

# **Sydney Metro WSA - SSTOM - E57 Claremont Meadows Service Facility Consultation Report**

SMWSASSM-PLD-OHE-SF150-CY-CG-RPT-000001

Parklife Metro D&C

## Version Control

Revision	Author	Date	Comments	Approved by
00	[REDACTED]	20/01/2025	Final Report	[REDACTED]

Signature

### Details of Revision Amendments Document Control

The Parklife Metro Environment Manager and the Parklife Metro Stakeholder & Community Engagement Director are responsible for ensuring this report is reviewed and approved and updated as required.

The Parklife Metro Community & Stakeholder Place Manager is responsible for consultation activities and updating this report, as required.

### Amendments

Any revisions or amendments must be approved by the Environment Manager and the Stakeholder & Community Engagement Director before being distributed and implemented.

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# Glossary

Standard terms and definitions.

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
CCMS	Construction Complaints Management System
CCS	Community Communications Strategy
CEMP	Construction Environmental Management Plan
CNVS	Sydney Metro Construction Noise and Vibration Standard
CNVIS	Construction Noise and Vibration Impact Statement
CNVMP	Construction Noise and Vibration Management Plan
CoA	Conditions of Approval
CSSI	Critical State Significant Infrastructure
DNVIS	Detailed Noise and Vibration Impact Statement
DPE	Department of Planning and Environment
EPA	NSW Environment Protection Authority
EPL	Environmental Protection Licence
NML	Noise management level
OOH	Out-of-hours
OOHW	Out-of-hours work
OSOM	Over-size over-mass
SBT	Station boxes and tunnelling works
SCAW	Surface and civil alignment works
SM-WSA	Sydney Metro – Western Sydney Airport
SSTOM	Stations, Systems, Trains, Operations and Maintenance

# 1 Overview

This E57 Community Consultation Report provides a summary of consultation undertaken by Parklife Metro in accordance with Condition of Approval E57, with respect to out-of-hours work (OOHW) associated with the Claremont Meadows Service Facility (CMSF) during January, February and March (Q1 2025).

The Q1 program for the CMSF site includes the following OOH activities;

- deliveries and handling of materials from laydown to tunnel shaft (tunnel fit-out works)
- ventilation
- water treatment plant operation
- concrete pumping

## 1.1 Project background

The Sydney Metro – Western Sydney Airport (SM-WSA) is a city-shaping project, providing a new 23-kilometre metro line to connect Western Sydney suburbs Bradfield in the south with St Marys in the north.

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 linking residential areas with job hubs.

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) – currently in delivery

## 1.2 SSTOM scope of works

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:

- Around 4.3km of twin rail tunnels (generally located side by side) between St Marys (the Northern extent of the project) and Orchard Hills
- A cut-and-cover tunnel around 350 metres long (including tunnel portal), transitioning to an in-cutting rail alignment south of the M4 Western Motorway at Orchard Hills
- Around 10km of rail alignment between Orchard Hills and Western Sydney International, consisting of a combination of viaduct and surface rail alignment
- Around two kilometres of surface rail alignment within Western Sydney International Airport
- Around 3.3km of twin rail tunnels (including tunnel portal) within Western Sydney International Airport
- Around 3km of twin rail tunnels between Western Sydney International Airport and Bradfield Metro Station
- Six new Metro Stations:
  - St Marys (providing an interchange with the existing Sydney Trains suburban rail network)
  - Orchard Hills
  - Luddenham
  - Airport Business Park

- Airport Terminal
- Bradfield (the new Western Parkland City)
- Grade separation of the track alignment at key locations including:
  - Where the alignment interfaces with existing infrastructure such as the Great Western Highway, M4 Western Motorway, Lansdowne Road, Patons Lane, the Warragamba to Prospect Water Supply Pipelines, Luddenham Road, the future M12 Motorway, Elizabeth Drive, Derwent Road and Badgerys Creek Road
  - Crossings of Blaxland Creek, Cosgroves Creek, Badgerys Creek and other small waterways to provide flood immunity for the Project
- Modifications to the existing Sydney Trains station and rail infrastructure at St Marys (where required) to support interchange and customer transfer between the new metro station and the existing Sydney Trains suburban rail network
- A stabling and maintenance facility and operational control centre located to the south of Blaxland Creek and east of the proposed metro track
- New pedestrian, cycle, park-and-ride and kiss-and-ride facilities, public transport interchange infrastructure, road infrastructure and landscaping as part of the station precincts.

