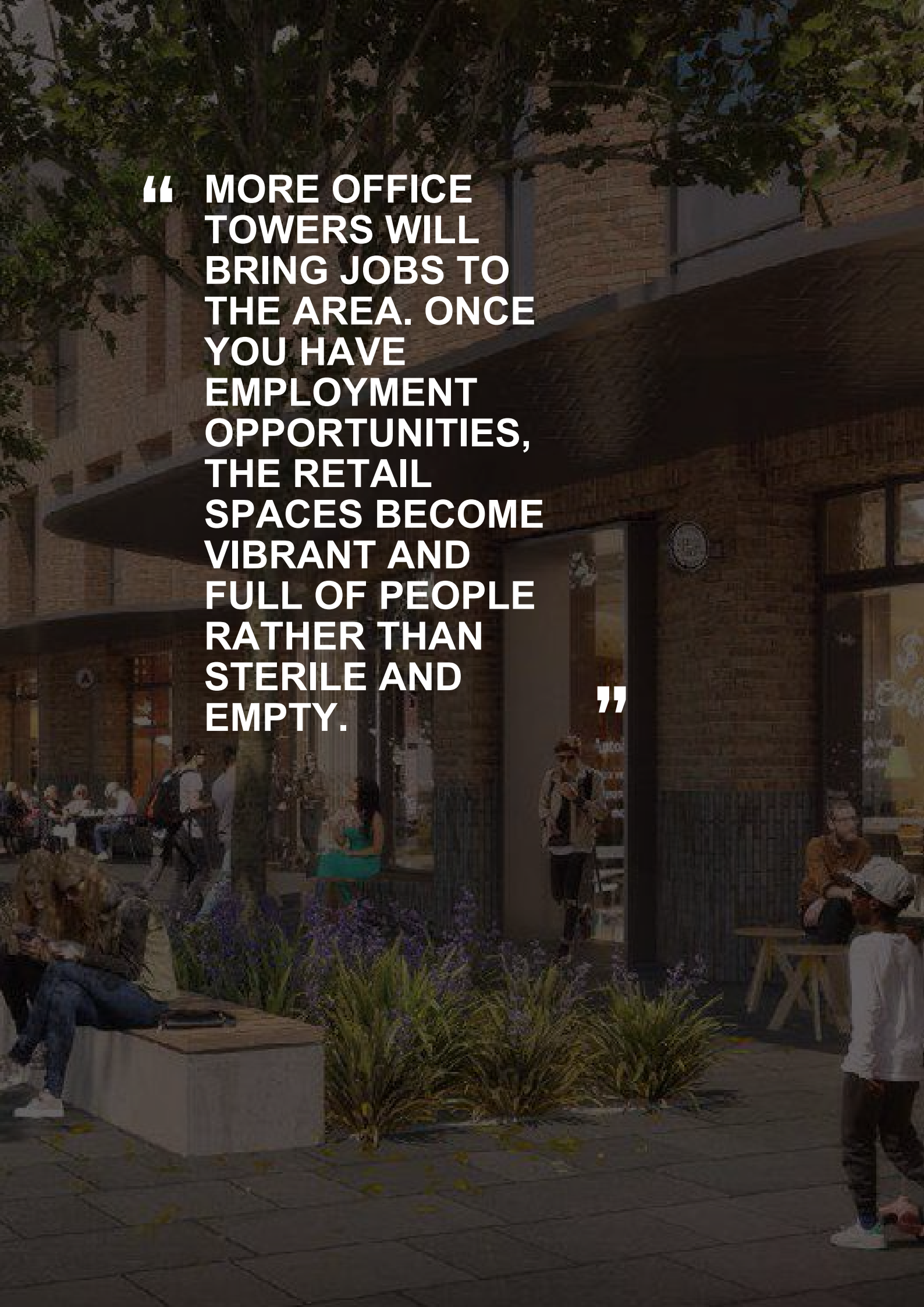
*“There's already too many high-rise. They should build a park on top of the metro station.”*

## 3.5. COMMUNITY FACILITIES, HUMAN SERVICES AND SHOPS

People supported the inclusion of community and cultural uses, services such as health care, and retail at a range of price points. People also had queries about how the provision of these services is likely to be allocated across the Waterloo Metro Quarter and the neighbouring social housing estate.

- General support for the inclusion of shops, services, open space, a plaza and community and cultural facilities at the Waterloo Metro Quarter.
- Suggestions for the provision of a shared cultural facility which can be used by the broader community, such as an area which celebrates the history of Waterloo and its Indigenous heritage. Some people

**“ MORE OFFICE  
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BRING JOBS TO  
THE AREA. ONCE  
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THE RETAIL  
SPACES BECOME  
VIBRANT AND  
FULL OF PEOPLE  
RATHER THAN  
STERILE AND  
EMPTY. ”**



suggested a new exhibition centre to display Aboriginal art and recognise the history and contributions from the Aboriginal community to the area.

- A number of people mentioned that they would like to see a library included at the Waterloo Metro Quarter.
- People wanted to ensure that the plaza has plenty of seating “with backs”. Some people mentioned that seating areas should provide phone chargers, have free Wi-Fi and charge points to address digital inclusion.
- Suggestions for shops and services included a large, affordable supermarket (Aldi was frequently mentioned), cafes, local producers, arts space, Aboriginal-run shops, a health food shop, a pharmacy (preferably operating late night or 24 hours), a childcare facility, post office, banks and ATMs, medical and dental centre, outdoor gyms, hairdressing salon, fruit and vegetable markets, and an Asian grocery store.
- Some people, in particular those representing local service providers and NGOs, wanted more information on the planning for human services across the Waterloo Metro Quarter and estate and sought to have the process of mapping the social services in the area to be done in collaboration with the local community.

*“There should be a range of social support services such as community housing offices, employment hub, training facilities.”*

*“High end street furniture, alfresco dining going on, cosy restaurants and bars and music venues, interesting little shops selling a range of different things.”*

*“Opportunities for small and independent business retail space e.g. butchers, fruit shop, bakery, etc. (local & individual rather than franchise).”*

*“More office towers will bring jobs to the area. Once you have employment opportunities, the retail spaces [become] vibrant and full of people rather [than] sterile and empty”*

*“Small galleries or shared work space that is suitable for social enterprise, encouraging local employment and training. Health and health allied facilities such as long hour medical centre and pharmacies.”*

### 3.6. ENVIRONMENT AND OPEN SPACE

There was general support for the open space outlined in the preferred plan, however, some people felt more could be included. There were also concerns about the overshadowing of that space.

