



D51 Outcomes of Community Consultation Report – October - December 2023 (Q4)

SM-23-00000273

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 first quarter (Q1) period of 2023, January to March 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 B – AFJV Central Tunnelling Package
- Phase F – GLC Western Tunnelling Package
- Phase H – Westmead Utility Work.

Recently completed phases:

- Phase A – Quickway Power and Enabling Works, completed on 16 March 2023.
- Phase E – Transport for Tomorrow (TfT) Existing Corridor Enabling Works, completed April 2023.

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 measures accepted	Ongoing consultation
Burwood Road, Concord	5 October 2023	B	AFJV	OOHW traffic adjustments for utilities work	Contacted business to discuss options for business parking and deliveries whilst night work was undertaken. Provided alternative drop off areas within site where possible and explained when additional measures would not be possible. Provided a detailed schedule of work to business.	✓		✓
Princess Avenue, Henry Marine Drive, Duchess Street, Nield Avenue Rodd Point	9 October 2023	B	AFJV	Doorknock about 24/7 tunnelling	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised.			✓
Henley Marine Drive, Duke Avenue, Arthur and Rickard streets, Rodd Point	12 October 2023	B	AFJV	Doorknock about 24/7 tunnelling	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised			✓

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Page 3 of 20

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Burwood Road, Burton and Loftus streets, Concord	15 October 2023	B	AFJV	Door knock for OOH cavern and nozzle work, ongoing utilities work	Door knocked residents to outline upcoming OOHW for the cavern and nozzle excavation work. Also invited them to the Community Open Day to come meet the team, see the cavern and station box excavation and	✓		✓
Burwood Road, Burwood	17 October 2023	B	AFJV	OOHW – utilities work	Contacted new property owner to provide a full brief of work activities, timetable, mitigation measures and respite offers. AA accepted for the work adjacent to the southern shaft property. Resident queried over station development and was invited to the Burwood North Open Day to meet with AFJV and Sydney Metro representatives. Resident grateful for the mitigation measure, information provided and Open Day to learn more about future of the area.	✓	✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Rickard, Heath and Augusta streets; First Avenue, Rodd Point	19 October 2023	B	AFJV	Doorknock about 24/7 tunnelling	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised			✓
Crescent Street, Rozelle	30 October 2023	B	AFJV	Utilities OOHW	Place Manager doorknocked and provided information about the planned work and clarification on expected impacts associated with OOHW. Stakeholder appreciated ongoing personal contact and information.	✓		✓
Augusta Rickard streets, First Avenue and Ingham Street, Five Dock	30 October 2023	B	AFJV	Doorknock about 24/7 tunnelling	Place Manager doorknocked with tunnelling flyer advising of 24/7 tunnelling starting near or under property. No concerns raised.			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Burwood Road, Concord	2 November 2023	B	AFJV	OOHW – utilities work	Contacted new resident of the area and provided a full brief of construction work, timetable, mitigation measures and respite offers. Resident grateful for the mitigation measure, personal contact and information	✓	✓	✓
Garfield Street, Five Dock	10 November 2023	B	AFJV	Notification for OOHW	In discussions with resident, AFJV agreed to a per night contribution towards resident's chosen alternative accommodation (AA) venue due to work proximity needs		✓	✓
Coronation Avenue, Five Dock	13 November 2023	B	AFJV	Doorknock about 24/7 tunnelling	Place manager provided personal briefings to affected residents in Waterview St on upcoming TBM work below their properties, possible impacts from ground borne noise and AA offer.	✓		✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Waterview Street, Five Dock	22 November 2023	B	AFJV	Doorknock about 24/7 tunnelling	Place manager provided personal briefings to affected residents in Waterview St on upcoming TBM tunnelling below their properties, possible impacts from ground borne noise and respite offers.	✓		✓
Waterview Street, Five Dock	22 November 2023	B	AFJV	Alternative accommodation offer	In consultation with resident, AFJV agreed to goodwill allowance for transport and expenses for resident to make own accommodation arrangements		✓	✓
Waterview Street, Five Dock	23 November 2023	B	AFJV	Tunnelling Briefing	Place manager met with new resident to the area with and provided a full brief of construction work, timetable and mitigation measures. This included specifics on TBM approaching, potential ground borne noise impacts and respite policy. Resident emailed thanks for the briefing, personal contact and AA offer.	✓		

