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# Appendix O

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## Social impacts – revised construction mitigation and management

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As part of stakeholder feedback received on the previous Sydney Metro West planning application, the Sydney Metro Overarching Community Communications Strategy has included additional information regarding the preparation of Community Communication Strategies and Small Business Owners Engagement Plans, to manage potential social impacts during construction. This section comprises an update to the following sections of Technical Paper 9 (Social impacts) of the Environmental Impact Statement:

- Section 7.3 Responses, mitigation and management strategies and opportunities
- Section 7.4 Social impact summary – construction.

These sections have been updated to include specific references to the Community Communications Strategies as proposal specific management strategies (where relevant) to mitigate potential impacts to people during construction.

### 1.1 Responses, mitigation and management strategies and opportunities

This Section provides a summary of the potential strategies that may be implemented in response to the predicted social impacts associated with the construction of this proposal.

Table 1 identifies responses to potential construction impacts identified in this social impact assessment. Given the history of the Sydney Metro West and the staged planning approval process, there are a number of existing strategies already being implemented as part of the design process and through planning and construction that directly influence the management of the impacts relevant to this proposal. These have been identified in the Environmental Impact Statement for this proposal and are briefly outlined in the table below. In addition, opportunities to further respond to social impacts during the construction of this proposal are also identified.

A key management approach relevant to this assessment is the Sydney Metro Overarching Community Communications Strategy. It is anticipated that many social impacts will be managed or addressed through this specific strategy.

The Sydney Metro Overarching Community Communications Strategy requires that during construction, vulnerable and culturally and linguistically diverse communities are considered. Vulnerable communities would be considered through tools such as:

- engagement with relevant support organisations to keep vulnerable communities informed of work occurring
- provision of regular updates to rough sleepers about construction timing and impacts. Sydney Metro endorses the NSW Government approach to homelessness by incorporating the Sydney Metro Protocol for Homelessness within all community communication strategies
- informing and engaging with businesses impacted by people sleeping rough who may have been displaced by construction

Culturally and linguistically diverse communities would be considered through tools such as:

- providing project information on the Sydney Metro website, which can be translated into 58 different languages
- working closely with local councils and community groups to utilise existing relationships
- continued outreach with targeted culturally and linguistically diverse community groups, and face-to-face meetings and briefings with these communities as required
- advertising project milestones in foreign language newspapers
- translating project milestone factsheets and newsletters into targeted languages
- ensuring that foreign language submissions can be received
- providing translators for meetings and engagements as required.

Collectively, these tools aim to mitigate disproportionate impacts which may be experienced by vulnerable communities.

Further, Community Communication Strategies would be prepared in accordance with the Sydney Metro Overarching Community Communications Strategy. The Community Communications Strategies would identify affected communities, including vulnerable or marginalised groups. The Community Communications Strategies would be informed by engagement with directly affected communities and stakeholders to identify site-specific issues and develop tailored mitigation measures. They would also consider cumulative impacts at each site and outline the approach to managing cumulative impacts. The Community Communication Strategies would be subject to periodic evaluation during construction, where mitigation measures would be reviewed for appropriateness and lessons learnt would be considered.

The Overarching Community Communication Strategy also sets out the requirements for a Small Business Owners Engagement Plan, to provide assistance if required to small business owners located within and adjacent to Sydney Metro construction sites, where they may be potentially impacted by construction activities. Sydney Metro activities to support to eligible businesses may include:

- small business education and mentoring
- activation events
- business engagement events
- marketing and promotion.

The assessment presented in Table 2 provides a summary of social impacts after management strategies have been implemented. The management strategies identified also consider the requirements of the Sydney Metro West – Concept and Stage 1 Conditions of Approval (July 2021) as well as the environmental mitigation measures included in the *Sydney Metro West – Westmead to The Bays and Sydney CBD Submissions Report* (Sydney Metro, 2020b) and the *Sydney Metro West – Major civil construction between The Bays and Sydney CBD Submissions Report* (Sydney Metro, 2022b) that would be applicable to this proposal.

Section 8.1 of Technical Paper 9 (Social Impacts) of the Environmental Impact Statement provides a summary of all responses to social impacts specific to this proposal.

