

Upper South Creek

Advanced Water Recycling Centre and Pipelines

Consultation Summary Report – CoA E55 Community Consultation
on Respite

September 2024 Out of Hours Work AWRC and Pipelines



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1 Introduction

The Upper South Creek Advanced Water Recycling Centre and associated pipelines are being constructed primarily within standard construction hours. When it is required to work outside the standard construction hours specified in Condition E40, John Holland completes an assessment of the work and undertakes consultation with the community on respite as required under Condition E55.

In order to undertake out-of-hours work outside the hours specified under Condition E40, the appropriate respite periods must be identified for the out-of-hours work 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 progressive schedule for periods of likely out-of-hours work;
- a description of the potential work, location and duration of the out-of-hours work;
- the noise characteristics and likely noise levels of the work; and
- likely mitigation and management measures which aim to achieve the relevant noise management levels and vibration criteria under Condition E44 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers).

1.1 Purpose of this Consultation Summary Report

This Consultation Summary Report has been prepared to meet the requirements of the CSSI approval, in particular Condition of Approval (CoA) E55 Community Consultation on Respite. It consolidates the consultation undertaken for the September 2024 Out of Hours Work planned for the Advanced Water Recycling Centre (AWRC) and construction of the pipelines.

2 Out of Hours Work Schedule

Out of hours work planned for September at the AWRC site includes:

- Steel fixing and concrete pours
- Civil works including formwork, shutter and structural installation and in-ground and utility connections
- Installation of pipe, platforms and pumps
- Crane set-up and operation
- Sediment basin works
- Deliveries and spoil deliveries.

Out of hours work planned for September along the pipeline alignment includes:

- Testing and commissioning
- Service investigations
- Pipeline and accessory installation
- Deliveries and spoil deliveries
- Accessing temporary construction compounds
- Civil works.

3 Consultation Process

Table 3-1 Communication channels used to consult with the community about upcoming out of hours work

Communication Channel	Audience	Reach	Timing
Printed notification – August One Month Look Ahead, standard hours and out of hours work	Residents and businesses	13,420	21 August 2024
Sydney Water Talk website www.sydneywatertalk.com.au/UpperSouthCreek	Residents and stakeholders	1,547 visits to the Upper South Creek page 1-30 August 2024	21 August 2024
Online survey – link on Sydney Water Talk website	Residents and stakeholders	1,547 visits to the Upper South Creek page 1-30 August 2024 <i>No survey responses received</i>	21 August 2024

Appendix 1 Evidence of Community Consultation

One Month Look Ahead – Standard Hours and Out of Hours

The below notification was distributed 21 August 2024, providing a month look ahead of planned work at the AWRC and along the pipeline.



21 August 2024

Upper South Creek Advanced Water Recycling Centre – September Work Look Ahead

Dear Community Member

Sydney Water is building the Upper South Creek Advanced Water Recycling Centre (AWRC) in Kemps Creek and associated pipelines to support population and economic growth in Western Sydney. We are continuing work to build the AWRC and the pipelines that extend east from Kemps Creek to Lansdowne and west from Kemps Creek to Wallacia. The tables below provide an overview of our work during standard working hours and outside standard working hours for the month of September.

Our working hours

Our standard working hours are 7am to 6pm Monday to Friday and 8am to 1pm Saturday. From time to time, we will work at night to maintain safety for road users and workers and to keep people moving during peak travelling times. If you are directly affected, we will notify you before this occurs.

Work locations and activities – standard hours

LOCATIONS	ACTIVITIES
WALLACIA	
2595 Silverdale Road (Grove Farm), Wallacia	Nepean River discharge structure • bulk earthworks, formwork, reinforcement and concrete pours • deliveries of materials and equipment • discharge of water. Valve Site Works • vegetation removal, bulk earthworks, formwork, reinforcement and concrete pours • deliveries of materials and equipment • pipelaying, valves and pavement installation.

Interpreter Service 13 14 50

ن أعمال البناء بلغتك، الرجاء الاتصال بالرقم أعلاه. هذه خدمة مجانية.

كخدمة، نخدمك بلغتك، نخدمك بالرقم أعلاه. هذه خدمة مجانية.

如果您想用自己的语言讨论施工工作，请拨打上面的电话号码。这是一项免费服务。

Αν θέλετε να πείτε κάτι στη γλώσσα σας για τις εργασίες, παρακαλούμε καλέστε τον ανωτέρω αριθμό. Η κλήση είναι δωρεάν.

यदि आप अपनी भाषा में निर्माण-कार्य के बारे में बात करना चाहते/तो हैं, तो कृपया उपरोक्त नम्बर पर कॉल करें। यह एक नि:शुल्क सेवा है।

Se desideri discutere dei lavori di costruzione nella tua lingua, chiama il numero qui sopra. Questo servizio è gratuito.

