

# **Community Communications Site-Specific Sub-Plan - Luddenham Metro Station**

SMWSASSM-PLD-LDN-SN250-CG-PLN-000001

Parklife Metro D&C

## Version Control

Version	Author	Date	Comments	Reviewed by	Approved by
<b>A</b>	<b>J.Spence</b>	30/10/2023	First Issue	<b>Rebecca Noakes</b> Community and Stakeholder Manager	<b>Jose Sanchez</b> Project Director
<b>0</b>	<b>J.Spence</b>	28/11/2023	Final Issue / IFI	<b>Rebecca Noakes</b> Community and Stakeholder Manager	<b>Jose Sanchez</b> Project Director

### Signature

### Details of Revision Amendments Document Control

The Project Director is responsible for ensuring that this plan is reviewed and approved. The Stakeholder and Community Engagement Manager is responsible for updating this plan to reflect changes to construction, legal and other requirements, as required.

### Amendments

Any revisions or amendments must be approved by the Stakeholder and Community Engagement Manager and/or client before being distributed / implemented.

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# Glossary

TABLE 1: STANDARD TERMS

Term	Definition
Project	Sydney Metro – Western Sydney Airport
Parklife Metro	Consortium comprising entities of Plenary, Siemens Mobility, Siemens Financial Services, Webuild and RATP Dev as successful contractors for the Sydney Metro Western Sydney Airport SSTOM Package.
Parklife Metro D&C	Parklife Metro Design and Construct. Consists of Webuild S.P.A, Siemens Mobility Pty Ltd. Responsible for the construction of SSTOM Works

TABLE 2: ABBREVIATIONS

Term	Definition
CCSS	Community Communications Site-specific Sub-plan
CEMP	Construction Environmental Management Plan
CICG	Communications Interface Coordination Group
DPE	Department of Planning and Environment
EIS	Environmental Impact Statement
OCCS	Overarching Community Communications Strategy
OOHW	Out-of-hours work
OSOM	Over-size over-mass
PUDCLP	Place, Urban Design and Corridor Landscape Plan
SBT	Station Boxes and Tunnelling
SCAW	Surface and Civil Alignment Works
SMF	Stabling and Maintenance Facility
SM-WSA	Sydney Metro – Western Sydney Airport
SSTOM	Stations, Systems, Trains, Operations and Maintenance
TfNSW	Transport for New South Wales
TTLG	Traffic and Transport Liaison Group
WSI	Western Sydney International Airport

# 1 Community Communications Site-specific Sub-plan

This Community Communications Site-Specific Sub-plan (CCSS) describes Parklife Metro's communication approach for the delivery of the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works at the Luddenham Metro Station site.

It provides information about how Parklife Metro will manage and meet key communications and stakeholder relations requirements during construction by ensuring a proactive engagement with key stakeholders, relevant authorities and local communities, including residents and businesses.

## 2 Project Overview

Sydney Metro – Western Sydney Airport (SM-WSA) will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region.

The city-shaping project, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney, supporting more than 14,000 jobs during construction for the NSW and national economies.

The 23-kilometre new railway will link residential areas with job hubs including the new Aerotropolis and connect travellers from the new airport to the rest of Sydney's public transport system.

The Australian and NSW governments have awarded all three major contracts for the (SM-WSA) project:

- Station boxes and tunnelling (SBT) – currently in delivery
- Surface and civil alignment works (SCAW) – currently in delivery
- Stations, Systems, Trains, Operations and Maintenance (SSTOM) – work to commence in late 2023.

### 2.1 Stations, Systems, Trains, Operations and Maintenance

In December 2022, the largest Public Private Partnership (PPP) contract in New South Wales was awarded to Parklife Metro for the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works for the Sydney Metro – Western Sydney Airport Project.