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.

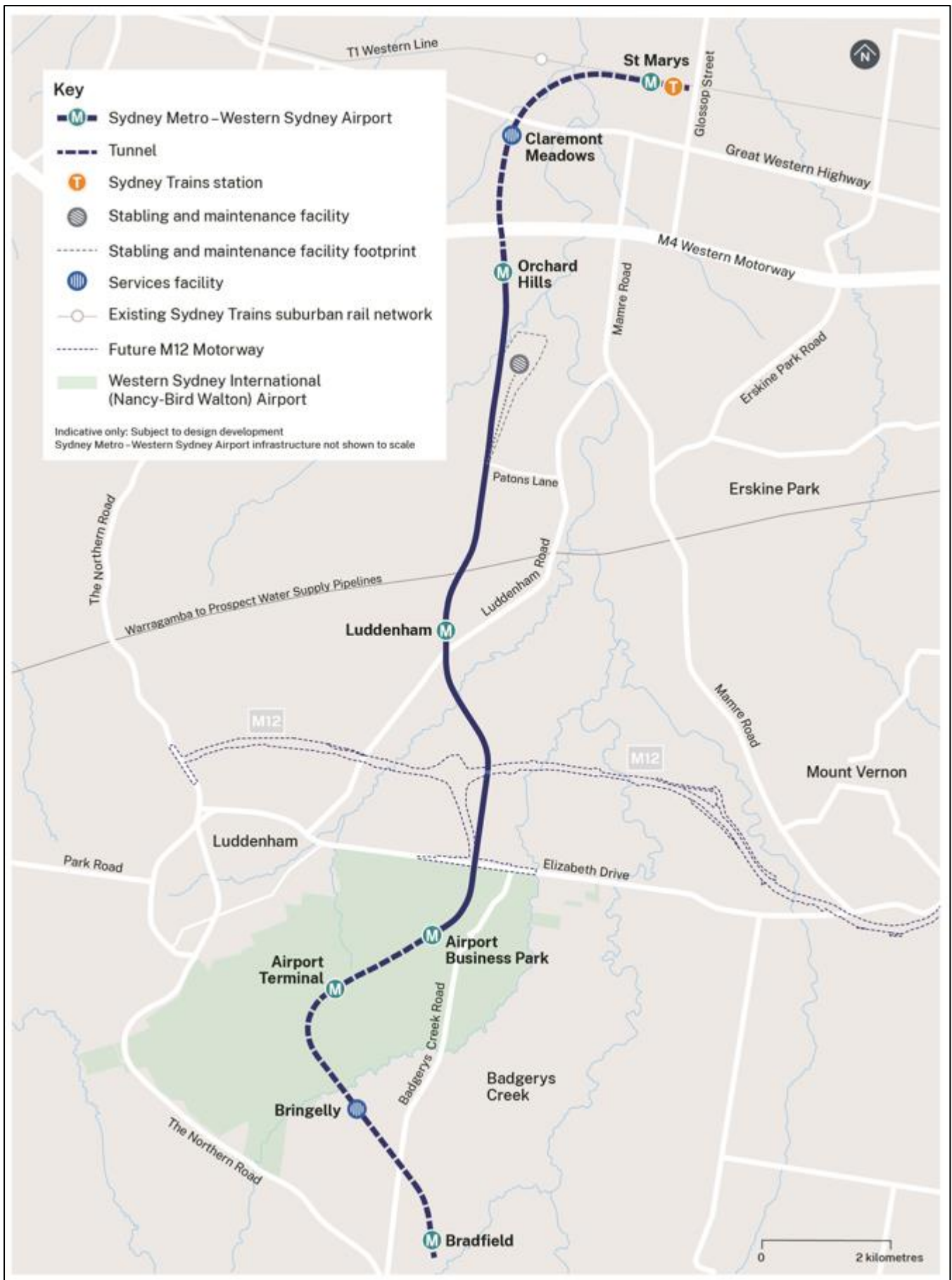


FIGURE 1. MAP OF THE SM-WSA PROJECT ALIGNMENT, AND STATION LOCATIONS

## 1.3 Claremont Meadows Service Facility Site overview

The CMSF comprises of a tunnel shaft that provides critical access in delivering building materials required for tunnel fit-out construction. The ancillary surface works to support tunnel fit out will include deliveries and handling of materials into the tunnel shaft, temporary ventilation and concrete pumping. Tunnel fit out includes all works within the running tunnel such as construction of track slab, track laying, installation of mechanical and lighting services, overhead linework and elevated walkway/emergency evacuation. Due to the fit out works occurring underground within the tunnel, the noise impacts will be negligible.

The site will include;

- Four (4) ventilation fans to be operate continuously.
- Delivery of building materials (trucks)
- Material handling operations within laydown area and tunnel shaft (gantry crane, telehandler, forklift)
- Site office, crib rooms, security shed and carpark
- Water treatment plant
- Two sediment basins
- Concrete wash out area





FIGURE 2. MAP OF CLAREMONT SERVICE FACILITY SITE

## 2 Out-of-hours scope of works

### 2.1 Ongoing extended hours for concrete works

Operations at the Claremont Meadows Service Facility are approved to occur 24 hours a day, 7 days per week as per EPL 21807 condition L5.14, which states:

#### L5.14 Works outside standard construction hours - 24-hour works

- a. The following works are permitted to be undertaken 24 hours a day, 7 days per week for activities at the St Marys Station Site, Claremont Meadows Services Shaft Site and Bradfield Station Site:
  - i. Tunnel and underground station box fit out works and ancillary surface support works
  - ii. Haulage and delivery of materials to the Claremont Meadows service shaft site.

## 3 Conditions of Approval requirements

This E57 Community Consultation Report provides a summary of consultation undertaken in accordance with Condition of Approval E57 with respect to out of hours work activities proposed at the St Marys Metro Station site.

