



# D51 Outcomes of Community Consultation Report

## January - March 2025 (Q1)

Applicable to:	Sydney Metro West
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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 period from January to March 2025 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 DPHI 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 B – AFJV Central Tunnelling Package
- Phase F – GLC Western Tunnelling Package

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)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
All subscribers of Five Dock (5,357) recipients	Weekly during reporting period	B	AFJV	Weekly email updates outlining upcoming dates for OOHV activities and expected noise impacts	Stakeholders have opportunity to respond with questions and concerns	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notifications including providing information on OOHV work	Stakeholders have opportunity to respond with questions and concerns	✓		✓
All subscribers of Burwood North (5,447 recipients)	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHV activities and expected noise impacts	Stakeholders have opportunity to respond with questions and concerns	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHV work	Stakeholders have opportunity to respond with questions and concerns	✓		✓
All subscribers of North Strathfield (5,266 recipients)	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHV activities and expected noise impacts	Stakeholders have the opportunity to respond with questions or concerns	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHV work	Stakeholders have the opportunity to respond with questions or concerns	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
All subscribers of Sydney Olympic Park (5,714 recipients)	Weekly during reporting period	B	AFJV	Weekly email update outlining upcoming dates for OOHV activities and expected noise impacts	<b>Stakeholders have opportunity to respond with questions and concerns</b>	✓		✓
	Monthly during reporting period	B	AFJV	Monthly notification including providing information on OOHV work	<b>Stakeholders have opportunity to respond with questions and concerns</b>	✓		✓
Burton Street, Concord	14 January	B	AFJV	Clarification on 3-month lookahead OOHV	Place Manager contacted new resident and provided clarification on the extent, impact and duration of night work after resident received 3 month lookahead	✓		
Waterview Street, Second Avenue, Great North Road, Five Dock	29 January	B	AFJV	OOHV doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. Offer rejected but good will gesture of movie tickets accept instead		✓	✓
Burwood Road and Parramatta Road, Concord	30 January	B	AFJV	OOHV doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some residents.	✓		✓
Concord Road and Wellbank intersection, North Strathfield	31 January	B	AFJV	OOHV doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work, expected impacts and offered AA. AA was accepted by two residents.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Queen Street, North Strathfield	2 February	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work, expected impacts and offered AA. AA was accepted by multiple residents	✓		✓
Waterview Street, Second Avenue, Great North Road, Five Dock	7 February	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA		✓	✓
Parramatta Road and Burwood Road, Concord	18 February	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some residents	✓		✓
Burton Street, Concord	18 February	B	AFJV	Use of ventilation fans post shed removal	Place Manager contacted stakeholder to discuss machinery on site post acoustic shed demolition. Ventilation fans were identified as source of OOH noise and further mitigation measures provided as well as respite offer as good will gesture.	✓	✓	✓
Waterview Street, Second Avenue, Great North Road, Five Dock	21 February	B	AFJV	OOHW and offer of alternative accommodation (AA)	Offer rejected but good will gesture of movie tickets accept instead		✓	✓