**Table 1 Responses and management strategies**

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
<b>Existing strategies</b>							
<p><b>Community benefits</b></p> <p>The Sydney Metro West Community Benefit Plan for the previous Sydney Metro West planning application would be updated for this proposal. The plan guides the development of community benefit initiatives (by Principal Contractors) during construction to make a positive contribution to the potentially affected community. The key objectives of the plan would include:</p> <ul style="list-style-type: none"> <li>• identify opportunities to create environmental and community benefits and provide positive social outcomes</li> <li>• respond to community priorities and needs in the locality of each relevant construction site.</li> </ul>	•	•	•	•	•	•	•

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
<p><b>Social infrastructure</b>                      Consultation would be carried out with managers of social infrastructure located near construction sites about the timing and duration of construction and management of potential impacts, with the aim of minimising potential disruption to the use of the social infrastructure from construction activity.</p>		●	●	●	●		
<p><b>Impacts on events or festivals</b>                      Consultation would be carried out with festival and event organisers in proximity to construction sites to mitigate potential impacts on the operation of the festival or event.</p>				●			
<p><b>Promote local culture and identity</b>                      Consultation would be carried out with stakeholders to identify opportunities for public art to reflect community values, culture and identity of the local community.</p>		●		●		●	
<p><b>Environmental management</b>                      Implementation of the Sydney Metro West Construction Environmental Management Framework, which would include the development of relevant management plans and measures to manage amenity related impacts. This would include measures in the Environmental Impact Statement in response to:</p> <ul style="list-style-type: none"> <li>● amenity related impacts such as noise, dust, vibration and visual impacts</li> <li>● vibration management strategies to minimise impacts on heritage structures</li> <li>● changes to pedestrian, bicycle or vehicular access and/or circulation</li> <li>● cumulative impacts due to other major projects in the locality.</li> </ul>	●	●	●	●	●	●	

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
<p><b>Stakeholder and community involvement</b></p> <p>Implementation of the Sydney Metro West Overarching Community Communication Strategy to provide for continued community engagement across all Sydney Metro West construction sites.</p> <p>The Strategy includes the approach to communication and engagement across all work activities of Sydney Metro West and 12 months following the completion of construction. Community Communications Strategies would be prepared which would be informed by engagement with directly affected communities and stakeholders to identify site-specific issues and develop tailored mitigation measures.</p>	●	●	●	●	●	●	
<p><b>Visual surroundings</b></p> <p>Several visual management strategies as identified in Technical paper 6 (Landscape and visual amenity) would be implemented and are also relevant for managing visual impacts to the community’s surroundings:</p> <ul style="list-style-type: none"> <li>• structures (such as acoustic sheds or other acoustic measures) would be finished in a colour that aims to minimise the potential visual impact of the construction site (if visible from areas external to the construction site)</li> <li>• opportunities to retain and protect existing street trees and trees within the site would be identified during detailed construction planning. Any removed vegetation would be replaced to achieve no net loss to street numbers or canopy in proximity to the site at a minimum in the long term</li> <li>• Opportunities would also be investigated with relevant councils to provide plantings in proximity to the impacted areas prior to construction commencing where feasible and reasonable.</li> </ul>				●		●	
<p><b>Cumulative impacts</b></p> <p>Co-ordination and consultation would be undertaken prior to and during construction to manage the interface of this proposal with other major projects and manage construction fatigue impacts where possible.</p>	●	●	●	●	●	●	

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
<p><b>Crime prevention through environmental design</b> In partnership with NSW Police conduct regular CPTED audits of the construction site's areas of impact.</p>					●	●	
<p><b>Sydney Metro West Workforce Development and Industry Participation Plan</b></p>							●
<p><b>Sydney Metro West Aboriginal Participation Plan</b></p>							●
<p><b>Sydney Metro Sustainability Plan</b> Sustainability initiatives are being incorporated into the planning, design, construction and operations of Sydney Metro West and would achieve a minimum of 75 under the Infrastructure Sustainability Council (ISC) Infrastructure Sustainability (IS) Design and As-Built rating tool Version 1.2 or a 5-Star Green Star rating (or equivalent level of performance using a demonstrated equivalent rating tool), in accordance with Condition C-B7 of the Minister's Conditions of Approval. This includes sustainable procurement requirements.</p>	●	●			●	●	●
<p><b>Continuation of activation of streetscapes</b> In addition to temporary activation measures outlined in the Construction Environmental Management Framework, temporary activation considered in the vicinity of the Five Dock Station western construction site and Parramatta metro station construction site would include opportunities to provide spaces and places for the community to gather and meet each other.</p>		●		●		●	
<p><b>Potential impacts on school infrastructure</b> Ongoing engagement would be undertaken with NSW Department of Education and other affected schools to continue to investigate feasible and reasonable mitigation measures related to construction traffic, pedestrian safety, construction noise and vibration, and air quality.</p>	●		●				

