



D51 Outcomes of Community Consultation Report – 2023 Q3

SM-23-00000273

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| Applicable to: | Sydney Metro West |
| Status: | Final |
| Version: | A |
| Date of issue: | 30 September 2023 |

1. Overview

Condition of Approval (CoA) D51 for Sydney Metro West – Concept and Stage 1 Construction (SSI 10038) requires appropriate respite periods to be identified for work carried outside of standard construction hours as identified by CoA D35.

Specifically, CoA D51 states:

In order to undertake out-of-hours work outside the work hours specified under Condition D35 of this schedule, appropriate respite periods for the out-of-hours work must be identified in consultation with the community at each affected location on a regular basis. This consultation must include (but not be limited to) providing the community with:

- (a) *a progressive schedule for periods no less than three (3) months, of likely out-of-hours work;*
- (b) *a description of the potential work, location and duration of the out-of-hours work;*
- (c) *the noise characteristics and likely noise levels of the work; and*
- (d) *likely mitigation and management measures which aim to achieve the relevant NMLs under Condition D39 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers).*

The outcomes of the community consultation, the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA, EPA and the Planning Secretary.

This document provides the final component of condition D51 highlighted above, namely *the outcomes of the community consultation*.

This report covers the first quarter (Q1) period of 2023, January to March inclusive. This report has been generated from records in Consultation Manager and is provided to the AA, EPA and Planning Secretary in accordance with CoA D51. This report covers interactions triggered through consultation methods. It does not duplicate complaints received regarding out-of-hours work, rather a register of complaints is submitted separately through the Major Projects Portal according to CoA B6 on a monthly basis.

The compliance matrix for all requirements of CoA D51 can be found in **Attachment A**.

Phases included in this report are:

- Phase B – AFJV Central Tunnelling Package
- Phase F – GLC Western Tunnel Package.

Note status of previous phases:

- Phase A – Quickway Power and Enabling Works - completed (16 March 2023)
- Phase E – Transport for Tomorrow (TfT) Existing Corridor Enabling Works - There were no outcomes from consultation in this reporting period associated with this package.

Addressing feedback is categorised as follows:

| | |
|---|---|
| Further clarification provided | Additional explanation of works, such as the reasons behind why works may need to be undertaken at night, why utility outages may need to be undertaken at a particular time. |
| Alternative mitigation measure offered | Through consultation, these may include alternative preferences for voucher offers (restaurant, bowling etc.), alternative accommodation (AA) or a different accommodation location to that originally offered. |
| Ongoing consultation | Includes individual notifications of works changes or potential uptake of additional mitigation measures in the future if the stakeholder wishes to accept for future notified works. |