Kung gusto mong pag-usapan ang trabaho sa iyong wika, mangyaring tawagan ang numero sa itaas. Ito ay libreng serbisyo.

공사에 대해 여러분의 언어로 이야기를 나누고 싶으시던 위의 번호로 전화하시기 바랍니다. 무료로 제공되는 서비스입니다.

ਜੇ ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਉਸਾਰੀ ਦੇ ਕੰਮ ਬਾਰੇ ਗੱਲ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ। ਇਹ ਮੇਵਾ ਮੁਫ਼ਤ ਹੈ।

Nếu quý vị muốn thảo luận về công trình xây dựng bằng ngôn ngữ của mình, vui lòng gọi số ở trên. Cuộc gọi là miễn phí.

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LOCATIONS	ACTIVITIES
WALLACIA CONTINUED	
Fowler Reserve	Establish work area
Park Road (between Willmington Road and Greendale Road)	- installation of temporary fencing and flagging - minor earthworks to level and stabilise the area - clearing trees and vegetation - deliveries of materials and equipment - material and spoil stockpiles.
Byron Avenue and Shelley Road	Service investigations
Park Road, Wallacia near Jerrys Creek	- surveying, utility locating and marking - potholing to determine location and depth of utilities - removing spoil from site using vacuum trucks - reinstating affected area.
	Pipeline installation and accessory installation
	- vehicles entering and exiting for material movement - saw cutting the road and rock breaking during excavation - machinery and site vehicles parking on road carriageway and on verges - excavating trenches, laying pipe, welding pipe joints, backfilling trenches and reinstating affected area - installing precast chambers and valve arrangements.
BADGERYS CREEK AND LUDDENHAM	
1589 Elizabeth Drive to Martin Road	Service investigations
Elizabeth Drive (between Martin Road and Adams Road Road)	- clearing trees and vegetation - CCTV of underground services - surveying, utility locating and marking - potholing to determine location and depth of utilities - soil sampling and testing - removing spoil from site using vacuum trucks - reinstating affected area.
Adams Road to Park Road (via Willmington Road)	Pipeline installation and accessory installation
	- saw cutting the road and excavating trenches for pipe installation - laying pipe, welding pipe joints, backfilling trench, concrete pours and reinstating affected area - vehicles entering and exiting for material movement - installing road plates to maintain access.
KEMPS CREEK	
Advanced Water Recycling Centre (AWRC) through private properties to Elizabeth Drive	Pipeline and accessory installation
Western Road (between Elizabeth Drive and Cross Street)	- excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area - clearing trees and vegetation - set up temporary fencing - surveying, utility locating and marking - potholing to determine location and depth of utilities - soil sampling and testing - removing spoil from site using spoil trucks - excavating, trenching and installing conduits in trench.
Private properties between Western Road and South Creek	
Cross Street and Range Road	
Private properties between Cross Street and Range Road	
Sydney International Shooting Centre and Western Sydney Parklands	
Advanced Water Recycling Centre (AWRC) through private properties to Elizabeth Drive	Electrical works
Western Road between Elizabeth Drive and Cross Street	- surveying, utility locating and marking - set up temporary fencing on private properties and private access road - surveying, utility locating and marking - soil sampling and testing - potholing to determine location and depth of utilities - removing spoil from site using spoil trucks - excavating, trenching and installing conduits - horizontal directional drilling - welding.
Cross Street between Western Road and Devonshire Road	
Devonshire Road between Cross Street and Elizabeth Drive	

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LOCATIONS	ACTIVITIES
KEMPS CREEK CONTINUED	
Advanced Water Recycling Centre (AWRC), off Clifton Avenue	Earthworks - management of sediment basins and spoil. Civil works - formwork and concrete pours for foundations and tanks - crane operation - excavation activities in various locations across the site - installation of in-ground services - block work, structural steel installation, pre-cast panels and roofing. Deliveries - oversized equipment, mechanical equipment, materials, concrete and pipes - spoil. Electrical works - surveying, utility locating and marking - potholing to determine location and depth of utilities - soil sampling and testing - removing spoil from site using spoil trucks - excavating, trenching and installing conduits - horizontal directional drilling to install conduits. Hydrotesting - temporarily filling structures with water (drowning risk) – exclusion zones established. Mechanical works - installation of pipe, platforms and pumps.
200 Cross Street Site Compound Facility	Compound deliveries of spoil and materials.
CECIL HILLS AND BONNYRIGG	
M7 Motorway to Kensington Close (through Western Sydney Parklands)	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area - landscaping and restoration.
Feodore Drive and Frederick Road	
Woolway Park (off Frederick Road)	
North Liverpool Road (between Cowpasture Road and Montgomery Road)	
Montgomery Road (between Elizabeth Drive and North Liverpool Road)	
Monash Place and Hebblewhite Park (Hebblewhite Place)	Compound deliveries of spoil and materials.
Liverpool Reservoir Facility (off Cowpasture Road)	
CABRAMATTA WEST	
Harrington Street (between Edensor Road and John Street)	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area.
John Street (between Harrington Street and Lime Street)	
CABRAMATTA	
John Street (between Abercrombie Street and Coventry Road)	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area.
Cumberland Street (between Curtin Street and Broomfield Street)	
Fairview Road (between Curtin Street and Bareena Street)	
Cabravale Leisure Centre car park	
FAIRFIELD	
Fairfield Water Resource Recovery Facility (off East Parade)	Deliveries spoil and materials.

