



# D51 Outcomes of Community Consultation Report – January – March 2024 (Q1)

SM-23-xxxx

<b>Applicable to:</b>	Sydney Metro West
<b>Status:</b>	Draft
<b>Version:</b>	A
<b>Date of issue:</b>	30 April 2024

# 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 second quarter (Q2) period of 2023, April to June 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 E – Transport for Tomorrow (TfT) Existing Corridor Enabling Works. NOTE: There were no outcomes from consultation in this reporting period associated with this package.
- Phase F – GLC Western Tunnelling Package
- Phase H - Quickway

Addressing feedback is categorised as follows:

<b>Further clarification provided</b>	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.
<b>Alternative mitigation measure offered</b>	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.
<b>Ongoing consultation</b>	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)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Crescent Street, Rozelle	16 January 2024	B	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and expected impacts associated with OOHW. Stakeholder appreciated ongoing personal contact and information.	✓		✓
Great North Road, Five Dock	17 and 18 January 2024	B	AFJV	Doorknock - Utilities OOHW	Place Manager provided a personal briefing to the affected residents in Great North Road and offered AA.	✓		✓
Beronga Street, North Strathfield	23 January 2024	B	AFJV	Utilities OOHW	Place manager contacted new resident of the area and provided a full brief of construction work, timetable, mitigation measures and respite offers. Resident grateful for the mitigation measure, personal contact and information	✓	✓	✓
East Street, Five Dock	2 February 2024	B	AFJV	Doorknock about 24/7 tunnelling	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised.			✓
Lancelot Street, Five Dock	5 and 8 February 2024	B	AFJV	Doorknock about 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)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Garfield Street, Five Dock	15 February 2024	B	AFJV	Utilities – OOHW	Place Manager discussed with resident about ongoing day time and OOHW activities affecting their work. Place Manager offered earbuds at first and then noise cancelling headphones which were accepted.	✓	✓	
Waterview Street, Five Dock	19 February 2024	B	AFJV	Utilities – OOHW	Place Manager provided a personal briefing to the residents about the upcoming night works on Second Avenue and offered AA.	✓		✓
Lancelot Street, Five Dock	21 February 2024	B	AFJV	tunnelling	Place Manager discussed with the resident tunnelling and offered AA due to GBN impacts which was accepted.		✓	
Lancelot Street, Five Dock	21 February 2024	B	AFJV	tunnelling	Place Manager discussed with the resident tunnelling and offered AA due to GBN impacts which was accepted.		✓	
Kings Park Walk and Kings Park Circuit, Five Dock	23 and 28 February 2024	B	AFJV	Doorknock about 24/7 tunnelling	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised.			✓
Lancelot Street, Five Dock	27 February 2024	B	AFJV	tunnelling	Place Manager spoke with resident about AA due to GBN from 24/7 tunnelling activities but resident did not accept the offer as it was too disruptive for their daughter.	✓	✓	

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Burton Street, Concord	28 February 2024	B	AFJV	Water treatment plant noise	Elements required to be maintained at night were temporarily switched off until screening could be placed around the pumps to minimise the impact to residents.		✓	✓
Lancelot Street, Five Dock	29 February 2024	B	AFJV	tunnelling	Encouraged resident to accept previously offered AA due to GBN from 24/7 tunnelling activities which the resident accepted. Noise and vibration monitoring was also accepted.		✓	✓
Lancelot Street, Five Dock	29 February 2024	B	AFJV	24/7 tunnelling	Place Manager spoke with the resident about 24/7 tunnelling activities and offered Z quiet sleep ear plugs to assist the resident through the night activities which were accepted		✓	
Rowe Street and William Street, Five Dock	4 March 2024	B	AFJV	Doorknock about 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, Second Avenue and Waterview Street, Five Dock	11 March 2024	B	AFJV	Utilities - OOHW	Place Manager contacted the affected residents to discuss the upcoming out of hours work for road restoration works and offer AA.	✓	✓	

