



D51 Outcomes of Community Consultation Report – April - June 2024 (Q2)

Applicable to:	Sydney Metro West
Status:	Final
Version:	A
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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 period from April to June 2024 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 Tunnelling Package
- Phase H - Quickway

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)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
All subscribers of Five Dock (4,774 recipients)	Weekly during the reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have opportunity to respond with questions or concerns	✓		✓
All subscribers of Burwood North (4,352 recipients)	Weekly during the reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have opportunity to respond with questions or concerns	✓		✓
All subscribers of North Strathfield (4,173 recipients)	Weekly during the reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have opportunity to respond with questions or concerns	✓		✓
All subscribers of Sydney Olympic Park (4,348 recipients)	Weekly during the reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have opportunity to respond with questions or concerns	✓		✓
William Street, Five Dock	30 April 2024	B	AFJV	Tunnelling – Cross Passage #34	Place Manager doorknocked providing information about the planned work and expected OOHW impacts. AA offered to selected units.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Five Dock	30 April 2024	B	AFJV	Five Dock newsletter	Newsletter outlining current activities in Five Dock for the next 6 months and any OOHW in the area			✓
Parramatta Road, Burwood North	5 May 2024	B	AFJV	OOHW – Noise from road restoration work	Place Manager contacted resident & provided a full brief of construction work, timetable and mitigation measures. Place Manager extended an offer of alternative accommodation to the resident as a good will gesture. Stakeholder appreciative of the offer.	✓	✓	✓
Waterview Street, Second Avenue & Great North Road, Five Dock	7 May 2024	B	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and expected OOHW impacts and offered AA.		✓	✓
Great North Road & Waterview Street, Five Dock	8 May 2024	B	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted.	✓	✓	✓
Great North Road, Five Dock	9 May 2024	B	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and expected OOHW impacts and offered AA. AA was not suitable for 2 stakeholders so movie tickets were offered and accepted.	✓	✓	✓

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, Broughton & Ada Streets, Concord	14 May 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			✓
John, Ada, Melbourne and Burton Streets, Concord	21 May 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			✓
William Street, Five Dock	20, 21, 22 and 23 May 2024	B	AFJV	Tunnelling – Cross Passage #34 complaint	Place Manager contacted residents to discuss the 24/7 activities and offered AA.	✓	✓	✓
William Street, Five Dock	22 May 2024	B	AFJV	Tunnelling – Cross Passage #34 complaint	Place Manager contacted the resident to discuss the 24/7 activities and offered AA and noise and vibration monitoring. AA not suitable for the stakeholder's work needs, therefore movie tickets were offered and accepted.	✓	✓	✓
Burwood Road, Burwood North	28 May 2024	B	AFJV	OOHW – utility work	Place Manager contacted resident to advise that the work was being undertaken by Sydney Water. AFJV provided information on the work and a contact number for Sydney Water for further queries.	✓		