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, Second Avenue, Great North Road, Five Dock	24 & 26 February	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some while two (2) stakeholders were provided movie tickets as a good will gesture	✓	✓	✓
Waterview Street, Five Dock	24 February	B	AFJV	Complaint about noise form demobilisation work	Site demob activity timelines given, and movie tickets offered to the stakeholders as a gesture of good will	✓	✓	✓
Parramatta Road and Burwood Road, Concord	25 February	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work, expected impacts and offered AA. AA was accepted by some residents	✓		✓
Burwood Road, Concord	26 February	B	AFJV	Utilities OOHW	Place Manager contacted new resident who was not aware that a Metro site was located opposite premises and was informed by agent it was a depot. Place Manager provided full brief of final demobilisation work, mitigation measures and respite offer. Resident grateful for mitigation measure, personal contact and information. Resident accepted relocation for all remaining noisy night work.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Burwood Road, Concord	5 March	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work, expected impacts and offered AA. AA was accepted by some residents	✓		✓
Waterview Street, Second Avenue, Great North Road, Five Dock	14 March	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some while two (2) stakeholders were provided movie tickets as a good will gesture	✓	✓	
Burwood Road, Parramatta Road and Neichs Lane, Concord	17 March	B	AFJV	Temporary road closure	Place Manager doorknocked residents and businesses around 29-45 Parramatta Road regarding impending night work and the temporary closure of Neichs Lane at night for sewer repair work. AA was offered and accepted by some residents.	✓		✓
Burwood Road, Concord	18 March	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work, expected impacts and offered AA. AA was accepted by some residents	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Second Avenue & 110 Great North Road, Five Dock	24 March	B	AFJV	OOHW doorknock and offer of alternative accommodation (AA)	Place Manager doorknocked and provided information about the planned work and expected impacts and offered AA. AA was accepted by some while two (2) stakeholders were provided movie tickets as a good will gesture	✓	✓	✓
Clyde and surrounds (1320)	14 January	F	GLC	Notification reminder to inform businesses about upcoming OOHW road closure 21-23 January 2025	General update includes identification of night work			✓
Clyde and surrounds	16 January	F	GLC	Doorknock to two properties on Penelope Lucas Lane regarding piling at night on Unwin Street	Stakeholders have opportunity to respond with questions or concerns			✓
Clyde and surrounds (1320)	21 January	F	GLC	Notification reminder to inform businesses about upcoming OOHW road closure 28-30 January and 1,2,3,5,6 February 2025	General update includes identification of night work			✓
Clyde and surrounds (1320)	31 January	F	GLC	Notification reminder to inform businesses about upcoming OOHW road closure 1,2,3,5,6 February 2025 and advising of the road opening date of 7 February 2025.	General update includes identification of night work			✓
TBM (10)	11 February	F	GLC	Cross Passage reminder notification XP77 Hope Street, Oak Street and James Ruse Drive	General update includes identification of night work			✓
TBM Reminder	14 February	F	GLC	TBM reminder notification	General update includes identification of night work			✓



Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Parramatta	21 February	F	GLC	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Westmead	21 February	F	GLC	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
Clyde	21 February	F	GLC	3 months OOHW look ahead	Notification outlining planned (known) OOHW in the area for the coming 3 months			✓
TBM (1)	12 March	F	GLC	Cross Passage reminder notification XP74 Sent to Australian Turf Club	General update includes identification of night work			✓
TBM Reminder	12 March	F	GLC	TBM reminder notification	General update includes identification of night work			✓
TBM (20)	17 March	F	GLC	Cross Passage reminder notification XP78 Oak Street, Arthur Street and Hassall Street	General update includes identification of night work			✓
All subscribers – Westmead (Email – 3281, mail out – 1500)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
All subscribers – Parramatta (Email – 4705, mail out - 4477)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – Clyde and surrounds (Email – 755, mail out – 1320)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – SOP (Email – 1500, mail out 37)	Weekly during the reporting period	F	GLC	Weekly email update outlining upcoming dates for OOHW, activities and expected noise impacts	Weekly email update. Stakeholders have opportunity to respond with questions or concerns	✓		✓
	Monthly update	F	GLC	Monthly notification including providing three-month lookahead of OOHW every quarter	Stakeholders have opportunity to respond with questions or concerns			✓
All subscribers – Eastern Creek (1500)	Quarterly update	F	GLC	Quarterly notification	Stakeholders have opportunity to respond with questions or concerns	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Distribution area – TBM (ranges from 500 - 1500) Rosehill Oak Street, James Ruse Drive, Hope Street and Weston Street  Parramatta Hassall, Alfred, Purchase, Arthur, George, Charles and Macquarie streets, Gregory Place and Noller Parade	Monthly update	F	GLC	Monthly notification	Stakeholders have opportunity to respond with questions or concerns	✓		✓
Distribution area – Mined tunnels Clyde (397)	Monthly update	F	GLC	Monthly notification	Stakeholders have opportunity to respond with questions or concerns	✓		✓

## 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 <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>	
<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 (<a href="#">Australia's biggest public transport project   Sydney Metro</a>).</p>