



South Mosman Wharf Upgrade proposed concept design

Engagement Report

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1. Executive Summary

Transport for NSW will upgrade South Mosman Wharf, improving access so customers with mobility needs are able to access Musgrave Street from South Mosman Wharf.

From Monday 4 May to Friday 29 May 2020 community consultation was carried out. We distributed around 400 community notifications and follow up post cards throughout the consultation period and used an online platform that included a questionnaire to capture feedback. Signage was also installed at the wharf and posted social media advertisements reached an audience of 13,144 people. These tools and methods ensured the community were aware of the consultation and the ways they could contact the project team.

We have listened to the community and will be investigating options to provide cover to the gangway, stairs and upper and lower platforms of the lift. The existing stairs will be also be removed. There will be new stairs installed that will be lit in accordance with Transport for NSW lighting guidelines.

Visual impacts of the proposal will be assessed in the Review of Environmental Factors and refined further during detailed design. Every effort will be made to ensure that the proposal integrates into the surrounding environment and that any environmental impacts are minimised.

These details will be included in our next round of community consultation where the community will have the opportunity to view and make a submission on the Review of Environmental Factors, which is scheduled for late 2020.

The campaign reached a total of 13,444 people within the Mosman, Balmoral, Clifton Gardens and the Georges Heights area. We had 119 community members provide feedback and this is what we learnt:

From the **results** of the consultation **we know...**



96%

feedback received
online



400+

local community members
consulted



majority

respondents are
customers



cover

shelter is a customer
concern



access

is a customer
concern



clean

marine is a
community concern

2. Introduction

2.1 Background

The NSW Government is progressively upgrading ferry wharves across Sydney Harbour to improve Sydney's ferry service for customers. New and improved wharves are being delivered as a part of NSW Government's Transport Access Program (TAP) – an initiative to deliver modern, safe and accessible transport across the state.

The Wharf Upgrade Program, which is being delivered by Transport for NSW, aims to provide the following benefits:

- improved access for customers with assisted and unassisted mobility needs
- improved access for customers with prams
- improved protection from the wind, rain and sun
- improved seating and waiting areas
- improved safety for customers and staff
- quicker and more efficient ferry pick-up and drop-off
- improved pedestrian access around the wharf.

The wharf upgrades are being delivered in stages, with some projects already underway or completed.

2.2 The proposal

Customers with mobility needs are currently unable to access Musgrave Street from South Mosman Wharf. The existing wharf at South Mosman is a pontoon with a connecting gangway and stairs leading up to the cul-de-sac at the end of Musgrave Street.

The proposed wharf design includes a new floating pontoon. The new pontoon would improve the efficiency and safety of the wharf for ferries to pick up and drop off passengers.

The pontoon would have a waiting area with a curved roof, seating and glass weather protection panels to provide passengers with a sheltered place to wait for the ferry.

The pontoon would be connected to land by an uncovered raised platform known as a gangway. The proposed wharf would include a new lift and stairs providing a safer accessible route from street-level to the wharf. New bicycle hoops would also be installed.

The new wharf would provide South Mosman with facilities that all members of the community can access.

3. Consultation approach

3.1 Consultation objectives

The community and key stakeholders were invited to provide feedback on the project's concept design from Monday 4 May to Friday 29 May 2020.

The purpose of this consultation was to:

- display the proposed concept design (site plan and artist impression)
- obtain feedback from the community on the proposal
- consider and provide responses to feedback and questions received.

3.2 How consultation was done

Community members and stakeholders were encouraged to provide feedback, leave comments and make submissions via phone, email, or through the online project portal and survey, as below:

Phone: 1800 770 973

Email: WharfUpgradeProgram@rms.nsw.gov.au

Web page and project portal: www.rms.nsw.gov.au/wharfupgrades

Mail: Wharf Upgrade Program – South Mosman
Communication and Stakeholder Engagement
PO Box 973 Parramatta NSW 2124

To reach community members within the Mosman, Balmoral, Clifton Gardens and the Georges Heights area we used a social media campaign with paid advertising. This campaign performed well reaching an audience of 13,144 with 100 per cent positive reactions (likes and hearts). The act of people tagging friends means this is information they want to share with their community. Overall, negative commentary was low.

A four-page community update was also distributed to around 400 residents and businesses in the area (see Appendix G) at the start of the consultation. A postcard was also sent to the same distribution zone in mid-May to remind the community to have their say.

Addressed letters were delivered in the initial week of consultation to directly affected residents in Musgrave Street in replacement of door knocking due to COVID-19 social distancing measures.

Given the environment of COVID-19, public meetings were not held to safeguard the health and safety of the community and our staff.

3.3 Consultation Outcome

We received 119 comments during the consultation period. The key areas of concern were:

- the safety of the existing stairs to the wharf
- the proposed uncovered gangway

- potential impacts to visual amenity.

In response to comments regarding safety concerns we have confirmed that the existing stairs would be removed as part of the proposal.

In response to feedback about the existing stairs and the proposed uncovered gangway, we will investigate options to provide cover to the gangway, stairs, upper and lower lift platforms.

Visual impacts of the proposal will be assessed in the Review of Environmental Factors and refined further during detailed design. Every effort will be made to ensure that the proposal integrates into the surrounding environment and that any environmental impacts are minimised.

The visual impact assessment will consider the inclusion of signage to encourage respectful patronage and to enforce responsible fishing at South Mosman Wharf, keeping noise to a minimum and not leaving hooks, bait and fishing lines at the wharf.

4. Consultation summary

We have received 119 submissions from individuals. This included 14 emails, three phone calls, 47 survey responses, one letter and 54 comments on social media.

The comments we received have been summarised and responded to in the tables below.

Table 1 – Feedback and response table – wharf design

Community comment	Transport for NSW response
The relocation of the wharf entrance will create more congestion in the turning circle.	The proposed concept design does not change the function of the turning circle and pedestrian path, however this will be taken into consideration as the design is further developed.
<p>The gangway should be covered in the wharf design to protect ferry users from wind, sun and rain.</p> <p>The upper platform, stairs and bridge all require a roof as these areas will get very slippery in bad weather.</p> <p>There needs to be sufficient shelter at the base of the lift for commuters to wait under while the lift descends from street level.</p>	<p>We are investigating options to provide cover to the gangway, stairs and upper and lower platforms of the lift.</p> <p>These details will be included in our next round of community consultation where the community will have the opportunity to view and make a submission on the Review of Environmental Factors.</p>
The lift is unnecessary and costly; why not build a ramp instead?	As part of concept design, a ramp was considered. However, due to the length of the ramp required to achieve the required grade it was ruled out as a feasible option.

