

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

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Parklife Metro D&C

Version Control

Revision	Author	Date	Comments	Approved by
00		20/01/2025	Final Report	
01		17/04/2025	Q2 2025 updates	
02		22/04/2025	Address ER comment	
03		17/07/2025	Q3 2025 updates	
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05		17/01/2026	Q1 2026 update	
06		20/04/2026	Q2 2026 update	
07		20/07/2026	Q3 2026 Update	

Signature	
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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 August, September, October (Q3 2026).

The Q3 program for the CMSF site includes the following OOH activities;

- deliveries and handling of materials from laydown to tunnel shaft (tunnel fit-out works)
- light and heavy vehicle movement within site compound
- water treatment plant operation

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) – Completed
- Surface and civil alignment works (SCAW) – Completed
- 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 2 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 center 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.

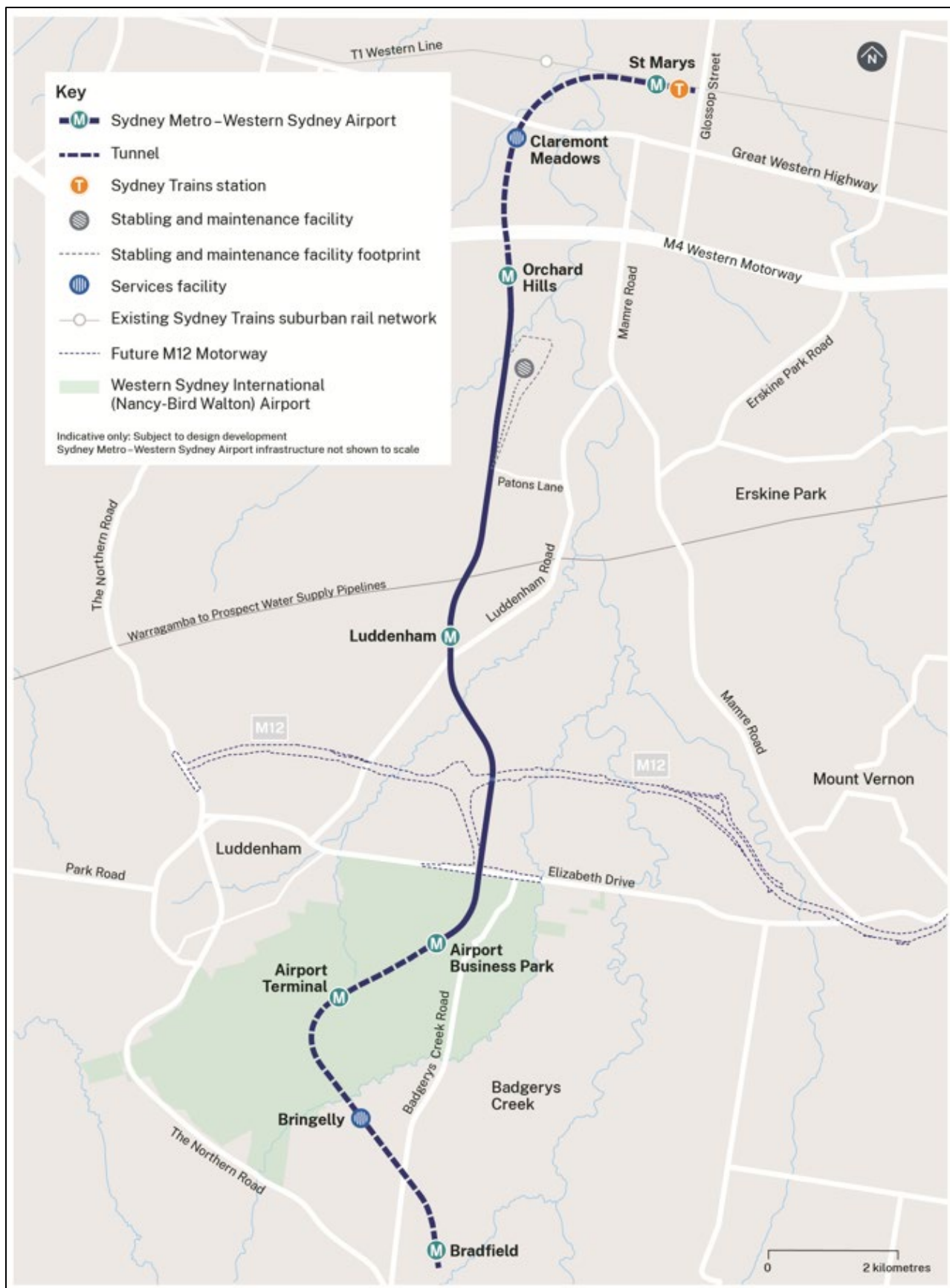


FIGURE 1. MAP OF THE SM-WSA PROJECT ALIGNMENT, AND STATION LOCATIONS

2 Claremont Meadows Service Facility

2.1 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 the installation of mechanical and electrical 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;

- Delivery of building materials (trucks)
- Material handling operations within laydown area and tunnel shaft (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

3 Out-of-hours scope of works

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

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.

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.

4 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 Claremont Meadows Service Facility site.

4.1 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 before the out of hours work commences, and to the EPA and the Planning Secretary on request.

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.

4.2 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.

The bi-monthly construction updates that are distributed to the local community (letterbox drop) includes the SSTOM project's contact details and how feedback can be provided. All community feedback is received and considered by the SSTOM project.

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
Approved construction hours	Mon-Fri (7:00am - 6:00pm)	-	LB	LB, M, SN	LB, M, SN
	Sat (8:00am – 1:00pm)				
	Sun/Pub Hol (Nil)				
OOHW (Evening)	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)				
OOHW (Night)	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).

4.3 Mitigation measures and planned respite