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LOCATIONS	ACTIVITIES
CANLEY VALE	
Bartley Street (between Park Road and Railway Parade)	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area. Horizontal directional drilling (HDD) works - establishing the work area - constructing entry / exit pit for the drilling rig, installing the pipeline, including welding and stringing the pipeline - landscaping and restoration.
Chancery Street (between Vale Street and Lansdowne Road)	
Beckenham Street (between Bromley Street and Willowbank Crescent)	
Willowbank Crescent towards Remembrance Driveway	
Lennox Reserve (beside Hume Highway)	
LANSDOWNE	
Lansdowne Reserve	Pipeline installation - establishing the work area - deliveries of spoil and materials - excavating trenches for pipe installations - laying pipe and welding pipe joints - backfilling trench and reinstating affected area. Valve site works - vegetation removal, bulk earthworks, formwork, reinforcement and concrete pours - deliveries of materials and equipment - pipelaying and pavement installation - establishing material laydown areas and construction temporary access road.

- Schedule
- Work location
- Noise characteristics/ levels

Work locations and activities – outside standard hours

LOCATIONS	ACTIVITIES	SCHEDULE and DURATION	NOISE IMPACT
WALLACIA			
Park Road (between Willmington Road and Greendale Road)	Service investigations - surveying, soil sampling, utility locating and marking, CCTV of underground services - using concrete saw cutters and jackhammers for potholing.	- From Monday 2 September - Monday to Friday, 8pm to 1am, one hour break, then 2am to 5am	Moderate to noisy
Willmington Road and Park Road intersection			
Silverdale Road (between Mulgoa Road and Bents Basin Road)	Pipeline installation - establishing the work area, including temporary removal of parking and road closures - vehicles entering and exiting for material movement - saw-cutting the road and excavating trenches for pipe installations - laying pipe, welding pipe joints, concrete pours, backfilling trench and reinstating affected area - installing road plates to maintain access.	- From Monday 2 September - Monday to Friday, 8pm to 1am, one hour break, then 2am to 5am	Moderate
276 Park Road, Wallacia, Site compound Facility	Pipeline installation - heavy and light vehicle movement - machinery delivery and removal - carting and removing spoil between work area and site compound - excavator operation for material movement.	- From Monday 2 September - Monday to Friday, 8pm to 1am, one hour break, then 2am to 5am	Moderate
1 Park Road, Wallacia, Site Compound Facility			

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LOCATIONS	ACTIVITIES	SCHEDULE and DURATION	NOISE IMPACT
LUDDENHAM			
2289-2309 Elizabeth Drive, Luddenham, Site Compound Facility	Pipeline installation - vehicles entering and exiting for material movement and light vehicle movement - machinery delivery and removal - carting and removing spoil between work area and site compound and excavator operation for material movement.	- From Monday 2 September 8pm to 1am, one hour break, then 2am to 5am	Moderate
BADGERYS CREEK			
Roundabout at 1953 Elizabeth Drive	Testing and commissioning using a hydrant point to fill the water in the pipeline using a standpipe and hose.	- From Monday 2 September 8pm to 1am, one hour break, then 2am to 5am	Moderate
Corner of Park Road and Willmington Road	Testing and commissioning using a hydrant point to fill the water in the pipeline using standpipe and hose.	- From Monday 2 September 8pm to 1am, one hour break, then 2am to 5am	Moderate
KEMPS CREEK			
Cross Street (between Western Road and 200 Cross Street)	Pipeline installation - establishing the work area, including temporary removal of parking - saw-cutting the road and excavating trenches for pipe installations - laying pipe, welding pipe joints backfilling trench and reinstating affected area.	- From Monday 2 September 10 shifts 6pm to 6am	Moderate
Western Road between Elizabeth Drive and Cross Street	Electrical works - set up temporary fencing on private properties and private access road - surveying, utility locating and marking - potholing to determine location and depth of utilities - removing spoil from site using spoil trucks - excavating, trenching and installing conduits - horizontal directional drilling - welding.	- From Monday 2 September 10 shifts 6pm to 6am	Moderate
Cross Street between Western Road and Devonshire Road			
Devonshire Road between Cross Street and Elizabeth Drive		- From Saturday 7 September 4 shifts 8am to 6pm	
AWRC through private properties to Elizabeth Drive			
200 Cross Street Site Compound Facility	Deliveries - materials and equipment - spoil.	- From Monday 2 September 10 shifts 6pm to 6am	Quiet
Advanced Water Recycling Centre (AWRC), off Clifton Avenue	Civil works - formwork and concrete pours for foundations and tanks - crane set-up and operation - shutter and structural installation - sediment basin works - in-ground and utility connections.	- From Monday 2 September 10 shifts 6pm to 6am	Moderate
	Civil works - steel fixing and concrete pours. Mechanical - installation of pipe, platforms and pumps.	- From Monday 2 September 10 shifts 6pm to 6am	Almost silent
	Deliveries - oversized equipment - pre-cast panels - materials, spoil and concrete.	- From Monday 2 September 10 shifts, 6pm to 6am	Quiet