Community comment	Transport for NSW response
Access to the new lift should be by opal card to operate it, otherwise it will be misused by the wrong people. Incorporate it into the 'swipe on' function at the wharf and the overall ferry fare.	Restricting access to the lift is not something we would consider as part of the project. The lift is intended to be used by all, as it provides access to the wharf and water frontage.
The lift should be hydraulic rather than a pulley-system. A hydraulic lift would not need double-height cover for mechanisms above the lift-platform.	The design of the lift internals has not been determined and will be refined during detailed design under the advice of technical experts.
Is the lift going to be reliable? What are the reliability statistics on similar lifts at other transport spots?	The design and manufacture of the lifts will be based on advice by technical experts and previous experience within the transport cluster. The intention is for the lifts to be reliable and regularly maintained by a specialist contractor.
The proposed gangway is too long making the whole structure more prominent than the existing wharf.	Gangway length is determined by the minimum gradients required to make the wharf accessible. The design of the wharf is consistent with others across the Sydney Harbour. In comparison to other wharves, South Mosman Wharf is a relatively small structure.
Include a small café or food/coffee cart on the wharf for commuters and people waiting for the ferry.	The primary objective of the upgrade is to make the wharf accessible. Adding retail facilities to the wharf is not part of the scope for an accessibility upgrade.
Toilet facilities should be included in the wharf design.	The primary objective of the upgrade is to make the wharf accessible. As the project is being delivered as part of the Transport Access Program, additional infrastructure such as public toilets do not form part of the project scope. The ferries have toilets on board available to customers reducing the need for toilet facilities at the individual wharves.
There should be regular maintenance to keep the wharf clean.	All wharf facilities on the network are regularly cleaned and maintained. Feedback regarding maintenance can be reported at https://transportnsw.info/contact-us/feedback/ferry-feedback

Community comment	Transport for NSW response
<p>The name of the wharf should change back to Musgrave Street Wharf.</p> <p>The name of the wharf should change back to Mosman South Wharf.</p>	<p>The objective of the project is to make the wharf accessible. As such, we are not considering a name change as part of this project.</p>
<p>The stairs are difficult when carrying luggage or other heavy items.</p> <p>The stairs are dangerous and slippery when they are wet.</p> <p>The stairs are a hazard at night due to no lighting.</p> <p>The stairs are difficult to use for the elderly and people with accessibility issues.</p> <p>The stairs should have a roof cover.</p>	<p>The proposed wharf would include a new lift and new stairs providing a safer accessible route from street-level to the wharf. The existing stairs will be removed.</p> <p>The new stairs will be lit in accordance with TfNSW lighting guidelines and those details will be included in the upcoming Review of Environmental Factors (REF). The community will have the opportunity to view these plans and make a submission.</p> <p>We are investigating options to provide cover to the gangway, stairs and upper and lower platforms of the lift. These details will also be included in the REF, which the community will have the opportunity to view and make a submission on.</p>
<p>Why does the curved roof have to be so high?</p>	<p>The Wharf Upgrade program has been designed to create a recognisable theme for Sydney Harbour. The design aims to identify the harbour wharves and the ferry commuter transport system.</p> <p>The design of wharf including the height of the curved roof are consistent design across all upgraded wharves on the network.</p>

Table 2 – Feedback and response table – construction and environmental impacts

Community Comment	Transport for NSW Response
<p>Removal of vegetation in the vicinity of the wharf.</p>	<p>Every effort will be made to minimise the impact to vegetation as part of the design process.</p> <p>Environmental impacts, including vegetation removal is assessed as part of the Review of Environmental Factors (REF). The community will have the opportunity to view and make a submission on the REF.</p>
<p>Sea wash generated to the seawall from the new ferry.</p> <p>What wash studies have been conducted on this site?</p>	<p>We do not anticipate any impacts to the seawall. The project does not seek to increase the frequency of ferry services and under the proposed design the wharf is located further away from the sea wall.</p> <p>No technical studies are required.</p>

Community Comment	Transport for NSW Response
<p>There will be a loss of privacy for nearby properties.</p>	<p>The project team have considered visual amenity and privacy in developing the concept design. The proposed wharf has very similar impacts to neighbouring properties as currently experienced with the existing wharf. As such, we do not anticipate any changes to the level of privacy currently experienced.</p> <p>Visual amenity is assessed in the Review of Environmental Factors (REF). The community will have the opportunity to view and make a submission on the REF.</p> <p>Individual property owners are encouraged to contact the Project Team to discuss their concerns.</p>
<p>There is concern about lighting and light pollution around the wharf.</p>	<p>Visual amenity impacts such as lighting is assessed in the Review of Environmental Factors (REF). Lighting is generally designed to spill downwards. In addition, the controller for the lights reduces the light levels at night to 'half-light mode' after the last ferry to save power and reduce light pollution.</p> <p>The community will have the opportunity to view make a submission on the REF.</p>
<p>When will construction start? How long will construction take?</p>	<p>The next stage of the project involves assessing the environmental impacts of the proposal in a Review of Environmental Factors.</p> <p>Construction timeframes, including how the new wharf will be constructed will depend on the outcomes from the Review of Environmental Factors and its public display.</p> <p>Construction will take around 3 - 6 months based on previous upgrades, however each wharf upgrade may require a different construction timeframe.</p>
<p>What will be done in relation to the construction impact for the residents? That is, noise and access.</p> <p>Concerned about weekend work during construction.</p>	<p>We would make every effort to minimise disruption to residents and customers during construction.</p> <p>Construction impacts will be assessed in the Review of Environmental Factors which will be place on display for public comment.</p> <p>The project team would work with the directly impacted residents and further information would be made available closer to the start of construction.</p> <p>Some construction activities may require work to be carried out during early mornings when the tide is most calm, however work would be planned to minimise disruption to residents.</p>