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. However, the bi-monthly construction updates that are distributed to the local community (letterbox drop) includes the SSTOM project's contact details and how feedback can be provided. All community feedback is received and considered by the SSTOM project. 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
- 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.

5 Consultation tools and channels

5.1 Communications tools

Consultation includes a range of tools including:

Type	Purpose and use
Bi-monthly construction updates	A construction update distributed bi-monthly, providing details on: • Upcoming construction activities for the month, including a three monthly lookahead of OOHW • Hours of work, and durations • Equipment used on site • Any changed traffic conditions for road users (motorists, pedestrians and cyclists), including any changes to access, lane or road closures, and/or detours • Likely impacts of construction activities, including noise, vibration, traffic, access, and dust • Mitigation measures to reduce the impact of activities • Work location maps • Contact details, including how feedback can be provided
Specific notifications	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. Specific notifications are used to support the bi-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
Email campaigns	Email updates sent to registered stakeholders to describe the OOHW activities including a link to the full notification listed on the Sydney Metro website. Email updates also include contact details, including how feedback can be provided.

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

5.2 Communication activities timeline

TABLE 3. COMMUNICATION ACTIVITIES TIMELINE

Date	Activity	
17 December 2025 (this continues on a bi-monthly basis)	January/ February Bi-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.	Campaign Email Notification uploaded to SM website Letterbox drop Sydney Metro App distribution
20 February 2026	March/ April Bi-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.	Campaign Email Notification uploaded to SM website Letterbox drop Sydney Metro App distribution
24 April 2026	May/ June Bi-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.	Campaign Email Notification uploaded to SM website Letterbox drop Sydney Metro App distribution
24 June 2026	July/ August Bi-Monthly construction update distributed to properties in Figure 3 and Appendix A.	Campaign Email

Noise impacts do not exceed the 0-10 dB threshold for OOHW, triggering the LB mitigation measure, only.

Notification uploaded to SM website

Letterbox drop

Sydney Metro App distribution

5.3 Stakeholder list

TABLE 4. DISTRIBUTION AREAS

Stakeholder	Location	Communication activities
Broader distribution area (Properties shown in distribution map – 5.4)	Neighbouring streets of the Claremont Meadows Service Facility	Bi-Monthly notifications OOHW notifications Campaign emails Phone calls