- A number of respondents felt that the public space needs to be much bigger to allow for creative and cultural uses including markets and festivals.
- Some people expressed concern that solar access to plaza was insufficient.
- People wanted to ensure that the Waterloo Metro Quarter includes native floral species.
- People wanted to ensure that the open spaces are dog-friendly.
- Access to open space that is welcoming, friendly and oriented to maximise the use of natural light were seen as positive elements for the health and happiness of people accessing the Waterloo Metro Quarter.
- People mentioned that it was important for open areas to be cleaned, safe and well-maintained.
- Some people pointed out that the site is prone to flooding and questioned how a Metro Station could be located there.

*“Incorporate Waterloo's character, disability access, lots of open space.”*

*“Lots of lighting and open spaces and interchanges for buses to other areas.”*



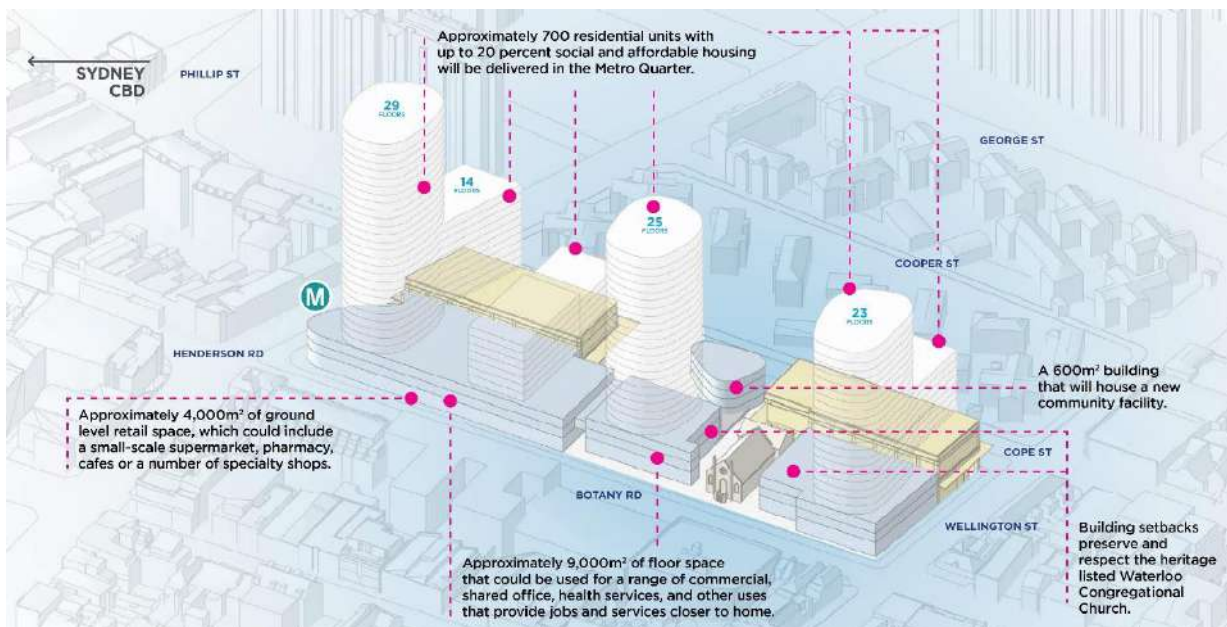
*“Increase open space activities for young kids at ground level so everyone can watch. Balance innovation without being too high tech. Look at areas where the estate locals hang out now. The existing residents are losing their sense of place.”*

*“The proposed Waterloo Metro Quarter looks excellent. The placement of the Metro Station near shops and pedestrianised square away from big roads is perfect. The low-rise brick buildings provide a wonderful sense of human scale. Credit where credit is due, this looks promising.”*

### 3.7. THE PLANNING PROCESS AND COMMUNITY ENGAGEMENT

Some people expressed concern that engagement on the preferred master plan for the Waterloo Metro Quarter was being undertaken prior to engagement on master plan options for the Waterloo social housing estate. They noted a commitment from government during the visioning engagement that technical studies would be released and study sessions held prior to further engagement on plans for the Precinct. More details of the planning process are included in Section 5.

Figure 7 - Three-Dimensional Drawing of the Indicative Concept Proposal, Viewed from the West and showing proposed building heights



# DETAILED FEEDBACK AND HOW THE PREFERRED PLAN RESPONDS



## 4. DETAILED FEEDBACK AND HOW THE PREFERRED PLAN RESPONDS

### 4.1. CULTURE AND COMMUNITY LIFE

Table 1 – Summary of Feedback on Culture and Community Life

Community Feedback	How the preferred plan responds to this issue
<ul style="list-style-type: none"> <li>• Support for the creation of a new transport hub and village centre.</li> <li>• Support for a cultural space that is accessible to, and brings together, existing and new residents.</li> <li>• A small-scale library, a gallery, and an entertainment centre that celebrates the different cultures in the area.</li> <li>• An Aboriginal art shop that displays Aboriginal art and history.</li> <li>• Change the name of the station to an Aboriginal name of local significance.</li> </ul>	<p>The new metro station will make Waterloo one of the most connected inner-city places to live, work and visit. The preferred plan sets aside a range of uses at the Waterloo Metro Quarter including:</p> <ul style="list-style-type: none"> <li>• Approximately 700 new homes, including 5-10 per cent affordable housing and 70 social housing dwellings.</li> <li>• Approximately 9,000m<sup>2</sup> of floor space that could be used for a range of commercial, community facilities, shared office, health services and other uses that provide jobs close to home.</li> <li>• Approximately 4,000m<sup>2</sup> of ground level retail space, which could include a small-scale supermarket, pharmacy, cafes or a number of speciality shops or entertainment facilities.</li> <li>• Publicly-accessible open spaces consistent with the site's role as a new village centre and transport hub.</li> <li>• Sydney Metro and UrbanGrowth NSW are in discussion about this feedback.</li> </ul>
<ul style="list-style-type: none"> <li>• The Waterloo Metro Station to be well-lit and for better street lighting around the station.</li> <li>• Safety was a key consideration for participants. There was strong support for design that prioritises community safety, including the inclusion of CCTV and easy access for emergency vehicles, as well as an increased Police presence.</li> </ul>	<p>The Waterloo Metro Quarter will be a new public transport hub. From 2024, 'turn up and go' metro services will make the area safer and accessible day and night. Safety is the number one priority for the design, construction and operation of the Sydney Metro. The metro station will be fully accessible with safety features such as video help points on platforms, CCTV cameras and customer service assistants moving throughout the network. The installation of wide footpaths through the site, lower speed limits for local roads and improved street</p>



Community Feedback	How the preferred plan responds to this issue
	crossings at Raglan and Wellington Streets prioritise pedestrians and their safety. Through the design and planning phase of the Waterloo Metro Quarter, crime prevention through environmental design (CPTED) principles have been considered, including, lighting in and around the Metro Station, providing passive surveillance and a public domain led urban design approach which will contribute to a safe environment.