Parklife Metro will deliver:

- Six new stations – St Marys, Orchard Hills, Luddenham, Airport Business Park, Airport Terminal and the new Aerotropolis
- 12 new metro trains
- Core rail systems
- The Stabling and Maintenance Facility (SMF) to be built at Orchard Hills
- Service facilities at Claremont Meadows and Bringelly.

Parklife Metro will also operate and maintain the Sydney Metro – Western Sydney Airport (SM-WSA) line and its assets for 15 years after it becomes operational in 2026.

### 3 Stakeholder and community objectives

Parklife Metro recognises the importance of effective communication in supporting Sydney Metro's delivery of Australia's largest public transport project. Parklife Metro has established the following stakeholder and community communication objectives for the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works:

- Support Sydney Metro in promoting the benefits of the project and increasing the understanding of its importance to the stakeholders and the broader Sydney community
- Collaborate with interfacing contractors and key stakeholders to minimise the project's negative impacts on stakeholders and the community
- Anticipate and address stakeholder and community need to mitigate any potential issues that may arise.
- Manage stakeholder and community expectations by providing timely, accurate, and proactive communications regarding the construction impacts
- Be a reliable, flexible, and responsive partner for the NSW Government, its key stakeholders, and the communities involved.

#### 3.1 Background and context

The Community Communications Site-Specific Sub-Plan (CCSSP) describes Parklife Metro's communication approach for the delivery of SSTOM works at the Luddenham Metro Station site.

It is a subplan to the Community Communications Strategy – Parklife Metro D&C (SMWSASSM-PLD-1NL-PC-PLN-000065) and is designed to minimise the impacts of construction and provide a high-level of satisfaction in meeting community expectations.

This subplan identifies site-specific stakeholders, how they will be informed about construction activities, key environmental issues and ways to discuss or provide feedback on how they are being managed.

#### 3.2 Strategy structure and interface with other plans

The CCS and site-specific sub-plans will be structured as shown in the flowchart below. The overall SSTOM Project Management Plan will show how the CCS and its sub-plans interface with other SSTOM management plans, including the Construction Environmental Management Plan (CEMP).