### 3.1 Out-of-hours Works – Community Consultation on Respite

#### **Condition of Approval E57 states:**

In order to undertake out-of-hours work outside the work hours specified under Condition E38, 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 noise management levels (NMLs) under Condition E43 (including the circumstances where respite or relocation offers would 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 ER, EPA and the Planning Secretary prior to the out-of-hours work commencing.

Note: Respite periods can be any combination of days or hours where out-of-hours work would not be more than 5 dB(A) above the RBL at any residence.

### 3.2 Claremont Meadows Service Facility – Tunnel fit out works and surface support activities 24 hours a day, seven days a week

#### **Condition E41(d)(vi) of the planning approval states that:**

E41 Notwithstanding Conditions E38 and E39 work may be undertaken outside the hours specified in the following circumstances.

- (d) **By Prescribed Activity**, including:

- (vi) tunnel and underground station box fit out works are permitted 24 hours per day, seven days per week.

### 3.3 Respite eligibility

In accordance with the Sydney Metro Construction Noise and Vibration Standard (CNVS), the Construction Noise and Vibration Management Plan (CNVMP), and the Detailed Noise and Vibration Impact Statements (DNVIS); all noise affected receivers are eligible for respite periods, applicable during out-of-hours activities when works are predicted to exceed the NML's, unless the out-of-hours works are subject to an EPL or a CSSI Planning Approval condition.

Additional mitigation measures as per the CNVS, CNVMP and DNVIS are included in Table 1 below.

TABLE 1. OUT-OF-HOURS MITIGATION MEASURES AS PER THE PROJECTS ENVIRONMENTAL PLANNING DOCUMENTS

Time period		Mitigation measures for predicted LAeq (15 minute) airborne noise level above NML			
		0-10dB	10-20dB	20-30dB	>30dB
<b>Approved construction hours</b>	Mon-Fri (7:00am - 6:00pm)	-	LB	LB, M, SN	LB, M, SN
	Sat (8:00am – 1:00pm)				
	Sun/Pub Hol (Nil)				
<b>OOHW (Evening)</b>	Mon-Fri (6:00pm – 10:00pm)	LB	LB, M	LB, M, SN, RO	LB, M, SN, IB, PC, RO
	Sat (1:00pm – 10:00pm)				
	Sun/Pub Hol (8:00am – 6:00pm)				
<b>OOHW (Night)</b>	Mon-Fri (10:00pm – 7:00am)	LB	LB, M, SN, RO	LB, M, SN, IB, PC, RO, AA	LB, M, SN, IB, PC, RO, AA
	Sat (10:00pm – 8:00am)				
	Sun/Pub Hol (6:00pm – 7:00am)				

NOTE: Phone calls (PC), Monitoring (M), Individual briefings (IB), Alternative Accommodation (AA), Specific Notification (SN), letterbox drop (LB), Duration Reduction (DR), Project Specific Respite Offer (RO).