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Coronation Avenue, Five Dock	24 November 2023	B	AFJV	Tunnelling AA offer	Resident provided very late after hours acceptance of AA offer for tunnelling. Place manager secured a hotel booking, within the hour.	✓	✓	
Waterview Street, Five Dock	27 November 2023	B	AFJV	Tunnelling work	In consultation with resident, AFJV agreed to goodwill allowance for resident to make own alternative accommodation arrangements due to persona health reasons.	✓	✓	✓
Great North Road, Five Dock	30 November 2023	B	AFJV	Utilities OOHW	Resident accepted cinema vouchers offered as a good will gesture given relocation not suitable to family		✓	✓
Great North Road, Five Dock	4 December 2023	B	AFJV	Utilities OOHW	Resident accepted cinema vouchers offered as a good will gesture given preference not to relocate.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Burton Street and Burwood Road, Concord	14 December 2023	B	AFJV	Road pavement repair door knock	Door knocked residents of Burton Steet and Burwood Road to discuss road pavement repair work over the coming week and organise AA for those who accepted. Provided respite offers for residents unable to relocate.	✓	✓	
Queen and Waratah Street, North Strathfield	15 December 2023	B	AFJV	OOHW – utilities work door knock	Door knocked residents of Queen and Waratah streets adjacent to construction site to discuss upcoming scope of work for the installation of a high voltage electrical kiosk in the construction site. Advanced alternative accommodation was offered ahead of the busy holiday period to ensure all those wishing to relocate would be able to.	✓	✓	✓
Westmead	6 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Westmead	9 October 2023	F	GLC	Doorknock and/or left SWMY cards at 92 properties on Bailey Street, Hassall Street and Hawkesbury Road offering respite for OOHW OSOM deliveries.	Residents appreciative of offers.		RO – 22 stakeholders	✓
Westmead	11 October 2023	F	GLC	Doorknock and/or left SWMY cards at 18 properties on Grand Avenue and Alexandra Avenue to advise that tunnelling will commence on the western end of the site within the next few weeks. Invitations to the community information session were also provided.	Residents appreciative of update.			✓
Westmead	11 October 2023	F	GLC	Doorknock and/or left SWMY cards at 106 properties on Bailey Street, Alexandra Avenue, Railway Parade and Park Avenue to advise upcoming sewer piper repair work on Alexandra Avenue.	Residents appreciative of update.			✓
Westmead	13 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	17 October 2023	F	GLC	Construction Newsletter Distributed to 3600 recipients October 2023	General update including identification of upcoming night work.			✓
Westmead	17 October 2023	F	GLC	Doorknock and/or left SWMY cards at 64 properties on Bailey Street and Hassall Streets offering respite for OOHW OSOM deliveries.	Residents appreciative of update.		RO – 7 acceptances	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Westmead	20 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	25 October 2023	F	GLC	Construction Notification Distributed to 1500 recipients November 2023	General update includes identification of night work			✓
Westmead	26 October 2023	F	GLC	Doorknock and/or left SWMY cards at 88 properties on Park Avenue and Railway Parade offering respite for OOHW CCTV inspection work.	Residents appreciative of offers.		RO – 4 acceptances	✓
Westmead	27 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	30 October 2023	F	GLC	Doorknock and/or left SWMY cards at 19 properties on Alexandra Avenue to advise of access that is required to a manhole within the property boundary during night CCTV investigation work.	General update includes identification of night work			✓
Westmead	3 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	3 November 2023	F	GLC	Doorknock and/or left SWMY cards at 5 properties on Grand Avenue and Alexandra Avenue to advise that tunnelling will commence on the western end of the site from Monday 6/11.	Residents appreciative of update.			✓
Westmead	10 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Westmead	17 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	24 November 2023	F	GLC	Construction Notification Distributed to 1500 recipients December 2023	General update includes identification of night work			✓
Westmead	24 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	1 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	8 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	15 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Westmead	27 December 2023	F	GLC	Construction Notification Distributed to 1500 recipients January 2024	General update includes identification of night work			✓
Parramatta	20 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	25 October 2023	F	GLC	Construction Notification Distributed to 3540 recipients November 2023	General update includes identification of night work			✓
Parramatta	27 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Parramatta	30 October 2023	F	GLC	Doorknock businesses affected by sewer tie-in works on United Lane offering alternate parking	6 businesses were provided 10 alternate car parking spaces		✓	✓
Parramatta	3 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	10 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	17 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	24 November 2023	F	GLC	Construction Notification Distributed to 3540 recipients December 2023	General update includes identification of night work			✓
Parramatta	24 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	1 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	8 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Parramatta	8 December 2023	F	GLC	Doorknock businesses affected by sewer tie-in works on United Lane offering alternate parking	6 businesses were provided 10 alternate car parking spaces		✓	✓
Parramatta	15 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Parramatta	27 December 2023	F	GLC	Construction Notification Distributed to 3540 recipients January 2024	General update includes identification of night work			✓
Clyde and Surrounds	6 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	12 October 2023	F	GLC	Specific roadheader notification distributed to residents 60m around tunnelling activity location.	General update includes identification of night work			✓
Clyde and Surrounds	13 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	20 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	23 October 2023	F	GLC	Specific roadheader notification distributed to residents 60m around tunnelling activity location.	General update includes identification of night work			✓