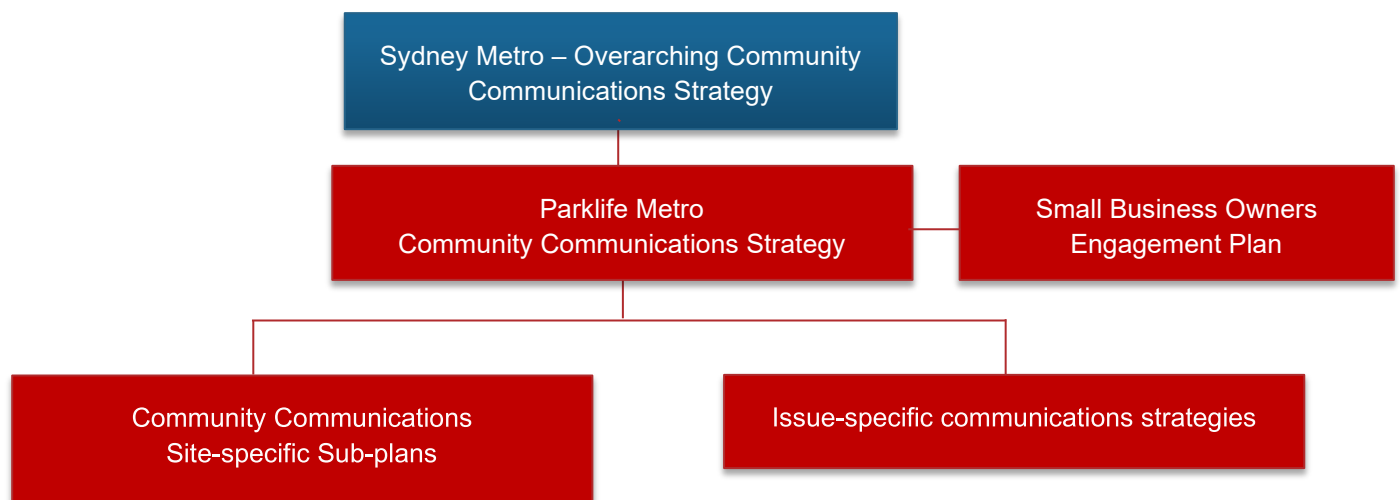


FIGURE 1 HIERARCHY OF PLANS

### 3.3 Plan authorisation and distribution

The Stakeholder and Community Engagement Manager is responsible for the distribution of this sub-plan. It will be introduced in site inductions to all staff and subcontractors working at the Luddenham Metro Station site, all personnel will perform their duties in line with its requirements. An accessible copy of this sub-plan will be available to the public on the Parklife Metro website (<https://parklifemetro.com.au/>).

## 4 Luddenham Metro Station

Luddenham Metro Station will be located near Luddenham Road, positioned between the Warragamba pipeline and the new airport. The current site consists of cleared land primarily used for agricultural purposes.

Luddenham Station will be designed to support the future employment, research, and knowledge-based employment precinct in Luddenham, along with mixed-use residential development with access to jobs, transport and green space.

#### Key features and benefits of Luddenham Metro Station will include:

- Support the Western Parkland City Northern Gateway precinct, which focuses on education, advanced technology, research, and development
- Provide a new metro station to an area currently underserved by high-quality public transport, enhancing accessibility for residents
- Offer opportunities for interchange with future bus and active transport networks, facilitating seamless connections and promoting sustainable modes of transportation.

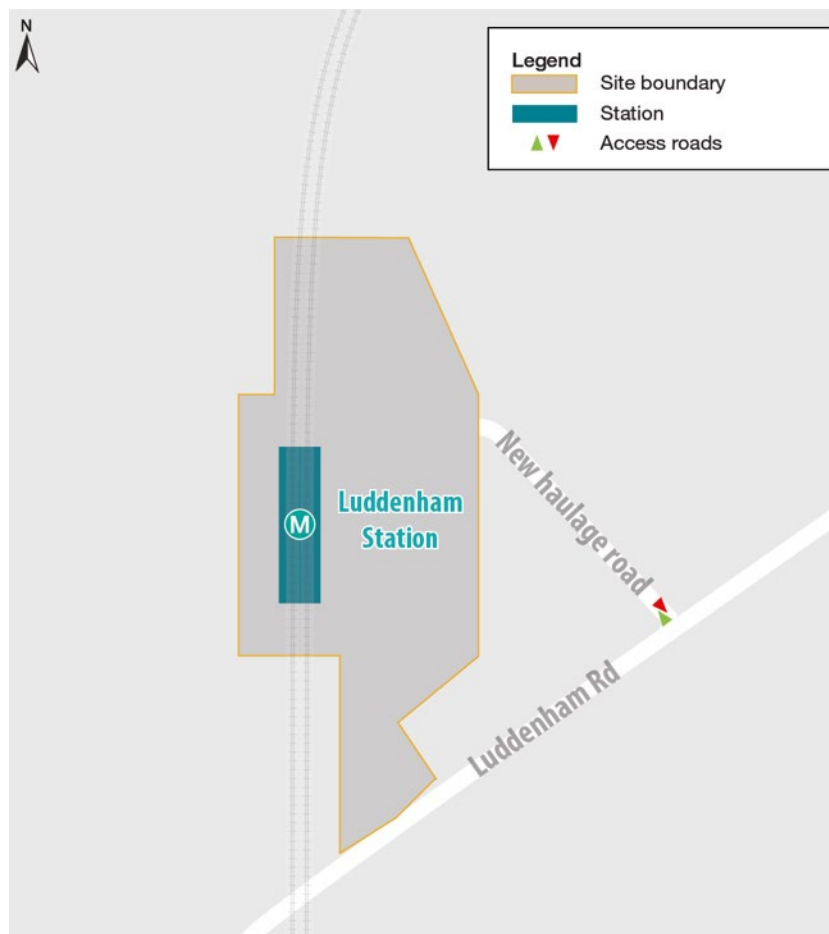


FIGURE 2 LUDDENHAM METRO STATION LOCATION

## 4.1 Site establishment

Site establishment works are being completed as part of the Surface and Civil Alignment Works (SCAW) package. The package includes removing and relocating services, excavating for the pile pad and haul road construction, and placing pavements for temporary road diversions.