## 4.2. TRANSPORT, STREETS AND CONNECTIONS

Table 2 – Summary of Feedback on Transport, Streets and Connections

Community Feedback	How the preferred plan responds to this issue
<b>Transport services</b>	
<ul style="list-style-type: none"> <li>• Pressure on existing public transport.</li> <li>• A need for an integrated transport strategy approach.</li> <li>• A more affordable transport and frequent transport connections to the rest of Sydney.</li> <li>• Separation of paths for cyclists and pedestrians in the proposal.</li> <li>• A free shuttle bus to service the local area and the estate.</li> </ul>	<p>The new metro service will provide frequent access to the City of Sydney and much of Greater Sydney. In peak periods, trains will run every four minutes.</p> <p>Transport for NSW and the City of Sydney are jointly developing the Green Square and Waterloo Transport Action Plan with the support of Roads and Maritime Services (RMS). The plan encompasses studies into service changes, potential on-demand services, active transport and measures to improve traffic flow over the next five years. Further studies are also being carried out to develop options for medium to long term improvements for all forms of transport in the local area.</p> <p><i>Future Transport 2056, the transport plan for Greater Sydney</i>, has identified the need for improved connectivity and public transport options from and to the Green Square area. Further investigations will take place on how best to meet this and support the growth of the Eastern City (Sydney City) including the areas around Green Square and Waterloo. A range of multi-modal options will be considered to improve connectivity from Green Square and Waterloo to the public transport network.</p> <p>RMS is also investigating intersection improvements to reduce travel time, improve connectivity and</p>

Community Feedback	How the preferred plan responds to this issue
	<p>support urban renewal on the southern outskirts of the CBD.</p> <p>The Waterloo Metro Quarter will facilitate a pedestrian priority approach with slower traffic speeds on local roadways, local and district bike routes and facilities, and improved walkability. A dedicated, separated cycle route is planned for Wellington Street.</p> <p>Master planning of both the Waterloo Metro Quarter and social housing estate will implement the City of Sydney Cycle Network Strategy, including those parts of the following routes:</p> <ul style="list-style-type: none"> <li>• City North to Green Square: Running north-south through Precinct, complete as far as Green Square with a separated cycleway on George Street, Waterloo.</li> <li>• Sydney Park to Central Park: Running east-west through Precinct, upgrades are identified on Buckland, Wellington, Morehead and Phillip Streets Waterloo.</li> </ul>
Walkability and pedestrian safety	
<ul style="list-style-type: none"> <li>• Pedestrian safety along Botany Road and the Botany Road and Raglan Street intersection.</li> <li>• Queries as to whether a pedestrian tunnel under Botany Road is being considered.</li> <li>• Support for the inclusion of “slow streets” in the streets surrounding the Waterloo Metro Quarter.</li> <li>• Ideas for further reduction of speed limits around the Waterloo Metro Quarter.</li> </ul>	<p>The Waterloo Metro Quarter is being built over and adjacent to a new metro railway station. Therefore, it will prioritise the use of public transport, walking and cycling.</p> <p>New, wider footpaths will be installed through the study area, including increasing the footpath width of Botany road from 3.5 metres to at least 6 metres, and up to 10 metres in heavily trafficked section next to the bus stop.</p> <p>Lower speed limits will be provided on local roads and improved street crossings at Raglan and Wellington Streets have been designed to prioritise pedestrians and their safety. In particular, the section of Cope Street between Raglan and Wellington Streets will be redesigned as a ‘slow street’.</p> <p>Preliminary analysis indicates that pedestrian queueing at the Botany Road, Henderson Road and Raglan Street intersection can be accommodated</p>

Community Feedback	How the preferred plan responds to this issue
	<p>within the proposed station set-backs and existing frontages.</p> <p>The analysis has also shown that traffic generated due to the Waterloo Metro Quarter is anticipated to be low.</p> <p>Further investigations will be undertaken as the design evolves to ensure that the pedestrian impacts to Botany Road are minimised and pedestrian safety is improved.</p>
Access	
<ul style="list-style-type: none"> <li>• Support for the fully accessible Metro Station, which has lifts, escalators and roll on-roll off platforms.</li> <li>• A call for additional access and egress points to and from the Metro Station.</li> </ul>	<p>All Sydney Metro Stations are fully accessible with lifts and level access between the trains and the platforms. Metro trains have three double doors per carriage for faster loading and unloading and platform screen doors will keep people and objects away from the tracks.</p> <p>The Waterloo Metro Quarter currently has approval for entry on Raglan Street. Sydney Metro and UrbanGrowth NSW are reviewing access to the entry.</p>
Traffic and parking	
<ul style="list-style-type: none"> <li>• Increase in traffic congestion in local and regional streets.</li> <li>• Pressure on local streets and parking.</li> <li>• More parking spaces to be allocated.</li> <li>• Provision of disabled parking and carers parking for residents.</li> <li>• Provision of parking for emergency vehicles, motorcycle parking, car share and more loading zones and taxi or Uber pick-up areas.</li> <li>• Queries about the type of cycling facilities that will be provided.</li> </ul>	<p>The Waterloo Metro Quarter provides an opportunity to demonstrate how transit orientated development can lower car ownership rates in the longer term.</p> <p>Based on feedback, the Waterloo Metro Quarter is aligned with the City of Sydney's most restrictive parking rate – Category A – to further encourage the use of public and active transport.</p> <p>The City of Sydney limits both the amount of on-site parking and access to street parking. Under existing NSW regulations, new residential flat buildings are not eligible for resident, visitor or business parking permits.</p> <p>Traffic modeling showed that, due to the low rate of proposed car parking, the traffic generation at the site will be well within the current and future capacity of the surrounding road network.</p> <p>In line with UrbanGrowth NSW's commitment to provide diverse housing choices at the Waterloo Metro Quarter, a proportion of apartments will be</p>