2. Outcomes

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|--|--------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Phase B – AFJV Central Tunnelling Package | | | | | | | |
| Second Avenue, Five Dock | 5 July 2023 | AFJV | Notification for OOHW | Resident accepted cinema vouchers offered by place manager as a good will gesture given resident preference not to relocate children during school week. | | ✓ | ✓ |
| Great North Road, Five Dock | 6 July 2023 | AFJV | AA offer for cavern excavation | Resident unable to collect keys from venue for “on-standby” AA booking so place manager arranged delivery to door and provided \$300 goodwill food allowance gift card for use during AA | | ✓ | ✓ |
| Burton Street, Concord | 6 July 2023 | AFJV | 24/7 cavern excavation work and utilities OOHW | Follow up communications with resident regarding upcoming cavern excavation and utility work. Provided additional long term mitigation measure for resident in form of property treatment (acoustic curtains) to minimise the need for AA which has been extensive. Resident was very appreciative. | ✓ | ✓ | ✓ |
| Great North Road, Five Dock | 10 July 2023 | AFJV | AA offer for cavern excavation | AFJV team sourced and booked 5 nights at suitable AA venue for a family based on an extensive list of special requests including kitchenette, pet friendly, 2 bathrooms, high floor, specific bedding arrangement. Stakeholder checked out after one night complaining about early morning venue noise coming from in the wall. | | ✓ | ✓ |
| Ellen, Belmore, Red Lion Streets Rozelle | 10 July 2023 | AFJV | Doorknock about start of 24/7 tunnelling | Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised. | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|---|--------------|----------|---|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| George Street, North Strathfield | 12 July 2023 | AFJV | Notification for OOHW for utilities and traffic adjustments | Place Manager provided additional information to school and boarding house about upcoming night work as well as a plan for mitigation measures should the work become disruptive for students. | ✓ | | ✓ |
| Great North Road, Five Dock | 13 July 2023 | AFJV | Update about ongoing cavern excavation | Building specific update on cavern excavation including reminder of standing AA offer and offer to contact AFJV in case of concerns or disruptions | | | ✓ |
| Darling, Albion, Red Lion and Percy Streets Rozelle | 17 July 2023 | AFJV | Doorknock about start of 24/7 tunnelling | Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised. | | | ✓ |
| Great North Road, Five Dock | 20 July 2023 | AFJV | Meeting with resident and disability advocate about OOHW, 24/7 tunnelling work and associated impacts | Resident objects to OOHW. AFJV Clearly outlined upcoming OOHW, need for it, available mitigation measures. Also outlined the multiple above and beyond measures offered and implemented for the resident to date that have either been rejected or deemed not acceptable after trial. | | ✓ | ✓ |
| Burton Steet, Concord | 25 July 2023 | AFJV | Complaint about OOHW | Place manager provided new resident in area with a full brief of construction work, timetable and mitigation measures. AA offered and accepted for work adjacent to property. Resident grateful for mitigation measure, personal contact and information. | ✓ | ✓ | |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|---------------------------------|---------------|----------|---|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Queen Street, North Strathfield | 27 July 2023 | AFJV | Planned utilities OOHW | Place manager visited residents directly opposite worksite to discuss scope of remaining OOHW. Good will gestures (movie tickets) provided in appreciation of impact from night work. Residents appreciative of gesture. | | ✓ | |
| Queen Street, North Strathfield | 31 July 2023 | AFJV | Planned utilities OOHW | Place manager met with owner/manager of apartment building to provide detailed brief of construction, including timeline, mitigation measures and respite offers made to tenants to minimise disruption for the out of hours work. | ✓ | ✓ | ✓ |
| Garfield Street, Five Dock | 31 July 2023 | AFJV | AA offer for utilities OOHW | In discussions with resident, AFJV agreed to a per night contribution towards resident's chosen alternative accommodation venues due to unique work location situation. | | ✓ | ✓ |
| Garfield Street, Five Dock | 1 August 2023 | AFJV | AA offer for utilities OOHW | In consultation with resident, AFJV agreed to a contribution toward alternative venue out of Sydney to coincide with a planned work trip next day. | | ✓ | ✓ |
| Queen Street, North Strathfield | 1 August 2023 | AFJV | Complaint about utilities OOHW | Place manager met with and provided new resident in the area with a full brief of construction work, timetable and mitigation measures. AA offered and accepted for work adjacent to his property. Resident grateful for the offer, personal contact and information. | ✓ | ✓ | ✓ |
| Burwood Road, Burwood | 2 August 2023 | AFJV | Meeting re 24/7 cavern excavation work and utilities OOHW | Place manager met with resident and discussed need for OOHW, upcoming schedule of work, general construction timeline and mitigation measures in place. AFJV also provided noise cancelling headphones the following day. | ✓ | ✓ | |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|--|----------------|----------|---|--|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Loftus and Burton streets, Concord | 16 August 2023 | AFJV | Doorknock for road pavement repair OOHW | Place manager door knocked residents of Loftus and Burton streets to advise of OOHW and organise relocations for those who accepted. Provided respite offers for residents unable to relocate and accessible rooms where required. | ✓ | ✓ | |
