



D51 Outcomes of Community Consultation Report July - September 2024 (Q3)

Applicable to:	Sydney Metro West
Status:	Final
Version:	A
Date of issue:	31 October 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 period from July to September 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

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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation Ongoing measure consultation offered
All subscribers of Five Dock	Weekly during reporting period	В	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	\checkmark	\checkmark
(5,357 recipients)	Monthly during reporting period	В	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	\checkmark	\checkmark
All subscribers of Burwood	Weekly during reporting period	В	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	\checkmark	√
North (4,920 recipients)	Monthly during reporting period	В	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	\checkmark	\checkmark
All subscribers of North Strathfield	Weekly during reporting period	В	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	\checkmark	\checkmark



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
(4,747 recipients)	Monthly during reporting period	В	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	V		√
All subscribers of Sydney Olympic	Weekly during reporting period	В	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	\checkmark		√
Park (5,071 recipients)	Monthly during reporting period	В	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	\checkmark		\checkmark
Nelson, Queen and Shipley streets, North Strathfield	1 Jul 2024	В	AFJV	Doorknock about 24/7 tunnelling and AA offer	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property and cross passage work. No concerns			\checkmark
Waterview Street, Second Ave, Great North Road & Garfield Street, Five Dock	15 Jul 2024	В	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about planned work and expected impacts and offered AA. AA was accepted by some while not suitable for two (2) stakeholders, who took movie tickets instead of AA.	\checkmark	\checkmark	\checkmark



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Beronga, Queen and Gracemere streets, North Strathfield	26,29,30 Jul & 1 Aug	В	AFJV	Doorknock about 24/7 tunnelling and AA offer	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property and cross passage work. No concerns			✓
Queen Street, North Strathfield	30 July 2024	В	AFJV	Tunnelling	Place Manager door knocked resident and provided details on location, impact and duration of TBMs. Place Manager confirmed noise & vibration from TBMs is expected to be heard/felt and this is normal. Place Manager offered AA which was not suitable and alternate RO provided. Stakeholder appreciative of the visit.	V	V	V
Concord Road, Concord	2 Aug 2024	В	AFJV	Cross passage construction	Place Manager contacted resident and provided details on location, impact and duration of cross passage work. Place Manager confirmed noise and vibration from the work is expected to be heard/felt and this is normal but would not be continuous. Stakeholder appreciative of the call and earlier door knock.	V		V



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Thornleigh Avenue, Concord	7 Aug 2020	В	AFJV	Cross passage construction	Place Manager contacted resident and provided details on location, impact and duration of the cross passage work. Place Manager confirmed that noise and vibration from the work is expected and normal but would not be continuous. Stakeholder appreciative of the call and earlier door knock.	V		
George Street, North Strathfield	8 Aug 2024	В	AFJV	Doorknock about 24/7 tunnelling and AA offer	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property and cross passage work. No concerns raised.			\checkmark
Great North Road, Five Dock	12 Aug 2024	В	AFJV	Consultation on daytime vs nighttime deliveries to site	Place Manager doorknocked the businesses and properties along Great North Road to consult about preference for daytime deliveries to site with traffic impacts, as opposed to nighttime deliveries wherever possible. All agreed to prioritise daytime deliveries wherever possible.	V		V
George, Argonne and Conway streets, North Strathfield	13 & 15 Aug 2024	В	AFJV	Doorknock about 24/7 tunnelling and AA offer	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property and cross passage work. No concerns raised.			\checkmark