Clyde and Surrounds	23 October 2023	F	GLC	Doorknocked resident requesting approval to install a vibration monitor in their property to monitor vibration levels of 24 hour tunnelling works in their area.	Resident approved installation.			✓
Clyde and Surrounds	25 October 2023	F	GLC	Doorknocked resident requesting approval to install a vibration monitor in their property to monitor vibration levels of 24 hour tunnelling works in their area.	Resident approved installation.			✓
Clyde and Surrounds	25 October 2023	F	GLC	Roadheader Notification Distributed to 397 recipients November 2023	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 measures accepted	Ongoing consultation
Clyde and Surrounds	25 October 2023	F	GLC	Construction Notification Distributed to 1300 recipients November 2023	General update includes identification of night work			✓
Clyde and Surrounds	25 October 2023	F	GLC	TBM Notification Distributed to 60 recipients November 2023	General update includes identification of night work			✓
Clyde and Surrounds	27 October 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	3 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	6 November 2023	F	GLC	Specific roadheader notification distributed to residents 60m around tunnelling activity location.	General update includes identification of night work			✓
Clyde and Surrounds	8 November 2023 – 10 November 2023	F	GLC	Doorknocked businesses to inform them of the proposed 56hr Unwin Street road closure,	Businesses provided feedback on whether they could foresee any potential impacts and their working hours during the shutdown period.			✓
Clyde and Surrounds	10 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	17 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Clyde and Surrounds	20 November 2023	F	GLC	Doorknocked resident requesting approval to install a vibration monitor in their property to monitor vibration levels of 24 hour tunnelling works in their area.	Resident approved installation.			✓
Clyde and Surrounds	21 November 2023	F	GLC	Specific roadheader notification distributed to residents 60m around tunnelling activity location.	General update includes identification of night work			✓
Clyde and Surrounds	24 November 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	24 November 2023	F	GLC	Construction Notification Distributed to 1300 recipients December 2023	General update includes identification of night work			✓
Clyde and Surrounds	24 November 2023	F	GLC	Roadheader Notification Distributed to 397 recipients December 2023	General update includes identification of night work			✓
Clyde and Surrounds	24 November 2023	F	GLC	TBM Notification Distributed to 60 recipients December 2023	General update includes identification of night work			✓
Clyde and Surrounds	1 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Clyde and Surrounds	4 December 2023	F	GLC	Resident contacted the SM 1800 info line after receiving the roadheader notification to complain about the noise generated from tunnelling.	Resident was offered alternate accommodation, noise monitoring and vibration monitoring whilst the roadheader was under the property.		AA – 1 accepted	
Clyde and Surrounds	8 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	12 December 2023	F	GLC	Doorknocked resident requesting approval to install a vibration monitor in their property to monitor vibration levels of 24 hour tunnelling works in their area.	Resident approved installation.			✓
Clyde and Surrounds	15 December 2023	F	GLC	E-blast – Out of hours work weekly update	Weekly update of OOHW			✓
Clyde and Surrounds	27 December 2023	F	GLC	Construction Notification Distributed to 1300 recipients January 2024	General update includes identification of night work			✓
Clyde and Surrounds	27 December 2023	F	GLC	Roadheader Notification Distributed to 397 recipients January 2024	General update includes identification of night work			✓
Clyde and Surrounds	27 December 2023	F	GLC	TBM Notification Distributed to 60 recipients January 2024	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 measures accepted	Ongoing consultation
Westmead	18 October 2023	H	Quickway	Start of site investigations OOHW notification Distributed to 1100 recipients	General update, including upcoming night work and mitigation measures			✓
Westmead	18 October 2023	H	Quickway	Email update to Westmead Public School re: start of site investigations	General update, including upcoming night work and mitigation measures			✓
Bailey Street, Hassall Street and Hawkesbury Road, Westmead	19 October 2023	H	Quickway	Doorknocked and/or left SMWY cards at 195 properties on Bailey Street, Hassall Street and Hawkesbury Road offering respite for OOHW site investigations	Residents appreciative of offers, clarification of works and respite procedure. Acceptances AA – 14 Households RO – 67 Households			✓
Bailey Street, Hassall Street and Hawkesbury Road, Westmead	26 October 2023, 30 October 2023, 6 November 2023, 13 November 2023 & 20 November 2023	H	Quickway	Westmead site investigations OOHW alternative mitigation measure request	47 Residents advised households could not accept alternative accommodation due to work and/or family requirements. Residents were offered and accepted cinema vouchers as form of alternative mitigation measure.		✓	✓

Stakeholder Interaction	Date(s)	Phase	Contract	Trigger for Interaction	Feedback Received	How it was addressed		
						Further clarification provided	Alternative mitigation measures accepted	Ongoing consultation
Bailey Street, Hassall Street and Hawkesbury Road, Westmead	09 November 2023	H	Quickway	Additional Westmead site investigations OOHW respite offers made to 112 residents. Offer letters delivered by letterbox drop.	Eligible residents who previously accepted respite offers contacted to confirm acceptance of new respite offers and to discuss/arrange respite preferences. Acceptances AA – 7 Households RO – 34 Households			✓
Bailey Street, Westmead	14 November 2023	H	Quickway	Schedule of works update – Bailey St Emailed 32 residents	General update, including reminder of upcoming standard hours work and ongoing OOHW in area.	✓		✓
Westmead	18 November 2023	H	Quickway	Email update to Westmead Public School re: site investigations on Bailey Street and trenching on Hawkesbury Road	General update, including upcoming night work and mitigation measures			✓
Westmead	27 November 2023	H	Quickway	Start of trenching notification – Bailey St Distributed to between 200 recipients	General update, includes information about future planned night work and mitigation measures			✓

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>