

Sydney Metro Northwest

Design and Construction of Surface and Viaduct Civil Works



Site-Specific Stakeholder and Community Involvement Plans (SCIPs)

sub-plans of the Community Liaison Implementation Plan (CLIP)

NWRLSVC-ISJ-SVC-PM-PLN-121601

Revision 9.0

18 July 2017

Site-Specific Stakeholder and Community Involvement Plans (SCIPs)

Surface and Viaduct Civil Works



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This document was previously issued as under a different document number NWRL-SVC-IS-SWD-PLN-GN-0001 namely as Appendix C in Initial Community Liaison Implementation Plan Reference Revision 1.0 through to Revision 4.0 and as a stand-alone document as NWRL-SVC-ISJ-SWD-PM-PLN-SH-00003 for Revision 5.0

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Signature

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Definitions And Abbreviations

BMP	Business Management Plan
CEMP	Construction Environmental Management Plan
CLIP	Community Liaison Implementation Plan
IAP2	International Association for Public Participation
IC	Independent Certifier
ISJV	Impregilo Salini Joint Venture
KPI	Key Performance Indicator
OSCIP	Overarching Stakeholder and Community Involvement Plan
PD	Project Director
PDMP	Project Design Management Plan
PIMP	Project Interface Management Plan
PM	Project Manager
PMP	Project Management Plan
PMS	Project/Contract Management System
PQP	Project Quality Plan
SCIP	Stakeholder Specific Stakeholder and Community Involvement Plan
SVC	Surface and Viaduct Civil
SWTC	Scope of Works and Technical Criteria

1 INTRODUCTION

1.1 Purpose

The site-specific Stakeholder and Community Involvement Plans (SCIPs) are sub-plans of the Community Liaison Implementation Plan (CLIP). The SCIPs identify affected residents and stakeholders within each construction zone and provide an overview of management strategies to inform, consult with and assist residents and stakeholders who are adversely impacted during the construction of the Sydney Metro Northwest Station and Viaduct Civil (SVC) Works.

Community liaison activities have been developed to meet the requirements of the Deed, including as identified in section 3.13.10(e) of the Scope of Works and Technical Criteria (SWTC).

1.2 Plan Structure

This plan has three parts which collectively outline the approach, methodologies and timing that the ISJV will use to engage with and consult with communities potentially affected during SVC Works. These are outlined in Figure 1 below:

Figure 1: Plan structure



The SCIPs are based on the four following construction zones:

- Bella Vista to Memorial Avenue
- Memorial Avenue to White Hart Drive
- White Hart Drive to Windsor Road
- Windsor Road to Cudgegong Road

1.3 Relationship to Other Plans

The Site-specific Stakeholder and Community Involvement Plans (SCIPs) are sub-plans of the Community Liaison Implementation Plan (CLIP), and as such have been developed in alignment with the other sub-plan; the Business Management Plan (BMP). There is also an interface with the Construction Environmental Management Plan, Sustainability Plan, Design Plan and Construction Plan.

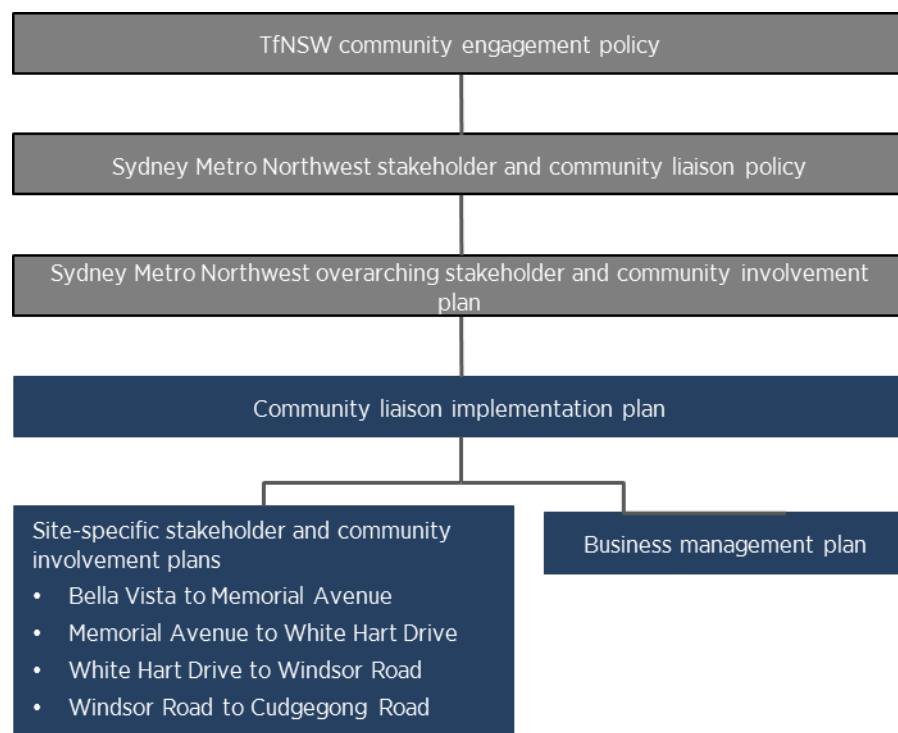
Figure 2 overleaf outlines the hierarchy of community management plans in the Project.

