



E44 Outcomes of Community Consultation Report July – September (Q3)

SM-25-00200697

Applicable to:	Sydney Metro West
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1. Overview

Condition of Approval (CoA) E44 for Sydney Metro West - Rail infrastructure, stations, precincts and operations (SSI 22765520) requires appropriate respite periods to be identified for work carried outside of standard construction hours as identified by CoA E25.

Specifically, CoA E44 states:

In order to undertake out-of-hours work outside the hours specified under Condition E25, (except emergency work) 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) *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 and vibration criteria under Conditions E29(c), E29(d) and E30 (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-hours work must be provided to the AA, ER, EPA and the Planning Secretary before the out-of-hours works commence

This document provides the final component of condition E55 highlighted above, namely *the outcomes of the community consultation*.

This report covers the period of July – September 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 E44. 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 request.

The compliance matrix for all requirements of CoA E44 can be found in **Attachment A**.

Phases included in this report are:

- Phase L – Quickway Rosehill/Clyde Enabling Works

Addressing feedback is categorised as follows:

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

2. Outcomes

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
City of Parramatta Council	10/07/25	L	Quickway	Presentation to CoPC to advise on upcoming out of hours power enabling work on Unwins St	Council interface organised meeting with CoPC to introducing upcoming works and providing high level program of works, traffic management plan and noise and vibration assessment – No feedback recieved			✓
Unwin St, Colquhoun St & Durham St, Rosehill	23/07/25	L	Quickway	Doorknock to about proposed ancillary facility	Place Manager doorknocked businesses along Unwin, Colquhoun, Durham St to introduce upcoming power enabling work, conduct business analysis and deliver notification of proposed temporary ancillary facility on Durham Street - No feedback received.			✓
Australian Turf Club, Rosehill Racecourse	22/07/25	L	Quickway	Presentation to ATC to advise on upcoming out of hours power enabling work on Unwins St	Engagement coordinator provided presentation to ATC introducing upcoming works and providing high level program of works, traffic management plan and noise and vibration assessment – No feedback recieved			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measure offered	Ongoing consultation
Endeavor Energy	22/09/25	L	Quickway	Interface meeting to discuss upcoming Quickway & Endeavor Energy works on Unwins and Colquhoun St	Engagement coordinator organised meeting between Quickway and Endeavor Energy to introduce program of works, traffic management plan. Endeavor Energy to establish a follow up interface meeting to coordinate works when works contractor is awarded, estimated Dec 2025.			✓
Clyde and surrounds	24/09/25	L	Quickway	Construction Notification – October 2025	General update includes identification of night work			✓
Clyde and surrounds	29/09/25	L	Quickway	Start of site investigation OOHW notification	General update, including upcoming night work and mitigation measures			✓
Clyde and surrounds	03/10/25	L	Quickway	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Attachment A – Compliance Matrix

Condition Requirement	Compliance Method based on Sydney Metro OOHW Protocol
<i>E44 In order to undertake out-of-hours work outside the work hours specified under Condition E25 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>	Newsletters (three (3) month programme) and Notifications (seven (7) day program) include details to Contact Us. For example, a Notification for works in Rosehill/Clyde includes the following: 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. Your local Place Manager, Julian will be your main contact for questions and enquiries regarding the project and can be contacted on 1800 612 173. If you would like to receive these updates via email, please contact Julian who can add you to the distribution list. Our email is: sydneymetrowest@transport.nsw.gov.au
(a) <i>a progressive schedule for periods no less than three (3) months, of likely out-of-hours work;</i>	Newsletters (three (3) month programme) and Notifications (seven (7) day program) include this information. These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro). 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.
(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>	This report, the Outcomes of Community Consultation Report. This report is issued to AA and EPA (by email) and Planning through the portal. This report is also issued to the ER's.
<i>the identified respite periods and the scheduling of the likely out-of-hour work must be provided to the AA,</i>	OOHW Permits, which include respite and OOHW scheduling information, are provided to the AA for endorsement.
<i>EPA and the Planning Secretary.</i>	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). These consultation tools are also posted on the Sydney Metro website (Australia's biggest public transport project Sydney Metro).