Community Comment	Transport for NSW Response
<p>What are the alternative transport options during construction?</p> <p>Will a replacement bus be provided during the closure?</p> <p>It will be disruptive to stop the ferry service for six months.</p> <p>Can options include a dedicated bus service that takes people to Mosman Bay Wharf or surrounding wharves for a quicker journey into the city and airport?</p>	<p>There may be alternative transport options provided for those who use the ferry. As we are still in the concept design phase of the project, available options will be explored during detailed design. Every effort will be made to minimise disruption to the community.</p> <p>Feedback received will be considered and further consultation with providers would be carried out to understand alternative transport options for the area.</p> <p>Alternative transport options would be addressed in the Review of Environmental Factors which will be placed on public display.</p>

Table 3 – Feedback and response table – general project

Community Comment	Transport for NSW Response
<p>Why is there an upgrade when there is low use of the ferry?</p> <p>What is the justification for this upgrade?</p> <p>The wharf upgrade is a waste of taxpayers' money.</p> <p>Why is this wharf being prioritised over other wharves?</p>	<p>South Mosman Wharf upgrade is a part of a Transport for NSW program across Sydney to make all public transport accessible. The Wharf Upgrade Program has been ongoing since 2012.</p> <p>South Mosman Wharf is part of the program's third package of work as part of the Transport Access Program and is one of the last wharves to be upgraded on the ferry network.</p> <p>Customers with mobility needs are currently unable to access Musgrave Street from South Mosman Wharf. The existing wharf at South Mosman is a pontoon with connecting gangway and stairs leading up to the cul-de-sac at the end of Musgrave Street. Upgrading the wharf would improve the efficiency and safety of wharves, improving the public transport experience for our customers.</p>
<p>What is the current service life of the wharf?</p> <p>Is it due to be upgraded regardless?</p> <p>Is the upgrade design future proof and can it cope with the possibility of increased demand in the future?</p>	<p>The wharf is approaching the end of its design life. The new wharf would have a design life of 50 years with maintenance.</p> <p>The size of waiting areas, the lift, stairs and other choke points have been designed to cater for 2036 projections of patronage at South Mosman Wharf.</p>

Community Comment	Transport for NSW Response
<p>Has there been proper analysis of the costs and benefits of the project?</p>	<p>As an operator of public transport under the Disability Discrimination Act 1992 (DDA), Transport for NSW is required to upgrade the public transport precincts to ensure equitable access is provided for all customers.</p> <p>Transport for NSW determines the priority of upgrades using evidence-based criteria, including:</p> <ul style="list-style-type: none"> • current and future patronage • the needs and demographics of customers who use the location • whether important services such as hospitals or educational facilities are nearby • cumulative impacts of other construction projects • the accessibility of other nearby transport interchanges and facilities. <p>More information about this process is available at www.transport.nsw.gov.au/projects/current-projects/tap-3.</p>
<p>When the feedback from this stage has been collated there should be an actual community meeting/forum.</p>	<p>No public meetings were held during the consultation to safeguard the health and safety of the community and Transport for NSW staff during the circumstances of COVID-19. However, there were several other ways the community could find out more about the project and speak with members of the project team. This included an option to meet the team through a phone or online meeting.</p> <p>We sent out around 400 community notifications as well as a follow up post card halfway through the four week consultation period. We also installed signage at the wharf and posted social media advertisements to ensure the community was aware of the consultation and ways they could contact the team.</p> <p>The next stage of the planning process is for the project team to prepare a Review of Environmental Factors (REF). The community will have the opportunity to view and make a submission on the REF. Typically, this would include a community information session where the community can meet the project team face to face and ask questions.</p> <p>The project team will determine if a community information session can be held during the display of the REF. This will be determined according to the NSW Government and Transport for NSW guidance surrounding COVID-19 at the time. The community will be given the opportunity to speak to the project team through other channels such as phone or online meeting if an information session cannot be held.</p>

Table 4 – Feedback and response table – existing wharf

Community Comment	Transport for NSW Response
<p>The existing wharf structure should be retained.</p> <p>There is nothing wrong with the existing wharf, it shouldn't be changed.</p>	<p>The existing wharf at South Mosman is a pontoon with a connecting gangway and stairs leading up to the cul-de-sac at the end of Musgrave Street. It cannot be cost-effectively modified to meet accessibility standards.</p> <p>For example, the existing stairs are not accessible for people in wheelchairs.</p> <p>The existing gangway is shorter than the length required to meet disability access standards. At lowest tides the gangway is too steep.</p>
<p>Will the existing shelter at the south end of the cul-de-sac be removed?</p>	<p>The shelter leading to the existing stairs would be removed as part of the current proposal. The existing stairs would also be removed. The footpath beneath the shelter would remain.</p> <p>We are considering adding a shelter to the new upper and lower lift platforms to provide shelter from the rain while waiting for a bus or waiting to be picked up. This will be investigated the design develops.</p>
<p>There is a lack of parking around the existing wharf.</p> <p>If you can find a park, you then must walk up and down the steep hill to the wharf.</p>	<p>No commuter parking is being provided as part of the upgrade. There are no opportunities for providing commuter parking at the location.</p>

Table 5 – Feedback and response table – fishing activities at the wharf

Community Comment	Transport for NSW Response
<p>A review is needed on the current fishing practices at the wharf.</p> <p>There needs to be more signage and education on fishing guidelines.</p> <p>There is a problem with fishermen who leave bait and fish guts on the wharf area.</p> <p>There should be no fishing or a hose to wash area down after fishing.</p>	<p>Signage would be installed as part of the upgrade to inform and remind the fishing community of the requirements of responsible fishing at South Mosman Wharf which includes; consideration of nearby residents, other wharf and park users, keeping noise to a minimum and not leaving hooks, bait and fishing lines at the wharf.</p> <p>Recreational fishing in Sydney Harbour is regulated by the NSW Department of Primary Industries and is currently permissible at South Mosman Wharf.</p> <p>Illegal or suspect fishing activities can be reported to the Department of Primary Industries.</p> <p>Report suspicious fishing activity to the Fishers Watch Phone line on 1800 043 536 or contact NSW Police to report any anti-social behaviour.</p> <p>For general fishing information, call the Fisheries Information Line on 1300 550 474.</p>