### 3.4 Noise mitigation measures

As outlined in section 2.1 and 3.2 respectively, the work activities at the CMSF are approved to occur 24 hours a day, 7 days per week as part of the tunnel fit out and associated ancillary surface support works. As such, the noise mitigation measures have been bolstered at the CMSF due to the continuous nature of the works and the inability for PLM to provide explicit respite. The following mitigation measures will be implemented and have been communicated as part of the notification process:

- Acoustic barrier on the western boundary to reduce noise impacts to the closest residential receivers
- Ventilation fans to incorporate silencers and speed controllers
- Scheduling noisier works during the least noise sensitive times, where possible
- Noise monitoring will be undertaken to confirm noise modelling and inform any additional mitigation measures as required.
- Quieter plant and processes will be utilised where feasible and practical
- All vehicles will be turned off when not in use, non-tonal reversing alarms or equivalent will be used on all plant regularly operated on site, and trucks will avoid reversing, where feasible

- When moving and unloading equipment, communication will be limited to radios only, and horns or loud radios will not be used
- Ongoing consultation with affected sensitive receivers, to seek further feedback, and be able to address any reasonable concerns
- No High Noise Impact Works will be undertaken out of hours.

## 4 Consultation tools and channels

### 4.1 Communications tools

Consultation includes a range of tools including:

Type	Purpose and use
<b>Monthly construction updates</b>	<p>A monthly construction update distributed at the start of each month, providing details on:</p> <ul style="list-style-type: none"> <li>• Upcoming construction activities for the month, including a three monthly lookahead of OOHW</li> <li>• Hours of work, and durations</li> <li>• Equipment used on site</li> <li>• Any changed traffic conditions for road users (motorists, pedestrians and cyclists), including any changes to access, lane or road closures, and/or detours</li> <li>• Likely impacts of construction activities, including noise, vibration, traffic, access, and dust</li> <li>• Mitigation measures to reduce the impact of activities</li> <li>• Work location maps</li> <li>• Contact details, including how feedback can be provided</li> </ul>
<b>Specific notifications</b>	<p>Specific notification distributed to all identified sensitive receivers, no less than seven calendar days and no more than 14 calendar days, prior to any new OOHW commencing.</p> <p>Specific notifications are used to support the monthly construction updates for any planned OOHW and provide additional details regarding impacts, hours of work and duration, any changed conditions for road users, mitigation measures, location maps, and contact details, including how feedback can be provided</p>
<b>Email campaigns</b>	<p>Email updates sent to registered stakeholders to describe the OOHW activities including a link to the full notification listed on the Sydney Metro website.</p> <p>Email updates also include contact details, including how feedback can be provided.</p>
<b>Doorknocks</b>	<p>Doorknocks to impacted properties to consult on the proposed OOHW and invite feedback.</p>

<b>Phone calls</b>	Phone calls to impacted properties (where contact details are on record) to consult on the proposed OOHW, and any feedback.
<b>Targeted emails</b>	Targeted emails to impacted properties (where contact details are on record) to consult on the proposed OOHW, and any feedback.
<b>Community Information Line:</b> <b>1800 717 703</b>	Provides community access to the project communications team during construction hours. OOH complaints will be referred to the on-call Place Manager.
<b>Sydney Metro email:</b> <b>sydneymetroswa@transport.nsw.gov.au</b>	Provides access during business hours to the Sydney Metro project communications team. Website enquiries are directed through this email address.
<b>Postal address for written feedback:</b> <b>Sydney Metro, PO BOX K659</b> <b>Haymarket, NSW 1240</b>	Provides access to the broader Sydney Metro project. Address is included in all notifications and newsletters.
<b>Consultation Manager</b>	All interactions with stakeholders will be recorded in this database which is established by Sydney Metro.