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Kings Park Walk and King Park Circuit, Five Dock	13 March 2024	B	AFJV	Cross Passage #33 excavation doorknock	Place Manager doorknocked to advise of 24/7 cross passage excavation work starting near or under property. No concerns raised.		✓	
Lancelot Street, Five Dock	14 March 2024	B	AFJV	Cross Passage #32 excavation doorknock	Place Manager doorknocked to advise of 24/7 cross passage excavation work starting near or under property. Also advised that due to previous tunnelling impact in the street, AFJV have self-imposed a no hammering after 10pm curfew for this cross passage.			✓
Queens Road and Regatta Street, Five Dock	14 March 2024	B	AFJV	Doorknock about 24/7 tunnelling	Doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised.	✓		
Burwood North	25 March 2024	B	AFJV	3 month OOHW lookahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
North Strathfield	25 March 2024	B	AFJV	3 months OOHW lookahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Five Dock	25 March 2024	B	AFJV	3 months OOHW lookahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Taylor Street and Walker Street, Five Dock	26 March 2024	B	AFJV	Doorknock about 24/7 tunnelling	Doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised.	✓		

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Lancelot Street, Five Dock	26 March 2024	B	AFJV	Cross Passage #31 excavation doorknock	Place Manager doorknocked to advise of 24/7 cross passage excavation work starting near or under property. Also advised that due to previous tunnelling impact in the street, AFJV have self-imposed a no hammering after 10pm curfew for this cross passage.	✓		
Clyde and Surrounds	10/01/24	F	GLC	Specific Notification – Unwin Street Closure Distributed to 78 businesses	Specific update includes identification of night work, traffic and pedestrian changes.			✓
Westmead	12/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	12/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	12/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
TBM	17/01/24	F	GLC	Mid Month - Notification distributed to 60m around the tunnelling work area	General update includes identification of night work			✓
Sydney Olympic Park	19/01/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
Westmead	19/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	19/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Parramatta	19/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	25/01/24	F	GLC	Construction Notification Distributed to 1500 recipients February 2024	General update includes identification of night work			✓
Clyde and Surrounds	25/01/24	F	GLC	Construction Notification Distributed to 1320 recipients February 2024	General update includes identification of night work			✓
Parramatta	25/01/24	F	GLC	Construction Notification Distributed to 2360 recipients February 2024	General update includes identification of night work			✓
TBM	25/01/24	F	GLC	Construction Notification Distributed to 151 recipients February 2024	General update includes identification of night work			✓
Rosehill Road header	25/01/24	F	GLC	Construction Notification Distributed to 397 recipients February 2024	General update includes identification of night work			✓
Sydney Olympic Park	31/01/24	F	GLC	Construction Notification Hardcopy distributed to 100 recipients Digital distribution to 3600 recipients February 2024 *Notification sent to building managers to distribute to residents	General update includes identification of night work			✓
Westmead	29/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	29/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	29/01/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Westmead	02/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	02/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	02/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Sydney Olympic Park	02/02/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
Westmead	09/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	09/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	09/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	13/02/24	F	GLC	Doorknock at properties on Hawkesbury Road and Alexandra Avenue to advise of ongoing underground works in early evening period from 19 Feb.	Residents appreciative of update.			✓
Westmead	16/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	16/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	16/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
TBM	16/02/24	F	GLC	Mid Month - Notification distributed to 60m around the tunnelling work area between Suttor St and Day St North, Silverwater.	General update includes identification of night work			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Westmead	23/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	23/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	23/02/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Sydney Olympic Park	26/02/24	F	GLC	Construction Notification Hardcopy distributed to 100 recipients Digital distribution to 3600 recipients March 2024 *Notification sent to building managers to distribute to residents	General update includes identification of night work			✓
