

Community Communications Site-Specific Sub-Plan – Orchard Hills Metro Station

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Parklife Metro D&C

Version Control

Version	Author	Date	Comments	Reviewed by	Approved by
A	J.Spence	30/10/2023	First Issue	Rebecca Noakes Community and Stakeholder Manager	Jose Sanchez Project Director
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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
EIS	Environmental Impact Statement
OCCS	Overarching Community Communications Strategy
OOHW	Out-of-hours work
OSOM	Over-size over-mass
PCC	Penrith City Council
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
TTLG	Traffic and Transport Liaison Group
TfNSW	Transport for New South Wales
WPCA	Western Sydney Parkland City Authority
WSI	Western Sydney International Airport

1 Community Communications Site-specific Sub-plan

This Community Communications Site-specific Sub-plan (CCSSP) describes Parklife Metro's communication approach for the delivery of the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works at the Orchard Hills Metro Station construction 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 ever 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 that supporting Sydney Metro in delivering Australia’s largest public transport project calls for regular, timely and accurate communication of useful information that enhances the Project’s reputation. Parklife has formulated the following communication objectives for SSTOM Work. Parklife Metro’s stakeholder and community communication objectives are to:

- Support Sydney Metro to promote benefits and increase understanding of the Project with stakeholders and the broader Sydney community
- Work collaboratively with interfacing contractors and key stakeholders to minimise Project impacts on stakeholders and the community
- Mitigate issues by listening to and anticipating stakeholder and community needs
- Manage stakeholder and community expectations regarding construction impacts through timely, accurate and proactive communications
- Be a trusted, flexible and responsive partner for the NSW Government, its key stakeholders and communities.

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 Orchard Hills Metro Station site.

It is a sub-plan 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 sub-plan 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).

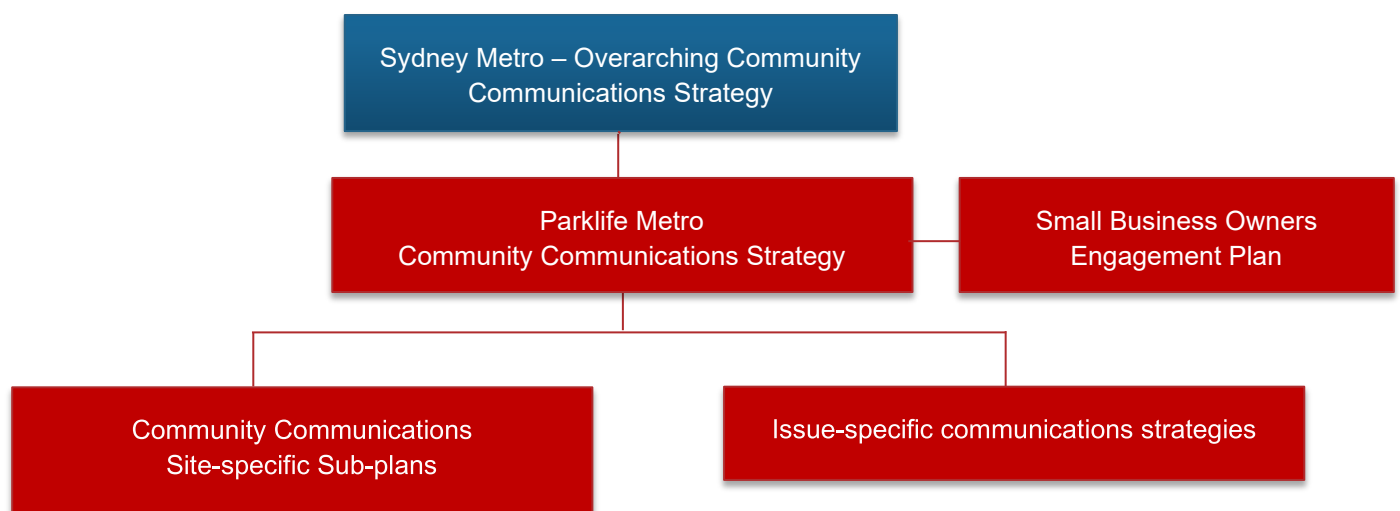


FIGURE 1 HIERARCHY OF PLANS

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 Orchard Hills Metro Station construction site, and 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 Orchard Hills Metro Station

The Orchard Hills Metro Station will be a surface station, situated in a shallow cutting and will feature an island platform. It will be positioned on the eastern side of Kent Road, just north of Lansdowne Road. The station will have one entrance on Kent Road, with provision for a second entrance to be built east of the station in the future.

Key features and benefits of the Orchard Hills Metro Station will include:

- Secure bicycle parking
- Park-and-ride facilities, with a capacity of up to 500 spaces
- Transport interchange facilities, including bus bays and shelters, kiss-and-ride bays, and point-to-point vehicle facilities
- Upgrades to Kent Road and Lansdowne Road, which will involve the construction of new precinct roads, installation of new pedestrian crossings, and the creation of a new public plaza adjacent to the proposed station entrance
- Potential for future station retail amenities.



FIGURE 2 ORCHARD HILLS METRO STATION LOCATION

4.1 Site establishment

The surface and civil alignment works (SCAW) and station boxes and tunnelling (SBT) are separate work packages.

Parklife Metro is scheduled to have a handover of the site late 2023 and will 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

Based on submissions to the Environmental Impact Statement (EIS), the community generally recognises the benefits of increased access to public transport and connectivity provided by the broader Sydney Metro - Western Sydney Airport project. 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 construction activities
- How the impacts of noise and vibration, on the local traffic network, and the loss of parking during construction will be addressed
- Engagement during COVID-19 or other pandemic-related restrictions
- Sustainability measures
- Specific concerns about vulnerable members of the community, particularly the elderly and school children.