Parklife Metro is scheduled to have a handover of the site in late 2023 and commence the SSTOM works.

SSTOM works will encompass a range of activities such as earthworks, structural works, station fit-outs, line-wide tasks, and station precinct works. This includes landscaping the surrounding areas, constructing footpaths and pavements, and enhancing the vegetation in the vicinity of the stations.

## 5 Stakeholder groups

The Environmental Impact Statement (EIS) submissions reflected that the community generally recognises the benefits of increased access to public transport and connectivity provided by SM-WSA. However, there are concerns about construction and how it will be managed to minimise impacts on nearby residents, businesses, community organisations and facilities.

**A key expectation is that the community will be provided with ongoing opportunities to be engaged to assist them in understanding:**

- The nature, timing, and impact of any project's activities
- How any impacts from noise and additional vehicle traffic during construction will be addressed
- Managing heritage requirements for any unexpected finds
- Sustainability measures.

Feedback on the temporary and permanent built structures will be welcomed from the community through the Place, Urban Design and Corridor Landscape Plan engagement process.

### 5.1 Business impacts

The stakeholders listed below are within a 200-metre radius from site. Parklife Metro Community Place Manager representatives will engage with them as required via information sessions, meetings (as required), quarterly newsletters, and Sydney Metro Website and App to keep them informed of the progress of works:

- Local business owners and operators around Luddenham Station including Crazy Hobbies, Sydney Society of Model Engineers, Luddenham Raceway and Luddenham Lodge horse riding
- Western Sydney Airport Co (WSA Co)
- Government agencies (Dept of Premier and Cabinet, TfNSW, DPE, Penrith City Council, Federal Dept of Infrastructure)
- Transport operators including haulage and public transport operators
- Local schools (Bringelly Public School, Holy Family Catholic Primary School, Luddenham Public School, Badgerys Creek Public School)
- The broader community interested in the delivery of SM-WSA stations and the Western Sydney International (Nancy-Bird Walton) Airport, including property developers and associated businesses.



Parklife Metro will continue to monitor the local area and consult with Penrith City Council and other project stakeholders to identify any new businesses which may commence trading during the delivery phase. Should a new or a previously unidentified business be identified, Parklife Metro will liaise with them to ensure that construction impacts are minimised, and mitigation is put in place.

## 5.2 Residential impacts

The nearest properties are located along Luddenham Road, Badgerys Creek Road and Elizabeth Drive. These residents are over 250 metres from site, and may be impacted by construction activities including noise, dust, and increased traffic. Parklife Metro Community Place Manager representatives will door knock these residents to engage and provide information when required.

## 5.3 Cumulative impacts

Parklife Metro is scheduled to begin its early works onsite in late 2023.

SSTOM works will encompass a range of activities such as earthworks, structural works, station fit-outs, line-wide tasks, and station precinct works. This includes landscaping the surrounding areas, constructing footpaths and pavements, and enhancing the vegetation in the vicinity of the station.

### **Parklife Metro will work with interfacing contractors and projects by:**

- Attending regular meetings with local council officers
- Participating in Sydney Metro's Communications Interface Coordination Group (CICG) and Traffic and Transport Liaison Group (TTLG)
- Consulting local businesses, residents and sensitive receivers to minimise impacts and co-ordinate any mandated respite periods
- Attending regular meetings with community liaison teams from adjacent contractors to coordinate the timing and distribution extents of communication materials
- Attending community information sessions conducted by neighbouring contractors
- Coordinating management of complaints that span multiple projects.