Community Feedback	How the preferred plan responds to this issue
	<p>adaptable to suit the needs of people of various abilities and ages. UrbanGrowth NSW is working through the provision of dedicated parking, including disabled parking and carer access, for a proportion of these adaptable apartments.</p> <p>Cycling will be encouraged by providing on-street bicycle parking, bicycle storage and associated facilities.</p>

## 4.3. HOUSING AND NEIGHBOURHOOD DESIGN

Table 3 – Summary of Feedback on Housing and Neighbourhood Design

Community Feedback	How the preferred plan responds to this issue
<ul style="list-style-type: none"> <li>Concerns about the height and scale of proposed buildings.</li> <li>Concern about the potential for overshadowing.</li> <li>Concern about the potential for overcrowding.</li> <li>Queries as to how was the proposed 700 apartments figure reached.</li> <li>Calls to ensure the design of buildings allows for adequate solar access and sightlines.</li> </ul>	<p>UrbanGrowth NSW has taken a design-led approach to planning the Waterloo Metro Quarter. Urban design of the Waterloo Metro Quarter has been subject to 26 categories of study requirements. It has been overseen by a panel chaired by a senior representative of the Government Architect NSW and involving the City of Sydney. This includes a thorough strategic urban design led process informed by 21 specialist consultants to determine the proposed building heights, envelopes and the gross floor area controls for the development.</p> <p>Depending on the final apartment mix to be outlined in future detailed development applications, the site is anticipated to allow for approximately 700 apartments, based on the proposed building envelope and floor space controls. For more information, refer to the Urban Design Study which forms part of the SSP Application.</p> <p>The proposal seeks to balance community impacts whilst still maximising community benefits. It allows for the inclusion of 5-10 per cent affordable housing and 70 social housing dwellings.</p> <p>For context, the two tallest buildings on the neighbouring social housing estate are both 30 storeys high. The heights of proposed buildings are similar to those at nearby centres such as Redfern, Zetland, Moore Park and Green Square Town Centre. They are also consistent with housing</p>



Community Feedback	How the preferred plan responds to this issue
	<p>proposed for other Metro Stations in Sydney, including Epping and Victoria Cross and at existing rail stations, including St Leonards. Co-locating housing with transport infrastructure is also commonplace internationally. Examples include Joyce-Collingwood, in Vancouver and Nine Elms and Elephant &amp; Castle, in South London.</p> <p>The distribution of buildings will be consistent with the <i>NSW Apartment Design Guide</i> (ADG), to provide sufficient space between each building and minimise overshadowing to public open space and adjoining units.</p>
<ul style="list-style-type: none"> <li>• Desire for a higher percentage of affordable and social housing than proposed in the plan.</li> <li>• Queries as to the staging of delivery of social housing and whether existing social housing estate residents would be able to relocate to the Waterloo Metro Quarter.</li> </ul>	<p>The Waterloo Metro Quarter will provide 5-10 per cent affordable housing and 70 social housing dwellings. The City of Sydney's <i>Sustainable Sydney 2030 Housing Strategy</i> sets a target of 7.5 per cent affordable housing for new development by 2030. The Greater Sydney Commission's Sydney Region Plan recommends an affordable housing target of 5-10 per cent for new development. This figure is consistent with the Precinct study requirements. The proposed supply of social and affordable housing easily exceeds these targets. The Waterloo Metro Quarter provides an opportunity to support residents who may need to temporarily relocate from the Waterloo social housing estate.</p>

## 4.4. COMMUNITY FACILITIES, SERVICES AND SHOPS

Table 4 – Summary of Feedback on Community Facilities, Services and Shops

Community Feedback	How the preferred plan responds to this issue
<ul style="list-style-type: none"> <li>• A desire for more open space at the Waterloo Metro Quarter.</li> <li>• A desire for a shared cultural facility.</li> <li>• Desires for a shop run by Aboriginal peoples, selling items made by communities.</li> <li>• A desire for the community facility to house a small library.</li> </ul>	<p>The Waterloo Metro Quarter will be integrated with the new Waterloo Metro Station and will deliver community and cultural spaces, health facilities and a new plaza. This feedback will inform the provision of community facilities at later stages of the project.</p> <p>Concern on the proposed plan to close the Waterloo Library were expressed, however, the City of Sydney has recently made the decision to maintain the Waterloo Library in recognition of the cultural significance and diversity of services that the Waterloo Library offers to the community.</p>

Community Feedback	How the preferred plan responds to this issue
<ul style="list-style-type: none"> <li>Plaza to provide plenty of seatings with backs. Seating areas to have phone chargers, free Wi-Fi and charge points.</li> <li>A mix of shops and services, including affordable retail.</li> <li>A desire for the Waterloo Metro Quarter to include a supermarket, cafes, arts space, a health food shop, a pharmacy, a childcare facility, post office, banks and ATMs, medical and dental centre, outdoor gyms, hairdressing salon, fruit and vegetable markets, and an Asian grocery store.</li> </ul>	<p>Further statutory engagement will be undertaken on detailed design through future SSD Applications when the Waterloo Metro Quarter moves to design and construction.</p> <p>The open plaza spaces proposed to Cope and Raglan Streets exceed 15% of the developable area of the Precinct, in accordance with the City of Sydney's <i>Open Space, Sport and Recreation Needs Analysis 2016</i>. These spaces will be supplemented by communal landscaped areas on the roofs of buildings. Developer contributions must also be made in future towards the acquisition and embellishment of open space outside the Precinct, in accordance with the City of Sydney's <i>Developer Contributions Plan</i>.</p>
<ul style="list-style-type: none"> <li>Community involvement in the planning for human services across the Waterloo Metro Quarter and social housing estate.</li> </ul>	<p>A Human Services Plan is being developed for the Precinct, to support the coordination of service delivery for health, safety, economic, social and wellbeing outcomes for current and future residents of Waterloo. The human services planning will feed into the potential use of future community facilities located on both the Waterloo social housing estate and the Waterloo Metro Quarter. While plans for the Waterloo Metro Quarter will be lodged ahead of the social housing estate, work will continue to ensure government and non- government agencies continue to be engaged in the planning and delivery of the services needed in the short, medium and longer term.</p>

## 4.5. ENVIRONMENT AND OPEN SPACE

Table 5 – Summary of Feedback on Environment and Open Space

Community Feedback	How the preferred plan responds to this issue
<ul style="list-style-type: none"> <li>Public space to be bigger.</li> <li>Include native trees and flora.</li> <li>Provide spaces that are dog-friendly.</li> </ul>	<p>The Waterloo Metro Quarter will provide public domain consistent with its role as a new village centre and transport hub. This provision is in line with the benchmarks for urban renewal areas set in the City of Sydney's <i>Open Space, Sports and Recreation Needs Study 2016</i> and the <i>Apartment Design Guide (ADG)</i>.</p>

