



D37 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) D37 for Sydney Metro West – The Bays to Sydney CBD (SSI 19238057) requires appropriate respite periods to be identified for work carried outside of standard construction hours as identified by CoA D21.

Specifically, CoA D37 states:

In order to undertake out-of-hours work outside the hours specified under Condition D21, 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 D26 (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.

Note: Respite periods can be any combination of days or hours where out-of-hours work would not be more than 5 dB(A) above the RBL at any residence.

This document provides the final component of condition D37 highlighted above, namely *the outcomes of the community consultation*.

This report covers the period from July to September 2024. This report has been generated from records in Consultation Manager and is provided to the AA, EPA and Planning Secretary in accordance with CoA D37. 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 DPE Major Projects Portal according to CoA B6 on a weekly and monthly basis.

The compliance matrix for all requirements of CoA D37 can be found in **Attachment A**.

Sydney Metro West Phases included in this report are:

- Phase G2 – Eastern Tunnelling Package Works

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 weekly email subscribers – Pyrmont	Weekly during the reporting time	G2	JCG	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			✓
All monthly notification properties - Pyrmont	Monthly during the reporting time	G2	JCG	Monthly notification providing three-month lookahead of OOHW	Stakeholders have opportunity to respond with questions or concerns			✓
All SMS subscribers – Pyrmont	Updates during reporting time	G2	JCG	Reminder SMS outlining upcoming dates for OOHW, activities and expected impacts	Stakeholders have opportunity to respond with questions or concerns			✓
Edward Street, Pyrmont Street, Paternoster Row	Letterbox notification during reporting period	G2	JCG	Specific work notifications, weekly update during reporting time outlining upcoming dates for OOHW, activities and expected noise impacts and respite offers when required For example, tunnelling progress update notification	Stakeholders have opportunity to respond with questions or concerns			✓
All weekly email subscribers – Hunter Street	Weekly during the reporting time	G2	JCG	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			✓
All subscribers – Hunter Street	Monthly during the reporting time	G2	JCG	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
O'Connell Street, Sydney CBD	Ad-hoc as required	G2	JCG	Direct email to notify for any upcoming high-noise OOH work to ensure communications have been received	Stakeholders have opportunity to respond with questions or concerns			✓
Hunter Street, Sydney CBD	Ad-hoc as required	G2	JCG	Direct email to notify for any upcoming high-noise OOH work to ensure communications have been received	Stakeholders have opportunity to respond with questions or concerns			✓
George Street, Sydney CBD	Ad-hoc as required	G2	JCG	Weekly meeting to discuss upcoming high-noise impact work and OOHW	Stakeholder provided dates for scheduled events at property. JCG endeavoured to avoid working on these dates			✓
All properties within 500m of site area	Six-month newsletter	G2	JCG	Biannual update of construction milestones at The Bays	Stakeholders have opportunity to respond with questions or concerns			✓
All monthly notification properties – The Bays	Monthly during the reporting time	G2	JCG	Monthly notification providing three-month lookahead of OOHW (if any)	Stakeholders have opportunity to respond with questions or concerns			✓
All bi-weekly email subscribers Bays & Pyrmont	Bi-weekly during the reporting time	G2	JCG	Bi-weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Bi-weekly email update. Stakeholders have opportunity to respond with questions or concerns			✓

Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW Protocol
<p>D37 In order to undertake out-of-hours work outside the work hours specified under Condition D21, 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 Pyrmont includes the following:</p> <div data-bbox="963 539 1410 1189" style="border: 1px solid #ccc; padding: 10px;"> <p>Contact us</p> <p>If you have any questions about the project, please call 1800 612 173 and ask for Georgia or email MetroTunnels.JCG.JV@transport.nsw.gov.au</p> <p>Sydney Metro Connect</p> <p>Download the Sydney Metro Connect app onto your device to stay informed about current work and project milestones on Sydney Metro West.</p> <p style="text-align: center;">Download Sydney Metro Connect</p> <p>Community Relations Team Sydney Metro West</p> <ul style="list-style-type: none"> 📞 1800 612 173 Community information line open 24 hours ✉️ sydneymetrowest@transport.nsw.gov.au (responses during business hours only) 📦 Sydney Metro West, PO Box K659, Haymarket NSW 1240 <p><small>If you require the services of an interpreter, please contact the Translating and Interpreting Service on 131 450 and ask them to call Sydney Metro on 1800 612 173. The interpreter will then assist you with translation.</small></p> <p><small>මෙහි ඇති විදේශීය භාෂාවන්හි සඳහා සහතික කළ පරිදි සහ සහතික කළ පරිදි වෙනම සේවාවක් ලෙස සැලසුම් කළ ඇමරිකානු භාෂා සේවාවක් ඇත.</small></p> <p><small>Jika anda memerlukan khidmat penterjemah, sila hubungi Translating and Interpreting Service Di 131 450 atau Pertanyaan dan Ambulans 131 450 dan minta mereka menghubungi sydney metro, nombor telefon 1800 612 173. Penterjemah akan membantu menterjemah untuk anda.</small></p> <p><small>Se avete bisogno dell'ausilio di un interprete, vi preghiamo di contattare il Servizio di Traduzione ed Interpretazione al numero 131 450 o chiedere di chiamare Sydney Metro al numero 1800 612 173. L'interprete vi assisterà nella traduzione.</small></p> <p><small>轉譯和口譯服務熱線：131 450 或悉尼地鐵西區辦事處：1800 612 173 或致電悉尼地鐵西區辦事處查詢。</small></p> <p><small>轉譯和口譯服務熱線：131 450 或悉尼地鐵西區辦事處：1800 612 173 或致電悉尼地鐵西區辦事處查詢。</small></p> <p><small>تلفظ خدمات الترجمة والتفسير على الرقم 131 450 أو اتصل بمكتب خدمة العملاء على الرقم 1800 612 173 أو اتصل بمكتب خدمة العملاء على الرقم 1800 612 173.</small></p> </div>
<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 D26 (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. 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</p>

	<p>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>
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