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Figure 2: Community Management Plan Hierarchy



The SCIPs do not address liaison with businesses, as this activity is covered in the Business Management Plan.

1.4 Plan Distribution

The SVC Community and Stakeholder Manager is responsible for the distribution of the SCIPs. The controlled copy of this document is maintained on Team Binder for the duration of the SVC works.

1.5 Plan Authorisation

The implementation of the SCIPs is under authority of ISJV and the SVC Community and Stakeholder Manager. All personnel employed on the Project will perform their duties in accordance with the requirements of the SCIPs, associated management plans and related procedures.

1.6 Monitoring and Reporting

The evaluation and monitoring framework is outlined in the CLIP, Section 5.18 *Monitoring and Evaluation Activities*. We will monitor and report community-related liaison activities within this overarching frame and report monthly to Sydney Metro Northwest against the CLIP and its sub plans, including the SCIPs.

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1.7 Plan Preparation and Review

The SVC Community and Stakeholder Manager is responsible for preparing and updating the BMP.

The Quality Manager will ensure as part of the preparation and review PQP that in addition to complying with the requirements of IMP-BMS the PQP will comply with the Project Deed, SWTC including Appendix 24, Q6 and TfNSW policy requirements,.

1.8 TfNSW Requirements

The SCIPs have been prepared in accordance with the requirements of the Deed and the Overarching Stakeholder and Community Involvement Plan (OSCIP).

Table 1 – Project Deed

Section	Requirement
24 Project Plan Requirements	
24.9 Community Liaison Implementation Plan	<p>The Community Liaison Implementation Plan must include, as sub-plans, separate “Stakeholder and Community Involvement Plans” that are specific to the project works, the temporary works and the SVC contractor’s activities and a “Business Management Plan”.</p> <p>(k) The Stakeholder and Community Involvement Plans must, as a minimum, be prepared for each of the following sites:</p> <ul style="list-style-type: none">(i) construction zone at Bella Vista;(ii) construction zones between Bella Vista and Memorial Road;(iii) construction zones between Memorial Road and Rouse Hill Town Centre; and(iv) construction zones between Windsor Road and Cudgegong Road.

Table 2 – Overarching Stakeholder and Community Implementation Plan (OSCIP)

Section	Requirement
8.3 Stakeholder and community plans	
Table 7 – Responsibilities for stakeholder and community plans	<p>Contractor delivery communication teams must:</p> <ul style="list-style-type: none">• Develop and implement a Community Liaison Implementation Plan that provides a clear framework, including policies, processes and procedures for proactive communications management and to assure that stakeholder and community relations are effectively managed in accordance with the relevant Ministers Conditions of Approval. The plan should include:<ul style="list-style-type: none">– Site-specific Stakeholder and Community Involvement Plans– Business Management Plan.• The Business Management Plan should provide a clear framework, including policies, processes and procedures for proactive communications management and to assure that impacts on businesses are minimised.• Submit a copy of the Community Liaison Implementation Plan to the Principal’s Representative for review within 14 days of the date of the relevant deed.• Make any changes to the submitted Stakeholder and Community Involvement Plans requested by the Principal’s Representative prior to implementation.• Will not start work until the Stakeholder and Community Involvement Plans comply with the relevant deed.• The Community Liaison Implantation Plan, Site-specific Stakeholder and Community Involvement Plans and the Business Management Plan must be updated every three months (throughout the duration of construction) and

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submitted to the Sydney Metro Northwest team for review.

