



D51 Outcomes of Community Consultation Report – 2022 Q4

SM-23-00000273

Applicable to:	Sydney Metro West
Status:	Final
Version:	0
Date of issue:	28 February 2023

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 forth quarter (Q4) period of 2022, October to December inclusive. This report has been generated from records in Consultation Manager and is provided to the AA, EPA and Planning Secretary in accordance with CoA D51. This report covers interactions triggered through consultation methods. It does not duplicate complaints received regarding out-of-hours work, rather a register of complaints is submitted separately through the Major Projects Portal according to CoA B6 on a monthly basis.

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

Phases included in this report are:

- Phase A – Quickway Power and Enabling Works
- Phase B – AFJV Central Tunnelling Package
- Phase E – Transport for Tomorrow (TfT) Existing Corridor Enabling Works. NOTE: There were no outcomes from consultation in thies reporting period associated with this package.
- Phase F – GLC Western Tunnel Package.

Phase C1 and C2 – Delta Parramatta and Clyde Enabling Works, Demolition and Archaeological Investigation Works were completed with the final site handover occurring on 19 September 2022.

Addressing feedback is categorised as follows:

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

2. Outcomes

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Mullens Street	04 October 2022	A	Quickway	Called stakeholders to provide update on schedule of works and explanation of postponement	Stakeholders appreciative of update and reasoning behind postponement			✓
Mullens Street, Rozelle	17 October 2022	A	Quickway	Called usual recipient of alternative accommodation to remind them of offer and discuss possibility of other mitigation strategies	Stakeholder appreciative of call and discussion of alternative mitigation offer		✓	✓
Mullens Street, Rozelle	19 October 2022	A	Quickway	Called stakeholder to advise that out-of-hours work would finish early	Stakeholders appreciative of update and ability to return to their homes early			✓
Mullens Street, Rozelle	02 November 2022	A	Quickway	Called usual recipients of alternative accommodation to remind them of offer and discuss impacts	Stakeholders appreciative of follow-up call and explanation of works			✓
Mullens Street, Rozelle	10 November 2022	A	Quickway	Dropped off noise cancelling headphones to stakeholder	Stakeholder appreciative as family was unable to accept alternative accommodation offer due to son's health condition		✓	
Merton Street, Rozelle	23 December 2022	A	Quickway	Called to prewarn stakeholders about forthcoming out-of-hours work during holiday period	Stakeholders appreciative of explanation of works and impact on the community			✓
Great North Road, Five Dock	12 October 2022	B	AFJV	Outgoing phone call for OOHW update	Community Manager provided details on specific locations for upcoming OOHW nearby, reiterated standing offer of alternative accommodation and provided overview of other potential OOHW nearby.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Great North Road, Five Dock	18 October 2022	B	AFJV	Alternative accommodation offer for upcoming OOHW	Resident declined alternative accommodation offer as not suitable given they just moved in. Gratefully accepted vouchers for dinner and movies as an alternative for her children.		✓	
Great North Road, Five Dock	21, 24 and 31 October 2022 04 & 07 November 2022	B	AFJV	Ongoing discussions about OOHW	As resident has advised that offered and implemented mitigation measures do not suit her, Community Manager has on multiple occasions asked resident (in writing) to nominate other respite/mitigation that would suit so AFJV can consider them. Resident did not provide any suggestions in response to the multiple requests.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Waterview Street, Five Dock	26 October 2022	B	AFJV	Doorknock for upcoming OOHW work	Resident advised alternative accommodation venue offered did not suit her circumstance- birth of child is due at time of work and would like to be able to cook for self. AFJV located and booked a hotel venue close to the hospital resident would be using that also had a kitchenette and accepted pets. Resident was very appreciative.		✓	
Waterview Street, Five Dock	27 October 2022	B	AFJV	Outgoing phone call regarding upcoming OOHW	Stakeholder expressed appreciation for ongoing support to his elderly mother (the resident) and in particular the accommodation option given to her to make her own arrangements for OOHW relocation on this occasion		✓	
Queen Street, North Strathfield	31 October 2022	B	AFJV	Outgoing call to provide construction update and offer alternative accommodation	Resident appreciative of the information and additional mitigation measures offered (Noise cancelling headphones offered but declined). Relocation not suitable as shift finishes at midnight.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Great North Road, Five Dock	02 November 2022	B	AFJV	Outgoing phone call regarding upcoming OOHW	Place manager provided further clarification regarding elements of upcoming OOHW. Resident appreciated ongoing personal contact and information	✓		
Great North Road, Five Dock	14 November 2022	B	AFJV	Mediation meeting	AFJV encouraged resident to nominate other respite/mitigation measures for OOHW that AFJV could consider. Sydney Metro reiterated the offer of long term relocation and at home noise treatment (both of which the resident has to date rejected)		✓	✓
Figtree Drive, Sydney Olympic Park	18 November 2022	B	AFJV	Out of hours work	AFJV provided copy of notification detailing OOHW and met with the resident to discuss concerns. At home noise monitoring carried out and work plans adjusted to not start early.	✓		

