



D51 Outcomes of Community Consultation Report October - December 2024 (Q4)



Applicable to:	Sydney Metro West
Status:	Final
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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 October – December 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 – Westmead Utilities Installation and Relocation Works (complete)

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 Strathfield (5,627 recipients)	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
All subscribers of Burwood North (5,181 recipients)	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
All subscribers of North Strathfield (5,008 recipients)	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
All subscribers of Sydney Olympic	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHW activities and expected noise impacts	Stakeholders have the 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
Park (5,401 recipients)	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHW work	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
Waterview St, Second Ave, Great North Rd, Garfield St, Five Dock	2,4,9 & 11 October 2024	B	AFJV	Pavement restoration OOHW doorknock	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.	✓	✓	✓
Five Dock (500m distribution radius around site)	10 October 2024	B	AFJV	Six monthly Five Dock newsletter	Newsletter outlining current activities in Five Dock for the next 6 months and any OOHW in the area			✓
Princess Avenue, Rodd Point	13 October 2024	B	AFJV	Tunnelling and cross passage work	Place Manager contacted resident and provided details on location, impact and duration of in tunnel work. Place Manager explained this additional work was cross passage defect repairs, removal of temporary tunnelling infrastructure and installation of underline service crossings inside the tunnel. Place Manager confirmed noise and vibration from the work is expected to be heard/felt which is normal but would not be continuous. Stakeholder appreciative of the call.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Waterview St, Second Ave, Great North Rd, East St, Garfield St, Five Dock	16,18,22, 23 & 25 October 2024	B	AFJV	Pavement restoration OOHW doorknock	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.	✓	✓	✓
Crescent Street, Rozelle	21,22,24, 28,29 & 31 October 2024	B	AFJV	Utility relocation OOHW doorknock	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some	✓	✓	✓
Burwood North (500m distribution radius around site)	30 October 2024	B	AFJV	Six monthly Burwood North newsletter	Newsletter outlining current activities in Burwood North for the next 6 months and any OOHW in the area			✓
Queen Street, North Strathfield	13 November 2024	B	AFJV	Complaint about tunnelling support activities	Place Manager contacted resident & provided a full brief of construction work, timetable and mitigation measures. Place Manager explained circumstances of when alternative accommodation was offered and provided a detailed lookahead on work through 2024 to mid-25. Stakeholder appreciative of the information.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Waterview St, Second Ave, Great North Rd, East St, Garfield St, Five Dock	12,13,15, 19,20,22, 25,26 & 28 November 2024	B	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.	✓	✓	✓
Queen Street, North Strathfield	20 November 2024	B	AFJV	Complaint about tunnelling support activities	Place Manager contacted stakeholder to confirm a new location for concrete testing for the invert pours had been established in order to not disrupt resident. Stakeholder appreciative of the outcome and the call.	✓		✓
Burton Street, Concord	28 November 2024	B	AFJV	Complaint about tunnelling support activities	Place Manager contacted resident and provided details on location, impact and duration of the work which involved service stripping within the tunnel. Place Manager liaised with site team to reconfigure the site to remove activity stakeholder found annoying from near premises. Place Manager offer respite offer until this could be finalised. Stakeholder appreciative of the action and call.	✓	✓	✓

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	28 November 2024	B	AFJV	Cross passage hammering notification	Doorknock to the whole street advising that the final concrete/hammering works will occur for one week prior to the Christmas break and finished in the new year. Stakeholders advised that the works will stop by 10pm each evening.	✓		✓
Five Dock	20 December 2024	B	AFJV	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Burwood North	27 December 2024	B	AFJV	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
North Strathfield	27 December 2024	B	AFJV	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Sydney Olympic Park (500m distribution radius around site)	11 October 2024	F	WTP - GLC	Six monthly SOP newsletter – including OOHW 6 month lookahead	Newsletter outlining construction progress and planned (known) OOHW in the area for the coming 6 months			✓
Clyde and surrounds (300)	18 October 2024	F	WTP - GLC	Notification reminder to inform businesses about upcoming OOHW road closure 25-28 October	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
Clyde and surrounds (500m distribution radius around site)	26 October 2024	F	WTP - GLC	Six monthly Clyde newsletter – including OOHW 6 month lookahead	Newsletter outlining construction progress and planned (known) OOHW in the area for the coming 6 months			✓
TBM (2)	28 October 2024	F	WTP - GLC	Cross Passage reminder notification XP55 Showground Road, Sydney Olympic Park	General update includes identification of night work			✓
Westmead	12 November 2024	F	WTP - GLC	Doorknock to residents advising of early morning crane delivery and offering respite.	Stakeholders have opportunity to respond with questions or concerns	✓	RO – 6 acceptances (work cancelled)	✓
Westmead	15 November 2024	F	WTP - GLC	Doorknock to residents advising of early morning crane delivery and offering respite.	Stakeholders have opportunity to respond with questions or concerns	✓	RO – 6 acceptances	✓
Clyde and surrounds (1320)	10 December 2024	F	WTP - GLC	Notification to inform businesses about upcoming OOHW road closure 17-18 December	General update includes identification of night work			✓
Parramatta	22 November 2024	F	WTP - GLC	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Westmead	22 November 2024	F	WTP - GLC	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Clyde	22 November 2024	F	WTP - GLC	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓

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 (500m distribution radius around site)	15 December 2024	F	WTP - GLC	Six monthly Westmead newsletter – including OOHW 6 month lookahead	Newsletter outlining construction progress and planned (known) OOHW in the area for the coming 6 months			✓
Eastern Creek (500m distribution radius around site)	16 December 2024	F	WTP - GLC	Six monthly Eastern Creek newsletter – including OOHW 6 month lookahead	Newsletter outlining construction progress and planned (known) OOHW in the area for the coming 6 months			✓
All subscribers – Westmead (Email – 3281, mail out – 1500)	Weekly during the reporting period	F	WTP - 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	WTP - 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	WTP - 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	WTP - GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – Clyde and surrounds	Weekly during the reporting period	F	WTP - 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	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
(Email – 755, mail out – 1320)	Monthly update	F	WTP - 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	WTP - 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	WTP - 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)	Quarterly update	F	WTP - GLC	Quarterly 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
Distribution area – TBM (526) Rosehill - Alfred Street, Weston Street, Hope Street, James Ruse Drive, Arthur Street, Oak Street, Parramatta - Hassall Street, Gregory Place, Purchase Street, George Street.	Monthly update	F	WTP - GLC	Monthly notification – TBM Tunnelling	Stakeholders have opportunity to respond with questions or concerns	✓		✓
Distribution area – Mined tunnels Clyde (397)	Monthly update	F	WTP - GLC	Monthly notification – Mined Tunnelling	Stakeholders have opportunity to respond with questions or concerns	✓		✓
All subscribers – Westmead	Weekly (until Friday 18 October 2024)	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	✓		✓

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	Fortnightly (until 30 October, 2024)	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.		✓	✓
Westmead	Monthly update (October and November 2024)	H	Quickway	Inclusion in the GLC monthly notification providing three-month lookahead of OOHW	Stakeholders have opportunity to respond with questions or concerns			✓

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 DPHI 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>