| Crescent Street, Rozelle | 22 August 2023 | AFJV | Doorknock for Robert Street OOHW | Place Manager provided information about the planned work and clarification on expected impacts associated with OOHW. Stakeholder appreciated ongoing personal contact and information. | ✓ | ✓ | |
| Queen and Waratah streets, North Strathfield | 28 August 2023 | AFJV | Doorknock for utilities OOHW | Place Manager door knocked residents adjacent to construction site to ensure they are aware of the electrical outage and organised alternative accommodation to affected properties. | | ✓ | ✓ |
| Queen Street North Strathfield | 29 August 2023 | AFJV | AA offer for utilities OOHW | Place manager provided noise cancelling headphones to resident who did not wish to relocate. Movie vouchers given as good will gesture. Stakeholder grateful for additional gesture. | ✓ | ✓ | |
| Queen Street, North Strathfield | 30 August 2023 | AFJV | AA offer for utilities OOHW | Place Manager met with resident and provided Z-quiet sleeping earplugs as resident was relocating for some time and wanted to trial staying at home with additional mitigation. | ✓ | ✓ | |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|------------------------------|------------------|----------|------------------------------|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Burton Street, Burwood North | 1 September 2023 | AFJV | Meeting about utilities OOHW | Place Manager met with building manager and door knocked apartments to advise of upcoming utility OOHW and associated impacts. Laminated notifications placed in lift well to ensure all residents are aware of upcoming OOHW and have a point of contact if required. Building Manager grateful for the thorough consultation. | | ✓ | ✓ |
| Great North Road, Five Dock | 1 September 2023 | AFJV | AA offer for utilities OOHW | AFJV agreed to a request to cover double the usual car parking allowance at AA venue due to specific household logistics requirements during this relocation. | | ✓ | ✓ |
| Garfield Street, Five Dock | 4 September 2023 | AFJV | AA offer for utilities OOHW | AFJV agreed to make payment contribution to resident's preferred city-based AA venue in lieu of regular local venue due to work location. | | ✓ | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|---|--------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Phase F – GLC Western Tunnel Package | | | | | | | |
| Westmead | 5 July 2023 | GLC | Identification of night work. | Construction Notification for Hassall Street and Alexandra Avenue Line marking. Distributed to 453 recipients July 2023 | | | ✓ |
| Westmead | 5 July 2023 | GLC | Residents appreciative of offers. | Door knock and/or left SWMY cards at 263 properties on Bailey Street, Hassall Street, Hawkesbury Road, Alexandra Avenue, Railway Parade and Grand Avenue offering respite for OOHW line marking work. This is work that has been rescheduled after being cancelled on 20 and 21 April. AA – 3 households and RO – 86 households | | ✓ | ✓ |
| Westmead | 10 July 2023 | GLC | Residents appreciative of the follow up and information. | Doorknock and phone calls to 84 properties who did not accept RO for night work on 11 and 12 July. This was due to high levels of noise and to advise residents adjacent of minor vibration from using the vibratory roller. | | | ✓ |
| Westmead | 14 July 2023 | GLC | Residents appreciative of offers. | Door knock and/or left SWMY cards at 37 properties on Bailey Street and Hassall Street offering respite for OOHW OSOM deliveries. AA -no households and RO – 16 households | | ✓ | ✓ |
| Westmead | 18 July 2023 | GLC | Residents appreciative of offers. | Door knock and/or left SWMY cards at 104 properties on Bailey Street, Hassall Street and Hawkesbury Road offering respite for OOHW OSOM deliveries. AA –no households and RO – 53 households | | ✓ | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|---------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Westmead | 19 July 2023 | GLC | Residents appreciative of offers. | Door knock and/or left SWMY cards at 193 properties on Bailey Street, Hassall Street, Alexandra Avenue, Railway Parade and Park Avenue offering respite for OOHW CCTV inspections. AA – 6 households and RO – 60 households | | ✓ | ✓ |
| Westmead | 25 July 2023 | GLC | General update includes identification of night work | Construction Notification Distributed to 1500 recipients August 2023 | | | ✓ |
| Westmead | 27 July 2023 | GLC | Residents appreciative of information. | Door knock and/or left SWMY cards at 37 properties on Bailey Street and Hassall Street to advise residents of the commencement of tunnelling 24/7. | | | ✓ |
| Westmead | 1 August 2023 | GLC | Residents appreciative of information. | Door knock and/or left SWMY cards at 37 properties on Bailey Street and Hassall Street to advise residents of the commencement of tunnelling 24/7. Additional doorknock to capture people that weren't home on Thursday 27 July. | | | ✓ |
| Westmead | 3 August 2023 | GLC | Residents appreciative of information. | Door knock and/or left SWMY cards at 26 properties on Queens Road and Park Avenue to advise residents of upcoming OOHW CCTV inspections. | | | ✓ |
| Westmead | 4 August 2023 | GLC | Residents appreciative of information. | Door knock and/or left SWMY cards at 79 properties on Alfred Street to advise residents of upcoming OOHW CCTV inspections. | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|----------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Westmead | 8 August 2023 | GLC | Residents appreciative of offers. | Door knock and/or left SWMY cards at 263 properties on Bailey Street, Hassall Street, Hawkesbury Road, Alexandra Avenue, Railway Parade and Grand Avenue offering respite for OOHW line marking work. AA –no households and RO – 55 households | | ✓ | ✓ |