Table 6 – Feedback and response table – ticketing and services

Community Comment	Transport for NSW Response
Will ferry services be stopped during the construction of the wharf?	Ferry services to South Mosman Wharf will be impacted during the construction of the proposed upgrade and the wharf would be closed for 3 - 6 months. Alternative transport options would be considered and presented to the community when the Review of Environmental Factors is put on display for community comment.
Why is the existing bus stop still located further up Musgrave Street?	The location of the bus stop was considered however the current position is driven by the alignment of the bus to the kerb. Moving the bus stop further away from the wharf makes it more difficult for commuters to transfer from ferry to bus and vice versa.
Buses run far too infrequently and rarely line up with the times the ferry runs.	Timetabling and services are outside the project scope, but the project team will provide this feedback to the bus and ferry service teams.
Payment information should be easily available for people who don't use the wharf regularly.	Ticketing information is available at transportnsw.info or by calling 131 500.
An opal card charger should be included in the new wharf design.	<p>An opal card charger was installed at South Mosman Wharf when Opal was introduced to the wharf several years ago. However due to low usage, TfNSW removed this facility leaving only the tap-on/tap-off readers.</p> <p>Other payment options include (credit card) and top-up (auto top up, web site, 131 500).</p>

5. Next steps

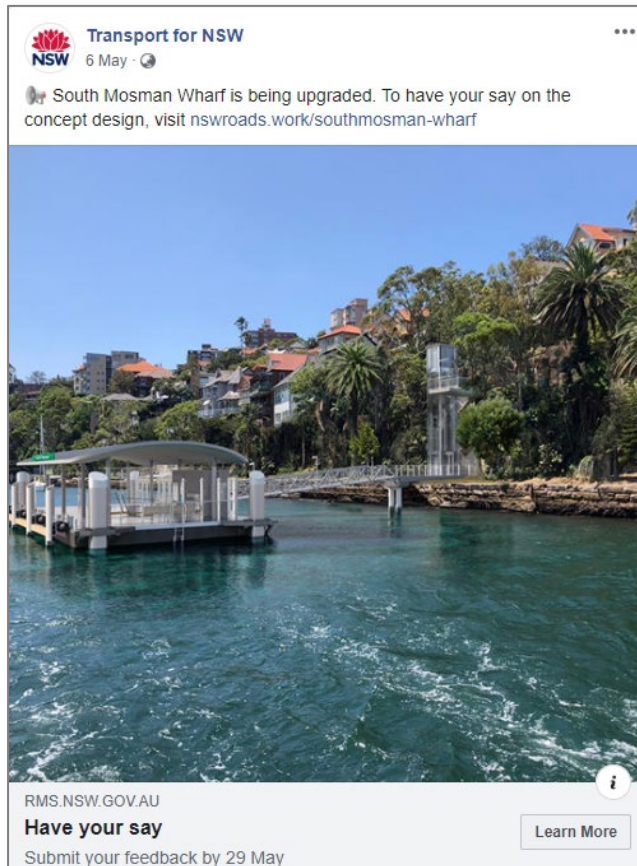
Feedback provided by key stakeholders and the community will help to inform the future planning of the project.

We will develop a Review of Environmental Factors for the proposal which will be publicly displayed for comment.

We will continue to keep the community updated as the project progresses.

6. Appendices

Appendix A – Social Media (Facebook Post)



Appendix B – South Mosman Wharf Upgrade Poster

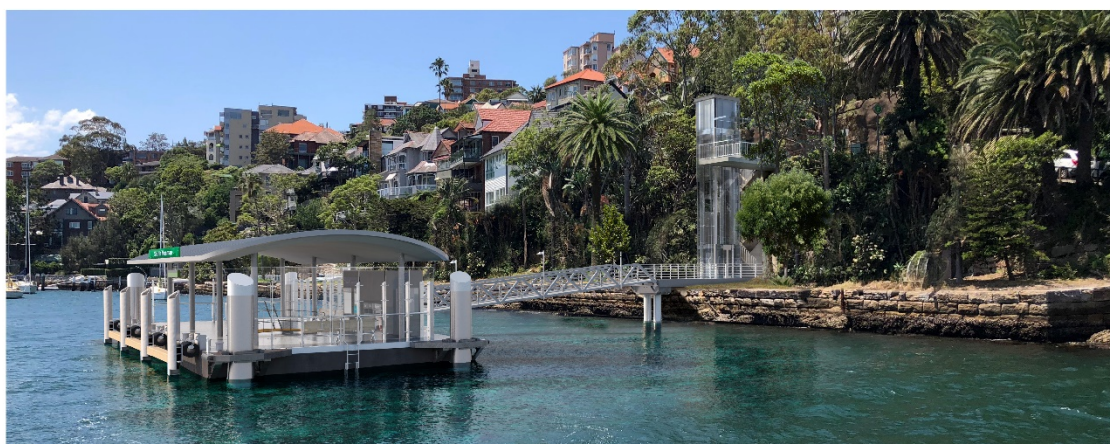


South Mosman Wharf Upgrade

Have your say

Transport for NSW | May 2020

The NSW Government is looking to improve South Mosman Wharf as part of the Transport Access Program



An artist's impression of the proposed South Mosman Wharf improvements

Transport for NSW is improving Sydney's ferry services for customers. New and improved wharves are being delivered as part of the Transport Access program.

Proposed concept design

The proposal at South Mosman Wharf would improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the weather
- seating and waiting areas
- safety for customers and staff
- ferry pick-up and drop-off
- pedestrian access around the wharf.



An artist's impression of the proposed South Mosman Wharf improvements view from Musgrave Street

How to have your say

Engaging with the local community is an important part of the planning process. During COVID-19, we will not be holding public meetings to safeguard the health and safety of the community and our staff.