## 6 Construction stages, impacts and mitigation

TABEL 4 SSTOM ACTIVITIES AT THE LUDDENHAM STATION CONSTRUCTION SITE

Project Phase / indicative timing	Main Activities	Possible impacts	Communication and Mitigation measures
<b>Detailed Design</b>  <b>Q1 2023 to Q4 2023</b>	Design for site compound, stations, construction methodology, temporary works  Early works including utilities investigation, surveying, and property condition surveys (PCS)	Low impact works  Increase in light and heavy vehicle traffic  Access to properties where required	Notice of low impact works in monthly update  Letter to owners where PCS required  Complaints protocol available on the project website  Residents able to voice concerns via a 24-hour Community Infoline  Timely response to complaints and enquiries following the complaints management process  Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project  Construction team to implement noise mitigation measures.
<b>Site establishment</b>  <b>Q3 2023 to Q4 2024</b>	Installing environmental and sediment controls  Installing site power, portable water and sewer  Establishing site facilities and amenities	Initially low impact works.  Increase in light and heavy vehicle traffic.  Site offices established.	Noise mitigation, including choosing less noisy equipment and use noise absorbing material such as noise blankets, if required. It is not anticipated that there will be much noise emanating from these activities.  Complaints protocol available on the project website.

Installing survey point and geotechnical monitoring equipment.

Utility and geotechnical investigations.

Residents able to voice concerns via a 24-hour Community Infoline

Out of hours work.

Timely response to complaints and enquiries following the complaints management process

Noise vibration and dust impact

Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project

Graffiti, vandalism, and theft.

Construction team to implement noise mitigation measures

Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card.

**Piling and waterproofing**

Installing approximate of 150 bored piles

Increase in light and heavy vehicle traffic

Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)

**Q4 2023 to Q4 2024**

Waste removal off site

Demolition, excavation, and earthworks

Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace

Installing waterproofing on the perimeter walls and on the base slab

Out of hours work

Complaints monitoring to identify stakeholders or areas, particularly impacted by noise and vibration and consider

Installing two tower cranes

Noise vibration and dust impacts.

alternative or additional mitigation measures to address those stakeholder impacts

Complaints protocol available on the project website

Residents able to voice concerns via a 24-hour Community Infoline

Timely response to complaints and enquiries following the complaints management process

Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project

Construction team to implement noise mitigation measures

Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card.

**Sub-structure works**

**Q4 2024 to Q1 2025**

Platforms vertical supports

Mezzanine levels and rooms

Roof slabs (covering the station box)

Visual impacts

Noise vibration and dust impacts

Heavy vehicle movements, including removal of spoil and concrete trucks, building cranes, and piling rigs

OOH oversize vehicle to deliver large plant and piling rigs

Road/traffic impacts

Notifications 100 metres for day works (seven-day notice period)

Noise mitigation including noise blankets and hoardings

Dust mitigation including scrubbers to minimise dust, spoil removal in an enclosed area.

Environmental monitoring equipment will be deployed to monitor noise and dust impacts if any at all.

For any OOHW required, notification will be sent out to residents within 200 metres of the site

Complaints protocol available on the project website

Residents able to voice concerns via a 24-hour Community Infoline

Timely response to complaints and enquiries following the complaints management process

Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project

Construction team to implement noise mitigation measures

Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card.

**Station fit-out and finishes**

**Q2 2024 to Q2 2025**

Rail systems

Station systems such as ventilation fans, lighting, security services  
Architectural fit-out including glazing, wall and ceiling cladding, completing pavement works, painting and floor finishes, dismantling all cranes and temporary work elements.

Visual impacts

Heavy vehicle movements, including removal of spoil and concrete trucks  
OOH oversize vehicle to deliver large plant and piling rigs, building cranes.

