



D51 Outcomes of Community Consultation Report – 2022 Q2

SM-22-00368570

Metro Body of Knowledge (MBoK)

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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 second quarter (Q2) period of 2022, April to June inclusive. This report has been generated from records in Consultation Manager and is provided to the AA, EPA and Planning Secretary in accordance with the condition.

The compliance matrix for all requirements of condition D51 can be found in **Attachment A**.

Phases included in this report are:

- Phase A – Quickway Power and Enabling Works
- Phase B1 – AFJV Central Tunnelling Package
- Phase C1 and C2 – Delta Parramatta and Clyde Enabling Works, Demolition and Archaeological Investigation Works
- Phase E – Transport for Tomorrow (TfT) Existing Corridor Enabling Works

Addressing feedback is categorised as follows:

Further clarification provided	Additional explanation of works, such as the reasons behind why works may need to be undertaken at night, why utility outages may need to be undertaken at a particular time.
Alternative mitigation measure offered	Through consultation, these may include alternative preferences for voucher offers (restaurant, bowling etc.), alternative accommodation (AA) or a different accommodation location to that originally offered.
Ongoing consultation	Includes individual notifications of works changes or potential uptake of additional mitigation measures in the future if the stakeholder wishes to accept for future notified works.

2. Outcomes

Stakeholder Interaction	Contract	Feedback Received	How it was addressed		
			Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Mansfield Street, Rozelle	Quickway	Resident concerned about OOHs work. Were offered AA proactively. Residents (4 households) advised that they would assess the first night and make decision to if they would accept AA.			✓
Merton Street, Rozelle	Quickway	Resident complaint about OOH. While not eligible for AA, offer was made to resident. Resident accepted AA offer		✓	
Donnelly Street, Balmain	Quickway	Resident complained about noise from construction activities. Noise monitoring showed that noise was below noise limits. Installed noise monitor for longer period on resident's balcony to provide assurance that work was below limits over longer period.		✓	
Mullens Street, Rozelle	Quickway	Resident called up to find out more information about upcoming work. Provided overview to resident outlining works until the end of the project. Resident was appreciative of information provided.	✓		
Mansfield Street, Rozelle	Quickway	Resident complaint about OOH. While not eligible for AA for the notified an offer was made to resident. Resident accepted AA offer		✓	
Church Street, Parramatta	Delta	Stakeholders were happy to receive update about upcoming OOHW.			✓
Mullens Street, Rozelle	AFJV	Resident was previously offered AA for Quickway work in the area, received AFJV notification and wanted to understand impacts and if eligible for AA. Resident did not qualify for AA and was unaffected by the work.	✓		
The Crescent, Rozelle	AFJV	The offered alternative accommodation location was not suitable due to work commitments so alternative one off accommodation found in the City, closer to their work.		✓	
Great North Road, Five Dock	AFJV	Resident complained about noise from street sweeper. AFJV checked monitored noise levels of sweeper were compliant, where possible limited frequency of sweeper use to provide respite and committed to not carrying out street sweeping after hours. AFJV booked additional alternative accommodation for resident to provide respite from cumulative impact of OOHW and noise/vibratory work during standard construction hours.	✓		

Stakeholder Interaction	Contract	Feedback Received	How it was addressed		
			Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Great North Road, Five Dock	AFJV	Resident concerned about overall cumulative noise impact from day and night work. AFJV provided an additional pair of noise cancelling headphones to the resident's daughter.		✓	
Great North Road, Five Dock	AFJV	Following observation of OOHW to install scaffold to the boundary of Fred Kelly Place, AFJV changed construction methodology which resulted in reduction of OOHW for removal of scaffold by two less nights.		✓	
Great North Road, Five Dock	AFJV	Resident accepted previously declined AA offer but concerned about dining costs which AFJV agreed to cover for this package of work.		✓	
Great North Road, Five Dock	AFJV	Resident provided positive feedback about AA venue but requested to stay on higher floors of the hotel. AFJV agreed to accommodate pending venue availability.		✓	
Great North Road, Five Dock	AFJV	Resident complained about noise from nightwork for which AA offer was declined. AFJV advised feedback will be passed to team and encouraged resident to reconsider AA offers for future work.			✓
Great North Road Five Dock	AFJV	Resident was concerned utility OOHW would impact power supply and the street sweeper truck would be used for OOHW. AFJV confirmed this work would not affect supply and sweeper truck would not be operating OOHW.	✓		
Waterview Street and Great North Road, Five Dock	AFJV	Two residents complained about oversize equipment delivery occurring after midnight. Explained due to size of the delivery truck (4m wide & 27m long) it is subject to movement restrictions under an Oversize and Overmass permit by the National Heavy Vehicle Regulator. The large delivery truck is not allowed to travel on urban roads until after 9:30pm so when it leaves its destination after 9:30pm and is escorted (very slowly) it physically is not able to arrive to Five Dock earlier.	✓		
Burton Street, Concord	AFJV	Resident concerned OOHW in May will be noisy every night. CEM explained that to mitigate impacts on the community, work will only occur on three nights per week and never more than two consecutive nights	✓		
Burton Street, Concord	AFJV	Resident complained about noise impact from OOHW on corner of Burton Street and Burwood Road. Work was not AFJV's however place manager sourced party carrying out the work and put the resident in contact with them so their concerns could be addressed.	✓		