Your feedback remains important to us so we have other ways for you to ask questions and share your thoughts:

email: WharfUpgradeProgram@rms.nsw.gov.au

phone: 1800 770 973

our online survey:

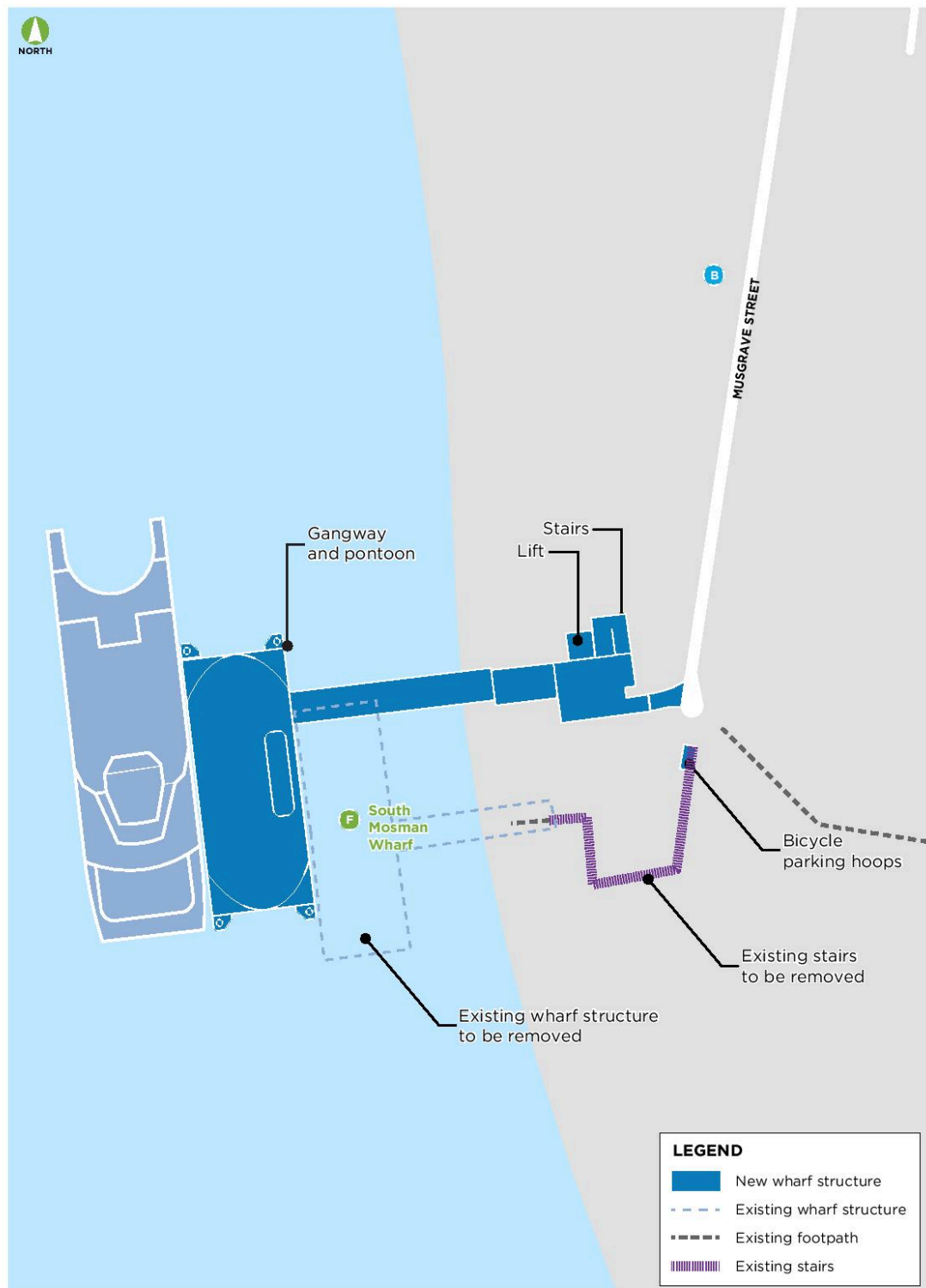
nswroads.work/southmosman-wharf

meet the team: you can still meet the team even though we won't be holding public meetings. Phone or email us to express your interest in a phone or online meeting with the project team.

We encourage you to ask questions and give your feedback on the proposed wharf design by **5pm on Friday 29 May 2020.**



Appendix B – South Mosman Wharf Upgrade Map



Plan of proposed new South Mosman Wharf for illustrative purposes

Appendix C – South Mosman Wharf Upgrade ‘Have your say’

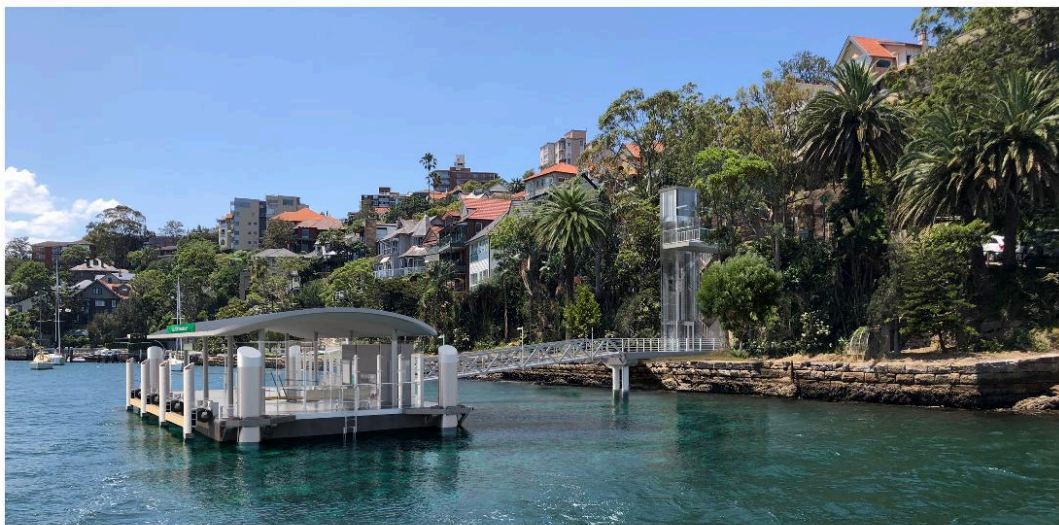


South Mosman Wharf Upgrade

Have your say

Transport for NSW | May 2020

The NSW Government is planning to improve South Mosman Wharf as part of the Transport Access Program.



