

Enquiry / Complaint	#	Date Received	Time Received	Received via	Details (names removed)	Response Date	Response Type	Response Details (names removed)
Enquiry	#1	11/07/2022	11:03am	Email via TfNSW	Why have you demolished the old parcels office (to the north east of the YHA) at Central Station? I thought it was a heritage item. And, what did you do with the materials with which it was constructed?	11/11/2022	Email	As part of the project approval process, Atlassian commissioned a Conservation Management Plan to assess how to preserve the heritage listed items in and around the site. This plan focused specifically on the former Parcels Shed. This assessment details the process to restore and reconstruct the Parcels Shed so that its heritage significance can be enhanced and maintained. When complete, the reconstruction will include public access and displays showcasing the site's history. The building work you are seeing is the first step in this reconstruction. The building elements with high heritage significance, like the timber structure, will be incorporated into the refurbishment. Other materials of moderate to little significance are being donated to a salvage centre to be recycled.
		13/11/2022	09:45pm	Email	Request for a copy of the Conservation Management Plan.	14/11/2022	Email	The Conservation Management Plan is available via the Major Projects website. https://majorprojects.planningportal.nsw.gov.au/prweb/PRRestService/mp/01/getContent?AttachRef=SSD-10405%2120201209T043554.809%20GMT
Enquiry	#2	1/09/2023	2:19pm	Email	Email from a community member requesting signage to be installed at the Southbound exit of Central about the DST closure. He said signage was only installed at the Northern end.	1/09/2023	Verbal	Additional signs were put in place in consultation with TfNSW.
Enquiry	#3	13/01/2023	9:36am	Email	Email from a community member enquiring about communications issued about the Devonshire Street Tunnel closure.	13/01/2023	Verbal	TfNSW put notifications up around the station of the upcoming closure and it was posted on the TfNSW social media and information pages
Complaint	#4	23/07/2020	1:01pm	Email	Email from community member providing feedback around timing of distribution of a newsletter regarding the rezoning of the western precinct at Central Station. Concern that those on the East side never got a notification from DPHI or others. Email also included concern about height of the building, including overshadowing and solar access at Belmore and Prince Alfred Parks. Queried the need for additional office space in this location.	23/07/2020	Email	The information sheet received pertains to the Atlassian Central proposal. This is subject to a State Significant Development Application. The Environmental Impact Statement (EIS) is being prepared and has not yet been submitted. It is anticipated it will be submitted late 2020 and a public exhibition process will follow. Atlassian is seeking community feedback prior to the submission of this application. You can view the proposal (SSD-10405) on the Major Projects Planning Portal and sign up to be notified when public exhibition occurs. All proposal documentation will be publicly available on this website for you to view. This is a separate to the Western Gateway Sub-precinct Planning Proposal submitted by Transport for NSW which was on public exhibition between 16 October to 27 November 2019. This is currently under consideration. The documentation including the response to submissions is available on the Planning Portal – Central Precinct Western Gateway Rezoning Proposal. Further information sought regarding the solar impacts and proposed shading
						28/07/2020	Email	Provided further info regarding the solar impacts. Preliminary modelling on the SSD scheme indicates that there will be no shadow cast on the property at 28 Chalmers Street between the hours of 9am and 3pm on 21 June (winter solstice), 21 September (equinox) or 21 December (summer solstice). As the modelling is preliminary and the final report will be available during the public exhibition stage of the State Significant Development Application.

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Enquiry	#5	17/11/2022	3:23pm	Email	Email from Director of Precincts for the University of Technology. Indicated interest in the Community Construction Working Group.	21/11/2022	Email	Acknowledgement of email, noting more details of the working group will be provided.
		21/11/2022	2:10pm	Email	Follow-up email expressing interest in further opportunities for engagement and asking whether access to Devonshire Tunnel will be restricted.	30/11/2022	Email	Devonshire Street Tunnel will be closed between 8pm Monday 2 January 2023 to 5am Monday 16 January 2023. During this period, an alternative pedestrian route will be available as per the image attached. Signs will be available directing people to Chalmers Street or Railway Square. Dexus and BOJV acknowledge the inconvenience caused by the temporary closure and appreciate your patience during this period.
		30/11/2022	11:41am	Email	Thanks for sharing this with me. I will pass this on to our various communications team			N/A
Complaint	#6	3/01/2023	8:36am	Email	It is better to advise people to leave by the northern exits of the train platforms then to have them tramp all the way around to the other side of Central. Placing people with the appropriate information at THE OTHER END OF THE STATION FROM THE CLOSED TUNNEL is visible.	9/01/2023	Email	The tunnel closure is scheduled to end on the 16th of January. Request has been passed on to Dexus and Built Obayashi who are managing the construction of the Atlassian project.
						9/01/2023	Email	The project team has advised that signage locations were coordinated and approved by Transport for NSW. However, the project team and Transport for NSW agreed greater signage was required in the Southern concourse, this was actioned today.
Enquiry	#7	12/01/2023	2:17pm	Email	Can you please confirm what communications was provided to surrounding retail businesses. We manage retail tenants on behalf of TAFE NSW at 827 George Street Haymarket at the Ultimo end of the tunnel. Are you able to add our details for communications regarding the projects which impact surrounding business.	13/01/2023	Email	Urbis is contacting the project team to get the extended list and will get back to you shortly.
						14/01/2023	Email	Email notifications went out to businesses (when this information was accessible online) and our Atlassian website has had the update on its homepage 2 weeks prior to the closure. Additionally, Transport for NSW (who Dexus and BOJV have been working with closely) issued notifications regarding the closure, have had the update displayed on the timetable station displays every 4 seconds and have had personnel at Central Station providing updates. I also wanted to let you know that the closure is scheduled to end this weekend. I hope this answers your question and I have added you to our communications list. If you
		4/04/2023		Phone call	Query regarding completion of the project and retail leasing	4/04/2023	Email	Dexus and BOJV have advised the project completion is expected in October 2026. Atlassian is the sole commercial tenant however if you're interested in retail leasing, I can pass on your details to the Dexus team and they will be in touch.
		4/04/2023	2:26pm	Email	I'm selling property in the area; nevertheless, if Dexus want a hand with leasing, that can be arranged. However, what I was hoping to receive from you was the updated information referred to. Is that still possible?		Email	Can you please advise what information you're after specifically? Unfortunately, I can't provide you with the website update right now as this is still being drafted.