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Queen Street, North Strathfield	14 Aug 2024	В	AFJV	Utility work - OOH	Place Manager contacted resident & provided a full brief of construction work, timetable and mitigation measures. Place Manager extended an offer of AA to the resident as a good will gesture. Stakeholder appreciative of the offer.	\checkmark	\checkmark	\checkmark
Great North Road, Five Dock	15 Aug 2024	В	AFJV	Utilities OOHW	Place Manager contacted stakeholders to advise that Sydney Water will be doing investigations out of hours.	\checkmark		
George Street, North Strathfield	16 Aug 2024	В	AFJV	Tunnelling	Place Manager contacted resident and provided details on location, impact and duration of the TBMs. Place Manager confirmed that noise and vibration from the TBMs is expected to be felt and this is normal. As machines had now passed the noise should be dissipating. Stakeholder appreciative of the call.	V		
Waterview Street, Second Ave, Great North Road & Garfield Street, Five Dock	12 Sep 2024	В	AFJV	Pavement restoration OOHW	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some while not suitable for two (2) stakeholders, who took movie tickets instead of AA.	V	V	√



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Waterview Street, Second Ave, Great North Road & Garfield Street, Five Dock	17, 18 & 20 Sep 2024	В	AFJV	Pavement restoration OOHW	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted	✓	~	\checkmark
Garfield Street, Five Dock	19 & 26 Sep 2024	В	AFJV	Pavement restoration OOHW	Place Manager doorknocked providing information about the OOHW work and expected impacts. AA declined and z- quiet ear plugs offered and accepted.		\checkmark	\checkmark
Great North Road, Five Dock	20 Sep 2024	В	AFJV	Pavement restoration OOHW	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was not suitable for two (2) stakeholders, movie tickets offered instead.	V	√	√
Waterview Street, Second Ave, Great North Road & Garfield Street, Five Dock	24 & 25 Sept 2024	В	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted	V	✓	\checkmark
Five Dock	29 Sep 2024	В	AFJV	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			\checkmark



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Burwood North	30 Sep 2024	В	AFJV	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			\checkmark
North Strathfield	30 Sep 2024	В	AFJV	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			\checkmark
All subscribers Parramatta (9672)	4 July 2024	F	GLC	Biannual newsletter	Stakeholders have opportunity to respond with questions or concerns			\checkmark
Hawkesbury Road, Hassall Street, Bailey Street, Westmead	3 July 2024	F	GLC	Notification update to inform of upcoming OOHW and associated respite offer	Mitigation measures offered to residents.			√
Wetherill Street North, Silverwater	9 July 2024	F	GLC	Cross Passage reminder notification	General update includes identification of night work		RO – 31 acceptances AA – 1 acceptance	\checkmark
Church St, Parramatta	17 July 2024	F	GLC	Doorknock regarding prism installation on Church St	Stakeholders have opportunity to respond with questions or concerns			\checkmark
Derby Street, Day Street North Silverwater	18 July 2024	F	GLC	Cross Passage reminder notification	General update includes identification of night work	\checkmark		\checkmark
Wentworth St, Clyde	25 July 2024	F	GLC	Doorknock regarding temporary parking removal for OOHW deep clean	Stakeholders have opportunity to respond with questions or concerns			\checkmark



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Wentworth St, Clyde	6 Aug 2024	F	GLC	Follow up doorknock regarding temporary parking removal for OOHW deep clean	Stakeholders have opportunity to respond with questions or concerns	\checkmark		\checkmark
Church St, Smith St, Macquarie St, George St, Parramatta	6 & 7 Aug 2024	F	GLC	Quarterly business survey	Stakeholders have opportunity to respond with questions or concerns	✓		\checkmark
Hawkesbury Road, Hassall Street, Bailey Street, Westmead	7 Aug 2024	F	GLC	Notification update to inform of upcoming OOHW and associated respite offer	Stakeholders have opportunity to respond with questions or concerns		RO – 33 acceptances AA – 3 acceptances	\checkmark
Clyde and surrounds (300)	12 Aug 2024	F	GLC	Specific notification update to inform businesses about OOHW road closure	General update includes identification of night work			\checkmark
Wentworth St, Clyde	15 Aug 2024	F	GLC	Doorknock regarding temporary parking removal for bridge beam delivery and Unwin Street closure	Stakeholders have opportunity to respond with questions or concerns	\checkmark		\checkmark
Hawkesbury Road, Alexandra Avenue, Westmead	15 Aug 2024	F	GLC	Doorknock to inform of upcoming cross passage works	Stakeholders have opportunity to respond with questions or concerns	\checkmark		✓