## 4.2 Communication activities timeline

TABLE 3. COMMUNICATION ACTIVITIES TIMELINE

Date	Activity
<b>8 January 2025</b>	<p>Monthly construction update distributed to properties in Figure 3 and Appendix A. Noise impacts do not exceed the 0-10 dB threshold for OOHW, triggering the LB mitigation measure, only.</p> <p>Campaign Email</p> <p>Notification uploaded to SM website</p> <p>Letterbox drop</p> <p>Sydney Metro App distribution</p>

## 4.3 Stakeholder list

TABLE 4. STAKEHOLDER LIST FOR DISTRIBUTION AREAS

Stakeholder	Location	Communication activities
<b>Broader distribution area</b> <b>(Properties shown in distribution map – 4.4)</b>		<p>Monthly notifications</p> <p>OOHW notifications</p> <p>Campaign emails</p> <p>Door knocks</p> <p>Phone calls</p>

## 4.4 Distribution maps

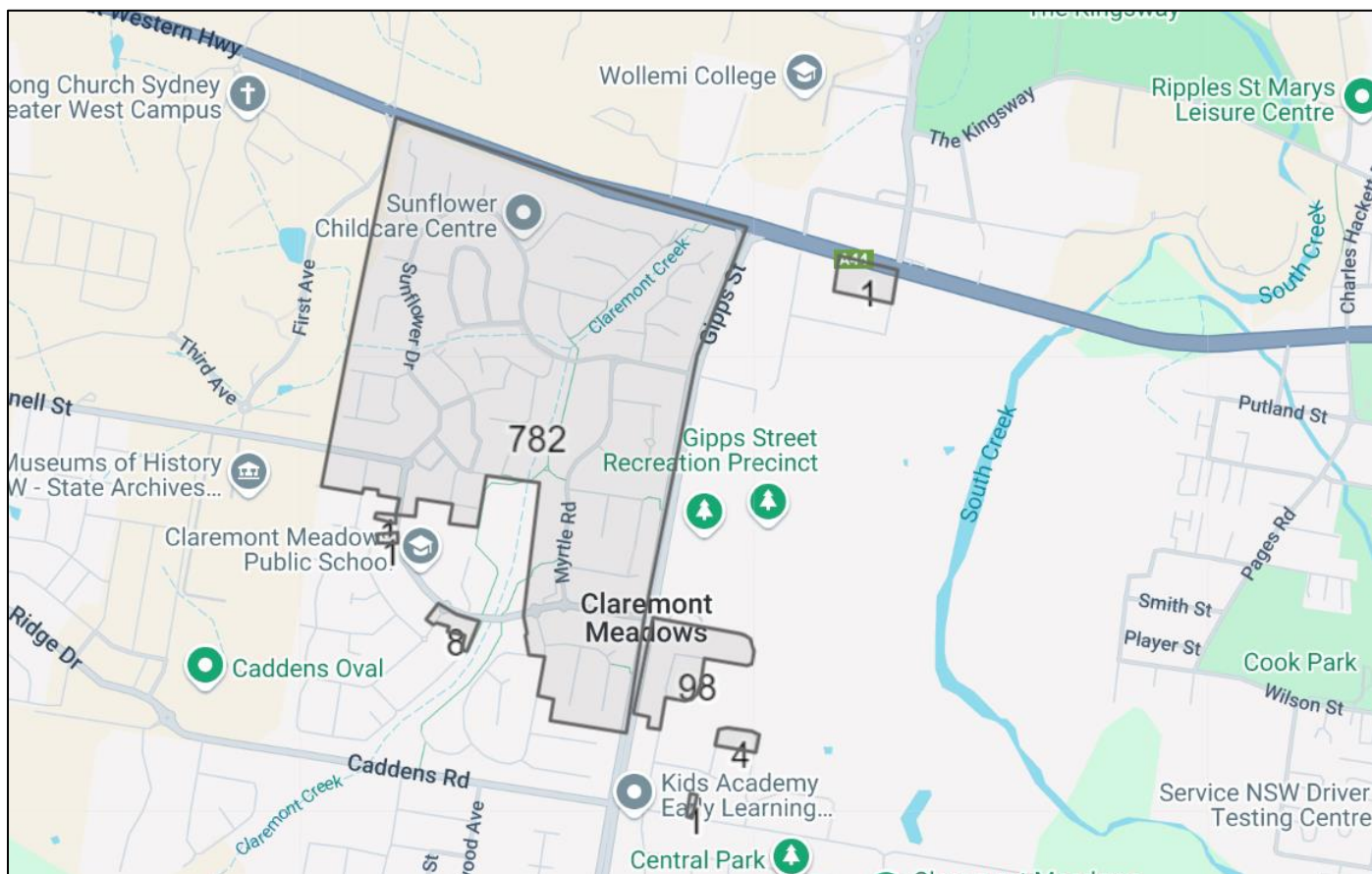


FIGURE 3. DISTRIBUTION MAP FOR THE CLAREMONT MEADOWS SERVICE FACILITY SITE

## 5 Conclusion

Consultation has been carried out with identified noise affected receivers in accordance with the mitigation measures required to address predicted airborne noise levels. This includes monthly construction updates to ensure identified noise affected receivers are provided with a progressive three month lookahead of likely out-of-hours work, details of potential activities including location, work hours, likely noise levels, and equipment to be used, as well as the mitigation and management measures being implemented to minimise impacts.

Consultation to date has resulted in no feedback of preferences on specific mitigation measures proposed for all upcoming OOHW.

The standard mitigation measures and respite requirements established in the Sydney Metro Construction Noise and Vibration Standard and Project EPL 21807, will be implemented during the works and follow-up consultation will be undertaken by the Parklife Metro Community Place Manager to ascertain the effectiveness of the implemented controls and seek additional feedback.

As per E57, if any feedback is received it will be considered and implemented where feasible, and any specific feedback or preferences on mitigation measures will require a revision of the DNVIS.

# Appendix A Noise Modelling Maps

# Appendix B      Communication materials

MONTHLY CONSTRUCTION UPDATE – JANUARY / FEBRUARY 2025