Community Feedback	How the preferred plan responds to this issue
	<p>Furniture, seating and fixtures will be included in the plazas and streetscapes. Street tree planting will support the City of Sydney's Urban Forest Strategy. A combination of native, ornamental and productive species is envisaged for the planting palette.</p> <p>The program for the open space in the Precinct area will support uses and programming for the whole community, including dog-friendly open space areas.</p> <p>Further statutory engagement will be undertaken on detail design through detailed SSD Application when the Waterloo Metro Quarter moves to design and construction.</p>





# THE PLANNING PROCESS



## 5. THE PLANNING PROCESS

Sydney Metro and UrbanGrowth NSW have been working closely in respect of integrated transport and land use outcomes for the Waterloo Metro Quarter, given the interdependent relationship between the station design, public domain areas and transport interchange approved under the Critical State Significant Infrastructure Application 15\_7400 (the CSSI Approval) and the future development over and adjacent to the station envisaged as part of urban renewal of this area.

The current planning controls for the Waterloo Metro Quarter are included within Sydney Local Environmental Plan 2012 (SLEP 2012) and include a B4 Mixed Use land use zone, together with provisions establishing development parameters such as building height, floorspace ratio and retail floorspace restrictions.

The outcome of the SSP process would be new planning controls that enable the renewal of the Waterloo Metro Quarter and the Waterloo social housing estate. It is proposed to establish these new planning controls through an amendment to the State Environmental Planning Policy (State Significant Precincts) 2005 (SSP SEPP 2005).

For the Waterloo Metro Quarter, Sydney Metro has requested and received SEARs from DPE and is leading the preparation of an EIS and an SSD Application. For the development, the SSD Application will seek approval for the building envelope, land use, maximum building height, maximum gross floor area, pedestrian and vehicular access, circulation arrangements and associated car parking and the strategies and design parameters for the future detailed design of development.

The following provides an understanding of the various components influencing the development of the Waterloo Metro Quarter as an ISD:

- The approved station works (CSSI Approval) are subject to Part 5.1 of the EP&A Act (now referred to as Division 5.2). Sydney Metro is the proponent for the works under the CSSI Approval.
- The statutory framework (SLEP 2012) which establishes the current planning controls for the Waterloo Metro Quarter pre-dates the approval of the station works and does not contemplate or enable transit-oriented development of the Waterloo Metro Quarter. New planning controls are required to enable the future development envisaged above and adjacent to the Waterloo Metro Station. This process has commenced and will continue to be progressed by UrbanGrowth NSW as an SSP, ultimately resulting in new planning controls within SSP SEPP 2005. UrbanGrowth NSW is the applicant for the SSP process.
- A concept SSD Application is proposed to be lodged under the provisions of Part 4 of the EP&A Act for the development. Sydney Metro is the proponent for the concept SSD Application.

The planning approval processes to support the future development of the Waterloo Metro Quarter are outlined in the flow chart below and involve the process to amend the statutory framework (SSP), being led by UrbanGrowth NSW and the concept SSD Application to secure planning approval, being led by Sydney Metro.

Figure 8 – Planning Process for the Waterloo Metro Quarter



## 5.1. STATE SIGNIFICANT STUDY REQUIREMENTS FOR STAKEHOLDER AND COMMUNITY ENGAGEMENT

Requirements for engagement are outlined in Section 26 of the SSP Study Requirements for the Waterloo Metro Quarter and formed the basis of UrbanGrowth NSW's approach to the design and delivery of the engagement process. The study requirements and activities UrbanGrowth NSW undertook to meet these are outlined in the table below.

Table 6 – SSP Study Engagement Requirements and Response

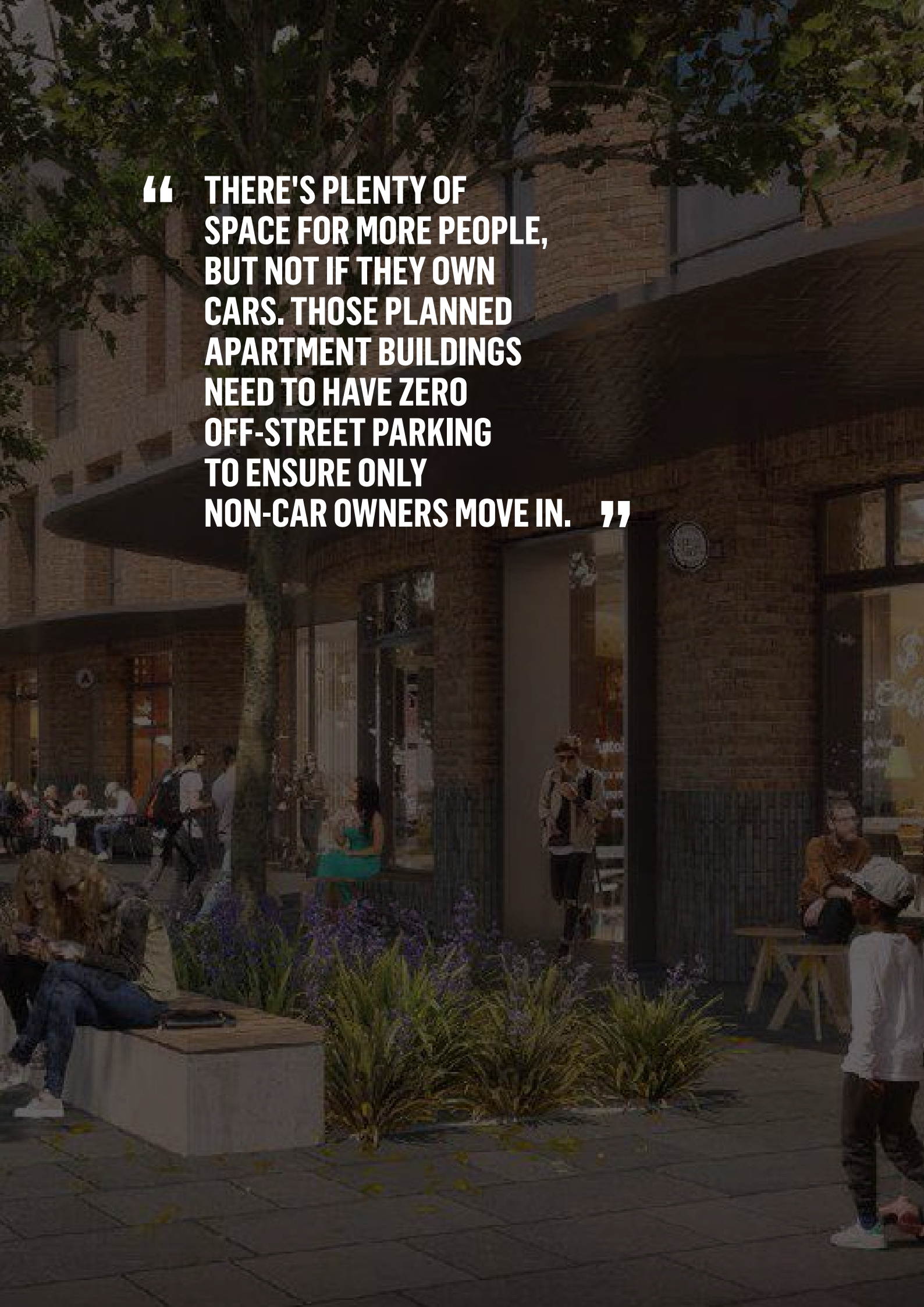
SSP engagement requirements	Engagement response
26.1. During the preparation of the study undertake an appropriate and justified level of consultation with Council, other relevant State and Federal government agencies, nongovernment service providers and community stakeholders.	<u>Visioning engagement on integrated master plan led by LAHC, October – December 2017</u> Preferred option engagement on Waterloo Metro Quarter, 30 May – 20 June 2018
26.2. Align consultation with IAP2 core values and demonstrate guiding principles of community	Refer to Section 2 of this engagement report