5.4 Distribution maps

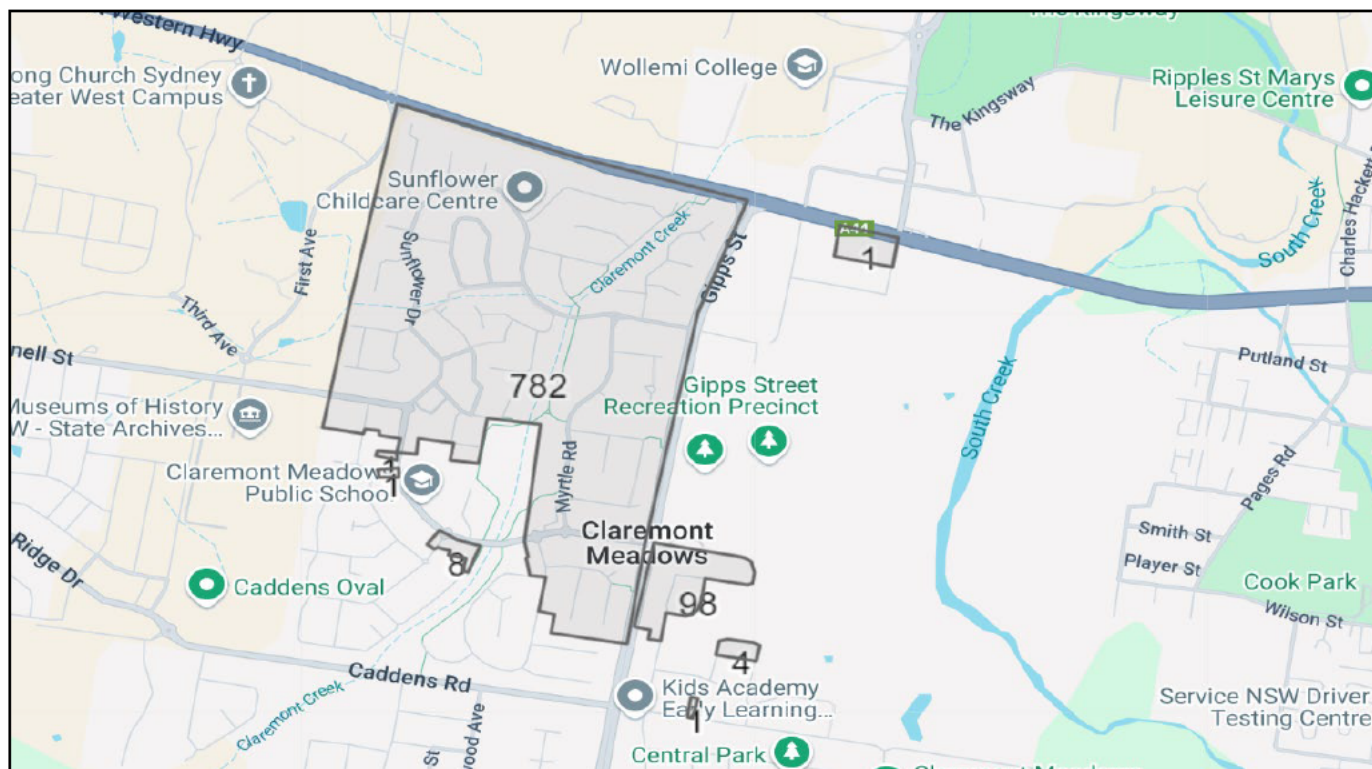


FIGURE 3. DISTRIBUTION MAP FOR THE CLAREMONT MEADOWS SERVICE FACILITY SITE

6 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 bi-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.

There has been no feedback or communication from residents in response to the bi-monthly notification consultation for Claremont Meadows Service Facility at this time. Any feedback in the future will be included into this report.

Appendix A - Communication materials

BI - MONTHLY CONSTRUCTION UPDATE – JULY AND AUGUST 2026

Sydney Metro – Western Sydney Airport

Notification – Claremont Meadows Services Facility

Sydney Metro is Australia's biggest transport project.

July and August 2026

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.

Parklife Metro consortium is delivering the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works. See the list below for the work activities at Claremont Meadows Services Facility in July and August 2026.

July and August work activity includes:

- work within the tunnels between the future Orchard Hills Station and St Marys Station
- commence work activities to de-commission the Claremont Meadows Services Facility
- installation of concrete beams inside the shaft
- 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
- operation of ventilation fans inside the tunnels
- site photography, including using drone cameras over the construction site.