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Enquiry	#8	4/04/2023	5:11pm	Email	<p>The information that will be corrected or updated on the website which you currently have.</p> <p>I understand if you dont have all the information yet.</p> <p>Appreciate your efforts</p>	4/04/2023	Email	Unfortunately, I don't have any updated information just yet. But once we have updated the website, I will send you an email letting you know.
						18/05/2023	Email	Just wanted to let you know that the updated Atlassian website should be live next week.
Enquiry	#9	26/02/2024	09:34am	Email	Currently working on a pop up concept with TAHE. If this is successful would be interested in discussing options for long term space in Atlassian HQ precinct.	28/02/2024	Email	I have passed on your enquiry to Dexus who is managing the delivery for the Atlassian project and will get back to you shortly.
						28/02/2024	Email	Atlassian is the sole commercial tenant for Atlassian HQ. I have passed on your details to Dexus' Senior Development Manager who will be in contact with you about retail openings.
Enquiry	#10	25/05/2024	5:58pm	Email	We are looking to purchase a property nearby the Tech Central. We'd love it if there was more amenities as part of this project. Are there any plans for more grocery shops to open here like Woolworths, Coles or Aldi?	27/05/2024	Email	The Atlassian Central Precinct includes retail, food and beverage offerings on the lower lobby levels. I have contacted the project delivery team to confirm whether a supermarket or grocery store is included in the retail offering and will get back to you shortly.
						Tuesday	11/06/2024	Atlassian Central will include space for approximately 5 small shops on Lower Ground level and 2 shops on the Upper Ground Lobby level. These are small tenancies which will be a mixture of Food and Beverage Retail and Service Retail. Unfortunately, there is no new grocery or supermarket retail included in this. We'd suggest that this query could be posed to the neighbouring developments, including Toga Group.
Enquiry	#11	29/05/2024	12:23pm	Email	Email from UTS Architecture Student requesting access to the architectural drawings.	29/05/2024	Email	You can find the architectural drawings on the Atlassian Central website's document library. You may also want to look through the design report which can be found here on the NSW Department of Planning, Housing and Infrastructure's Major Project's portal.
Enquiry	#12	20/06/2024		Phone call	Query regarding future Devonshire Street tunnel closures	20/06/2024	Email	I have contacted the Dexus and BOJV team to confirm whether any future Devonshire Street Tunnel closures are included in the construction program - I will get back to you once I hear back. In terms of post-construction access, there will be two main access points to Railway Square from Central Station: Central Walk for passengers arriving via the Sydney Metro network, rail network or Sydney Light Rail Devonshire Street tunnel for passengers arriving via the suburban rail network. You can find all relevant project documents on the website but I think the design report on the Department of Planning, Housing and Infrastructure's Major Project's Portal would be more useful to demonstrate the future access networks. It's quite a large document
						9/07/2024	Email	The construction team has confirmed that there will be one more DST closure in early January 2025 for the removal of temporary protection works. The exact dates and duration are currently in coordination with Transport for NSW. The community will be notified prior to the closure.