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Egerszegi Avenue, Newington Boulevard, O'Neill Avenue Newington	20 Aug 2024	F	GLC	Cross Passage reminder notification	General update includes identification of night work			✓
Newington Boulevard, Newington	20 Aug 2024	F	GLC	Doorknock regarding cross passage and offer of vibration monitoring	General update includes identification of night work	\checkmark		\checkmark
Newington Boulevard, Newington	21 Aug 2024	F	GLC	Doorknock regarding cross passage and offer of vibration monitoring	General update includes identification of night work	\checkmark		\checkmark
Sydney Olympic Park	26 Aug 2024	F	GLC	Construction newsletter	General update includes identification of night work			\checkmark
Hill Road, Sydney Olympic Park	9 Sept 2024	F	GLC	Cross Passage reminder notification	General update includes identification of night work			\checkmark
Parramatta	18 Sept 2024	F	GLC	Doorknock to businesses for upcoming sewer investigations.	Stakeholders have opportunity to respond with questions or concerns	\checkmark		\checkmark
All subscribers – Westmead	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	\checkmark		\checkmark
(Email – 3281, mail out – 1500)	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			\checkmark



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Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
All subscribers – Parramatta	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	\checkmark		\checkmark
(Email – 4705, mail out - 4477)	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			\checkmark
All subscribers – Clyde and surrounds	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	\checkmark		\checkmark
(Email – 755, mail out – 1320)	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			\checkmark
All subscribers – SOP	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	\checkmark		\checkmark
(Email – 1500, mail out 37)	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			\checkmark
All subscribers – Eastern Creek (1500)	Quarterly update	F	GLC	Quarterly notification	Stakeholders have opportunity to respond with questions or concerns			\checkmark
Distribution area – TBM (53)	Monthly update	F	GLC	Monthly notification *Only in July 2024	Stakeholders have opportunity to respond with questions or concerns			\checkmark



Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction		How it was addressed		
					Feedback Received	Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Distribution area – Mined tunnels Clyde (397)	Monthly update	F	GLC	Monthly notification	Stakeholders have opportunity to respond with questions or concerns			\checkmark
Hawkesbury Road Westmead	Monthly update	Н	Quickway	Road restoration works notification Distributed to between 250 residents	General update, including OOHW and mitigation measures			\checkmark
Westmead	Monthly update	Н	Quickway	Interface meeting with GLC to discuss upcoming Quickway and GLC programs including high-noise impact work and OOHW	Stakeholders provided dates for scheduled works. Quickway to avoid OOHW working during GLC's OOHW deliveries. Parking removal/driveway access to be maintained.		~	✓
All subscribers – Westmead	Weekly during the reporting period	Н	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	\checkmark		\checkmark
Westmead	Monthly update	Н	Quickway	Inclusion in the GLC monthly notification providing three-month lookahead of OOHW	Stakeholders have opportunity to respond with questions or concerns			\checkmark



Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW			
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:	 Protocol Newsletters (three (3) month programme) and Notifications (seven (7) day program) include details to Contact Us. For example, a Notification for works in Rozelle includes the following: 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. 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. 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 			
 (a) a progressive schedule for periods no less than three (3) months, of likely out-of-hours work; 	Newsletters (three (3) month programme) and Notifications (seven (7) day program) include this information. These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro). 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.			
(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,	This report, the Outcomes of Community Consultation Report. This report is issued to AA and EPA (by email) and Planning through the portal. This report is also issued to the ER's.			
the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,	OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.			
EPA and the Planning Secretary.	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). These consultation tools are also posted on the Sydney Metro website (<u>Australia's biggest public transport project Sydney</u> <u>Metro</u>).			