| Westmead | 14 August 2023 | GLC | Residents appreciative of offers. | Doorknock and/or left SWMY cards at 13 properties on Hassall Street offering respite of an OSOM delivery. | | | |
| Westmead | 25 August 2023 | GLC | Weekly update of OOHW | Eblast – Out of hours work weekly update | | | ✓ |
| Westmead | 25 August 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 1500 recipients September 2023 | | | ✓ |
| Westmead | 29 August 2023 | GLC | Residents appreciative of offers | Doorknock and/or SWMY cards at 65 properties on Park Avenue and Railway Parade offering respite for OOH CCTV utility work AA – none and RO – 14 households | | ✓ | |
| Westmead | 29 August 2023 | GLC | Residents appreciative of update | Doorknock and/or SWMY cards at 43 properties to advise of tunnelling progress on Alexandra Avenue and Hassall Street and I&M monitor installation work that will occur | | | |
| Westmead | 30 August 2023 | GLC | Residents appreciative of update and offers | Doorknock and/or SWMY cards at 75 properties advising of scheduled OSOM deliveries on Bailey Street, Hassall Street and Hawkesbury Road offering respite, AA – none and RO – 52 households | | ✓ | |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|-------------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Westmead | 1 September 2023 | GLC | Weekly update of OOHW | Eblast – Out of hours work weekly update | | | ✓ |
| Westmead | 6 September 2023 | GLC | Residents appreciative of the update | Email notification to update residents who took up 6/09 CCTV respite offer advising work rescheduled. Offers not provided and will be reissued when date confirmed. | | | |
| Westmead | 6 September 2023 | GLC | Residents appreciative of the update | Place Manager visited Hawkesbury Rd properties to advise that concrete trucks would start accessing the Hawkesbury Road gate at night for concrete deliveries. | | | |
| Westmead | 8 September 2023 | GLC | Weekly update of OOHW | Eblast – Out of hours work weekly update | | | ✓ |
| Westmead | 13 September 2023 | GLC | Residents appreciative of the update | Doorknock and/or SWMY cards at 8 residences to advise tunnelling is progressing towards the property | | | |
| Westmead | 15 September 2023 | GLC | Residents appreciative of the update and offer | Doorknock and/or SWMY card at 72 properties offering respite and to advise of I&M monitor installation OOHW on Alexandra Ave with AA – 2 and RO - 22 | | ✓ | |
| Westmead | 15 September 2023 | GLC | Weekly update of OOHW | Eblast – Out of hours work weekly update | | | ✓ |
| Westmead | 22 September 2023 | GLC | Residents appreciative of the update and offer | Doorknock and/or SWMY card at 75 properties offering respite and to advise of OSOM deliveries of plant and machinery to site at night AA – 0 and RO - 52 | | ✓ | |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|-------------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Westmead | 13 September 2023 | GLC | Resident happy to have the vibration monitor installed. Understands it will be accessed by Enviro Advisor to change batteries from time to time. | Place Manager and Enviro Advisor met with resident at 7A Alexandra Ave to discuss installing a vibration monitor on an external surface of his townhouse. | | | |
| Westmead | 22 September 2023 | GLC | Weekly update of OOHW | Eblast – Out of hours work weekly update | | | ✓ |
| Westmead | 22 September 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 1500 recipients October 2023 | | | ✓ |
| Westmead | 29 September 2023 | GLC | Weekly update of OOHW | Eblast – Out of hours weekly update | | | ✓ |
| Parramatta | 22 June 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 2360 recipients July 2023 | | | ✓ |
| Parramatta | 25 August 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 2360 recipients September 2023 | | | ✓ |
| Parramatta | 25 July 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 2360 recipients August 2023 | | | ✓ |
| Parramatta | 24 July 2023 | GLC | 6 businesses were provided 8 alternate car parking spaces | Doorknock businesses affected by sewer tie-in works on United Lane offering alternate parking | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|-------------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Parramatta | 07 August 2023 | GLC | 6 businesses were provided 8 alternate car parking spaces | Doorknock businesses affected by sewer tie-in works on United Lane offering alternate parking | | | ✓ |
| Parramatta | 17 August 2023 | GLC | Businesses appreciative of the update. | Doorknock reminding businesses of WDR works. | | | ✓ |
| Parramatta | 25 August 2023 | GLC | Business accepted two alternate parking spaces. | Doorknock to businesses affected by paving works on southern side of Macquarie Street. | | | ✓ |
| Parramatta | 13 September 2023 | GLC | 6 businesses were provided 8 alternate car parking spaces | Doorknock businesses affected by sewer tie-in works on United Lane offering alternate parking | | | ✓ |
| Parramatta | 27 September 2023 | GLC | 6 businesses were provided 8 alternate car parking spaces | Doorknock businesses affected by sewer tie-in works on United Lane offering alternate parking | | | ✓ |
| Clyde and surrounds | 22 June 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 1320 recipients July 2023 | | | ✓ |
| Clyde and surrounds | 25 July 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 1320 recipients August 2023 | | | ✓ |
| Clyde and surrounds | 25 August 2023 | GLC | General monthly update which includes identification of night work | Construction Notification Distributed to 1320 recipients September 2023 | | | ✓ |