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Enquiry	#13	18/07/2024	10:39am	Email	Enquiry regarding retail leasing opportunities at the upcoming Atlassian Central. If you could please let me know when the opportunities will become available, or whether the retail spaces have already been leased, that would be greatly appreciated.	18/07/2024	Email	Dexus is still in the process of construction which is set for completion in late 2026. I have passed on your enquiry to Dexus' leasing team who will contact you when opportunities are available.
		19/07/2024	5:17pm	Email	Thanks for getting back to me so quickly and for passing on my enquiry to Dexus. I have some further questions in relation to the leasing process and would like to reach out to the Dexus leasing team. Would I be able to receive the email address of the key contact there?	22/07/2024	Email	Dexus has advised that they have responded to your email. Please let me know if you have any further questions.
		25/07/2024	8:23am	Email	Dexus has been in contact with me - thank you for arranging that.			N/A
Enquiry	#14	25/09/2024	1:07pm	Email	Enquiry from UNSW student regarding activities scheduled and cost.	26/09/2024	Email	Urbis Engagement has been appointed by Dexus to manage community enquiries about construction updates and impacts and therefore are not best placed to provide you with the detail you require. However, I recommend you review the publicly available documents on the NSW Department of Planning, Housing and Infrastructure's Major Projects Portal as this should have some of the information you require.
Enquiry	#15	9/10/2024	10:56am	Email	Enquiry from UTS Project Management student regarding construction costs.	9/10/2024	Email	Urbis Engagement has been appointed by Dexus to manage community enquiries about construction updates and impacts and therefore are not best placed to provide you with the detail you require. However, I recommend you review the publicly available documents on the NSW Department of Planning, Housing and Infrastructure's Major Projects Portal as this should have some of the information you require.
Enquiry	#16	1/10/2024	12:01pm	Email	Enquiry regarding possible sale of two terrace houses in Surry Hills to Atlassian.	23/10/2024	Email	Urbis Engagement has been appointed by Dexus to manage community enquiries about construction updates and impacts and therefore are not best placed to pass on your enquiry. We encourage you to contact Atlassian directly.
		23/10/2024	4:07pm	Email	Will do, thanks for letting me know. Can you please forward me there email address. Thanks	24/10/2024	Email	Unfortunately, we do not have direct contact with Atlassian. We recommend calling its Sydney office (02) 9262 1443 to source the appropriate contact.
		24/10/2024	11:42am	Email	No worries, thanks for the update.			N/A
Enquiry	#17	24/10/2024	3:32pm	Email	Enquiry from UNSW Civil Engineering regarding construction engineering and operations.	24/10/2024	Email	Urbis Engagement has been appointed by Dexus to manage community enquiries about construction updates and impacts and therefore are not best placed to provide you with the detail you require. However, I recommend you review the publicly available documents on the NSW Department of Planning, Housing and Infrastructure's Major Projects Portal as this should have some of the information you require.
Enquiry	#18	26/10/2024	1:10pm	Email	Enquiry from UNSW student regarding yearly cash flows.	28/10/2024	Email	Urbis Engagement has been appointed by Dexus to manage community enquiries about construction updates and impacts and therefore are not best placed to provide you with the detail you require. However, I recommend you review the publicly available documents on the NSW Department of Planning, Housing and Infrastructure's Major Projects Portal as this should have some of the information you require.
Enquiry	#19	13/11/2024	1:44pm	Email	I am writing to inquire about specific architectural details of the Atlassian Central Project in Sydney's Tech Central precinct. I am particularly interested in understanding the following: 1. Ground Floor Area (Building Footprint): Could you please provide the total ground floor area or building footprint of the Atlassian Central building? 2. Car Park Area and Capacity: I would also appreciate any details available regarding the car park area, including total square meters and the capacity for vehicles. I am conducting research on the building and would be grateful if you could provide these details or direct me to any publicly available resources where I might find this information.	13/11/2024	Email	I recommend you review the publicly available documents on the NSW Department of Planning, Housing and Infrastructure's Major Projects Portal as this should have some of the information you require.

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Enquiry	#20	14/11/2024	6:00pm	Email	Enquiry from Sydney Secondary College Leichardt regarding work experience opportunities.	15/11/2024	Email	Urbis Engagement has been appointed by Dexus to manage community enquiries about construction updates and impacts. We do not work directly with Atlassian and therefore are not best placed to assist with your enquiry. We recommend you contact Atlassian directly.
Complaint	#21	18/11/2024	5:18pm	Email	Email from a representative of City of Sydney containing details of a resident complaint about noise associated with concrete pouring starting at 6am, noting conditions of consent indicate construction hours are approved from 7am.	19/11/2024	Email	I will forward your enquiry to the construction team and get back to you shortly.
		19/11/2024	11:50am	Email		19/11/2024	Email	Can you please advise what date the complaint was received?
		19/11/2024	12:52pm	Email	The complaint came in 12th of November however it was occurring at 6am today as well.	19/11/2024	Email	The construction team has conducted initial investigations, and no concrete pouring occurred on the 12th of November. Today, there was a concrete pour scheduled with the first truck arriving to site at 7:15am. However due to weather, this concrete pour did not go ahead. The team has asked if you can confirm the above dates so they can investigate the noise complaint further.
Enquiry	#22	5/12/2024	11:26pm	Email	Enquiry re retail leasing opportunities at Atlassian Central.	11/12/2024	Email	We have passed your enquiry on to Dexus and will come back to you with a response shortly.