

The logo for URBIS, featuring the word "URBIS" in a bold, white, sans-serif font. The text is positioned to the left of a white square frame that is partially open on the right side. A vertical white line extends upwards from the top of the frame, and a horizontal white line extends to the right from the middle of the frame, creating a crosshair effect.

**URBIS**

# **ENGAGEMENT AND COMMUNICATION STRATEGY**

845 Pacific Highway Chatswood

Prepared for  
**VANTAGER GROUP**  
2 September 2020

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# 1. INTRODUCTION

Urbis Pty Ltd (Urbis) has been engaged by Vantager Group (Vantager) to prepare an engagement and communications strategy (Strategy) to support the redevelopment of 845 Pacific Highway, Chatswood.

The site is located at 845 Pacific Highway, Chatswood and is within the Willoughby Local Government Area (LGA). The site is located approximately 9km north of the Sydney CBD and is located within the Chatswood CBD Core, west of the North Shore Rail Line in an area commonly referred to as the Chatswood Office Core.

The site is located on the eastern side of the Pacific Highway with street frontages to the Pacific Highway, Railway Street and Day Street. A small portion of the boundary abuts a small Council owned park on the corner of Railway and Day Street.

The site has street frontages to the Pacific Highway, Railway Street and Day Street. A small portion of the boundary abuts a small Council owned park on the corner of Railway and Day Street. Existing buildings on the site include a 7-storey commercial office building and commercial car wash.

The planning proposal seeks to rezone the site to deliver a 37-storey commercial office tower incorporating over 46,000sqm of commercial gross floor area (GFA). The proposal also includes the provision of passive open space and enhanced public domain on Railway Street, which includes a proposed upgrade to the existing Council park.

Open and transparent engagement with the local community, surrounding residents, key government agencies, the broader community and stakeholders will be a factor for the success of this project. The activities outlined in this Strategy seek to deliver an appropriate and relevant engagement process informed by the International Association of Public Participation's (IAP2) Public Participation spectrum.

This Strategy outlines opportunities for the community and stakeholders to learn about the proposal, understand the process and provide feedback.

*This strategy includes innovative methods to engage with a diverse range of community members, particularly given the context of management of COVID-19. Online, social media and phone platforms are will be used to replace or supplement face-to-face engagement.*

Figure 1 - Site

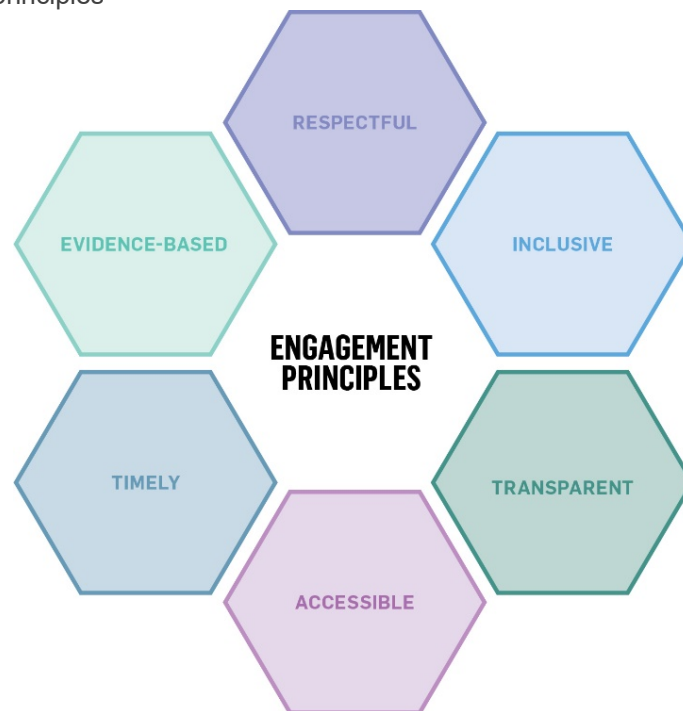


## 2. ENGAGEMENT PRINCIPLES

Urbis Engagement's approach to engagement is informed by the following key principles:

- We will clearly outline the facts of the project
- We will engage with a range of interests, beyond established groups and positions
- We will provide a range of ways for people to engage and provide feedback
- All feedback will be collated and documented to inform ongoing design and planning of the precinct
- Communications will be open, transparent and accountable.