SSP engagement requirements	Engagement response
<p>engagement including integrity, clarity, scope and purpose, inclusiveness, accessibility to all those affected, genuine dialogue and open discussion and opportunity for influence.</p>	
<p>26.3. Consultation is to be evaluated against its appropriateness, reach and achievement of intended consultation outcomes.</p>	<p>The appropriateness and reach of the engagement process is discussed in Section 2 of this report.</p> <p>In addition, as part of the feedback forms, UrbanGrowth NSW collected feedback on people's experience of the engagement process. Questions related to the ease of access and clarity of information materials and the running of the engagement event. This feedback will be used by UrbanGrowth NSW as part of its continuous improvement of stakeholder engagement.</p>
<p>26.4. Consultation is to address key aspects of the proposal including spatial arrangement of development, staging, open space, amenity, transport, community facilities and community resilience to manage change.</p>	<p>Refer to Section 2.1 of this engagement report</p>
<p>26.5. Include a capacity building and education process to prepare communities and community groups to participate in the planning process.</p>	<p>The engagement process for the Waterloo Metro Quarter drew on a foundation of community initiatives funded by LAHC to support the participation by residents of the Waterloo social housing estate in the master planning and renewal process for the Precinct. These include the Waterloo Connect office and a number of funded positions: an independent Community Development Officer based at Counterpoint Community Services, an independent Community Capacity Building Project Officer through Inner Sydney Voice, two bilingual educators to support the involvement of the Chinese and Russian communities based at Counterpoint Community Services, and an independent Aboriginal Liaison Officer employed through Inner Sydney Voice and working out of the Public Housing Action Group.</p> <p>These local service providers and others operating in Waterloo received face-to-face briefings on the plans, so that they could explain them to clients.</p> <p>Communication materials were translated in to Chinese and Russian and targeted information and feedback sessions were held with these communities, working with the bilingual workers.</p>



**“ THERE'S PLENTY OF  
SPACE FOR MORE PEOPLE,  
BUT NOT IF THEY OWN  
CARS. THOSE PLANNED  
APARTMENT BUILDINGS  
NEED TO HAVE ZERO  
OFF-STREET PARKING  
TO ENSURE ONLY  
NON-CAR OWNERS MOVE IN. ”**



SSP engagement requirements	Engagement response
	<p>The bilingual workers were also available at the community drop-in sessions. And they reviewed the translated materials.</p> <p>A targeted information and feedback session was held with Aboriginal residents, coordinated and attended by an independent Aboriginal Liaison Officer.</p> <p>Communication materials were also made available at Waterloo Connect and Waterloo Library.</p>
<p>26.6. Engage with relevant target groups including housing tenants, tenants with complex needs, Aboriginal and Torres Strait Islander community, linguistically and culturally diverse communities, neighbouring residents, landowners, workers and students, local businesses, local community organisations and local service providers through appropriate, independent, safe and culturally respectful channels.</p>	<p>Refer to Section 2,3 and 4 of this report</p>
<p>26.7. Adequate and ongoing consultation with the local Aboriginal and Torres Strait Islander community is recommended, particularly for heritage assessments and Social Sustainability Assessment and Economic Development, Local Retail and Services Study (see Section 23).</p>	<p>As outlined above, a targeted information and feedback session was held with Aboriginal residents of the Waterloo social housing estate, coordinated by the independent Aboriginal Liaison Officer.</p> <p>Sydney Metro will continue to engage with the local Aboriginal community through the planning process for the Waterloo Metro Quarter. This will include undertaking additional targeted engagement with the Aboriginal community during the EIS exhibition period expected to occur during 2018.</p>
<p>26.8. Provide a summary report of the general outcomes of early consultation and how the outcomes have been incorporated into the proposal (or justification where outcomes have not been incorporated into the proposal).</p>	<p>Refer to Section 2, 3 and 4 of this report.</p>
<p>26.9. Provide evidence of consultation (including letters, minutes of meetings, charrette/drop in event summaries and formal advice) with Council, government agencies and adjoining land owners.</p>	<p>Refer to A-D of this engagement report</p>

# DISCLAIMER

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.





# **APPENDIX A      INFORMATION BOARDS**



The Green Square development site shown in this image is an indicative artist's impression only, not to scale, subject to approvals and may change. No warranty or representation is given as to its accuracy or completeness. To the maximum extent permitted by law, Landcom and Mirvac (including its agents and employees) disclaims any liability whatsoever in connection with, reliance upon or the use of this image.

# The new Sydney Metro station

The Metro Quarter will be integrated with the new Waterloo Station and will deliver new homes, shops, community health services and a new public plaza with an adjoining community building. The new Sydney Metro station at Waterloo provides a once-in-a-lifetime opportunity to make Waterloo one of the most connected and attractive inner-city places to live, work and visit.



