



# D51 Outcomes of Community Consultation Report – 2022 Q3

SM-22-00418966

<b>Applicable to:</b>	Sydney Metro West
<b>Status:</b>	Final
<b>Version:</b>	2
<b>Date of issue:</b>	7 November 2022

# 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 third quarter (Q3) period of 2022, July to September inclusive. This report has been generated from records in Consultation Manager and is provided to the AA, EPA and Planning Secretary in accordance with CoA D51. This report covers interactions triggered through consultation methods. It does not duplicate complaints received regarding out-of-hours work, rather a register of complaints is submitted separately according to CoA B6 on a monthly basis.

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

Phases included in this report are:

- Phase 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
- Phase F – GLC Western Tunnel Package. NOTE: No relevant D51 outcomes of community consultation for GLC to report during this quarter.

Addressing feedback is categorised as follows:

<b>Further clarification provided</b>	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.
<b>Alternative mitigation measure offered</b>	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.
<b>Ongoing consultation</b>	Includes individual notifications of works changes or potential uptake of additional mitigation measures in the future if the stakeholder wishes to accept for future notified works.

## 2. Outcomes

Stakeholder Interaction	Date(s)	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
					Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Waterloo Street, Rozelle	21 Jul 2022	Quickway	Called stakeholders to provide update about out-of-hours work running ahead of schedule	Stakeholders were appreciative of update about status of the work and confirmation they could return to their homes early			✓
Hancock Lane, Rozelle	15 Jul 2022	Quickway	Called stakeholder to provide update and explanation of works and to outline why they wouldn't be directly impacted	Stakeholder was appreciative of call and grateful for explanation of noise modelling process before commencement of works. Stakeholder was very thankful to the Sydney Metro West team.	✓		
Napoleon Street, Rozelle	12 Jul 2022	Quickway	Called stakeholders to provide update on how works were progressing	Stakeholder was thankful for the update and explanation of the scope of the forthcoming works			✓
Evans Street, Rozelle	12 Aug 2022	Quickway	Called stakeholder to provide construction update and offer movie tickets as an alternative to Alternative Accommodation	Despite stakeholder having previously rejected offer of alternative accommodation due to a medical condition, they were very appreciative of this substitute and felt a lot calmer about the works.		✓	✓
Mullens Street, Rozelle	14 Sep 2022	Quickway	Offer of noise cancelling headphones instead of Alternative Accommodation	Stakeholder was very appreciative as his wife was unable to relocate due to being heavily pregnant.		✓	✓
Mullens Street, Rozelle	16 Sep 2022	Quickway	Followed up with previous recipient of alternative accommodation offer to discuss current offer	Stakeholder was grateful for being contacted directly as other tenant hadn't shared alternative accommodation letter of offer with them.			✓
Mullens Street, Rozelle	21 Sep 2022	Quickway	Called stakeholders to notify about postponement of out-of-hours work due to rain	Stakeholders were appreciative of update about status of the work and confirmation they could return to their homes early			✓

Stakeholder Interaction	Date(s)	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
					Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Macquarie Street, Parramatta	10 Aug 2022	Delta	Called previous complainant	Resident was appreciative of phone call and update about work.			✓
Church Street, Parramatta	9 Aug 2022	Delta	Called building owner	Stakeholder was thankful for update and understanding about out-of-hours work.	✓		
Crescent Street, Rozelle	19 & 20 Jul 2022	AFJV	Night work notification	The offered alternative accommodation location was not suitable due to work and childcare commitments so alternative one-off accommodation found in the City, closer to their childcare.		✓	
Crescent Street, Rozelle	8 Aug 2022	AFJV	Night work notification	Business owner called to find out information regarding the duration of upcoming OOHW and access to the property. Provided overview of upcoming work and advised there would be more in the last quarter of the year and we would follow up with detailed information once available.			✓
Crescent Street, Rozelle	20 Aug 2022	AFJV	Doorknock	Resident called up to find out more information about upcoming work including OOHW impact. Provided overview to resident outlining works until the end of the year. Resident was appreciative of information provided.	✓		
Great North Road, Five Dock	23 Aug 2022	AFJV	Respite offer	Resident who is a single parent with special needs child requested a separate space to her daughter so she can have a break as well. Resident also requested higher floors, rear facing room due to daughter's high noise sensitivity. AFJV provided two adjoining rooms for subsequent accommodation booking and negotiated with the hotel to make them high floor and rear facing.		✓	