Notifications 100 metres for day works (seven-day notice period)

Noise mitigation including acoustic shed

For any OOHW required, notification will be sent out to residents within 200 metres of the site

Undertake monitoring requirements including visual assessments of the construction area and ensure no contaminated material is released or discharged to surrounding environment throughout the project

Environmental monitoring equipment will be deployed to monitor noise and dust impacts

Complaints protocol available on the project website

Residents able to voice concerns via a 24-hour Community Infoline

Timely response to complaints and enquiries following the complaints management process

Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project

Construction team to implement noise mitigation measures

Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card.

<b>Station</b> <b>Precinct works</b> <b>Q4 2024 to Q2</b> <b>2025</b>	<p>Intersection modifications, including traffic signals,</p> <p>Road safety infrastructure, transport interchange facilities (for example bus shelters etc),</p> <p>Public domain and placemaking infrastructure, including landscaping, accessibility infrastructure (e.g. accessible ramps and lifts)</p>	<p>Visual impacts.</p> <p>Heavy vehicle movements, including removal of spoil and concrete trucks</p> <p>OOH oversize vehicle to deliver large plant and piling rigs, building cranes</p> <p>Road/traffic impacts</p>	<p>Complaints protocol available on the project website.</p> <p>Residents able to voice concerns via a 24-hour Community Infoline</p> <p>Timely response to complaints and enquiries following the complaints management process</p> <p>Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project.</p>
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line marking, signage and other finishes

Construction team to implement noise mitigation measures

Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card.

**Rail systems fit-out**

Rail systems

Minor visual impacts

Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)

**Q3 2024 to Q1 2025**

Station systems such as ventilation fans, lighting, security services

Road/traffic impacts

Complaints monitoring to identify stakeholders or areas, particularly impacted by noise and vibration and consider alternative or additional mitigation measures to address those stakeholder impacts

Architectural fit-out including glazing, wall and ceiling cladding, completing pavement works, painting and floor finishes, dismantling all cranes and temporary work elements.

Complaints protocol available on the project website

Residents able to voice concerns via a 24-hour Community Infoline

Timely response to complaints and enquiries following the complaints management process

**Testing and commissioning (rail)**

Collection of safety and quality assurance documentation and commissioning of readiness – checks

Minor visual impacts

Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)

**Q4 2024 to Q4 2026**

Installation and operation tests and checks

Road/traffic impacts

Complaints monitoring to identify stakeholders or areas, particularly impacted by noise and vibration and consider alternative or additional mitigation measures to address those stakeholder impacts

Final inspection, site acceptance tests,

Complaints protocol available on the project website

Commissioning and validation of individual systems.

Residents able to voice concerns via a 24-hour Community Infoline

Timely response to complaints and enquiries following the complaints management process.



## 7 Monitoring, reporting and continuous improvement

Community and stakeholder engagement activities are regularly monitored and reviewed to ensure they are appropriate and effective. Regular reviews are used to refine this plan and procedures throughout the delivery of the Project.

Parklife Metro will review feedback from stakeholders and the community through channels such as Sydney Metro's 24-hour Community Information Line, email, face to face contact, feedback at events and social media comments to identify trends, issues and sentiment. This analysis will be used to further refine or adapt communication tools and approaches used.

A database called Consultation Manager is used to track all enquiries, complaints and issues, as well as their resolution. This database enables analysis of this data and reporting to highlight any trends, response time and stakeholder satisfaction levels.

**Site specific sub-plans will be reviewed every six months to determine their effectiveness. The evaluation will consider the following key elements:**

- Identifying all potential local community, businesses and stakeholders that may be impacted by or have an interest in the project (based on the stakeholder categories provided in this plan)
- Targeted communication and engagement tools
- Effective mitigation measures to identified issues
- Cumulative impacts process for identifying nearby projects and coordination of communication
- Complaints and enquiries management reporting.