| Clyde and surrounds | 20 July 2023 | GLC | Specific roadheader tunnelling notification | Specific roadheader tunnelling notification letterboxed dropped 60m around work area. | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|-------------------|----------|--|--|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Clyde and surrounds | 25 July 2023 | GLC | General monthly roadheader tunnelling update | Monthly roadheader tunnelling notification sent to 397 properties along the connecting tunnel and cavern alignment August 2023 | | | ✓ |
| Clyde and surrounds | 3 August 2023 | GLC | Specific roadheader tunnelling notification | Specific roadheader tunnelling notification letterboxed dropped 60m around work area. | | | ✓ |
| Clyde and surrounds | 17 August 2023 | GLC | Specific roadheader tunnelling notification | Specific roadheader tunnelling notification letterboxed dropped 60m around work area. | | | ✓ |
| Clyde and surrounds | 25 August 2023 | GLC | General monthly roadheader tunnelling update | Monthly roadheader tunnelling notification sent to 397 properties along the connecting tunnel and cavern alignment September 2023 | | | ✓ |
| Clyde and surrounds | 31 August 2023 | GLC | Specific roadheader tunnelling notification | Specific roadheader tunnelling notification letterboxed dropped 60m around work. | | | ✓ |
| Clyde and surrounds | 11 September 023 | GLC | Specific roadheader tunnelling notification | Specific roadheader tunnelling notification letterboxed dropped 60m around work. | | | ✓ |
| Clyde and surrounds | 25 September 2023 | GLC | Specific roadheader tunnelling notification | Specific roadheader tunnelling notification letterboxed dropped 60m around work. | | | ✓ |
| Clyde and surrounds | 28 July 2023 | GLC | No answer. SWMY card left. | Doorknocked 1 property on Hope St to consult about noise and vibration monitoring and possible respite/AA offer. | | | ✓ |
| Clyde and surrounds | 28 July 2023 | GLC | No answer. SWMY card left. | Doorknocked 1 property on James Ruse Drive to consult about noise and vibration monitoring and possible respite/AA offer. | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|----------------|----------|--|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Clyde and surrounds | 31 July 2023 | GLC | Stakeholder happy for noise and vibration monitoring to take place. AA offered but not taken. stakeholder does not feel or hear tunnelling activity. | Doorknocked 1 property on Hope St to conduct noise and vibration monitoring. 15-minute noise monitoring was conducted. Vibration monitor was installed. AA – 0 | | ✓ | ✓ |
| Clyde and surrounds | 31 July 2023 | GLC | Stakeholder was happy to allow enviro team in for noise monitoring. Noise monitoring conducted. Stakeholder happy to accommodate vibration monitor if need be in the future. | Doorknocked 1 property on James Ruse Drive with enviro reps for noise and vibration monitoring. | | | ✓ |
| Clyde and surrounds | 02 August 2023 | GLC | Stakeholder was accommodating and commented that she has not felt or heard tunnelling activity. | Doorknocked 1 property on Hope St with enviro reps to remove vibration monitor. | | | ✓ |
| Clyde and surrounds | 10 August 2023 | GLC | Stakeholder was happy to allow enviro team in to install a vibration monitor. | Doorknocked 1 property on James Ruse Drive to with enviro rep to install vibration monitor. | | | ✓ |
| Clyde and surrounds | 15 August 2023 | GLC | Positive response from business regarding the deep clean of the street. | Doorknocked businesses to inform them of parking removal down Wentworth Street to accommodate a deep clean of the street as goodwill to the businesses. | | | ✓ |
| Clyde and surrounds | 15 August 2023 | GLC | Stakeholder happy to accommodate removal of vibration monitor. | Doorknocked 1 property on James Ruse Drive with enviro reps to remove vibration monitor. | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|-------------------|----------|---|--|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Clyde and surrounds | 22 August 2023 | GLC | Positive response from business regarding the deep clean of the street. | Doorknocked businesses to inform them of parking removal on Martha Street to accommodate a deep clean of the street as goodwill to the businesses. | | | ✓ |
| Clyde and surrounds | 23 August 2023 | GLC | Stakeholder confirmed there are no bedrooms facing the corridor and indicated they do not have any concerns pertaining to the information provided. They indicated they will call in with any questions or concerns should any arise. | Doorknocked 1 property Hamilton St in relation to Carlingford railway corridor works. Spoke with 2 adult children of the homeowner. | | | ✓ |
| Clyde and surrounds | 23 August 2023 | GLC | Not home. SIMY card left. | Doorknocked 1 property on Hamilton Street in relation to Carlingford railway corridor works. | | | ✓ |
| Clyde and surrounds | 05 September 2023 | GLC | Not home. SIMY card left. | Doorknocked 1 property on Arthur St to discuss installing survey prisms on the property. | | | ✓ |
| Clyde and surrounds | 14 September 2023 | GLC | Several residents accepted the installation of noise and vibration monitors. SIMY cards left for those not at home. | Doorknocked residents and businesses on Hope and Oak Street to discuss upcoming tunnelling in their area and requesting approval to undertake attended noise monitoring and unattended vibration monitoring in their premises. | | | ✓ |
| Clyde and surrounds | 19 September 2023 | GLC | Stakeholder was happy to allow enviro team in to install a vibration monitor. | Doorknocked 1 property on Hope Street with enviro rep to install vibration monitor. | | | ✓ |