- Issue each version of the plans in electronic format and upload onto the Sydney Metro Northwest website.
- Develop all plans with in accordance with the relevant deed.

1.9 Minister's Conditions of Approval

The SCIPs have been prepared in accordance with the Infrastructure Approval, which contains conditions imposed by the Minister for Planning and Infrastructure.

Table 3 – Infrastructure Approval Two (8 May 2013)

Section	Requirement
Schedule D Community Information, Reporting and Auditing	
D1 Stakeholder and Community Involvement Plan	<p>A Stakeholder and Community Involvement Plan shall be prepared and implemented to provide mechanisms to facilitate communication between the Proponent (and its contractor(s)), the Environmental Representative (condition E32), the relevant Council and community stakeholders (particularly adjoining landowners) on the construction environmental management of the SSI [State Significant Infrastructure] and detailed design elements of the SSI. The strategy shall include, but not be limited to:</p> <ol style="list-style-type: none">a) identification of community and business stakeholders to be consulted as part of the strategy, including affected and adjoining landowners;b) procedures and mechanisms for the regular distribution of information to community and business stakeholders on construction progress and matters associated with environmental management;c) the formation of community/business-based forums that focus on key environmental management issues and design aspects of the SSI. The strategy shall provide detail on the structure, scope, objectives and frequency of the forums;d) procedures and mechanisms through which community and business stakeholders can discuss or provide feedback to the Proponent and/or Environmental Representative in relation to the environmental management, design and delivery of the SSI;e) procedures and mechanisms through which the Proponent can respond to enquiries or feedback from community and business stakeholders in relation to the environmental management, design and delivery of the SSI; andf) procedures and mechanisms that would be implemented to resolve issues/ disputes that may arise between parties on the matters relating to environmental management, design and the delivery of the SSI. This may include the use of an appropriately qualified and experienced independent mediator. <p>Issues that shall be addressed through the Stakeholder and Community Involvement Plan include (but are not necessarily limited to) traffic and access arrangements, noise and vibration, impacts to local businesses, land uses and community facilities, urban design and landscaping and other construction and design related impacts and management measures.</p> <p>The Proponent shall maintain and implement the plan throughout construction of the SSI. The plan shall be approved by the Director General prior to the commencement of construction, or as otherwise agreed by the Director General.</p>

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1.10 Review Process

Ongoing review and updating of the plans will be undertaken, taking into account:

- (i) Changes in design or construction process, including the use of and development of new designs and materials
- (ii) New design and construction processes requiring documentation which the existing Quality Plan does not address.

Community liaison documentation will be reviewed on a regular basis and ongoing review and updating of the plan will be undertaken, as per the requirements of the Project Deed.

All revisions including amendments of this plan will be authorised by the Project Director prior to their issue.

2 PROJECT CONTEXT

2.1 Background

The Sydney Metro Northwest project is a key priority for the NSW Government. The Sydney Metro Northwest will deliver a new high frequency single deck train system initially operating as a service between Cudgegong Road and Chatswood. The project includes eight new stations, approximately 15.5 km of tunnels from Epping to Bella Vista, a 4 km elevated 'skytrain' (viaduct) between Bella Vista and Rouse Hill, and conversion of the Epping to Chatswood Rail Link to deliver high frequency rapid transit services.

Stations are planned at Cherrybrook, Castle Hill, Showground, Norwest, Bella Vista, Kellyville, Rouse Hill and Cudgegong Road. Bus, pedestrian, cycling and easy access facilities will be provided at all stations, with approximately 4,000 commuter car parking spaces spread across five sites.

2.2 Description of the SVC Project Works

The scope of the SVC Project Works consists of the detailed design, construction and handover of the viaducts, bridges and associated civil works required for the Sydney Metro Northwest between Bella Vista and Cudgegong Road and includes establishment and reinstatement of work sites, spoil removal and disposal and all required utility relocations and adjustments at construction work sites.