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Melbourne, Coles, Lloyd George & Alexandra Streets, Concord	28 May 2024 04 June 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			✓
Melbourne Street, Concord,	31 May 2024	B	AFJV	Tunnelling	Place Manager contacted resident and provided details on the location, impact and duration of the tunnel boring machines. Place Manager confirmed the machines had passed the property and the noise was dissipating. Stakeholder appreciative of the information.	✓		
Napier Street, Concord,	11 June 2024	B	AFJV	Tunnelling	Place Manager contacted resident and provided details on the location, impact and duration of the tunnel boring machines. Place Manager confirmed that noise and vibration from the tunnel boring machines is expected and normal. As machines had now passed the noise should be dissipating. Stakeholder appreciative of the call and earlier door knock.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Alexandra, Inverary & Sydney Streets, Thornleigh Ave & Concord Road, Concord	11 June 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			✓
Burwood Road, Burwood	12 June 2024	B	AFJV	OOHW – utility work	Place Manager contacted resident to advise work was being undertaken by Sydney Water. AFJV provided information on the work and a contact number for Sydney Water for further queries.	✓		
Concord Road & Princess Avenue, Concord	19 June 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			✓
Napier Street, Concord	20 June 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		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Concord Road, Concord,	20 June 2024	B	AFJV	Tunnelling	Place Manager contacted stakeholder who had missed the door knock and requested further information about tunnelling works and timings. Place Manager noted the machines had now passed the property and no further impact should be experienced. Stakeholder appreciative of the information.	✓		✓
Great North Road, Five Dock	24 June 2024	B	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and expected OOHW impacts and offered AA. AA was not suitable for 2 stakeholders, therefore movie tickets were offered and accepted.	✓	✓	✓
Napier & Queen Streets & Nelson Road, Concord	24 June 2024 27 June 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		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Napier Street, North Strathfield	24 June 2024	B	AFJV	Tunnelling	Place Manager contacted new residents of the area who were moving in as TMBs passing under. Place Manager provided a full brief of tunnelling work, timetable, mitigation measures and respite offer. Resident grateful for the mitigation measure, personal contact and information. Residents unable to take relocation offer so alternative respite offer provided.	✓	✓	✓
Burwood North	24 June 2024	B	AFJV	3 months OOHW lookahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
North Strathfield	24 June 2024	B	AFJV	3 months OOHW lookahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Burton Street, Burwood North	27 June 2024	B	AFJV	OOHW – utility work	Place Manager contacted site to determine expected completion of the utility work on Parramatta Road. Place Manager relayed information and provided details of the location of work, expected timing of future 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
Five Dock	27 June 2024	B	AFJV	3 months OOHW lookahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Wentworth Street, Clyde	3 April 2024	F	GLC	Meeting to discuss upcoming OOHW and property access.	Meeting to discuss individual needs during upcoming road closure. Specific mitigation measures offered to business		✓	✓
Hassall Street, Rosehill	13 May 2024	F	GLC	Phone call to discuss upcoming work including OOHW	Stakeholder provided dates for scheduled events under property. Compassionate alternative accommodation offered to resident		✓	✓
Church St, Smith St, Macquarie St, George St, Parramatta	20 May 2024	F	GLC	Quarterly business survey	Stakeholders have opportunity to respond with questions or concerns			✓
Hawkesbury Road, Westmead	3 June 2024	F	GLC	Notification update to inform of upcoming OOHW	Mitigation measures offered to residents.		✓	✓
Herb Elliot Avenue, SOP	13 June 2024	F	GLC	Meeting to discuss upcoming OOHW works and parking removal	Stakeholder provided dates for scheduled OOHW and parking removal near property. Stakeholder has opportunity to respond with questions or concerns	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Wentworth St, Clyde	17 June 2024	F	GLC	Meeting to discuss upcoming OOHW and property access	Meeting to discuss individual needs during upcoming road closure. Specific mitigation measures offered to business		✓	✓
Hawkesbury Road, Westmead	19 June 2024	F	GLC	Meeting to discuss GLC truck movements	Stakeholder provided update on truck movements and results from monitoring. Stakeholder has opportunity to respond with questions or concerns	✓		✓
Hawkesbury Road, Hassall Street, Bailey Street, Westmead	25 June 2024	F	GLC	Notification update to inform of upcoming OOHW	Mitigation measures offered to residents.		✓	✓
All subscribers – Westmead (Email – 3281, mail out – 1500)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – Parramatta (Email – 4705, mail out - 4477)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
All subscribers – Clyde and surrounds (Email – 755, mail out – 1320)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – SOP (Email – 1500, mail out 37)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – Eastern Creek (1500)	Monthly update	F	GLC	Quarterly notification	Stakeholders have opportunity to respond with questions or concerns			✓
Distribution area – TBM (53)	Monthly update	F	GLC	Monthly notification	Stakeholders have opportunity to respond with questions or concerns			✓
Distribution area – Mined tunnels Clyde (397)	Monthly update	F	GLC	Monthly notification	Stakeholders have opportunity to respond with questions or concerns			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Van pop-up Parramatta markets	26 June 2024 22 May 2024	F	GLC/SMW	Providing update and information about the project and Sydney Metro West	Stakeholders have opportunity to respond with questions or concerns			✓
Westmead	24 April 2024	H	Quickway	Start of trenching notification – Bailey Street Distributed to between 250 recipients	General update, including upcoming night work and mitigation measures			✓
Westmead	24 April 2024	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.		✓	✓
All subscribers – Westmead	Weekly during the reporting period	H	Quickway	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
Westmead	2 May 2024	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.		✓	✓
Westmead	Monthly update	H	Quickway	Inclusion in the GLC monthly notification providing three-month lookahead of OOHW	Stakeholders have opportunity to respond with questions or concerns			✓

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	22 May 2024	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.		✓	✓
Westmead	Fortnightly	H	Quickway	Weekly meeting to discuss upcoming Quickway program including high-noise impact work and OOHW	Quickway fortnightly interface with GLC. Stakeholders provided dates for scheduled works. Quickway to avoid OOHW working during GLC's OOHW deliveries. Parking removal/driveway access to be maintained.		✓	✓

Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW Protocol
<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>	<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>
(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 (Australia's biggest public transport project Sydney Metro).</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>	
<i>The outcomes of the community consultation,</i>	<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>
<i>the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,</i>	<p>OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.</p>
<i>EPA and the Planning Secretary.</i>	<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>