Westmead	26/02/24	F	GLC	Construction Notification Distributed to 1500 recipients Digital distribution March 2024	General update includes identification of night work			✓
Clyde and Surrounds	26/02/24	F	GLC	Construction Notification Distributed to 1320 recipients Digital distribution March 2024	General update includes identification of night work			✓
Parramatta	26/02/24	F	GLC	Construction Notification Distributed to 2360 recipients Digital distribution March 2024	General update includes identification of night work			✓
TBM	26/02/24	F	GLC	Construction Notification Distributed to 151 recipients Digital distribution March 2024	General update includes identification of night work			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Rosehill Road header	26/02/24	F	GLC	Construction Notification Distributed to 397 recipients Digital distribution March 2024	General update includes identification of night work			✓
Sydney Olympic Park	01/03/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
Westmead	01/03/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	01/03/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	01/03/24	F	GLC	Eblast– Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	05/03/24	F	GLC	Doorknock at properties on Hawkesbury Road and Alexandra Avenue to see if any feedback from ongoing underground works in early evening period which started on 19 Feb and works continuing into night period going forward.	Residents had no feedback from works to date and appreciative of update.			✓
Westmead	08/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Sydney Olympic Park	08/03/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
Clyde and Surrounds	08/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Parramatta	08/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
TBM	14/03/24	F	GLC	Mid Month - Notification distributed to 60m around the tunnelling work area between Vore St, Silverwater and Haslams Creek	General update includes identification of night work			✓
TBM	15/03/24	F	GLC	Cross Passage reminder Notification Distributed to 5 recipients March 2024	General update includes identification of night work			✓
Westmead	15/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	15/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	15/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Sydney Olympic Park	15/03/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
Clyde and Surrounds	20/03/24	F	GLC	Doorknock and/or left SWMY cards at 5 properties on Oak Street and Hassall Street advising of new equipment being trialled in the tunnel until 10pm.	General update includes identification of night work			✓
Westmead	22/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	22/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	22/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Sydney Olympic Park	22/03/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
Sydney Olympic Park	25/03/24	F	GLC	Construction Notification Hardcopy distributed to 100 recipients Digital distribution to 3600 recipients April 2024 *Notification sent to building managers to distribute to residents	General update includes identification of night work			✓
Westmead	25/03/24	F	GLC	Construction Notification Distributed to 1500 recipients Digital distribution April 2024	General update includes identification of night work			✓
Clyde and Surrounds	25/03/24	F	GLC	Construction Notification Distributed to 1320 recipients Digital distribution April 2024	General update includes identification of night work			✓
Parramatta	25/03/24	F	GLC	Construction Notification Distributed to 2360 recipients Digital distribution April 2024	General update includes identification of night work			✓
TBM	25/03/24	F	GLC	Construction Notification Distributed to 151 recipients Digital distribution April 2024	General update includes identification of night work			✓
Rosehill Road header	25/03/24	F	GLC	Construction Notification Distributed to 397 recipients Digital distribution April 2024	General update includes identification of night work			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Sydney Olympic Park	28/03/24	F	GLC	E-blast – Out of hours work weekly update * SOP e-blasts are only added to this report if they contain OOHW	Weekly update of OOHW			✓
TBM	28/03/24	F	GLC	Cross Passage reminder Notification Distributed to 2 recipients April 2024	General update includes identification of night work			✓
Clyde and Surrounds	28/03/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	28/03/24	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	28/03/24	F	GLC	Doorknock and/or left SWMY cards at 5 properties on Hawkesbury Road offering respite for OOHW OSOM delivery.	Residents appreciative of offers.		RO – 3 acceptances	✓
Westmead	29/03/24	F	GLC	Eblast – Out of hours work weekly update	Weekly update of OOHW			✓