Figure 2 - Engagement principles



Urbis Engagement proposes an engagement process that will:

- Deliver clear and factual key messages throughout the planning and approval process
- Articulate the facts of the proposal and the potential impact on key stakeholders
- Communicate the benefits of the proposal
- Highlight community sentiment by providing opportunities for stakeholder to contribute feedback on the proposal.

## 3. PROJECT OVERVIEW

### 3.1. SITE CONTEXT

The site is located within Chatswood CBD which has a vibrant economy, range of food, beverage, entertainment and community facilities, open space and public domain.

The site is located within a mixed-use commercial precinct in the northern section of the Chatswood CBD. Existing buildings on the site includes a 7-storey commercial office building and commercial car wash. It is located within the Chatswood CBD Core west of the North Shore Rail Line in an area referred to the Chatswood Office Core.

The site is surrounded by multi-storey mixed-use residential buildings and medium and high commercial buildings. It is approximately 320m from the Chatswood Railway Station and interchange.

### 3.2. PROCESS

The planning proposal seeks to amend the Willoughby Local Environment Plan 2012 (WLEP) and site-specific Development Control Plan to facilitate the redevelopment of the site for a new commercial office tower.

The Planning Proposal seeks to change the built form planning controls within the WLEP 2012 to enable the development of a commercial office tower on the site and includes:

- Increasing the maximum building height to the maximum height envisaged in the CBD Strategy of RL246.8
- Increasing the maximum Floor Space Ratio (FSR) control to 22.7:1;
- Establishing a requirement for design excellence.

The future redevelopment of the site is expected to deliver:

- A 37-storey commercial office tower capable of achieving 46,997m<sup>2</sup> of total GFA (including office, retail and lobby space)
- A basement car park with capacity for 260 parking spaces, loading areas, plant areas and end of trip facilities accessed via Day Street
- Activated building frontages to Railway and Day Streets
- An expansive public domain fronting Railway Street including an upgrade to the public park on the corner of Railway and Day Street.

### 3.3. PURPOSE

To support this process, engagement and communication activities will be undertaken to inform stakeholders and the community about the proposed planning proposal and gather their feedback and ideas.

Communication will include information about the following benefits:

#### **Generate local economic growth**

- The proposal will provide opportunities for economic growth in the Chatswood and Willoughby region during the construction and the ongoing operations of the development.
- The proposed zoning will ensure the site continues to generate employment through supporting a mix of businesses in contemporary and flexible tenancies.

#### **Employment opportunities closer to home**

- The proposal will generate new employment opportunities within walking distance of major employment, retail, health and education facilities, and excellent public transport connectivity.
- The proposal will provide an estimate of 332 full time construction jobs and a further 5,484 direct and indirect jobs in the operational phase.

### **Enhance public domain and community facilities consistent with Willoughby Council's vision**

- Vantager Group is committed to delivering upgrades to the Public Domain surrounding the site in addition to the standard 3% development contributions required by Council's Local Infrastructure Plan. The proposed upgrades include:
  - Railway Street will be enhanced by activating retail uses, outdoor seating, and landscaping.
  - The existing Council owned park will incorporate a vibrant public domain space.
- The proposal enables the establishment of new local retail facilities and public spaces along Railway Street and the site through link to the Pacific Highway promoting pedestrian activation and vibrancy day and night.
- Activation of the park via a green amphitheatre which provides seating and address the open space and provides a public connection to the building forecourt.

## **3.4. OUTCOME**

The overall objective of stakeholder engagement and communication is to convey how this proposal benefits local communities and generate support for it.

It is important that all communications are planned, developed and distributed with careful consideration of the local communities. Communication that emphasises the core benefits of the project will help to minimise misinformation and create a shared sense of trust and ownership between project stakeholders. An accountable and robust process will also demonstrate efforts to genuinely engage with stakeholders and will reduce risk for decision makers. Engagement will focus on delivering clear, easy to understand communication materials and offer channels for information sharing and feedback.