The permanent infrastructure to be delivered includes:

- Approximately 4 km of viaduct between Bella Vista and Rouse Hill Station including crossings over Memorial Avenue, Samantha Riley Drive, Windsor Road, Sanctuary Drive and White Hart Drive
- Bulk earthworks requirements including all cut, fill and embankments between Balmoral Road and Cudgegong Road
- Bridge over Windsor Road / Rouse Hill
- Bridge over Second Ponds Creek
- Allowance for station structures to be incorporated onto the viaduct at the Kellyville and Rouse Hill station sites
- Adjustments to existing infrastructure and roads within the construction zone and / or otherwise affected by SVC activities.

Activities associated with the temporary and SVC Contractor works required in order to complete construction include:

- Safe, secure personnel access / egress into site areas including necessary temporary support services and site facilities, with hoardings, fencing and the like around work sites to be left in place upon completion
- Construction traffic and transport management including temporary and permanent traffic management works
- Removal of all temporary work and site facilities not otherwise required for handover to subsequent contractors.

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- Construction and removal of two concrete batching plants
- Construction and removal of a pre-cast concrete plant
- Construction of temporary T-way car parking at Rouse Hill and Kellyville
- Construction, removal and transportation of the gantry along the SVC construction zone
- Temporary changes to site personnel access/egress
- Signage, fencing and hoarding
- Construction environmental management activities
- Construction traffic management activities
- Interface and communications within SVC contractor team and across Sydney Metro Northwest team
- Stakeholder liaison activities
- Adherence to Sydney Metro Northwest protocols and procedures.

2.3 Previous Engagement with the Community

The Minister's Conditions of Approval reflect the need for genuine consultation with communities through the preparation and implementation of a site-specific Stakeholder and Community Implementation Plans (SCIPs) that minimise impacts on residents adjacent to major construction zones and activities during construction.

The NSW Government announced that it would proceed with the Project in 2011, and the following project delivery activities have been undertaken since that time:

- Opening of the Sydney Metro Northwest Community Information Centre (June 2011)
- Consultation about the Project Overview Report (July 2011)
- Place Managers appointed to liaise with residents, businesses and community organisations (October 2011)
- Establishment of a website with consultation forums
- Dedicated 1800 number and email address
- Regular leaflet drops along the alignment
- Information sessions.

Further consultation activities were undertaken in preparation for and during the public exhibition of two Environmental Impact Statements (EIS) – EIS 1 and EIS 2. Engagement activities undertaken during EIS 1 and EIS 2 included:

- Community information sessions (CIS)
- CIS advertisements
- Email alerts to the project mailing list
- Meetings with stakeholders

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- Website updates
- Online public forum via the Sydney Metro Northwest website
- Deliberative community forums
- EIS 1 and EIS 2 summary reports
- Project fact sheets, brochures and community information session invitations
- Submission forms and envelopes
- Sydney Metro Northwest Community Information Centre
- Place Managers working with impacted residents, tenants and businesses
- Monitoring the 1800 project information line and project email address
- Media coverage.

Community liaison activities have also been undertaken in relation to the Tunnel and Station Civil (TSC) construction Works. ISJV will undertake community liaison activities in coordination with the Sydney Metro Northwest Stakeholder and Community Relations Team, TfNSW and the TSC Contractor. There will be a strong interface with the TSC Contractor Team, in particular at SVC/TSC adjacent sites at Bella Vista.

3 COMMUNITY ENGAGEMENT APPROACH

3.1 Objectives

Transport for NSW (TfNSW) is committed to establishing genuine relationships with stakeholders and the community. The community liaison objectives underpinning these SCIPs are aligned with those outlined in the OSCIP, which are to:

- Build stakeholder support for, and understanding of, the Sydney Metro Northwest
- Minimise, where possible, project impacts on stakeholders and the community
- Appropriately address stakeholder and community issues
- Ensure stakeholders and the community fully understand the activities to be undertaken by the contractors, their objectives, benefits, potential impacts and expected outcomes
- Communicate early and often.

To achieve these objectives, we will exceed the “minimum” standard consultation requirements to engage the community early and as often as possible, keep the community informed of progress, and encourage participation and feedback. We will engage with the full range of stakeholders, and clearly identify the parameters for consultation with the community.