Work hours:

Most work will be carried out during standard construction hours **Monday to Friday 7am to 6pm** and **Saturday 8am to 1pm**. Some work will be required to take place outside our standard construction hours to minimise traffic impacts or to ensure the safety of pedestrians, motorists, and our workers. Out-of-hours work activities will be carried out in line with the project Environmental 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 July and August 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>

What to expect:

- work and equipment used in these work activities may generate some noise, vibration, and dust
- mitigation measures will be in place to minimise impacts including installing noise blankets, where feasible, respite periods during high noise activities, noise and vibration monitoring, and water carts for dust suppression
- increased light and heavy vehicle movements on surrounding roads. All vehicles will be turned off when not in use, non-tonal reversing alarms will be fitted to plant and machinery and trucks will avoid reversing into and on site, where feasible
- temporary lighting to ensure a safe worksite will be directed away from properties
- communication will be limited to radios only when moving and unloading equipment, with no use of horns or loud radio

Noise characteristics:

The characteristics of the noise generated across the project will consist of:

- non-tonal reverse alarms on machinery
- vehicle movement at low speed
- low-tonal alarm from crane works
- intermittent noise (small bangs) from hand tools

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, telehandlers, 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.

Three monthly out-of-hours lookahead activities:

Activity	Equipment	Work hours	Timing
SSTOM works			
Tunnel support work activities: Oversized plant and equipment deliveries Concrete works Access for tunnel and cross-passage teams	Mobile cranes, concrete trucks, forklifts, elevated work platforms, generators, lighting towers, hand and powered tools and heavy and light vehicles	24 hours a day, seven days a week	Ongoing - August 2026

Feedback:

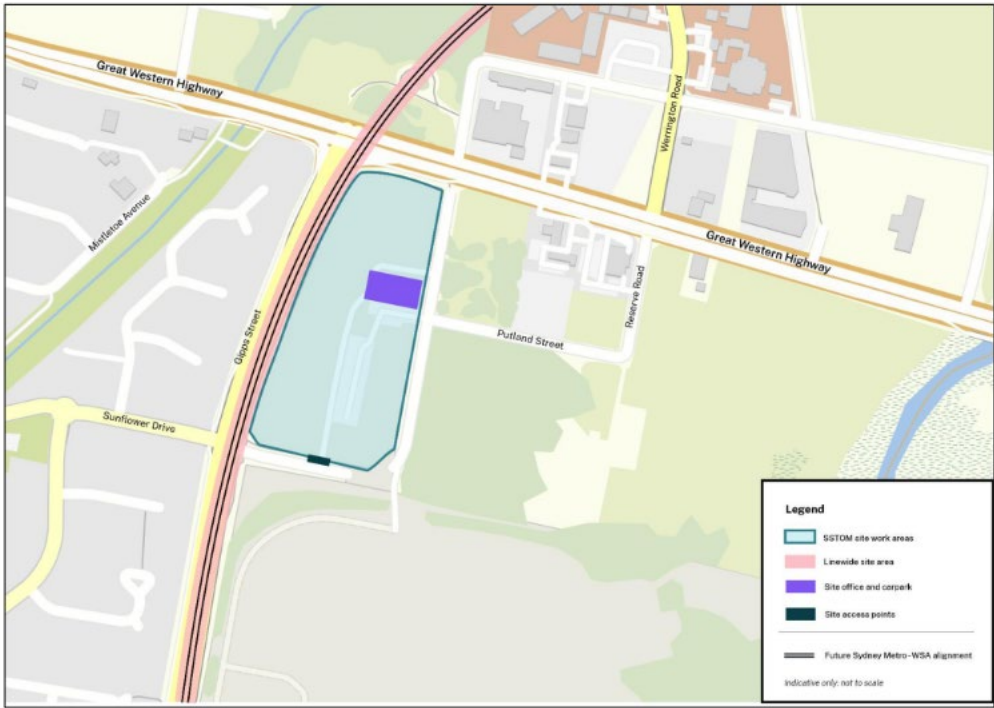
Detailed Noise and Vibration Impact Statements (DNVIS) have been prepared, including proposed mitigation measures based on noise modelling. Your feedback on appropriate respite periods or mitigation measures is encouraged. The SSTOM Community Communications Strategy is online.

Please visit www.parklifemetro.com.au to view these documents and contact us to provide any feedback.

If you would prefer to receive updates by email, please let us know via 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.

Work location:



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For more information contact



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



sydneymetrowsa@transport.nsw.gov.au



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