**A successful engagement process will be reliant on the final design responding to community feedback and addressing key concerns as well as maximising the benefits highlighted in community consultation.**



## **4. KEY MESSAGES**

### **4.1. 845 PACIFIC HIGHWAY, CHATSWOOD**

- The renewal of 845 Pacific Highway, Chatswood will create a new gateway for Chatswood and deliver employment opportunities within 30 minutes of homes.
- The proposal will also create up to 332 full time construction jobs and a further 5,484 direct and indirect jobs in the operational phase.
- The proposal will deliver enhancements to the public domain and open space with contemporary landscaping and a green amphitheatre.
- Vantager Group recognises the extraordinary changes taking place in the economy and the need to deliver jobs closer to home and is seeking to deliver a proposal in line with local and state planning strategies for the Chatswood CBD and the Northern District.

### **4.2. SYDNEY'S EASTERN HARBOUR CITY**

- This proposal is aligned with the NSW Government vision for all people in Greater Sydney to live within 30 minutes of their jobs, education and health facilities, services and recreational places. A Metropolis of Three Cities – the Greater Sydney Region Plan (2018) sets a 40-year vision (to 2056) and establishes a 20-year plan to manage growth and change for Greater Sydney.
- One of the fastest growing strategic areas in Greater Sydney, Chatswood will continue to be a major generator of new jobs and economic prosperity. Vantager is seeking to reflect the diversity, vibrancy and thriving of residents, workers and visitors today and into the future.

### **4.3. A NEW GATEWAY FOR CHATSWOOD**

- A leading-edge global design with a slim line tower framing the Chatswood skyline.
- The proposal includes around 46,000sqm of retail and commercial floor space that will contribute to employment on the site.
- The project is anticipated to generate 332 full time jobs throughout the construction and a further 5,484 direct and indirect jobs during the operational phase.
- The proposal supports a mix of businesses in more contemporary and flexible tenancies to support a range of industrial, professional, creative, retail, health and education sectors.
- The proposal includes a 4m setback to the Pacific Highway frontage to allow for street planting and pedestrian / cycle shareway.

### **4.4. BRINGING CHATSWOOD TO LIFE**

- As the first new commercial building in over two decades, the development of 845 will be a catalyst for new opportunity and growth in the diverse Chatswood.
- 845 Pacific Highway will be an iconic development for the regeneration of the Chatswood Business District.
- Delivering exceptional design quality and urban outcomes, 845 Pacific Highway will provide a contemporary A-grade office space with flexible commercial tenancies and retail spaces.
- The proposal enables the creation of new local retail facilities and public spaces that can activate Railway Street and the site through link to the Pacific Highway.
- The public domain along Railway Street will be enhanced through activating retail uses, outdoor seating and landscaping, encouraging pedestrian activity and vibrancy day and night.
- The Planning Proposal enhances the existing Council owned park and will incorporate a vibrant public domain space with a green amphitheatre which provides seating and connection to the building forecourt.

## 4.5. VANTAGER GROUP AND THE COMMUNITY

- Vantager Group delivers high quality residential and commercial developments across Sydney's north and inner west area.
- Vantager Group is values-driven company and is committed to delivering quality developments that improve the way people live and exceed expectation.
- Vantager Group recognises the traditional owners of the land, the Cammeraygal/ Gai-maraigal people of the Eora nation and has incorporated indigenous narrative and history through the landscape design.
- Engagement and communication activities will inform and seek feedback from community and stakeholders regarding the project through:
  - Letters and emails
  - Online community information sessions (if requested)
  - Stakeholder briefings
  - Community feedback lines (1800 number and email).
- Ensuring stakeholder and community engagement is meaningful will be an important part of the process. Engagement will provide up to date and factual information to local community organisations and proactive communication.
- Near neighbours and the broader community feedback will be incorporated into a final Engagement Outcomes Report.