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LOCATIONS	ACTIVITIES	SCHEDULE and DURATION	NOISE IMPACT
CECIL HILLS			
Liverpool Reservoir Facility (off Cowpasture Road) Feodore Drive Frederick Road	Deliveries - materials and equipment - spoil. Pipeline and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area.	- From Monday 2 September 10 shifts 6pm to 9pm 10pm to 1am, one hour break, then 2am to 5am	Moderate to noisy
BONNYRIGG HEIGHTS			
North Liverpool Road (between Cowpasture Road and Montgomery Road) Monash Place Hebblewhite Place	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area.	- From Monday 2 September 10 shifts 6pm to 9pm 10pm to 1am, one hour break, then 2am to 5am	Moderate to noisy
MOUNT PRITCHARD			
Cabramatta Road West (between Elizabeth Drive and Meadows Road)	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast and cast in-situ concrete chambers and surface fittings - backfilling trench and reinstating affected area.	- From Monday 2 September 10 shifts 6pm to 9pm 10pm to 1am, one hour break, then 2am to 5am	Moderate
CABRAMATTA WEST			
Meadows Road (between Cabramatta Road West and Edensor Road)	Temporary compound setup - establishing temporary compound for parking of excavator, materials, equipment and worker amenities - tracking excavator to and from work area on Cabramatta Road West	- From Monday 2 September 10 shifts 6pm to 9pm 10pm to 1am, one hour break, then 2am to 5am	Moderate
John Street between Abercrombie Street and Coventry Road	Pipeline connections and accessory installation - establishing the work area - excavating trenches for pipe installations - laying pipe and welding pipe joints - constructing precast concrete chambers and surface fittings - backfilling trench and reinstating affected area.	- From Monday 2 September 10 shifts 6pm to 9pm 10pm to 1am, one hour break, then 2am to 5am	Moderate
FAIRFIELD			
Fairfield Water Resource Recovery Facility (off East Parade)	Deliveries - spoil - materials.	- From Monday 2 September 10 shifts 6pm to 9pm 10pm to 1am, one hour break, then 2am to 5am	Quiet

Testing and commissioning

We will carry out testing and commissioning on the recently installed pipeline. This process will involve continuously filling the pipe with water followed by testing and the release of air and water from the pipeline. Following water quality testing, water will be released from the pipeline and into the existing stormwater system or a nearby waterway. These activities may occur during standard hours and outside standard hours.

Traffic changes

While we are working in your suburb, you may notice lane closures, speed reductions, temporary loss of on-street parking and pedestrian diversions. Short delays may be experienced as work moves past driveways. Traffic controllers will be on hand to assist motorists to access driveways and pedestrians to move safely past our work zone.

Reasons why we would need to carry out work outside standard construction hours	
	Increase Safety For motorists, pedestrians and workers when we are building over, under and next to roads.
	Minimise Disruptions To minimise disruption to essential services for local communities and to complete emergency utility work.
	Manage Oversized Deliveries To allow delivery of oversized plant or structures that police or other authorities say need special arrangements to transport along public roads.
	Manage Traffic Working next to, over, under, or on existing roads means traffic may be stopped, detoured, or reduced to one lane. Where we can, we will carry out work during the day. However, there will be times when we will need to carry out this work at night to reduce the impact to motorists and public transport customers during peak periods.
	To Ensure the Quality of the Asset Being Built Work such as large volume concrete pours is completed at cooler times of the day and over extended shifts to ensure the concrete sets without cracks or other faults, requiring re-work.

How will I be notified of upcoming night work?

We'll let you know ahead of time about night work near you.

We will normally do this five days in advance by post and in an update to the project website.

You can also visit our website to subscribe for email updates on the project.

Our construction impacts

We will minimise impacts as much as possible through active monitoring of noise, dust and vibration, our selection of machinery, considering the hours we conduct our high impact activities and training and supervision of our workforce.