An artist's impression of the proposed South Mosman Wharf improvements

Background

Transport for NSW is improving Sydney's ferry services for customers. New and improved wharves are being delivered as part of the NSW Government's Transport Access Program. This program has most recently delivered upgraded wharves at Parramatta, Rydalmere, Cabarita and Abbotsford.

Community engagement during COVID-19

The global response to COVID-19 is a unique situation and has changed the way we are in contact with each other. Read more about how you can have your say during this time on the back page.

The South Mosman Wharf

Customers with mobility needs are currently unable to access Musgrave Street from South Mosman Wharf.

The existing wharf at South Mosman is a pontoon with a connecting gangway and stairs leading up to the cul-de-sac at the end of Musgrave Street.

The proposal at South Mosman Wharf would improve accessibility for our customers. A concept design has been developed and we are inviting the community and customers to have their say on the suggested changes.

Proposed concept design

The proposed wharf design includes a new floating platform known as a pontoon. The new pontoon would improve the efficiency and safety of wharves for ferries to pick up and drop off passengers.

The pontoon would have a waiting area with a curved roof, seating and glass weather protection panels to provide passengers with a sheltered place to wait for the ferry. It would be connected to land by an uncovered raised platform known as a gangway.

The proposed wharf would include a new lift and stairs providing a safer accessible route from street-level to the wharf. New bicycle hoops would also be installed.

The new wharf would provide South Mosman with facilities that all members of the community can access.

Wharf design

The Wharf Upgrade program has been designed to create a recognisable theme for Sydney Harbour. The design aims to identify the harbour wharves and the ferry commuter transport system.

Project benefits

The proposal would improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the weather
- seating and waiting areas
- safety for customers and staff
- ferry pick-up and drop-off
- pedestrian access around the wharf.

Existing wharf structure and access stairs

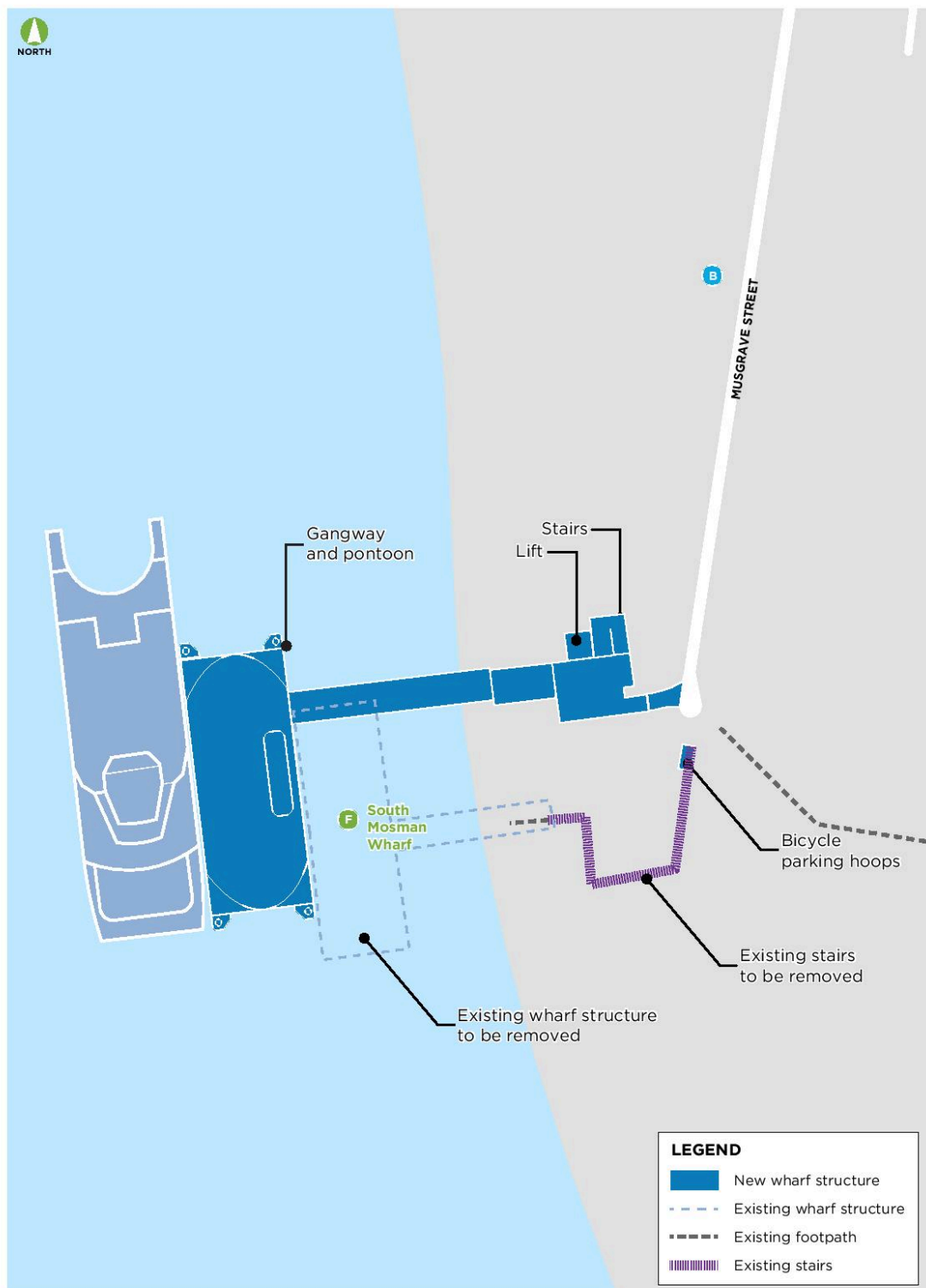
The existing wharf structure and stairs would be removed as part of the project.

Potential construction impacts

Ferry services to South Mosman Wharf may be interrupted during the construction of the proposed wharf. In this instance other transport would be considered and every effort would be made to lessen the disruption to the community. More information and the opportunity to provide feedback about how construction could affect you will be provided as part of the Review of Environmental Factors process.