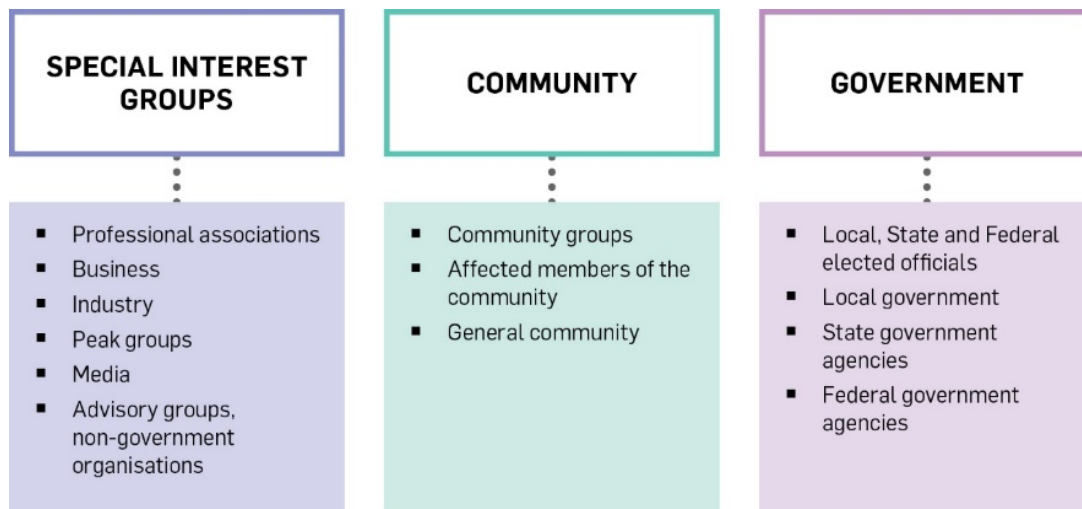
## 5. STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 5.1. IDENTIFYING STAKEHOLDERS

Stakeholders are individuals, groups of individuals or organisations that could influence or affect a project.

Urbis Engagement will work closely with Vantager Group and the project team to manage identified stakeholder groups for the duration of the project.

Figure 3 - Stakeholder categorisation



### 5.2. LEVEL OF ENGAGEMENT

Urbis Engagement works in line with the International Association of Public Participation's (IAP2) Public Participation spectrum and utilises the participation principles of the IAP2 Spectrum of Public Participation. The engagement process for Vantager Group will utilise the inform, consult and involve levels.

Figure 4 - Engagement level

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis alternatives and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision- making in the hands of the public.
PROMISE	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Source: IAP2 Spectrum of Public Participation

The following table outlines the key stakeholders who will be involved throughout the consultation process. The stakeholder identification matrix is based on the principles in accordance with the International Association of Public Participation's (IAP2) Public Participation spectrum as outlined above.

Table 1 - Stakeholder matrix

Stakeholder	Category	Engagement interface (lead)	Level of engagement (IAP2)	Areas of interest
<p>Willoughby Council</p> <ul style="list-style-type: none"> <li>Mayor: Gail Giles-Gidney</li> </ul> <p>West Ward (The site is located within this ward):</p> <ul style="list-style-type: none"> <li>Deputy Mayor: Craig Campbell</li> <li>Tony Mustaca OAM</li> <li>Lynne Saville</li> </ul> <p>Middle Harbour Ward:</p> <ul style="list-style-type: none"> <li>Angelo Rozos</li> <li>Wendy Norton</li> <li>Judith Rutherford AM</li> </ul> <p>Naremburn Ward:</p> <ul style="list-style-type: none"> <li>Stuart Coppock</li> <li>Christine Tuon</li> <li>Nic Wright</li> <li>Sailors Bay Ward</li> <li>High Eriksson</li> <li>Denis Fernandez</li> <li>Brendon Zhu</li> </ul>	Government	Urbis	Consult	<ul style="list-style-type: none"> <li>Site suitability</li> <li>Local employment opportunities</li> <li>Traffic and access</li> <li>Amenity</li> <li>Community consultation.</li> </ul>
State Member for Willoughby and Premier of NSW, Gladys Berejiklian	Government	Urbis	Inform/Consult	As above for Councillors.
Federal Member for North Sydney, Mr Trent Zimmerman	Government	Urbis	Inform/Consult	As above for Councillors.
<p><b>Community groups including:</b></p> <ul style="list-style-type: none"> <li>Willoughby Area Action Group</li> </ul>	Special interest group	Urbis	Inform	<ul style="list-style-type: none"> <li>Economic impact</li> <li>Density and design</li> </ul>