ENVIRONMENTAL IMPACTS RELATED TO CONSTRUCTION	HOW WE MINIMISE IMPACTS
Air quality and dust	- using water to suppress and dampen down dust, where feasible - using shade cloth or alternative screening around work areas where reasonable and feasible - ensuring plant and equipment is well maintained and regularly serviced - thoroughly cleaning each work area by wiping down, vacuuming, sweeping or mopping.

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ENVIRONMENTAL IMPACTS RELATED TO CONSTRUCTION	HOW WE MINIMISE IMPACTS
Visual impact	• using shade cloth or alternative screening around work areas where reasonable and feasible • positioning lighting to minimise light spill.
Traffic impacts	• transporting oversized loads outside standard hours to reduce impacts on motorists • using traffic controllers and signage to direct motorists, pedestrians and cyclists • using traffic controllers to manage property access while we are working near driveways • implementing road closures, detours, reduced speed limits and footpath closures for safety • training our staff to be noise-conscious and obey reduced speed limits when entering and exiting site.
Noise and vibration	• turning off machinery when not in use, selecting low-noise machinery where possible and limiting higher noise activities as much as we can • stopping higher noise activities earlier in the night where we can • limiting the use of multiple pieces of equipment at the same time in the same location • using squawker reversing alarms on equipment • using noise barriers such acoustic blankets, hoarding, barriers and fencing to minimise noise, where possible • completing noise and vibration monitoring on a regular basis • taking breaks during high impact work • scheduling noisy work during daytime hours where possible • assessing work activities to manage any potential impacts to nearby residents and businesses • training staff to be noise-conscious.

Keeping you informed

Regular updates will be distributed to the community as the work progresses, with properties that may be highly impacted by noise or vibration or planned night works to receive specific notifications about these activities.

Despite our best efforts, out of hour work activities may impact nearby residents. If and when this occurs, opportunities for respite will be offered to those identified as being possibly impacted. This will be on a case-by-case basis, and you can find further information on our project website. To find out more about our work areas and how we are managing noise and vibration, you can download fact sheets from our project website.

Working with you

We invite you to complete a survey by Thursday 29 August 2024 to provide feedback on our proposed schedule of work and how we minimise the impact to you. You can provide feedback by scanning the below QR code or completing the survey that is on www.sydneywatertalk.com.au/UpperSouthCreek under the Have Your Say tab.