The existing South Mosman Wharf



Plan of proposed new South Mosman Wharf for illustrative purposes

Have your say and COVID-19

Engaging with the local community is an important part of the planning process. Given the current environment of COVID-19, we will not be holding public meetings to safeguard the health and safety of the community and our staff.

Your feedback remains important to us so we have other ways for you to ask questions and share your thoughts:

email: WharfUpgradeProgram@rms.nsw.gov.au

phone: 1800 770 973

our online survey:
nswroads.work/southmosman-wharf

meet the team: instead of community information sessions, you can meet the team through a phone or online meeting. Phone or email us to express your interest and we can work with you to allow for your personal circumstances.

We encourage you to ask questions and give your feedback on the proposed wharf design by **5pm on Friday 29 May 2020**.

All feedback will be considered by the project team and used to assist us in the design. We will continue to keep customers and the community updated as the project progresses.

Other wharf upgrades in the area

Wharf interchanges across Sydney are being upgraded to improve the transport experience for customers and the community.

To find out more about wharf upgrades in your area visit rms.nsw.gov.au/wharfupgrades



An artist's impression of the proposed South Mosman Wharf improvements view from Musgrave Street



May 2020
Pub No 20166

Transport for NSW ("TfNSW") is subject to the Privacy and Personal Information Protection Act 1998 ("PPIP Act") which requires that we comply with the Information Privacy Principles set out in the PPIP Act. All information in correspondence is collected for the sole purpose of assisting in the delivery of this project. The information received, including names and **addresses** of respondents, may be published in subsequent documents unless a clear indication is given in the correspondence that all or part of that information is not to be published. Otherwise we will only disclose your personal information, without your consent, if authorised by the law. Your personal information will be held by us at 27 Argyle Street, Parramatta. You have the right to access and correct the information if you believe that it is incorrect.

What are the next steps?



Contact us

If you have any questions or would like more information on the South Mosman Wharf proposal please contact our project team:



1800 770 973



WharfUpgradeProgram@rms.nsw.gov.au



nswroads.work/southmosman-wharf



Wharf Upgrade Program – South Mosman
Communications and Stakeholder Engagement
PO Box 973 Parramatta NSW 2124



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 770 973.

Appendix D – South Mosman Wharf Upgrade A5 Postcard

South Mosman Wharf Upgrade

Have your say - closing 5pm on Friday 29 May



The NSW Government is proposing to improve South Mosman Wharf as part of the Transport Access Program.

The South Mosman Wharf

The proposal at South Mosman Wharf would improve accessibility for our customers. A concept design has been developed and we want to know what you think of the proposal.

How can I have my say?

To learn more, visit the project page at nswroads.work/southmosman-wharf. You can take our online survey or get in touch with the project team to have your say.



Feedback is open until **5pm on Friday 29 May 2020**.



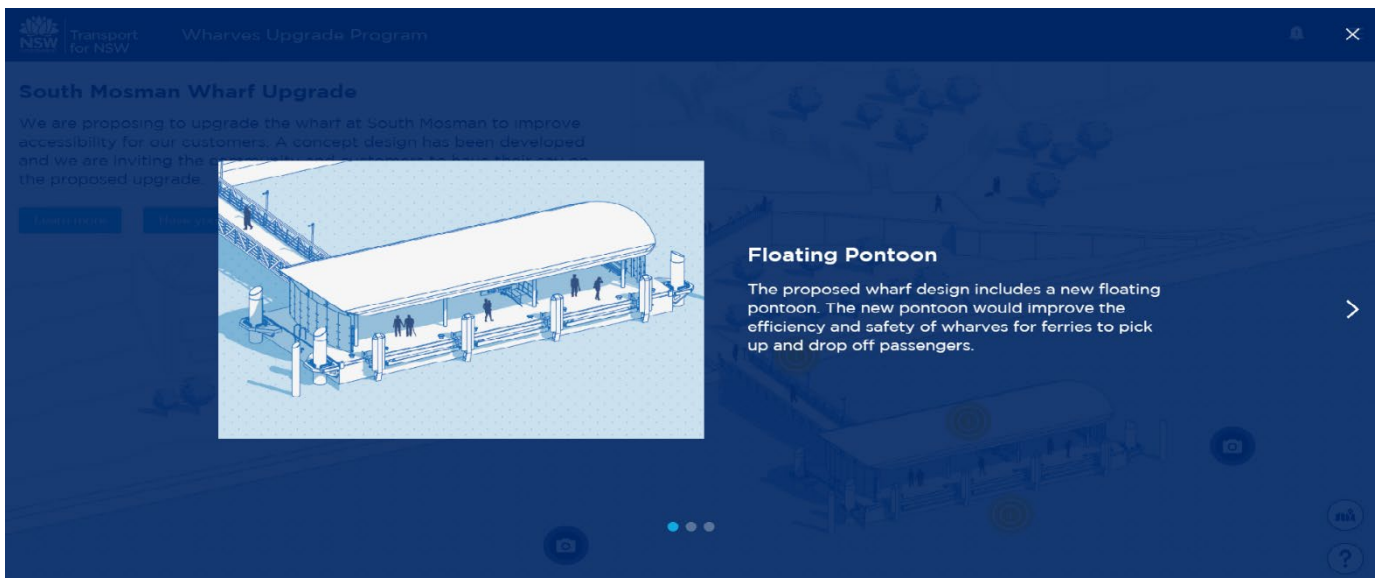
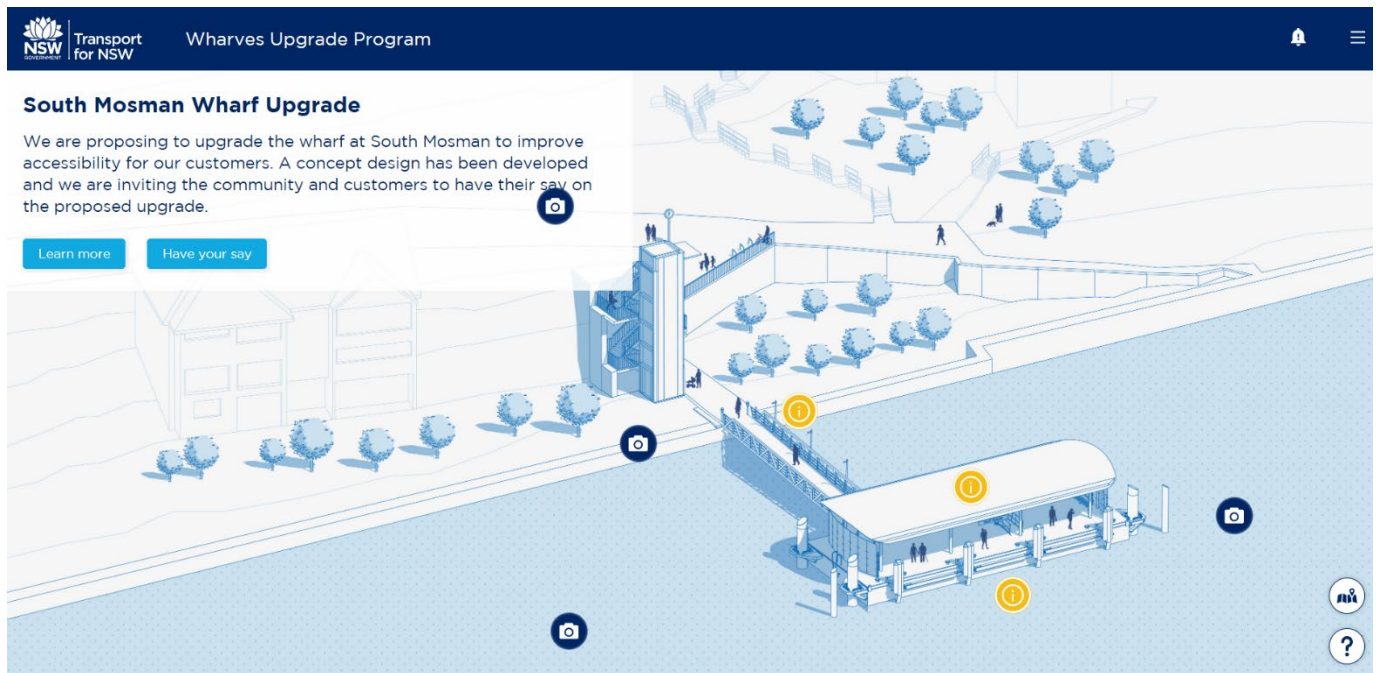
An artist's impression of the proposed South Mosman Wharf Improvements view from Musgrave Street