. 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 and residential impacts

All residential properties, small businesses, and sole traders in the area, as well as various medium to large businesses within a 200-metre radius of the site, will be engaged by Parklife Metro Community Place Manager representatives via doorknocking to receive direct feedback and provide information throughout the project's lifespan and as needed. The stakeholders listed below have a specific interest in the Orchard Hills Metro Station:

- Property owners and residents
- Local business owners and operators
- Government agencies (Penrith City Council)
- Traffic and transport organisations
- Transport operators including haulage and public transport operators
- Local schools
- The broader community interested in the delivery of Sydney Metro services to Orchard Hills.

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

5.2 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

Project Phase/Indicative timing	Main Activities	Possible impacts	Communication and mitigation measures
Detailed Design Q1 2023 to Q3 2023	Site compound establishment	Low impact works	Notice of low impact works in monthly update
	Station designs	Increase in light and heavy vehicle traffic	Letter to owners where PCS required
	Construction methodology	Access to properties, where required.	Complaints protocol available on the project website
	Temp Works designs		Residents able to voice concerns via a 24-hour Community Infoline
	Existing utilities investigation.		Timely response to complaints and enquiries following the complaints management process.
Site Establishment Q3 2023 to Q4 2023	Station box access systems	Initially low impact works during handover from SBT Contractor to Parklife Metro	Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)
	Temporary services (LV Power, water, sewer and telecommunications)	Increase in light and heavy vehicle traffic, and changes to local streets to allow for site access	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
	Site hoarding	Site offices established	Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace
	Cranage zone that extends the full length of the station box	Utility and geotechnical investigations	Complaints protocol available on the project website
	Site accommodation and parking for the workforce	Out-of-hours work	Residents able to voice concerns via a 24-hour Community Infoline
	Provide safety access to the station box via temporary scaffold stairs. Indication of the escaping routes will be continuously update in accordance with the construction sequence.	Noise, vibration and dust impacts Graffiti, vandalism and theft.	Timely response to complaints and enquiries following the complaints management process

			<p>Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</p> <p>Construction team to implement noise mitigation measures</p> <p>Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</p>
<p>Piling and waterproofing Q4 2023 to Q4 2024</p>	<p>Installation of approximately 150 bored piles and two tower cranes</p> <p>Waste removal off site.</p>	<p>Increase in light and heavy vehicle traffic</p> <p>Demolition, excavation, and earthworks</p> <p>Out of hours work</p> <p>Noise vibration and dust impacts.</p>	<p>Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</p> <p>Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</p> <p>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</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> <p>Construction team to implement noise mitigation measures</p> <p>Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a</p>

minimum and if approached, provide the community contact card.

<p>Sub-structure works Q3 2024 to 2025 Q1</p>	<p>Installation of all temporary works elements required for the construction phase</p> <p>Building the base slab, perimeter walls and internal vertical and suspended elements and platforms and Station OTE.</p>	<p>Visual impacts</p> <p>Noise, vibration and dust impacts</p> <p>Heavy vehicle movements, including removal of spoil and concrete trucks, building cranes, and piling rigs</p> <p>Out-of-hour oversize vehicles to deliver large plant and piling rigs</p> <p>Road/traffic impacts.</p>	<p>Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</p> <p>Noise mitigation, including noise blankets and hoardings</p> <p>Dust mitigation, including scrubbers to minimise dust, spoil removal in an enclosed area</p> <p>Environmental monitoring equipment will be deployed to monitor noise and dust impacts</p> <p>Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</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> <p>Construction team to implement environmental mitigation measures</p> <p>Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</p>
<p>Station Fit Out and finishes</p>	<p>Rail systems</p>	<p>Visual impacts</p> <p>Noise, vibration and dust impacts</p>	<p>Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</p>

Q2 2024 to 2025 Q1

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.

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

Out-of-hour oversize vehicles to deliver large plant and piling rigs

Road/traffic impacts.

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

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

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 environmental mitigation measures.

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

Station Precinct works

Q4 2024 to 2025 Q2

Intersection modifications, including traffic signals, road safety infrastructure, transport interchange facilities (for example bus shelters etc),

Public domain and placemaking infrastructure, including landscaping

Accessibility infrastructure (e.g. accessible ramps and lifts) and line marking, signage and other finishes

Visual impacts

Noise, vibration and dust impacts

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

Notifications 100 metres for day works and 200 metres for night 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

Out-of-hour oversized vehicles to deliver large plant and piling rigs

Road/traffic impacts.

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

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

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 environmental mitigation measures

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

**Testing and commissioning (stations)
Q42024 to Q1 2025**

Collection of safety and quality assurance documentation and commissioning of readiness checks installation and operation tests and checks final inspection, site acceptance tests, commissioning and validation of individual systems.

Increase in light and heavy vehicle traffic

Demolition, excavation, and earthworks

Out- of-hours work

Noise vibration and dust impacts

Road/traffic impacts.

Notifications 100 metres for day works and 200 metres for night 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

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

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 environmental mitigation measures

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

Rail systems fit-out	Rail systems	Minor visual impacts	
Q3 2024 to Q1 2025	Station systems such as ventilation fans, lighting, security services	Road/traffic impacts.	Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)
	Architectural fit-out including glazing, wall and ceiling cladding, completing pavement works, painting and floor finishes, dismantling all cranes and temporary work elements.		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
			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)**

Q42025 to Q4 2026

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

Installation and operation tests and check final inspection, site acceptance tests, commissioning and validation of individual systems.

Minor visual impacts

Road/traffic impacts.

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

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

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.

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.