A new hub for the Waterloo community, centred around the new Sydney Metro station.



Delivering community benefits earlier, including new shops and services.



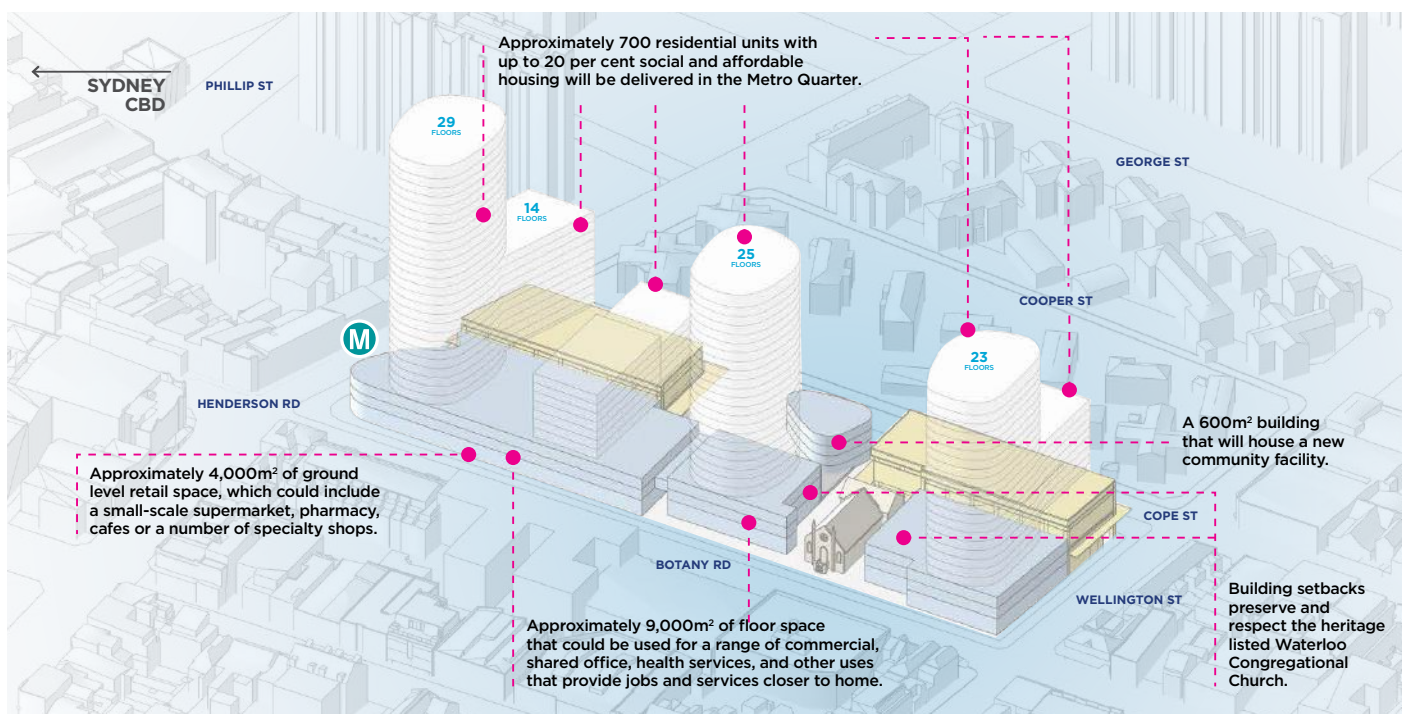
New space for creative and cultural uses.



Approximately 700 apartments, with potential for up to 20 per cent social and affordable housing.



Wide footpaths will connect the Sydney Metro station to Waterloo, with safer street crossings at Raglan and Wellington Streets, and a 'slow zone' on Cope Street.



## What's important to you?

During last year's visioning engagement, people told us it was important to make sure that established and new communities are integrated at Waterloo. How can we ensure that new and existing residents feel welcome at the Metro Quarter?







Artist's impression of new plaza, looking from Cope Street towards Botany Road

# A new public plaza

A new public plaza will become the centre of community life at the Metro Quarter with seating, landscaping, and a range of shops and services. It will be a place for people to shop, meet and gather.



A shared street on Cope Street and wide footpaths, that prioritise pedestrian safety.



Shade and comfort provided by new and retained street trees along Cope Street.



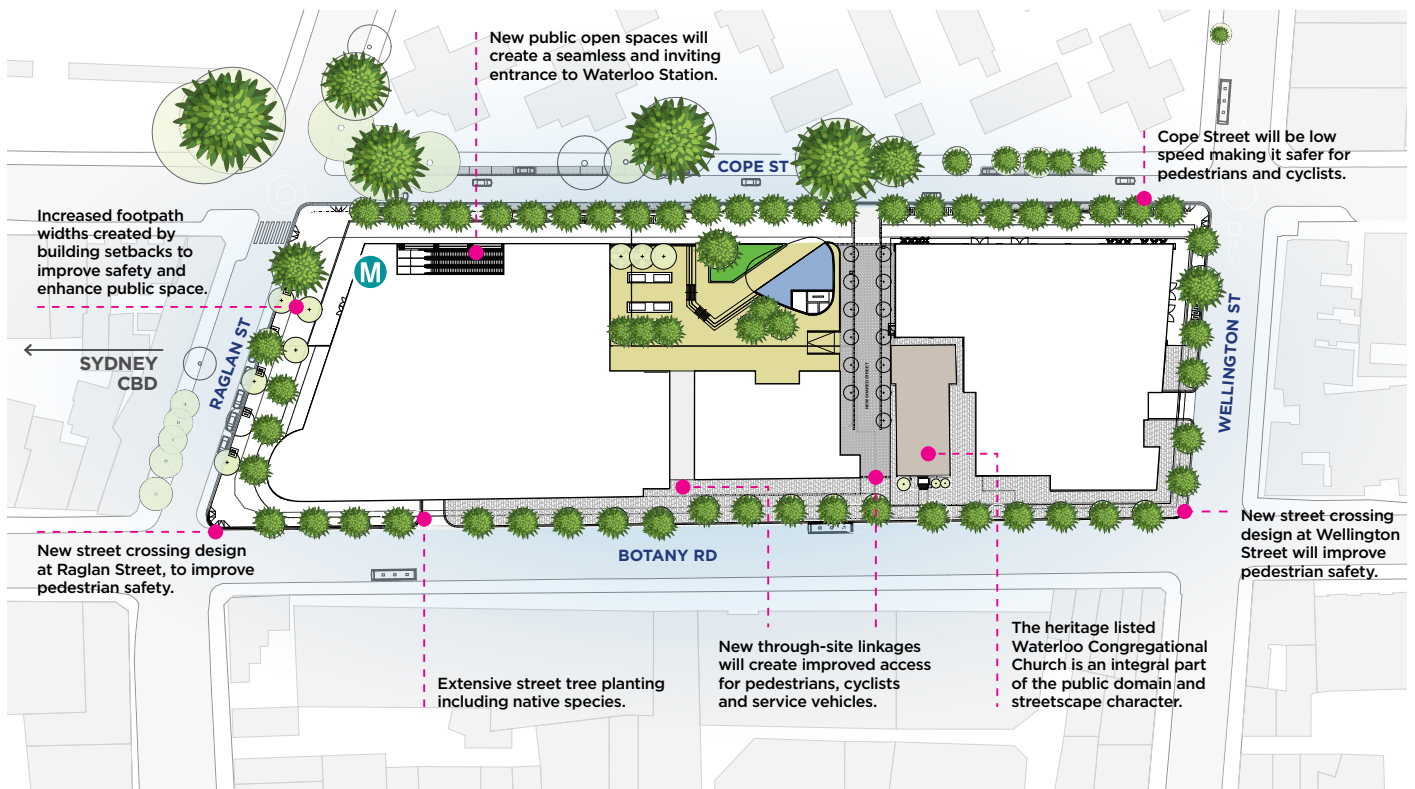
Retains the Waterloo Congregational Church, linking past and future at the Metro Quarter.