Yours sincerely

Kris Bradley

Kris Bradley
Project Director - Upper South Creek AWRC and Pipelines

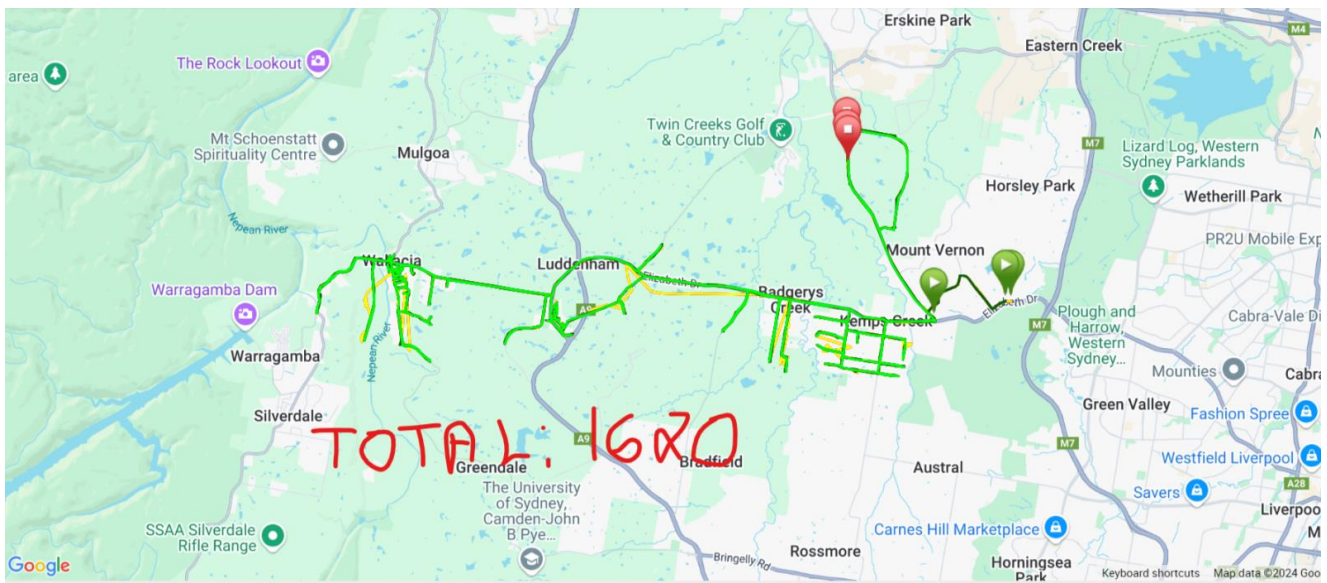
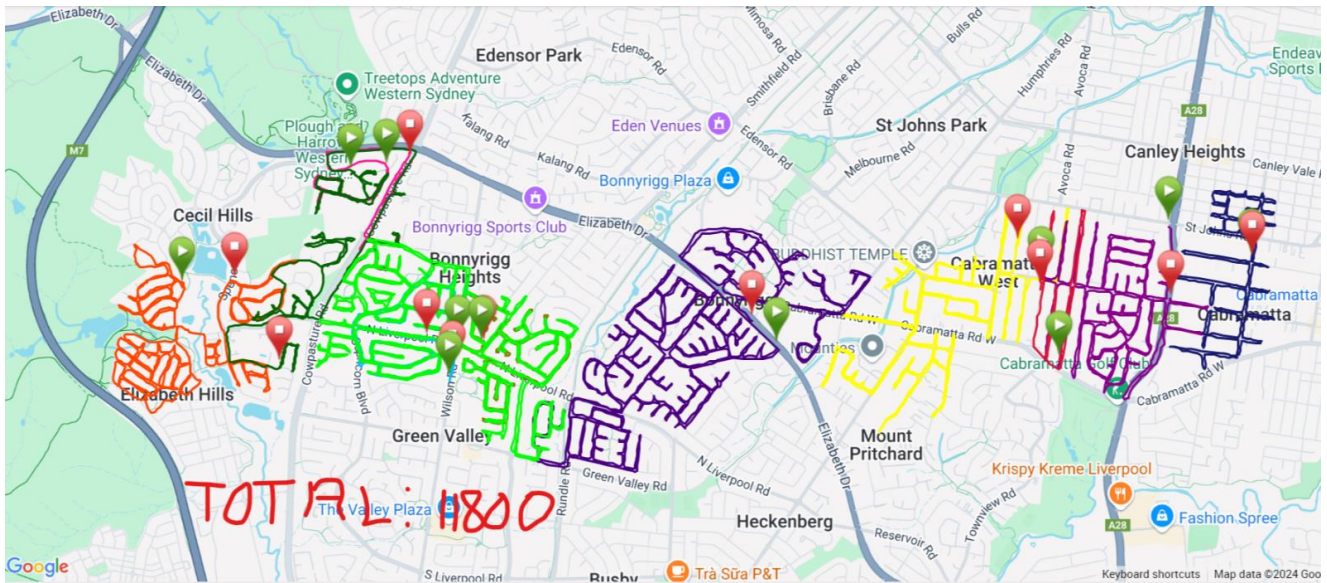
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- Consultation on respite
- Consultation on schedule of work

Letter Distribution Area

The September one month work look ahead was delivered to 13,420 properties shown in the distribution maps below.



Out of Hours Survey

The following survey is published on the project website (www.SydneyWaterTalk/upperouthcreek) to elicit feedback on our work schedule, work hours and mitigation measures.

Upper South Creek – feedback on our upcoming out of hours work

Sydney Water and our Delivery Partner John Holland are building the Upper South Creek Advanced Water Recycling Centre (AWRC) in Kemps Creek and associated pipelines to support population and economic growth in Western Sydney. We are continuing work to build pipelines that extend east from Kemps Creek to Lansdowne and west from Kemps Creek to Wallacia.

Our standard construction hours are **7am to 6pm Monday to Friday** and **8am to 1pm Saturday**. From time to time, we **may need to work outside of these hours**.

Some reasons we would need to carry out work outside our standard construction hours include:

- To minimise disruptions required to essential services and utilities
- For the safety of road users, pedestrians and our workers when we are working near roads
- To allow delivery of oversized machinery or materials that require special arrangements to transport along public roads
- To manage traffic to minimise delays and journey times
- To ensure quality of the asset being built.

We are seeking your feedback and suggestions on our planned out of hours work schedule. We use various mitigation measures and can assist in managing your expectations and work with your needs (where reasonable and feasible) to further reduce the impact of any potential out of hours work.

We would also like to know if there are activities that happen at particular addresses that may be significantly disrupted by our work. To help us plan our work to reduce the impact on you as much as possible, please complete the feedback form below by **Thursday 29 of August 2024**.

For further information and to discuss this feedback form, please contact John Holland's Community Team on 1800 064 127 or upperouthcreek@sydneywater.com.au.

If you would like the help of an interpreter, please call 13 14 50.

All fields marked with an asterisk (*) are required.

1. First name *

Please add your comment here...

0/255

2. Last name

Please add your comment here...