Responses to potential construction impacts	Way of life	Community	Accessibility	Culture	Health and wellbeing	Surroundings	Livelihoods
<b>Additional responses relevant to this proposal</b>							
<p><b>Monitoring of construction social impacts</b></p> <p>To monitor social impacts, Sydney Metro, together with the construction contractor, would develop a plan to monitor impacts during the construction of this proposal.</p> <p>Monitoring and evaluation are key components of a social impact assessment process to identify any unanticipated impacts that may arise as a result of the proposal.</p> <p>The analysis and research conducted for a social impact assessment provides a foundation for the ongoing monitoring and adaptive management of social impacts over the life of this proposal.</p> <p>The plan would include mechanisms to monitor any commitments and assumptions made in the SIA, including those predicted negative construction impacts shown in Table 2. For example, consideration of impacts and mechanisms to address personal issues on a case-by-case basis. Adaptive management principles are further explored in Chapter 8 of Technical Paper 9 (Social Impacts) of the Environmental Impact Statement.</p>	●	●	●	●	●	●	●

## 1.2 Social impact summary – construction

Table 2 provides a summary of the unmitigated social impacts, the proposed response (mitigation or enhancement measure) to these impacts and the residual impact.

Construction activities would be carried out predominantly within the same construction footprint as required for construction subject to the previous Sydney Metro West planning applications, with the potential for some minor additional and/or changes to construction footprint areas required. Generally, due to the scope of construction, the impacts are expected to be generally felt to a lesser degree than those major construction activities carried out under the previous Sydney Metro West planning applications

Ongoing monitoring and evaluation of predicted social impacts are an important part of mitigation and management during construction activities so that any unanticipated impacts are identified, or mitigation measures are adapted to address unanticipated change (refer to chapter 8 of Technical Paper 9 (Social impacts) of the Environmental Impact Statement). There is likely to be an increase in cumulative impacts relating to construction and consultation fatigue that would need to be mitigated by continued proactive and responsive community engagement and opportunities to create positive community outcomes through the Community Benefit Plan. These potential cumulative impacts are more likely to occur at construction sites in close proximity to the projects identified in Table 5-14 of Technical Paper 9 (Social impacts) of the Environmental Impact Statement, including at Parramatta, Clyde, Sydney Olympic Park, The Bays, Pyrmont and Hunter Street.

**Table 2 Social impact summary – construction**

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Regional</b>				
<p>Enhanced wellbeing from job opportunities and community investment related to Sydney Metro West contributing to the generation of an estimated 10,000 direct and 70,000 indirect jobs in total across all stages and station localities of Sydney Metro West, including vulnerable groups. This is a cumulative impact.</p>	<p>Almost certain / major = very high (positive)</p>	<p>Sydney Metro West Workforce Development and Industry Participation Plan, Sydney Metro West Aboriginal Participation Plan</p>	<p>Almost certain / major = very high (positive)</p>	<p>Not applicable. Social employment and procurement practices are already part of Sydney Metro policies and plans.</p>
<p>Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including impact on daily routines due to pedestrian and traffic detours.</p>	<p>Likely / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy, Community Benefits Plan</p>	<p>Possible / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. For example, engagement may need to be adapted in response to specific concerns relating to an individual circumstance.</p>



Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Sydney Metro West corridor</b>				
<p>Time delays related stress as a result of road works, increased construction traffic and impacts to the road network.</p>	<p>Likely / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategies)</p>	<p>Possible / minimal = low (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. These may be reflected in Community Communications Strategies which would outline the approach for managing impacts during construction, specific to each site.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. For example, engagement may need to be adapted in response to specific concerns relating to an individual circumstance.</p>
<p>Continued temporary change to the way of life for people living, working, or accessing services near construction sites due to a greater construction interface with customers on the existing Sydney Trains platform, or changes to transport, temporary changes to bus stops, parking, footpaths and pedestrian crossings. Temporary changes to bus stops, temporary removal of parking spaces and additional road works.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategies), Community Benefits Plan Construction Traffic Management Framework</p>	<p>Possible / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. For example, engagement may need to be adapted in response to specific concerns relating to an individual circumstance. These may be reflected in site-specific Community Communications Strategies prepared which would be monitored and reviewed periodically in accordance with the Overarching Community Communications Strategy to consider the appropriateness of mitigation measures and lessons learnt.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential for cumulative noise and vibration impacts during construction which could impact on the way of life and social amenity of those people within the Sydney Metro West corridor.</p>	<p>Possible / moderate = medium (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategies)</p>	<p>Possible / minor = medium (negative)</p>	<p>The potential cumulative impacts (both concurrent and consecutive) from this proposal and other projects would be investigated further as the project progresses when detailed construction planning is developed. Specific management strategies designed to address potential impacts should be developed and used to minimise the impacts as far as practicable, in consultation with the affected community. The site-specific Community Communications Strategies would outline the approach for managing cumulative impacts during construction.</p>
<p>Extended construction periods and potential associated impacts on traffic, noise, air quality and amenity may result in construction fatigue in surrounding communities.</p>	<p>Possible / moderate = medium (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategies)</p>	<p>Possible / minor = medium (negative)</p>	<p>The potential cumulative impacts (both concurrent and consecutive) from this proposal and other projects would be investigated further as the project progresses when detailed construction planning is developed. Specific management strategies designed to address potential impacts should be developed and used to minimise the impacts as far as practicable, in consultation with the affected community, including vulnerable stakeholders. Community Communications Strategies would be developed in accordance with the Overarching Community Communications Strategy through the preparation of Community Communications Strategies, which would be monitored and reviewed periodically in accordance with the Overarching Community Communications Strategy to consider the appropriateness of mitigation measures and lessons learnt.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued impact to people’s livelihoods due to ongoing construction impacts on businesses	Possible / moderate = medium (negative)	CEMF, Overarching Community Communications Strategy (including Community Communications Strategies and Small Business Owners Engagement Plan), Community Benefits Plan  Construction Traffic Management Framework, Social Impact Monitoring	Possible / minor = medium (negative)	<p>Ongoing disruption and changes expected due to construction activity, however, impacts on businesses would continue to be closely monitored and mitigation measures adapted as necessary in response to specific concerns relating to individual circumstances. The mitigation measures would be tailored for each site through the Community Communications Strategies, which would be informed by engagement with directly affected communities and stakeholders. This would be monitored and reviewed periodically in accordance with the Overarching Community Communications Strategy to consider the appropriateness of mitigation measures and lessons learnt.</p> <p>A Small Business Owners Engagement Plan would also provide assistance if required to small business owners located within and adjacent to Sydney Metro construction sites, where they may be potentially impacted by construction activities.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Westmead metro station</b>				
<p>Ongoing impact to how people experience the local area, reduced social cohesion or a decline in community interactions due to continued construction impacts and changes to the streetscape, particularly considering the linguistic diversity in the community.</p>	<p>Likely / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minor = medium (negative)</p>	<p>Changes to a sense of place and community character associated with construction impacts (i.e., dust, noise, vibration, traffic, changes to streetscape) would be temporary and be mitigated through the implementation of environmental management strategies.</p> <p>The Overarching Community Communications Strategy includes a range of tools and guidance for engaging with linguistically and culturally diverse communities, including the ability to translate materials in 58 languages. These tools would assist with effective and inclusive community engagement ensuring vulnerable communities have access to the right resources. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts at Westmead and enhance positive social outcomes.</p> <p>Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential wellbeing impacts associated with ongoing construction activity for vulnerable people including those people sensitive to noise and vibration, needing assistance or experiencing mental ill health.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>The Overarching Community Communications Strategy would facilitate effective communications with the community through the implementation of a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts and enhance positive social outcomes. This would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent, which would also be managed through the Community Communications Strategy. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>The Overarching Community Communications Strategy includes a range of tools and guidance for engaging with linguistically and culturally diverse communities. These tools would assist with effective and inclusive community engagement ensuring vulnerable communities have access to the right resources.</p>
<p>Disruption to business trade due to the demolition of the existing concourse.</p>	<p>Almost certain / moderate = high (negative)</p>	<p>Property acquisition and business impacts</p>	<p>Unlikely / minimal = low (negative)</p>	<p>Impact limited to one business that would likely relocate.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued reduction to social amenity in local area due to the presence of a slightly larger construction site and associated impacts on noise, air quality and vibration.</p>	<p>Likely / moderate = high (negative)</p>	<p>Promote local culture and identity, CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Construction Noise and Vibration Standard</p>	<p>Possible / moderate = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities, older residents and residents who require assistance so that vulnerable customers and residents are not disproportionately impacted. This would be achieved through implementation of a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups and include specific mitigation measures to manage impacts. This would be monitored and reviewed periodically in accordance with the Overarching Community Communications Strategy to consider the appropriateness of mitigation measures and lessons learnt.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Parramatta metro station</b>				
<p>Continued impact to cultural festivals and Aboriginal and European heritage items of significance adjacent to the construction site, with attendant impacts to communities' connection to place, shared histories and the future of their community.</p>	<p>Possible / moderate = medium (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategy), Community Benefit Plan</p>	<p>Possible / minor = medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would continue to mitigate impacts to some extent. This would be achieved through implementation of a site-specific Community Communications Strategy, which would include specific mitigation measures to manage impacts at Parramatta and would be informed by engagement with directly affected communities and stakeholders.</p> <p>Measures would be in place to mitigate impacts to culture associated with heritage items over the longer term.</p> <p>Through working with festival organisers, construction activity and traffic management practices would be adjusted or temporarily changed to minimise potential conflicts during special or cultural events in the Paramatta CBD.</p> <p>Opportunities to offset temporary changes to community culture would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area. Culturally and linguistically diverse households and communities may be disproportionately impacted if communication materials are not accessible.</p>	<p>Possible / moderate = medium (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minor = medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts and enhance positive social outcomes. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities. This would reduce the potential for vulnerable communities to experience disproportional impacts.</p>



Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued reduction in amenity in local area and on how people experience local social infrastructure, including churches and learning environments due to ongoing construction and associated noise, air quality and vibration impacts.</p>	<p>Likely / moderate = high (negative)</p>	<p>Promote local culture and identity, CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Construction Noise and Vibration Standard Construction Traffic Management Framework</p>	<p>Possible / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders to identify site-specific issues and develop tailored mitigation measures. This would be monitored and reviewed periodically in accordance with the Overarching Community Communications Strategy to consider the appropriateness of mitigation measures and lessons learnt.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Sydney Olympic Park metro station</b>				
<p>Continued temporary changes to the way of life for people living, working, or accessing services near the construction site due to, temporary removal of parking spaces and ongoing changes to traffic management in the area. Culturally and linguistically diverse households and communities may be disproportionately impacted if communication materials are not accessible.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Traffic Management Framework</p>	<p>Likely / minor = low (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p>Continued changes to the community character of the area due to changing visual amenity including additional hoarding and streetscape changes. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>Promote local culture and identity, CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings</p>	<p>Unlikely / minimal = low (negative)</p>	<p>Potential changes to community character associated with visual amenity impacts of construction would continue to an extent, however, they would be temporary and be mitigated through the implementation of environmental management strategies. This would be implemented through the site-specific Community Communications Strategy which would include specific mitigation measures relevant to Sydney Olympic Park, would consider cumulative impacts at this site and outline the approach to managing cumulative impacts.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>North Strathfield metro station</b>				
<p>Continued temporary changes to the way of life for people living, working, or accessing services near the construction site due to reconfiguration of stairs and vertical transport connections from the existing station. Temporary changes to bus stops, parking, footpaths and pedestrian crossings. Culturally and linguistically diverse households and older residents may be disproportionately impacted if communication materials are not accessible.</p>	<p>Likely / moderate = high (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Traffic Management Framework</p>	<p>Possible / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities and be accessible in a range of formats for elderly residents.</p>
<p>Continued changes to community character and connection to place due to ongoing construction activity and an increased construction interface with customers on the existing platform and Queen Street, including additional hoarding and changes to streetscape.</p>	<p>Possible / minor = medium (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategy), Community Benefit Plan</p>	<p>Possible / minimal = low (negative)</p>	<p>Changes to a sense of place and community character associated with construction impacts (i.e., dust, noise, vibration, traffic, changes to streetscape) would be temporary and would be mitigated through the implementation of environmental management strategies. These would be reflected in the site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts at North Strathfield, and would be informed by engagement with directly affected communities and stakeholders.</p> <p>Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Noise and Vibration Standard</p>	<p>Possible / minor = medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for culturally and linguistically diverse communities and be accessible in a range of formats for elderly residents. This would be implemented through a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts and enhance positive social outcomes. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued reduction in amenity in local area due to the expansion of the existing construction site and associated noise, air quality and vibration impacts.	Likely / moderate = high (negative)	Promote local culture and identity, CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Construction Noise and Vibration Standard	Possible / minor = medium (negative)	Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders to identify site-specific issues and develop tailored mitigation measures. This would be monitored and reviewed periodically in accordance with the Overarching Community Communications Strategy to consider the appropriateness of mitigation measures and lessons learnt. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Burwood North Station</b>				
Continued changes to community character and connection to place due to ongoing construction activity and changes to streetscape.	Possible / minor = medium (negative)	Promote local culture and identity, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Community Benefit Plan	Possible / minimal = low (negative)	Changes to a sense of place and community character associated with construction impacts (i.e., dust, noise, vibration, traffic, changes to streetscape) would be temporary and be mitigated through the implementation of environmental management strategies. These would be reflected in the site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts at North Burwood North, and would be informed by engagement with directly affected communities and stakeholders. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued impact on how people experience local social infrastructure, including churches, schools and a nursing home due to ongoing construction and associated noise, traffic, parking, access, air quality and vibration impacts. Considering the larger representation of residents who require assistance, low-income households and older and elderly residents, these vulnerable communities could be potentially disproportionately impacted.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy). Construction Noise and Vibration Standard</p>	<p>Possible / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity, however environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for vulnerable groups to support them through periods of change. This would be implemented through a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts and enhance positive social outcomes. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Psychosocial impacts as a result of inherent changes to the social fabric or the local area. Considering the larger representation of residents who require assistance, low-income households and older and elderly residents, these vulnerable communities could be potentially disproportionately impacted.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for vulnerable groups to support them through periods of change. This would be implemented through a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts and enhance positive social outcomes. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p>



Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Five Dock Station</b>				
<p>Continued reduction in amenity due to ongoing construction and associated impacts on traffic, parking, access, noise, air quality and vibration. This would include changes to how people experience the area, including Fred Kelly Place, the local library, places of worship, childcare centres and other civic spaces. Vulnerable communities may be more impacted than other residents in the locality.</p>	<p>Likely / moderate = high (negative)</p>	<p>Promote local culture and identity, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Community Benefit Plan, Construction Noise and Vibration Standard</p>	<p>Possible / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to, however, environmental management measures aim to minimise these impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes materials specifically designed for vulnerable groups to support them through periods of change. This would be implemented through a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts and enhance positive social outcomes. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued impacts on connection to place associated with construction impacts. This would include disruption to access to the local retail village centre and community gathering areas, within an established residential neighbourhood, with a relatively higher proportion of older residents.</p>	<p>Possible / moderate = medium (negative)</p>	<p>Promote local culture and identity, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Community Benefit Plan</p>	<p>Possible / minor = medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Community Communications Strategy would identify affected communities and include site-specific mitigation measures to manage impacts. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders, and would be reviewed periodically to consider the appropriateness of mitigation measures and lessons learnt. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential psychosocial impacts as a result of inherent changes to the social fabric or the local area and resistance to change.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minor = Medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would include site-specific mitigation measures to manage impacts, including any cumulative impacts at Five Dock. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential wellbeing impacts associated with ongoing construction activity for vulnerable community members, including those people with need for assistance, the elderly, low-income households, culturally diverse households and community members sensitive to noise and vibration</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Noise and Vibration Standard</p>	<p>Possible / minor = Medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would identify affected communities including vulnerable or marginalised groups, and include specific mitigation measures to manage impacts, including any cumulative impacts at the site. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Overarching Community Communications Strategy includes tools and guidelines specifically designed for vulnerable groups to support them through periods of change.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>The Bays Station</b>				
<p>Continued reduction in amenity in local area due to the expansion of the existing construction site and associated impacts on noise, traffic, parking, air quality and vibration, noting this site is largely located in a non-residential locality.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Medium (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would be informed by engagement with directly affected communities and stakeholders identify affected communities including vulnerable or marginalised groups. This would include specific mitigation measures to manage any cumulative construction impacts at the site.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p>Potential cumulative landscape impact, as part of a wider transformation of the precinct contributing to a potential decline in the way people experience their surroundings. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>This cumulative impact would reduce over time with the completion of adjacent infrastructure projects. The site-specific Community Communications Strategy implemented in accordance with the Sydney Metro West Overarching Community Communications Strategy would include specific mitigation measures to manage any cumulative construction impacts at the site and would be monitored and reviewed periodically to consider the appropriateness of mitigation measures and lessons learnt.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued changes to community character and sense of place associated with visual changes and the proximity to the Heritage listed White Bay Power Station</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>Potential changes to community character associated with visual amenity impacts of construction would continue to an extent, however they would be temporary and be mitigated through the implementation of environmental management strategies. These would be reflected in the site-specific Community Communications Strategy, which would include site-specific mitigation measures to manage impacts at The Bays. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders.</p>
<p>Potential cumulative impacts on culture and connections to Country if Aboriginal objects are identified during further investigations for The Bays Station construction site and the Western Harbour Tunnel and Warringah Freeway Upgrade.</p> <p>This is a cumulative impact.</p>	<p>While the likelihood is possible, the magnitude of the cumulative impact would be dependent on the scientific and cultural significance of the Aboriginal objects identified for this proposal and cannot be assessed at this stage.</p>	<p>Connecting with Country framework</p>	<p>n/a</p>	<p>This proposal also has the potential to impact on unidentified surface and subsurface archaeological sites and identified cultural values which could result in potential cumulative impacts on identified cultural and archaeological values (such as values of significance to Aboriginal people resulting from traditions, customs, beliefs and history, and those associated with waterways surrounding the project). Sydney Metro is developing a Connecting with Country framework strategy to inform the development of appropriate Aboriginal Cultural Design Principles that would be incorporated into the design, public art and cultural heritage interpretation of Sydney Metro West.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued changes to the way of life for people working, or accessing services near the construction site (noting this is primarily an industrial area), primarily due to transport network modifications including the permanent realignment of the Port Access Road, construction of new precinct street and associated footpaths and interchange facilities on Port Access Road.</p>	<p>Likely / minor = low (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Community Benefit Plan, Construction Noise and Vibration Standard</p>	<p>Possible / minimal = low (negative)</p>	<p>Some disruption and changes are expected, however environmental management measures aim to minimise these impacts. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p>Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would include specific mitigation measures to manage impacts, including any cumulative impacts at the site. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Pyrmont Station</b>				
<p>Continued temporary changes to the way of life for people living, working, visiting or accessing services near the construction site due to additional temporary removal of parking spaces, temporary footpath closures and the closure of the westbound traffic lane on Union Street.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minimal = low (negative)</p>	<p>Potential impacts would be ameliorated, and sensitivities reduced through effective construction management and communication. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures in the Community Communications Strategy are reviewed and amended if required.</p>
<p>Potential time delay related stress as a result of road works, increased construction traffic and impacts to the road network. This is a cumulative impact.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Traffic Management Framework</p>	<p>Possible / minimal = low (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. This would be implemented through the Construction Traffic Management Framework and the site-specific Community Communications Strategy prepared for the site, which would include specific mitigation measures to manage impacts. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>



Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued changes to the community character of the area due to changing visual amenity and streetscape changes. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Community Benefit Plan</p>	<p>Unlikely / minor = low (negative)</p>	<p>Changes to community composition associated with property acquisition would remain. Changes to sense of place and community character associated with construction impacts (i.e., dust, noise, vibration, traffic) would be temporary and be mitigated through the implementation of environmental management strategies. These would be reflected in the site-specific Community Communications Strategy, which would include site-specific mitigation measures to manage impacts at Pyrmont. The Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders and would consider cumulative impacts at the site. Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.</p>
<p>Continued changes to how people access local social infrastructure and services including cultural infrastructure and cycling infrastructure within the locality and potential disruption to way of life. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minor = low (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate communication related to any changes to access routes for nearby social infrastructure which may occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities. This would be implemented through a site-specific Community Communications Strategy, which would be informed by engagement with directly affected communities and stakeholders and include specific mitigation measures to manage impacts and enhance positive social outcomes. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued changes to the appearance and use of the site potentially impacting on local heritage items and cultural infrastructure, such as the Sydney Lyric Theatre of Australian National Maritime Museum.</p>	<p>Possible / minor = medium (negative)</p>	<p>Promote local culture and identity, Overarching Community Communications Strategy (including Community Communications Strategy), visual surroundings, Community Benefit Plan</p>	<p>Unlikely / minor = low (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent.</p> <p>Measures would be in place to mitigate impacts to culture associated with heritage items over the longer term. This would be implemented through a site-specific Community Communications Strategy, which would include specific mitigation measures to manage potential impacts.</p> <p>Consultation would be carried out with festival and event organisers to mitigate potential impacts on the operation of the festival or event.</p> <p>Opportunities to offset changes to community culture would be considered in the Community Benefit Plan. Impacts to community members’ connection to place would likely remain, albeit mitigated to an extent by construction management and the community communications strategies</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued health and wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration, including the potential for construction activities adjacent the Union Street cycleway to reduce opportunities for or discourage physical activity.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Traffic Management Framework</p>	<p>Possible / minimal = low (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate communication related to any changes to access routes for nearby social infrastructure which may occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities. This would be implemented through a site-specific Community Communications Strategy, which would be informed by engagement with directly affected communities and stakeholders identify affected communities including vulnerable groups. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Hunter Street Station (Sydney CBD)</b>				
<p>Continued temporary changes to the way of life for the large number of people living, working, visiting or accessing services near the construction site due to additional temporary removal of parking spaces, temporary impacts to footpaths and temporary road closures. Communication materials would need to address the needs of linguistically diverse residents to ensure impacts are not disproportionately experienced.</p>	<p>Likely / major = high (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Traffic Management Framework</p>	<p>Likely / minor = medium (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes.</p> <p>The Overarching Community Communications Strategy would include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required. The Strategy also includes tools and guidelines on engaging with culturally and linguistically diverse communities, overall supporting fair and equal access to grievance mechanisms.</p>
<p>Continued change to community character, and sense of place and belonging associated with changes to streetscape and construction activity, and potential disruption to access to some community gathering spaces (e.g., Ivy Precinct, the Domain 30 Knots, the Royal George). This is a cumulative impact.</p>	<p>Possible / moderate = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minor = medium (negative)</p>	<p>Changes to a sense of place and community character associated with construction impacts (i.e., dust, noise, vibration, traffic, changes to streetscape) would be temporary and be mitigated through the implementation of environmental management strategies. These would be reflected in the site-specific Community Communications Strategy, which would include site-specific mitigation measures, which would be informed by engagement with directly affected communities and stakeholders.</p> <p>Opportunities to offset changes and create positive community outcomes would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued changes to how people access local social infrastructure and services including within the locality and potential disruption to way of life, including the continued closure of the existing underground walkway between Wynyard Station and Pitt Street. This could also continue to impact upon businesses who rely on passing trade or who have already been affected by a redistribution of trade.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minimal = low (negative)</p>	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate if any changes to access routes for nearby social infrastructure would occur, that this would be mitigated through close consultation and clear communication with managers of social infrastructure and nearby communities. This would be implemented through a site-specific Community Communications Strategy, which would be informed by engagement with directly affected communities and stakeholders and include specific mitigation measures to manage impacts and enhance positive social outcomes.</p> <p>The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>A Small Business Owners Engagement Plan may also be implemented to minimise impacts and secure benefits to small businesses affected by construction within or adjacent to Sydney Metro West construction sites. This may include measures to address amenity, access and visibility of the business or service.</p> <p>The ability of the communities affected to adapt to these changes to accessibility is high, if appropriate communication measures are implemented.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
Continued health and wellbeing impacts associated with ongoing construction activity for those people sensitivity to noise and vibration.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy (including Community Communications Strategy), Construction Noise and Vibration Strategy	Possible / minimal = low (negative)	<p>The Sydney Metro West Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would be informed by engagement with directly affected communities and stakeholders identify affected communities including vulnerable or marginalised groups.</p> <p>The Sydney Metro Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p> <p>Opportunities to offset potential effects and provide positive health and wellbeing outcomes would be considered in the Community Benefit Plan.</p>