Stakeholder Interaction	Date(s)	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
					Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Garfield Street, Five Dock	25 Aug 2022	AFJV	Respite offer	Resident advised proposed Alternative Accommodation location was not convenient to her work location in the city. AFJV agreed to make contribution towards a city hotel booking made by the resident instead.		✓	
Lofus Street. Concord	12 Aug 2022	AFJV	Meeting	Tenant immediately adjacent to construction site concerned about noise from work. AFJV met with stakeholder and offered to provide noise cancelling headphones to both members of the household which was accepted.		✓	
Queen Street, North Strathfield	26 Jul 2022	AFJV	Doorknock	Resident concerned about the program of utilities relocation lasting several months as works from home (at times including after hours) and does not wish to relocate. AFJV arranged for accommodation at a venue that suited stakeholder, as well as provided noise cancelling headphone and an extensive briefing on the program of work to come.		✓	✓
Queen Street, North Strathfield	23 Aug 2022	AFJV	Offer of Alternate Accommodation	Concerned about ongoing impact from OOHW and has not accepted Alternative Accommodation offer to date as he does not believe it will be suitable for his family. AFJV explained why some work has to occur at night and encouraged resident to accept the offered alternative accommodation to see if it would be suitable. Resident advised he may consider accepting it for future work. Resident has since accepted Alternative Accommodation offer.	✓		
Beronga Street, North Strathfield	08 Sep 2022	AFJV	Door knock	Elderly resident in Beronga Street did not wish to leave premises to take up alternative accommodation. AFJV offered noise cancelling headphones which were gratefully accepted to mitigate noise of night work.		✓	

Stakeholder Interaction	Date(s)	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
					Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
George Street, Strathfield	15 Jul 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquired regarding locations offered	✓		
Clarence Street, Strathfield	18 Jul 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquiry regarding parking cost as part of offer of Alternative Accommodation		✓	
Clarence Street, Strathfield	18 Jul 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquiry regarding accommodation at Brighton Beach	✓		
Hills Road, Strathfield	19 Jul 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquiry regarding pet-friendly accommodation		✓	
Maple Tree Road, Westmead	01 Aug 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquiry regarding pet-friendly accommodation		✓	
Bailey Street, Westmead	04 Aug 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquiry regarding offer extended to family members staying with them in the short term		✓	
Hassall Street, Westmead	22 Aug 2022	Transport for Tomorrow	Offer of Alternate Accommodation	Resident enquiry regarding relocation to Hunter Valley or Blue Mountains	✓		

## Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW Protocol
<b><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></b>	<p>Newsletters (three (3) month programme) and Notifications (seven (7) day program) include details to <b>Contact Us</b>.</p> <p>For example, a Notification for works in Rozelle includes the following:</p> <p><b>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.</b></p> <p><b>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.</b></p> <p><b>If you would like to receive these updates via email, please contact Nelson who can add you to the distribution list. Our email is: <a href="mailto:sydneymetrowest@transport.nsw.gov.au">sydneymetrowest@transport.nsw.gov.au</a></b></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 (<a href="#">Australia's biggest public transport project   Sydney Metro</a>).</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>	
<b><i>The outcomes of the community consultation,</i></b>	<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>
<b><i>the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,</i></b>	<p>OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.</p>
<b><i>EPA and the Planning Secretary.</i></b>	<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 (<a href="#">Australia's biggest public transport project   Sydney Metro</a>).</p>