0/255

3. Email *

4. Phone number

5. Address *

6. What is this address?

- ☐ Residential
- ☐ Day care / School / TAFE / University
- ☐ Hospital
- ☐ Other health facility
- ☐ Aged care facility
- ☐ Theatre / Studio / Entertainment space
- ☐ Laboratory / Research facility
- ☐ Place of worship / Religious facility
- ☐ Temporary accommodation such as caravan parks and camping grounds
- ☐ Restaurant
- ☐ Office premises
- ☐ Retail
- ☐ Industrial premises
- ☐ Other (please specify)

7. Are you aware of the upcoming construction activities for the Upper South Creek Advanced Water Recycling Centre in your area?

- ☐ Yes
- ☐ No
- ☐ I would like further information

8. Do you have a preference on when the noisier construction activities should take place in your area?

- ☐ Daytime 7am – 6pm
- ☐ Evening 6pm – 10pm
- ☐ Night 10pm – 5am
- ☐ No preference
- ☐ Please explain your preference for the hours below (work schedules, noise concerns, traffic, etc.)

9. We may be able to combine noisier out of hours work into a program where we work consecutive evenings so that we finish the work earlier. Are you interested in having your say about a potential program like this?

- ☐ No
- ☐ Yes
- ☐ Enter comments here

10. We minimise construction impact by managing and monitoring noise and vibration, air quality and dust, visual impacts, and traffic management. Do you have any feedback for us to better manage these impacts for you? You can view a list of our current mitigation measures [here](#).

- ☐ Yes
- ☐ I am unsure
- ☐ No, I am satisfied with current measures
- ☐ Enter your feedback here

Privacy

Sydney Water and its delivery partner John Holland Group will record your name, contact details and the nature of your enquiry or complaint for reporting purposes. This information may be used to contact you again in relation to the Upper South Creek Advanced Water Recycling Centre project. You can update your personal information and correct any errors at any time by contacting Sydney Water and you can view our privacy statement online.

Complaints

The NSW Minister for Planning's Conditions of Approval for the Upper South Creek Advanced Water Recycling Centre project requires us to keep a register of all complaints about this project. This complaints register may be forwarded to government agencies, including the Department of Planning and Environment (4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150), to allow them to undertake their regulatory duties. By providing personal information, complainants authorise Sydney Water to provide that information to government agencies. The supply of personal information by a complainant is voluntary. Complainants have the right to contact government agencies to access personal information held about them and to correct or amend that information. As per Sydney Water's complaints policy, we aim to resolve complaints at the first point of contact by providing a solution or negotiating an agreed course of action. If it's not possible to fully investigate and resolve a complaint immediately, we'll give an initial response within:

- two working days (if the complaint was received in person or by phone)
- five working days (if received by email or a letter).

SAVE & CONTINUE

Out of Hours Survey Responses

No survey responses were received.

Survey Analysis

Upper South Creek Adv... ▾

Upper South Creek – fee... ▾

31 Jul '24 - 29 Aug '24 ▾

Update

Select type of analysis... ▾

Showing 0 of 0 responses

Website Publication

The September one month look ahead notification was uploaded to the Sydney Water Talk website, with a link provided to the out of hours work survey and a noise and vibration fact sheet.

September Work Look Ahead – Pipelines and AWRC



21 Aug 2024

In September, work is planned for the Advanced Water Recycling Centre (AWRC) and along our pipeline alignment spanning from Wallacia, Luddenham, Badgerys Creek, Kemps Creek, Cecil Hills, Bonnyrigg Heights, Bonnyrigg, Mount Pritchard, Cabramatta West, Cabramatta, Canley Vale, Fairfield, and Lansvale. This includes standard hours and out of hours works. We work outside our standard construction hours to reduce the impact on traffic, manage oversized deliveries, increase safety for workers and ensure the quality of the asset being built.

To read about our September works, [download our notification](#). To learn more about the measures we implement to minimise noise and vibration, [download a fact sheet](#).

If you would like to provide feedback about our out of hours schedule and mitigation measures, you can complete a [short survey](#). This survey is open until Thursday 29th of August 2024.

Noise and Vibration Fact Sheet

A noise and vibration fact sheet was developed to provide the community with more detailed information about the activities that may generate noise and vibration, the reasons for working outside standard hours and the mitigation measures that will be implemented to minimise the impact of our works.



1 November 2023

Managing noise and vibration

John Holland is delivering the Upper South Creek Advanced Water Recycling Centre (AWRC) and associated pipelines in Western Sydney on behalf of Sydney Water. Construction to build the AWRC and connected pipelines started August 2023 and will continue to until 2026.

This fact sheet provides information on how we're managing noise and vibration while we build the project.

Our work activities that may create noise and vibration

Site establishment, mobilisation, and earth works to sample and test soil, topsoil stripping and removal by drilling rigs, excavators, and vacuum trucks. Small construction vehicles such as mowers, street sweepers, graders, bobcats, and trucks.

Utility investigations or potholing to locate underground services like water, power, and gas. We will use machinery like pavement saws, excavators, vacuum trucks, and jackhammers.