Stakeholder	Category	Engagement interface (lead)	Level of engagement (IAP2)	Areas of interest
<ul style="list-style-type: none"> <li>Chatswood Chamber of Commerce</li> <li>Chatswood West Ward Progress Association</li> </ul>				<ul style="list-style-type: none"> <li>Traffic and access</li> <li>Community benefits/facilities</li> <li>Impact on surrounding community</li> <li>Impact on local character</li> </ul>
<b>Near business neighbours within 100m radius including:</b> <ul style="list-style-type: none"> <li>Star Car Wash</li> <li>Businesses located within 11 Railway St, Chatswood</li> <li>Businesses located within 9 Railway St, Chatswood</li> <li>Businesses located within The Zenith, Chatswood</li> <li>Sunnyfield Enterprises</li> <li>Mr Pho Takeaway</li> <li>Sancastles Childcare Chatswood</li> </ul>	Special interest group	Urbis	Consult	<ul style="list-style-type: none"> <li>Economic impact</li> <li>Density and design</li> <li>Traffic and access</li> <li>Community benefits/facilities</li> </ul>
<b>Near residential neighbours within 100m radius located on</b> <ul style="list-style-type: none"> <li>Pacific Hwy</li> <li>View Lane</li> <li>View Street</li> <li>Tessa Street</li> <li>Day Street</li> <li>Mcintosh Street</li> <li>Help Street</li> </ul>	Special interest group	Urbis	Consult	<ul style="list-style-type: none"> <li>Density and design</li> <li>Potential overshadowing</li> <li>Traffic and access</li> <li>Impact from demolition and construction</li> <li>Impact on environment – obstruction of</li> </ul>

Stakeholder	Category	Engagement interface (lead)	Level of engagement (IAP2)	Areas of interest
<ul style="list-style-type: none"> <li>▪ Obrien Street</li> <li>▪ Wilson Street and</li> <li>▪ Anderson Street.</li> </ul>				view, solar impact
<b>Media Outlets including:</b> <ul style="list-style-type: none"> <li>▪ Northern District Times</li> <li>▪ North Shore Times</li> <li>▪ The Weekly Times.</li> </ul>	Media	Urbis	Inform	<ul style="list-style-type: none"> <li>▪ Site suitability</li> <li>▪ Local employment opportunities</li> <li>▪ Traffic and access</li> <li>▪ Amenity</li> <li>▪ Community consultation</li> <li>▪ Community response</li> <li>▪ Previous developments around the site</li> </ul>

## 6. RISK ASSESSMENT

Urbis Engagement has identified key risks to the implementation of the engagement process and recommended a series of mitigations to address these. We will work in partnership with Vantager Group to ensure risks are identified and managed throughout the project.

Table 2 - Risk assessment

Risk category	Risk description	Engagement mitigation
Community and stakeholder risk	<ul style="list-style-type: none"> <li>• Objections by surrounding residents and businesses relating to actual or perceived construction impacts.</li> <li>• Objections from surrounding residents as a result of changes in traffic patterns caused by construction and the capacity of existing roads to support the future demands of a high-density site.</li> <li>• Objections from community and stakeholders about actual and perceived impact on visual and shadowing impacts.</li> <li>• Objections by surrounding residents and businesses relating to actual or perceived impacts regarding amenity, including noise associated the proposal.</li> <li>• Community opposition relating to anti-development or density.</li> <li>• Concern new structure is not fitting with the local character.</li> </ul>	<ul style="list-style-type: none"> <li>• Present timely and factual information about the proposal, emphasising the key messages of public benefit.</li> <li>• Communicate any amenity impacts on the immediate locality and proposed mitigation strategies.</li> <li>• Identify and communicate any public benefits e.g. improving public amenity.</li> <li>• Clearly outline the benefits of the proposal.</li> <li>• Clearly identify what aspects of the proposal are negotiable and not negotiable.</li> </ul>
Traffic and parking	<ul style="list-style-type: none"> <li>• Management of stakeholder expectations of operational generated traffic as a result of a new retail and commercial spaces.</li> <li>• Management of near neighbours who are impacted by trucks and construction traffic.</li> <li>• Pedestrian and cyclist safety throughout construction and operational period.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate parameters around the planning process and be clear about timing and notifications.</li> <li>• Present timely and factual information outlining expected traffic impacts and management measures.</li> </ul>
Media coverage	<ul style="list-style-type: none"> <li>• Negative or misinformed media coverage about the proposal causing impact on the planning approval and possible reputational damage to Vantager Group.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a media holding statement prior to engagement and ensure proactive media briefings and releases ahead of key project milestones.</li> </ul>