Hassall Street between Alexandra Avenue and Bailey Street	8/1/24	H	Quickway	Start of trenching notification – Hassall Street Distributed to between 250 recipients	General update, including upcoming night work and mitigation measures			✓
Hawkesbury Road between Alexandra Avenue and Bailey Street	22/1/24	H	Quickway	Start of trenching notification – Hawkesbury Road Distributed to between 250 recipients	General update, including upcoming night work and mitigation measures			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Bailey Street/Hassall Street roundabout and the corner of Alexandra Avenue and Hassall Street.	4/3/24	H	Quickway	Start of trenching notification – Hassall Street Distributed to between 250 recipients	General update, including upcoming night work and mitigation measures			✓
Hawkesbury Road between Alexandra Avenue and Bailey Street	27/3/24	H	Quickway	Start of trenching notification – Hawkesbury Road Distributed to between 250 recipients	General update, including upcoming night work and mitigation measures			✓
Bailey Street, Grand Avenue, Alexandra Avenue, Hassall Street, Hawkesbury Road	8/1/24, 23/1/24, 29/1/24, 13/2/24, 27/2/24, 4/3/24, 27/3/24	H	Quickway	Westmead site investigations OOHW alternative mitigation measure request	Residents advised households could not accept alternative accommodation due to work and/or family requirements. Residents were offered and accepted cinema vouchers as form of alternative mitigation measure.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Bailey Street, Alexandra Avenue, Hassall Street.	8/1/24, 23/1/24, 29/1/24	H	Quickway	OOHW respite offers made to 94 residents. Offer letters delivered by letterbox drop.	Eligible residents who previously accepted respite offers contacted to confirm acceptance of new respite offers and to discuss/arrange respite preferences. <b>Acceptances</b> AA – 13 Households <b>RO – 31 Households</b>			✓
Bailey Street, Hawkesbury Road, Grand Avenue, Alexandra Avenue, Hassall Street	13/2/24, 27/2/24	H	Quickway	OOHW respite offers made to 50 residents. Offer letters delivered by letterbox drop.	Eligible residents who previously accepted respite offers contacted to confirm acceptance of new respite offers and to discuss/arrange respite preferences. <b>Acceptances</b> AA – 6 Households <b>RO – 18 Households</b>			✓
Bailey Street, Alexandra Avenue, Hassall Street	4/3/24, 27/3/24	H	Quickway	OOHW respite offers made to 90 residents. Offer letters delivered by letterbox drop.	Eligible residents who previously accepted respite offers contacted to confirm acceptance of new respite offers and to discuss/arrange respite preferences. <b>Acceptances</b> AA – 6 Households <b>RO – 43 Households</b>			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Westmead	Ongoing	H	Quickway	After receiving community feedback, we have investigated the option of providing community members with custom made earbuds as a long-term respite option.	Earbuds have been offered to 23 residential properties Earbuds accepted by 2 residential properties		✓	✓
Westmead	23/01/2024	H	Quickway	Email update to Westmead Public School re: upcoming trenching work	General update, including upcoming night work and mitigation measures			✓
Westmead	30/01/2024	H	Quickway	Email update to Westmead Public School re: traffic controllers at Priddle Street crossing to support start of school term	General update, including date changes for traffic controllers			✓

## Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW Protocol
<b><i>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:</i></b>	<p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include details to <b>Contact Us</b>.</p> <p>For example, a Notification for works in Rozelle includes the following:</p> <p><b>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.</b></p> <p><b>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.</b></p> <p><b>If you would like to receive these updates via email, please contact Nelson who can add you to the distribution list. Our email is: <a href="mailto:sydneymetrowest@transport.nsw.gov.au">sydneymetrowest@transport.nsw.gov.au</a></b></p>
(a) <i>a progressive schedule for periods no less than three (3) months, of likely out-of-hours work;</i>	<p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include this information.</p> <p>These consultation tools are also posted on the Sydney Metro website (<a href="#">Australia's biggest public transport project   Sydney Metro</a>).</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>
(b) <i>a description of the potential work, location and duration of the out-of-hours work;</i>	
(c) <i>the noise characteristics and likely noise levels of the work; and</i>	
(d) <i>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).</i>	
<b><i>The outcomes of the community consultation,</i></b>	<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>
<b><i>the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,</i></b>	<p>OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.</p>
<b><i>EPA and the Planning Secretary.</i></b>	<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 (<a href="#">Australia's biggest public transport project   Sydney Metro</a>).</p>