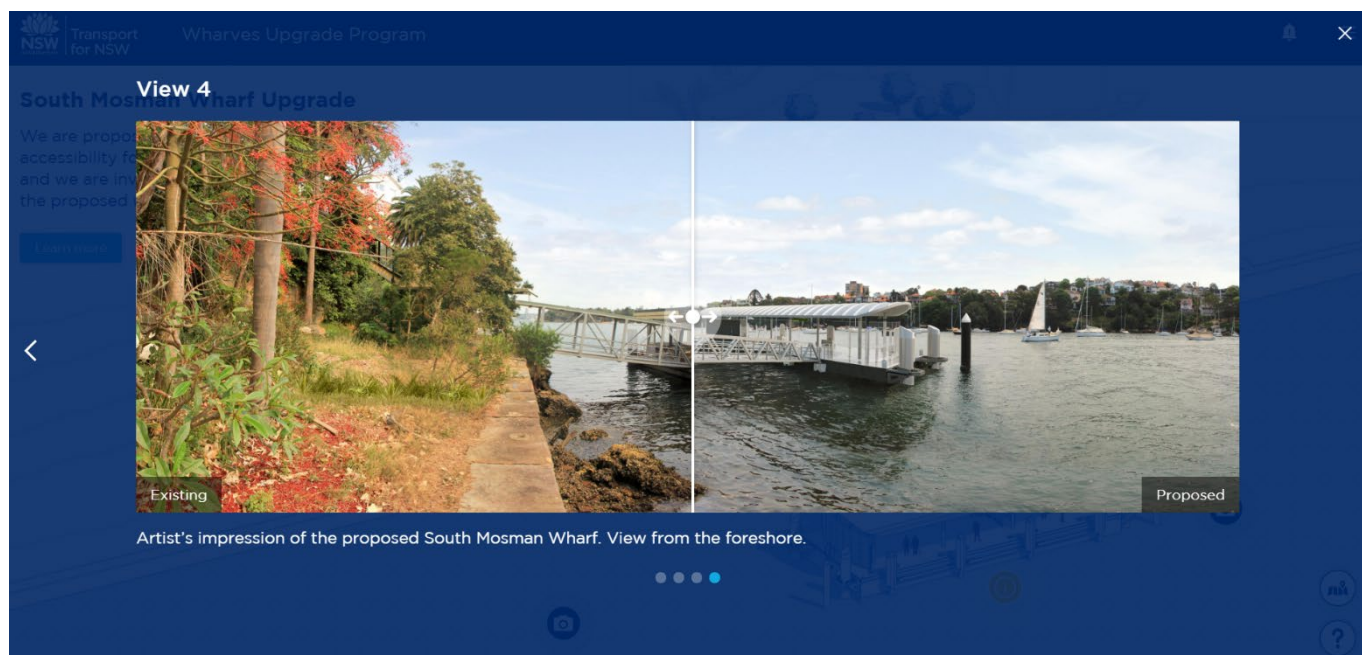
We encourage you to ask questions and provide feedback on the proposed wharf design by **5pm on Friday 29 May 2020**



An artist's impression of the proposed South Mosman Wharf Improvements

Appendix F – South Mosman Wharf Project Portal





Frequently Asked Questions (FAQs)

What is a pontoon? Why would it improve efficiency and safety at the wharf?	▼
What is the Transport Access Program?	▼
Why is this upgrade being proposed?	▼
How will my feedback be used during the design process?	▼
Will there be another opportunity to give feedback?	▼
Will the existing wharf be maintained?	▼
When will construction take place?	▼
Will you shut down the wharf when construction starts?	▼
How long will construction take to complete?	▼
Where can I find information on other wharf upgrades in my area?	▼
How can I contact the project team?	▼

Appendix G – Distribution zone