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<b>Clyde stabling and maintenance facility and Rosehill services facility</b>				
Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including potential impact due to continued transport network modifications and continued pedestrian detours to the Rosehill Gardens racecourse. Culturally and linguistically diverse households could potentially be disproportionately impacted.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)	Possible / minimal = low (negative)	Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes.  The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.
Continued minor changes to community character and sense of place associated with construction activity and how people experience the area, including uncertainty related to the connection of Clyde and Rosehill with the broader Parramatta community.	Possible / minor = medium (negative)	CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)	Unlikely / minimal = low (negative)	Potential changes to community character associated with visual amenity impacts of construction would continue to an extent, however they would be temporary and be mitigated through the implementation of environmental management strategies. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage construction impacts.

Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Potential wellbeing impacts associated with ongoing construction activity for those people sensitive to noise and vibration. Culturally and linguistically diverse households could potentially be disproportionately impacted. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>The Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. The site-specific Community Communications Strategy would be informed by engagement with directly affected communities and stakeholders identify affected communities including vulnerable or marginalised groups. The Community Communications Strategy would include tailored mitigation measures and consider cumulative impacts at the site. The Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p>Continued reduction in amenity in local area due to ongoing construction and associated noise, air quality and vibration impacts. Construction impacts could also continue to affect people's livelihoods, through a continuation in amenity impacts to local businesses. This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minimal = low (negative)</p>	<p>Potential impacts would be ameliorated, and sensitivities reduced through effective construction management and communication, and coordination between this proposal and other major civil construction work in the locality. This impact has a medium social risk rating and would be monitored via measures in the Overarching Community Communications Strategy which also includes protocols for complaint management. The site-specific Community Communications Strategy would include tailored mitigation measures for the site and consider cumulative impacts.</p>



Potential impact to people	Evaluated significance rating (unmitigated)	Proposal specific management strategy(s)	Residual Impact significance	Change in impact considering implementation of management and mitigation strategy(s)
<p>Continued temporary changes to the way of life for people living, working, or accessing services near the construction site including impact due to continued transport network modifications and construction vehicle movements.</p> <p>This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Possible / minimal = low (negative)</p>	<p>Some disruption and changes are inevitable due to construction activity; however, traffic management measures aim to minimise these impacts. This would be implemented through a site-specific Community Communications Strategy which would include specific mitigation measures to manage impacts and enhance positive social outcomes.</p> <p>The Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures reviewed and amended if required.</p>
<p>Potential wellbeing impacts associated with ongoing construction activity for those people sensitivity to noise and vibration.</p> <p>This is a cumulative impact.</p>	<p>Possible / minor = medium (negative)</p>	<p>CEMF, Overarching Community Communications Strategy (including Community Communications Strategy)</p>	<p>Unlikely / minimal = low (negative)</p>	<p>The Overarching Community Communications Strategy would facilitate effective communications with the community and approaches to support the community through changes would mitigate impacts to some extent. This would be implemented through a site-specific Community Communications Strategy, which would be informed by engagement with directly affected communities and stakeholders identify affected communities including vulnerable groups. Coordination between Sydney Metro and other civil construction projects in the area would mitigate the cumulative wellbeing impacts to some extent. The Sydney Metro West Overarching Community Communications Strategy would also include a complaint handling process to facilitate community feedback on potential construction impacts are followed up and measures outlined in the Community Communications Strategy would be reviewed and amended if required.</p>