Risk category	Risk description	Engagement mitigation
		<ul style="list-style-type: none"> <li>• Present timely and factual information about the proposal, emphasising the key messages of public benefit.</li> <li>• Identify and communicate any public benefits e.g. improving public amenity.</li> </ul>
Engagement process	<ul style="list-style-type: none"> <li>• Differing community expectations regarding the ability to influence the proposal.</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly communicate the project timeframes, negotiable and non-negotiable aspects.</li> <li>• Team information sharing as above.</li> <li>• Preparation of a proactive communications strategy (this document).</li> <li>• Ongoing media liaison throughout planning approvals.</li> <li>• Option to respond in an agile way should the engagement process need to change.</li> </ul>
Project team	<ul style="list-style-type: none"> <li>• Changes to personnel.</li> <li>• Client availability for timely review of engagement materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Urbis Engagement has experienced backup personnel available should they be required.</li> <li>• Agreed governance and approvals with client and Urbis.</li> </ul>
COVID -19	<ul style="list-style-type: none"> <li>• Office wide shutdown required by Urbis.</li> <li>• Office wide shutdown required by Vantager Group.</li> <li>• Isolation measures requested to be implemented and/or adhered as per client requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand respective firm response procedure to COVID-19.</li> <li>• Contact third party venues to understand their COVID-19 response procedure.</li> <li>• Consistent and up to date communication for scheduled events and risk management.</li> <li>• Complete visitor screening forms for events.</li> <li>• All members of the project team to stay at home in isolation if unwell.</li> </ul>



## 7. ENGAGEMENT AND COMMUNICATION ACTION PLAN

This engagement and communication strategy assumes the engagement period commences prior to public exhibition of a planning proposal with the Department of Planning, Industry and Environment and runs until the determination by the Department.

Urbis will work collaboratively with the client and broader project team to deliver community and stakeholder engagement.

Table 3 - Engagement and communication strategy

Activity	Stakeholder category	Activity description and outcomes	Activity measure
Prior to Gateway submission			
Inception meeting and site visit Prior to Gateway Determination	<ul style="list-style-type: none"> <li>Internal</li> </ul>	<p>Urbis Engagement will meet with the client, project team and communications consultant to understand any consultation risks and outline approach.</p> <p><b>Outcome:</b></p> <p>Urbis Engagement will develop a strategy to inform the community consultation process.</p>	<ul style="list-style-type: none"> <li># of meetings attended</li> </ul>
Detailed engagement and communication strategy	<ul style="list-style-type: none"> <li>Internal</li> </ul>	<p>A written engagement plan that meets the requirements of Willoughby Council.</p> <p><b>Outcome:</b></p> <p>A clear and proactive record to demonstrate community consultation as a key part of the planning process.</p>	<ul style="list-style-type: none"> <li>This Strategy</li> </ul>
After Gateway submission			
Project fact sheet and Letter to community	<ul style="list-style-type: none"> <li>Government</li> <li>Community</li> <li>Stakeholder</li> <li>Media</li> </ul>	<p>A4 project brochure for distribution to members, stakeholders and the wider community that outlines the facts of the project narrative, public benefits, the planning process and include the key project messages.</p> <p>Information letters will be created for landowners within the affected area informing them of the proposal and how information can be found, and feedback provided. One targeted commercial and one residential focused letter.</p> <p><b>Outcomes:</b></p>	<ul style="list-style-type: none"> <li># documents provided</li> <li>Content of feedback received: <ul style="list-style-type: none"> <li>nature of feedback on proposal positive/negative</li> <li>questions answered</li> </ul> </li> <li>increase in positive sentiment.</li> </ul>