Footpaths lined with street trees, park benches, and outdoor dining opening onto public open space.



New spaces for gathering, markets, public art and live entertainment.



## What's important to you?

During last year's visioning engagement, people spoke about the importance of having easy access to safe and well-maintained areas to relax and meet others. Thinking in to the future, how would you like to describe the style of public spaces, landscaping, seating, signage and public art at Waterloo Metro Quarter to a friend who hasn't visited yet? Is it modern and urban, soft and welcoming, or something else?







Artist's impression of Botany Road streetscape and Waterloo Congregational Church

# Safe and active transport

Sydney Metro will deliver the Metro Quarter as an integrated station development allowing for the construction of the buildings above to be delivered at the same time as the station, reducing construction impacts on the community and bringing the benefits to people sooner. The Metro Quarter has been designed to be a vibrant precinct with a mix of homes, shops and community spaces that encourage a safe streetscape both day and night.



Sydney Metro will make Waterloo an activated precinct day and night, with fast and reliable turn up and go services 21 hours a day from 2024.



Connecting Sydney Metro customers with trains buses and taxis, and kiss and ride facilities.



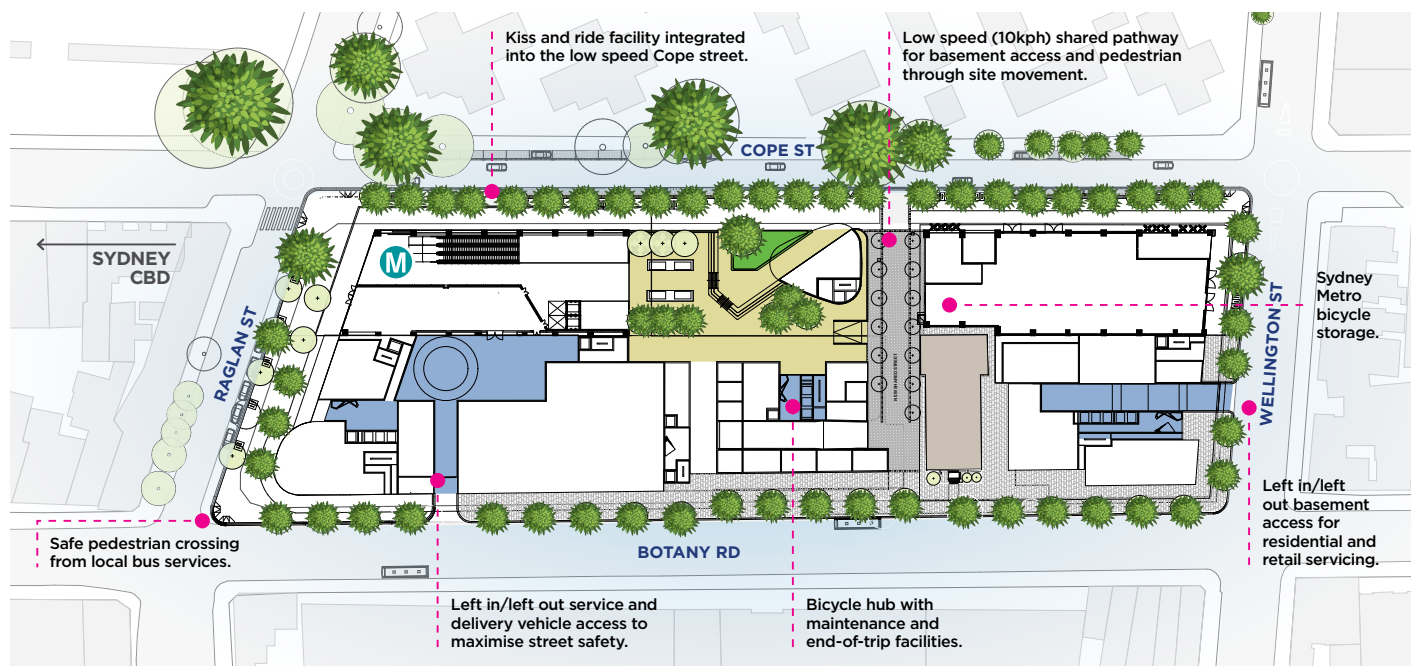
Pedestrians will have priority with safer street crossings at Wellington and Raglan streets, 'slow zone' on Cope Street and wide footpaths through the site.



Cycling will be encouraged by providing on-street bicycle parking, station storage and an end-of-trip hub with repair facilities



The Metro Quarter will be one of the most connected inner city places to live, work and visit.



## What's important to you?

During last year's visioning engagement, people told us that easy access to services that support their health and wellbeing and creative and cultural activities were important to them. Celebrating the area's unique history was also important to them. The Metro Quarter will be home to a new community space. What types of health and wellbeing, cultural and creative activities you would like to see here? Which stories do you think define Waterloo as a unique place and how can we best celebrate these at the Metro Quarter, so that established and new residents know about them?