Trenching to install our services using jackhammers, excavators, road saws, excavator hammers and compaction machines.

Installing our pipelines safely using excavators, small construction vehicles, road compactors and vibratory rollers to smooth out the above ground areas, using small hand tools and welding equipment.

Horizontal directional drilling (HDD) to create an underground passage for the pipelines. This is a surface-to-surface drilling method using a drilling rig and a ground underbore machine.

Clearing trees, shrubs and plants to create space using chainsaws, chippers, excavators and elevated working platforms.

Piling work to drill and drive piles into the ground to create permanent bridge structures and foundations using piling rigs, cranes, excavators and concrete trucks.

Construction traffic with construction vehicles for delivering materials and equipment (small or oversize) and concrete deliveries.

Landscaping and rehabilitation of the area once the project is finished. We will use machinery like a compactor, excavator, light hand tools, and small construction vehicles such as water carts and street sweepers.

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Telephone 13 20 92 Media (24/7) 8849 5151 [sydneywater.com.au](https://www.sydneywater.com.au)





How we measure noise

We measure noise in decibels (dBA). Everyone hears and interprets noise differently. Many people can hear an increase of 10 decibels, however some activities can sound much louder than the actual increase.

For example, a lawnmower is about 90 decibels and a motorcycle is about 100 decibels. To the ear, a motorcycle sounds almost twice as loud as a lawnmower.

The noise level chart below outlines the different levels of noise we all experience.



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How we are managing construction noise and vibration

As part of the requirements under a Critical State Significant Infrastructure (CSSI) project, construction approvals have been developed to guide the project's construction activities, and any subsequent noise and vibration levels.

This includes an Environmental Protection Licence (EPL) assigned by the NSW Environmental Protection Authority (EPA).

We have also developed a Construction Noise and Vibration Management Plan, which identifies the potential impacts of our work and also provides solutions to reduce these impacts. Some of these solutions include:

- limiting the duration of higher noise activities as much as possible
- active and consistent noise and vibration monitoring
- stopping higher noise activities earlier, where possible
- limiting the use of multiple equipment at the same time and location
- using quieter reversing alarms on equipment instead of beeper alarms
- installing temporary noise blankets with fencing, around our work areas and machinery, if possible
- turning off plant and equipment when not in use
- using two-way radios to avoid shouting
- training staff to be noise conscious and regular toolbox talks to the workforce (no shouting or swearing, no stereos or radios, no slamming doors, obeying reduced speed limits when driving in and out of site, and no dropping or throwing of materials).

We will inform all impacted residents of the work before it takes place.

Construction work hours

Our standard working hours are **7am to 6pm, Monday to Friday** and **8am to 1pm, Saturday**.

From time to time, we will work at night to maintain safety for road users and workers and to keep people moving during peak travelling times.

If you are directly affected, we will notify you before night work occurs.

Frequently asked questions

Do you have to carry out night work?

We carry out night work from time to time to minimise the disruption to road users and public transport during peak travelling periods and for the delivery of oversized plant or structures.

Night work may also include emergency and utility improvement work for water supply.

How long will I be affected by the night work?

- No more than two (2) consecutive evenings and/or nights at any time
- No more than three (3) evenings and/or nights per week
- No more than 10 evenings and/or nights per month.

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Keeping you informed and working with you

Regular updates will be distributed to the community as the work progresses, with properties that may be highly impacted by noise or vibration or planned night works to receive specific notifications about these activities.

For further information, to provide feedback, or to make a complaint, please contact John Holland's Community Team on 1800 064 127 or uppersouthcreek@sydneywater.com.au.

For more information about the Upper South Creek Advanced Water Recycling Centre project, visit our project website by scanning the QR code below.



Interpreter Service 13 14 50

Arabic • Chinese • Greek • Italian • Filipino • Korean • Vietnamese • Hindi • Punjabi • Assyrian

إذا كنت تحتاج إلى مترجم، يرجى الاتصال بالرقم أعلاه.

如果你需要傳譯員的協助，請致電以上的號碼。

Αν χρειάζεστε διερμηνεία, τηλεφωνήστε στον παραπάνω αριθμό.

Se vi serve un interprete, telefonate al numero indicato sopra.

Kung kailangan mo ng tulong ng interpreter, pakitawagan ang numero sa itaas.

통역사가 필요하시면 위의 번호로 전화하십시오.

Nếu quý vị cần thông dịch viên, hãy gọi đến số trên đây.

बदि आपकी दुसगिए की सहायता की जरूरत है, वो कृपया ऊपर दिए गए नम्बर पर फोन कीजें।

ਜੇ ਤੁਹਾਡੇ ਦੋਸਤਾਨੇ ਦੀ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਯਾ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ।

اگر آپ کو کسی کی مدد کی ضرورت ہے، تو براہ کرم اوپر دیے گئے نمبر پر کال کریں۔

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