Stakeholder Interaction	Contract	Feedback Received	How it was addressed		
			Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Loftus Street, Concord	AFJV	AFJV identified through a door knock an elderly stakeholder likely to be impacted by night work has dementia. AFJV liaised with carer to obtain family member details. Offered AA for the resident and the carer in a specialised disability room. Family member grateful but declined offer due to resident's condition. Resident was relocated to the back room and AFJV installed an additional layer of temporary fencing and noise blanket adjacent to the property line as additional noise mitigation to mitigate stress and impact on the resident.		✓	
Queen Street, North Strathfield	AFJV	Resident complained about night noise during rail possession work. AFJV liaised with all contractors on site to determine who was working at the specified time. AFJV identified responsible contractor and passed details to resident for a prompt response.	✓		
Queen Street, North Strathfield	AFJV	Speech Pathology business concerned noise from tree clearing work during rail possession weekend would impact their weekend classes. AFJV scheduled work to occur away from the business until all classes were finished.		✓	
Hassall Street, Westmead	Transport for Tomorrow	Resident enquired about off screen options. Bowling vouchers were offered as a result of the feedback.		✓	

Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW Protocol
<i>D51 In order to undertake out-of-hours work outside the work hours specified under Condition D35 of this schedule, appropriate respite periods for the out-of-hours work must be identified in consultation with the community at each affected location on a regular basis. This consultation must include (but not be limited to) providing the community with:</i>	<p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include details to Contact Us.</p> <p>For example, a Notification for works in Rozelle includes the following:</p> <p>Sydney Metro recognises that our work will have impacts and wherever possible we will work with the community to mitigate these impacts. We will continue to keep you updated on the progress of works in your area. Sydney Metro has launched Sydney Metro Connect – a new way to stay informed. You can download Sydney Metro Connect on the App Store or get it on Google Play.</p> <p>Your local Place Manager, Nelson will be your main contact for questions and enquiries regarding the project and can be contacted on 1800 612 173.</p> <p>If you would like to receive these updates via email, please contact Nelson who can add you to the distribution list. Our email is: sydneymetrowest@transport.nsw.gov.au</p>
(a) <i>a progressive schedule for periods no less than three (3) months, of likely out-of-hours work;</i>	<p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include this information.</p> <p>These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro).</p> <p>As per the OCCS, where it is identified that a resident is entitled to a respite or an alternative accommodation offer, the resident is contacted directly by the Place Manager. The method of contact depends on what details are available – phone, email or personalised mail or door knock.</p>
(b) <i>a description of the potential work, location and duration of the out-of-hours work;</i>	
(c) <i>the noise characteristics and likely noise levels of the work; and</i>	
(d) <i>likely mitigation and management measures which aim to achieve the relevant NMLs under Condition D39 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers).</i>	
<i>The outcomes of the community consultation,</i>	<p>This report, the Outcomes of Community Consultation Report.</p> <p>This report is issued to AA and EPA (by email) and Planning through the portal.</p> <p>This report is also issued to the ER's.</p>
<i>the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,</i>	<p>OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.</p>
<i>EPA and the Planning Secretary.</i>	<p>This information is provided to the EPA and Planning Secretary as per the process approved in the OOHW Protocol. i.e. through the addition of nominated EPA and DPE representatives to the distribution lists for Newsletters (three (3) month programme) and Notifications (seven (7) day program).</p> <p>These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro).</p>