| Stakeholder Interaction | Date(s) | Contract | Trigger for Interaction | Feedback Received | How it was addressed | | |
|-------------------------|-------------------|----------|---|---|--------------------------------|--|----------------------|
| | | | | | Further clarification provided | Alternative mitigation measures accepted | Ongoing consultation |
| Clyde and surrounds | 27 September 2023 | GLC | Several residents accepted the installation of noise and vibration monitors. SIMY cards left for those not at home. | Doorknocked residents and businesses on Oak Street to discuss upcoming tunnelling in their area and requesting approval to undertake attended noise monitoring and unattended vibration monitoring in their premises. | | | ✓ |
| Clyde and surrounds | 31 July 2023 | GLC | Resident accepted AA offer. 2 Adults | Doorknocked one property James Ruse Drive to offer AA in relation to roadheader tunnelling activity. AA – 1 | | ✓ | ✓ |
| Clyde and surrounds | 04 August 2023 | GLC | Resident accepted AA offer. 2 Adults. | Doorknocked 1 property on James Ruse Drive to offer AA in relation to roadheader tunnelling activity. AA – 1 | | ✓ | ✓ |
| Clyde and surrounds | 08 August 2023 | GLC | Resident accepted AA offer. 2 Adults. | Doorknocked 1 property on James Ruse Drive to offer AA in relation to roadheader tunnelling activity. AA – 1 | | ✓ | ✓ |