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Concord Road, North Strathfield	02 December 2022	B	AFJV	In person visit to Fire Station to brief upcoming OOHW work program, duration, timing and understand access requirements.	Station officers appreciative of the in-person visit, information on the work and measure in place to ensure access is maintained to the station at all times during OOHW (in comparison to recent council work that was undertaken without consultation)	✓		✓
Concord Road, North Strathfield	02 December 2022	B	AFJV	In person visit to residents affected by OOHW to outline program of work, duration, timing and offer alternative accommodation.	Residents very appreciative of the level of consultation on the work and explanation of why work was occurring so far from the Sydney Metro site. Numerous residents express appreciation of AFJV efforts as previous work (not Sydney Metro related) in the area was not notified.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Great North Road, Five Dock	04 & 05 December 2022	B	AFJV	Resident enquiry about upcoming OOHW	Community Manager provided link to latest OOHW lookahead, clarified conditions for variation to work hours, restrictions on OOHW frequency. Requested travel dates to try and schedule some OOHW near the property while resident is away. One lot of work on Great North Road was fast tracked to occur while resident was on one week holiday.	✓		✓
Burwood Road, Burwood	08 December 2022	B	AFJV	Alternative accommodation offer and OOHW update	Place Manager provided information and clarification regarding elements of upcoming OOHW. Resident appreciated ongoing personal contact and information	✓		
Great North Road, Five Dock	20 December 2022	B	AFJV	Alternative Accommodation offer for upcoming OOHW	AFJV organised 2 rooms on high floor and facing away from road in response to resident's specific request to meet personal needs.		✓	
Garfield Street, Five Dock	23 December 2022	B	AFJV	Outgoing email re upcoming OOHW	Resident sent in a thank you for ongoing individual communications about nearby out of hours work over previous few months			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Westmead	11 October 2022	F	GLC WTP	Door knocked residents in Priddle Street and Hawkesbury Road to advise of future changes to signalised crossing and widening of pedestrian crossing. Work will occur at night due to road restrictions. GLC will notify closer to the date. Also left SWMY Cards	Residents appreciative of update.			✓
Westmead	12 October 2022	F	GLC WTP	Door knock Installation of Site Hive to record background noise levels at 7 Park Parade	Resident happy to accommodate site hive. She enjoys the interaction with the team and also watching construction activities, near her property.			✓
Westmead	01 November 2022	F	GLC WTP	Door knocked and/or left SWMY cards at 47 properties in Bailey and Hassall Streets to advise of oversized OOH deliveries.	Residents appreciative of updates. No respite offered as deliveries scheduled prior to 10pm.		N/A	✓
Westmead	03 November 2022	F	GLC WTP	Door knocked and/or left SWMY cards to 3 properties on Hawkesbury Rd to advise of noise associated with crash barrier post installation	Residents thanked team for the update.			✓
Westmead	9 November 2022	F	GLC WTP	Door knocked and/or left SMWY cards at 40 properties on Hawkesbury Rd, Alexandra Ave and Grand Ave to advise of utility disconnections.	Residents appreciative of update. Advised no impact to residential services Acceptances AA – 3 households RO – 21 households			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Westmead	14 & 15 November 2022	F	GLC WTP	Door knock and/or left SMWY cards at 32 properties on Bailey Street and Alexandra Avenue offering respite for OOHV trenching activities	Residents appreciative of offers. Acceptances AA – 3 households RO – 9 households			✓
Westmead	24 & 25 November 2022	F	GLC WTP	Door knock and/or left SMWY cards at 110 properties on Bailey and Hassall Street, Alexandra Ave, Hawkesbury Rd, Grand Pde, Railway Pde and Alfred St offering respite for OOHV DSI, utility work and oversized deliveries	Residents appreciative of offers. Acceptances AA – 9 households RO – 108 households (Above covers respite for a 2 week period)			✓
Westmead	5 December 2022	F	GLC WTP	Door knock and/or left SMWY cards at 110 properties on Bailey and Hassall Street, Alexandra Ave, Hawkesbury Rd, Grand Pde, Railway Pde and Alfred St offering respite for OOHV DSI, utility work and oversized deliveries	Residents appreciative of offers. Acceptances AA – 10 households RO – 84 households			✓
Westmead	22 December 2022	F	GLC WTP	Door knock and/or left SMWY cards at 25 properties on Park Parade and Bailey Street offering respite for OOHV trenching.	Residents appreciative of offers. Work was cancelled 2 days prior to commencement and all RO participants contacted and advised RO would be rescheduled due to the cancellation. Residents accepted and agreed with alternative arrangements.			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Macquarie Lane, Parramatta	05 October 2022	F	GLC WTP	Doorknocked stakeholders to discuss upcoming work modifying access to their carparking and advising them that deliveries and parking will remain via traffic control.	Stakeholders were appreciative of the advice and that carparking and deliveries could still occur.		✓	
Alfred Street, Parramatta	21 November 2022	F	GLC WTP	Doorknocked stakeholders to consult about upcoming geotechnical investigation work outside Café 53.	Stakeholders were appreciative and asked us to review the location as it was directly outside the café and would impact his outdoor customers and remove customer parking. Following consultation the borehole location was moved to an agreed location and some parking reinstated.		✓	
Arthur Street, Rosehill	25 November 2022	F	GLC WTP	Doorknocked stakeholders to consult about upcoming geotechnical investigation works outside Thrive Child Care centre to understand their most sensitive/nap times to ensure our teams ceased work between these times.	Stakeholders were appreciative of the consultation and advised their most sensitive times were between 12pm and 2pm. GLC agreed to stop work during this time to provide respite.		✓	

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Hassall Street, Parramatta	28 November 2022	F	GLC WTP	Doorknocked stakeholders to notify of upcoming out of hours geotechnical investigation works outside their properties.	Stakeholders were appreciative of the notification and offer of respite. Due to the nature of their occupation, one stakeholder requested alternate accommodation. Another stakeholder requesting certain accommodation due to their age and mobility. Both requests were agreed to by GLC.		✓	

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>