# Construction update – Claremont Meadows Services Facility

Sydney Metro is Australia’s biggest transport project.

January and February 2025

Sydney Metro – Western Sydney Airport is the new metro railway line which will service Greater Western Sydney and the new Western Sydney International (Nancy-Bird Walton) Airport. A city-shaping project, the 23-kilometre new railway will connect the Western Sydney Aerotropolis in the south with St Marys in the north – where customers can connect to the existing Sydney Trains suburban T1 Western Line. The NSW and Australian governments have a shared objective of having Sydney Metro – Western Sydney Airport operational when the airport open for passenger services.

Parklife Metro consortium are delivering the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works.

January and February work activity includes:

- commencing site establishment works
- work within the tunnels between the future Orchard Hills Station and St Marys Station.
- concreting works for the tunnels and shaft
- works on the surface and within the shaft for the Claremont Meadows Services Facility
- ongoing deliveries of plant, equipment and materials
- delivery, installation and use of a gantry crane
- site photography, including using drone cameras over the construction site.

Most work will be carried out during standard construction hours **Monday to Friday 7am to 6pm** and **Saturday 8am to 1pm**. Some out-of-hours work activities will be carried out to mitigate quality and safety risks, and in line with the project Environment Protection Licence, Road Occupancy Licences, and Transport for NSW requirements. Surrounding residents and businesses will be notified in advance of any out-of-hours work.

Tunnelling support works are ongoing, **24 hours a day, seven days a week**.

Out-of-hours work in January and February includes:

- work within the tunnels between the future Orchard Hills Station and St Marys Station
- concreting works for the tunnels and shaft
- works on the surface and within the shaft for the Claremont Meadows Services Facility
- ongoing deliveries of plant, equipment and materials delivery
- installation and use of a gantry crane.