Activity	Stakeholder category	Activity description and outcomes	Activity measure
		Proactive communication with an aligned vision.	
Project website	<ul style="list-style-type: none"> <li>Government</li> <li>Education</li> <li>Community</li> <li>Stakeholder</li> <li>Media</li> </ul>	<p>A consultation website with feedback functionality.</p> <p><b>Outcomes:</b> Proactive communication with an aligned vision.</p>	<ul style="list-style-type: none"> <li># documents provided</li> <li>Content of feedback received: <ul style="list-style-type: none"> <li>nature of feedback on proposal positive/negative</li> <li>questions answered</li> </ul> </li> <li>increase in positive sentiment.</li> </ul>
Stakeholder briefing (using phone or videoconference)	<ul style="list-style-type: none"> <li>Government</li> <li>Community</li> </ul>	<p>Briefings with key political and influential stakeholders to introduce the planning proposal and identify key issues and concerns, engage and provide feedback mechanism. Briefings are recommended for:</p> <ul style="list-style-type: none"> <li>State MP</li> <li>Federal MP</li> <li>Media</li> <li>Local community action groups</li> </ul> <p><b>Outcomes:</b> An informed and consulted community who are aware of the impending project and its benefits.</p>	<ul style="list-style-type: none"> <li># attendees at briefings</li> <li>Content of feedback received: <ul style="list-style-type: none"> <li>needs met</li> <li>questions answered</li> <li>change in perceptions</li> </ul> </li> <li>increase in favour</li> </ul>
Media release	<ul style="list-style-type: none"> <li>Government</li> <li>Community</li> <li>Stakeholder</li> <li>Media</li> </ul>	<p>Proactive media release developed and distributed to create positive narrative of the project and promote the consultation webinars.</p> <p><b>Outcomes:</b> Proactive communication with an aligned vision.</p>	<ul style="list-style-type: none"> <li># documents provided</li> <li>Content of feedback received: <ul style="list-style-type: none"> <li>nature of feedback on proposal positive/negative</li> <li>questions answered</li> </ul> </li> <li>increase in positive sentiment.</li> </ul>
Community information session – format to be determined.	<ul style="list-style-type: none"> <li>Government</li> <li>Community</li> <li>Stakeholder</li> </ul>	<p>Community information session or webinars will enable live interaction between the community and project team and seeks to provide feedback opportunities.</p> <p><b>Outcome:</b> Creation of an open and inclusive environment to provide information regarding the project development and ability to help demystify and debunk myths.</p>	<ul style="list-style-type: none"> <li># attendees at open day</li> <li># feedback received</li> <li>Content of feedback received: <ul style="list-style-type: none"> <li>needs met</li> <li>questions answered</li> <li>change in perceptions</li> </ul> </li> <li>increase in favour.</li> </ul>

Activity	Stakeholder category	Activity description and outcomes	Activity measure
Enquiry line	<ul style="list-style-type: none"> <li>Government</li> <li>Community</li> <li>Stakeholder</li> <li>Media</li> </ul>	<p>Staffed email and 1800 number, logged to database, actioned and shared with the client.</p> <p><b>Outcome:</b> Project information and feedback readily available.</p>	<ul style="list-style-type: none"> <li># emails received</li> <li># phone calls received</li> <li>Content of feedback received: <ul style="list-style-type: none"> <li>nature of feedback on proposal positive/negative</li> <li>questions answered</li> </ul> </li> <li>increase in positive sentiment.</li> <li># of report submitted</li> </ul>
Outcomes report final	<ul style="list-style-type: none"> <li>Government</li> </ul>	<p>A written report of engagement outcomes that will be lodged alongside planning documentation to accompany planning documentation.</p> <p><b>Outcome:</b> A clear and proactive record for the Department of Planning, Industry and Environment to consider community consultation as a key part of the planning process.</p>	

# DISCLAIMER

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