Attachment A – Compliance Matrix

| Condition Requirement | Compliance Method based on Sydney Metro OOHW Protocol |
|---|---|
| <p>D51 In order to undertake out-of-hours work outside the work hours specified under Condition D35 of this schedule, appropriate respite periods for the out-of-hours work must be identified in consultation with the community at each affected location on a regular basis. This consultation must include (but not be limited to) providing the community with:</p> | <p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include details to Contact Us.</p> <p>For example, a Notification for works in Rozelle includes the following:</p> <p>Sydney Metro recognises that our work will have impacts and wherever possible we will work with the community to mitigate these impacts. We will continue to keep you updated on the progress of works in your area. Sydney Metro has launched Sydney Metro Connect – a new way to stay informed. You can download Sydney Metro Connect on the App Store or get it on Google Play.</p> <p>Your local Place Manager, Nelson will be your main contact for questions and enquiries regarding the project and can be contacted on 1800 612 173.</p> <p>If you would like to receive these updates via email, please contact Nelson who can add you to the distribution list. Our email is: sydneymetrowest@transport.nsw.gov.au</p> |
| <p>(a) a progressive schedule for periods no less than three (3) months, of likely out-of-hours work;</p> | <p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include this information.</p> |
| <p>(b) a description of the potential work, location and duration of the out-of-hours work;</p> | <p>These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro).</p> |
| <p>(c) the noise characteristics and likely noise levels of the work; and</p> | |
| <p>(d) likely mitigation and management measures which aim to achieve the relevant NMLs under Condition D39 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers).</p> | <p>As per the OCCS, where it is identified that a resident is entitled to a respite or an alternative accommodation offer, the resident is contacted directly by the Place Manager. The method of contact depends on what details are available – phone, email or personalised mail or door knock.</p> |
| <p>The outcomes of the community consultation,</p> | <p>This report, the Outcomes of Community Consultation Report.</p> <p>This report is issued to AA and EPA (by email) and Planning through the portal.</p> <p>This report is also issued to the ER's.</p> |
| <p>the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,</p> | <p>OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.</p> |
| <p>EPA and the Planning Secretary.</p> | <p>This information is provided to the EPA and Planning Secretary as per the process approved in the OOHW Protocol. i.e. through the addition of nominated EPA and DPE representatives to the distribution lists for Newsletters (three (3) month programme) and Notifications (seven (7) day program).</p> <p>These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro).</p> |