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<https://www.sydneymetro.info/privacy-policy>

### Three monthly out-of-hours lookahead activities:

Activity	Equipment	Work hours	Timing
<b>SSTOM works</b>			
<b>Concrete works</b>	Concrete trucks, shotcrete pumps, forklifts, elevated work platform towers, hand tools and heavy and light vehicles	<b>24 hours a day, seven days a week</b>	Ongoing – April 2025
<b>Oversized plant and equipment deliveries</b>	Forklifts, mobile cranes, elevated work platforms, lighting towers, heavy and light vehicles	<b>24 hours a day, seven days a week</b>	Ongoing – April 2025
<b>Delivery, installation and use of a gantry crane</b>	Light and heavy vehicles, cranes, hand and powered tools, generators, and lighting towers	<b>24 hours a day, seven days a week</b>	Ongoing – April 2025
<b>Access for tunnel and cross-passage teams</b>	Light and heavy vehicles	<b>24 hours a day, seven days a week</b>	Ongoing – April 2025

#### What to expect:

- Work activities will generate noise, vibration, dust. Mitigation measures will be in place to minimise these impacts including noise and vibration monitoring, respite periods and dust suppression
- Worker and heavy vehicle movements in and around the work site.

#### Equipment used:

Includes (but is not limited to) traffic management devices, drone cameras, vacuum excavation vehicle, excavators with hydraulic attachment, heavy vehicles and trailers, drilling rig, bolting rig, shotcrete rig, roller, concrete agitators, concrete pumps, shotcrete pump, water carts, pneumatic drills, concrete saws, mobile cranes, elevated work platforms, bobcats, chain saws, power generators, compaction rammers, survey equipment, light vehicles, speciality survey vehicles, spoil trucks and earthworks equipment.

#### Changes to traffic, pedestrian and cyclist routes:

During these works, traffic control will be in place to assist motorist, pedestrian, and cyclists with any changes to traffic conditions. This may include contraflow traffic flow and stop-slow traffic controls. The times of these changes will vary and are dependent on road authority approvals. We aim to maintain access to driveways and buildings at all times. Residents will be separately notified if access to driveways will be affected or access to private property is requested.

## Work location



## Feedback

We invite your feedback on appropriate respite periods or mitigation measures that may be required to your specific circumstances.

Parklife Metro's Community Communications Plan is available online at [www.parklifemetro.com.au/ccp](http://www.parklifemetro.com.au/ccp). Contact us to provide feedback on this plan. We value your input regarding our communications approach and engagement.

If you would prefer to receive updates by email, please let us know via [sydneymetrowsa@transport.nsw.gov.au](mailto:sydneymetrowsa@transport.nsw.gov.au) and we will add you to the distribution list.

Thank you for your cooperation while we complete this essential work.



Sydney Metro has launched Sydney Metro Connect – a new way to stay informed.

Access information in over 100 languages Download **Sydney Metro Connect** from the App store or get it on Google Play.

### For more information contact



24-hour Community Information Line **1800 717 703**



[sydneymetrowsa@transport.nsw.gov.au](mailto:sydneymetrowsa@transport.nsw.gov.au)



Sydney Metro – Western Sydney Airport  
PO Box K659, Haymarket NSW 1240



If you need help understanding this information, please contact the Translating and Interpreting Service on **131 450** and ask them to call us on **1800 717 703**.

# Appendix C Conditions of Approval (SSI 10051)

Conditions of Approval relevant to this Consultation Report.

Reference	Description	How is this addressed
E57	<p><b>Out-of-hours work – Community consultation on respite</b></p> <p>In order to undertake out-of-hours work outside the work hours specified under Condition E38, 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:</p>	This document.
	(a) a progressive schedule for periods no less than three (3) months, of likely out-of-hours work;	Section 4. Appendix B
	(b) a description of the potential work, location and duration of the out-of-hours work;	Section 1.3 Section 2.1 Appendix B
	(c) the noise characteristics and likely noise levels of the work; and	Section 2.3 Section 4.4 (Figure 3) Appendix A
	(d) likely mitigation and management measures which aim to achieve the relevant NMLs under Condition E43 (including the circumstances of when respite or relocation offers will be available and details about how the affected community can access these offers).	Section 2.1 Section 3.3 Section 3.4 Appendix B
	<p>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 ER, EPA and the Planning Secretary prior to the out-of-hours work commencing.</p> <p><i>Note: Respite periods can be any combination of days or hours where out-of-hours work would not be more than 5 dB(A) above the RBL at any residence.</i></p>	This report.