Our key strategy is to conduct early, frequent community consultation to ensure that any concerns or impacts are addressed proactively in collaboration with the Sydney Metro Northwest team, which is a source of continuity throughout the project’s development. We will work to the broader Sydney Metro Northwest team’s requirements and provide them with timely and accurate information.

3.2 Guiding Principles

The management of community liaison issues for the SVC works positions the community at the centre of the community liaison effort. Our approach is based on detailed mapping of stakeholder impacts and interests in the SVC works and broader project.

Our approach is underpinned by the principle of equitable access to information and opportunities for consultation across stakeholders and communities. As discussed in section 1.1 of this document, the approach is based on best practice in consultation and engagement for major projects, including the International Association of Public Participation (IAP2) Public Participation Spectrum and Account Ability’s AA1000 Stakeholder Engagement Standard. The community liaison activities outlined in this plan sit in the ‘inform’ and ‘consult’ part of this spectrum.

A critical success factor for the effective management of community liaison issues during the SVC works will be the alignment of the community liaison approach and responses with broader Sydney Metro Northwest project approach. From the stakeholders’ perspective this will create a seamless response to all contact.

Figure 3 – IAP2 public participation spectrum



Source: IAP2

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3.3 Key Performance Indicators (Kpis)

In accordance with Schedule 35 – Performance and Compliance Incentive Payment Schedule the following KPI's have been set specifically in relation to the Communication and stakeholder Management. Each month we will measure our performance against these set KPIs, shown in table 4 below.

Table 4 –Schedule 25 – performance and compliance incentive payment schedule

KPI	Method	Focus areas
Complaint close out	Determined by the average score from a quarterly survey of stakeholders. The survey will cover satisfaction of affected stakeholders with the consultation process (as identified in the document entitled "North West Rail Link SCL-02 Overarching Stakeholder and Community Involvement Plan (Version 2.0)", (as listed in Appendix 15 to the SWTC [Scope of Works and Technical Criteria] as reference document No. 6).	a)Quality of material provided; b) Level of information provided about the SVC Contractor Activities; and c) Interaction with SVC Contractor's stakeholder and community liaison team.
Number of avoidable complaints	Review complaints received in Consultation Manager.	Number of avoidable complaints

3.4 Complaints Management System

Details of the Sydney Metro Northwest Complaints Management System and associated procedures, protocols and service standards can be found in Appendix 2 of the CLIP.

3.5 Communication with the Community

Communication with the community will be carried out using the tools identified in Section 6 of the Overarching Stakeholder and Community Involvement Plan (OSCIP), including:

- Community information line
- Community email address
- Community post box
- Newsletter
- Project milestone/newsletter email
- Fact sheets
- Photography and videography
- Site signage and hoarding banners
- Information for the North West Rail Link website
- Information for the Contractor webpage
- Social media updates
- Community information centre
- Community information displays
- Doorknocks
- Meetings with individuals or groups
- Site visits
- Community & business based forums
- Emergency Works – Notification letter

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- 7 day notification – Community signage
- 7 day –Traffic alert email
- 7 day – Utility notification
- 7 day notification letter
- Advertisements
- Media briefings and releases
- School Engagement Program (Sydney Metro Northwest lead)
- Site inductions
- Stakeholder database
- Communications Management Control Group Meetings.

The Business Management Plan (BMP) outlines tools activities related specifically to businesses impacted by the SVC works.

4 STAKEHOLDER MAPPING AND ANALYSIS

4.1 Introduction

The following sections identify impacted communities and stakeholders by construction zone. The four construction zones are:

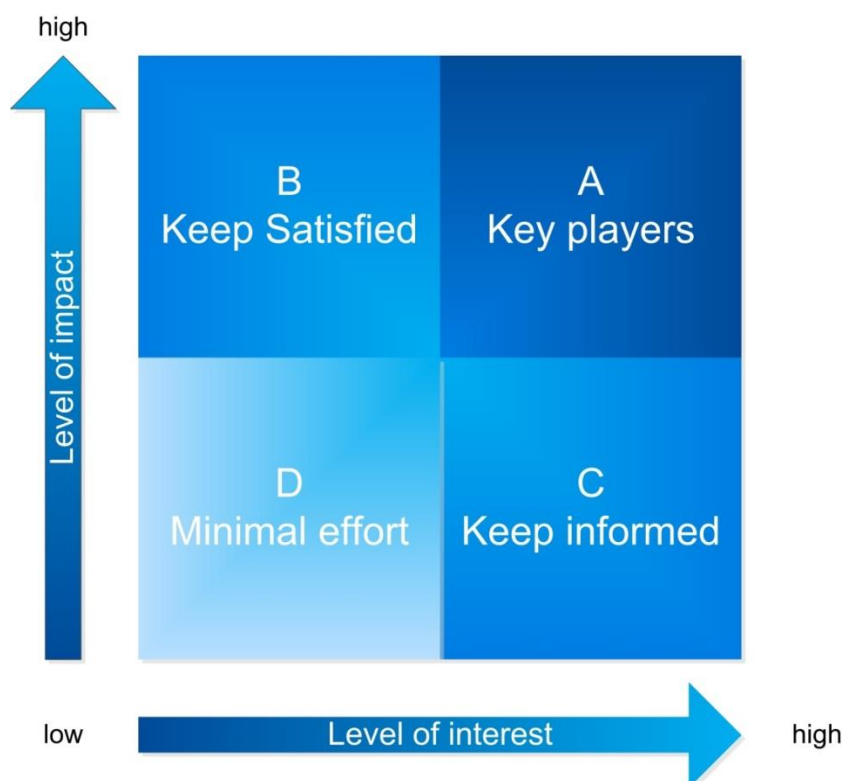
- i) Bella Vista to Memorial Avenue
- ii) Memorial Avenue to White Hart Drive
- iii) White Hart Drive to Windsor Road
- iv) Windsor Road to Cudgegong Road.

Stakeholder analysis is contained below in sections 7 to 10. Business stakeholders are addressed in the Business Management Plan.

4.2 Methodology

Stakeholder mapping and analysis has been undertaken to identify those stakeholders who may potentially experience impacts (both positive and negative) and those with an interest in the SVC works. Stakeholders have been identified and categorised according to their levels of impact and interest, using an industry standard stakeholder analysis tool, shown in table 5 below.

Figure 4 – Stakeholder analysis tool



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The stakeholder analysis tool categorises stakeholders in the following way:

Category A – Stakeholders with a high level of impact (positive and negative) and interest in the SVC – nearby residents / households and businesses (within a 200m radius of the construction zones), Hills Shire Council, and key state agencies including utility providers, the transport agencies (including TfNSW and RMS) and Sydney Water

Category B – Stakeholders with a high level of impact (positive and negative) but a lower level of interest in the SVC – including nearby residents and businesses beyond a 200 m radius and within a 500m radius of the construction zones

Category C – Stakeholders who have considerable interest in the SVC but a relatively low level of impact – primarily state agencies with an indirect interest in the efficient delivery of the Sydney Metro Northwest, including NSW Trade and Investment, Department of Premier and Cabinet

Category D – Stakeholders with comparatively little impact and little interest in the SVC.

For the purposes of the SVC community liaison strategy, key stakeholders to be addressed are Category A and B stakeholders.

4.3 Project Stakeholders

Page 20 identifies the project-wide stakeholders who have an interest in, are impacted by, or have influence over the successful delivery of the SVC works, as well as the community liaison activities that will be undertaken for each stakeholder.

Construction zone area-specific stakeholders are identified in sections 8 to 11 of this document.

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Table 5 – Project stakeholders

Cat.	Stakeholder	Issues of interest				Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4				
Residents/households									
A	Individual households <i>within</i> a 200 m radius of the construction zones	✓	✓	✓	✓	High	High	Medium	<ul style="list-style-type: none">• Meetings• Community Information Line• Community forums• Community information sessions• Community information centre• Notifications• Advertisements• Newsletters• Websites• Social media• Site signage• Fact sheets• Door knocks.
A	Public transport and road users	✓	✓		✓	High	High	Medium	
B	Individual households <i>outside</i> a 200 m radius of the construction zones	✓	✓	✓	✓	Medium	Medium	Medium	

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Cat.	Stakeholder	Issues of interest				Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4				
Community groups									
A	Rouse Hill Heights Action Group	✓	✓	✓	✓	High	High	Medium	Managed by Sydney Metro Northwest Stakeholder and Community Liaison team
B	Western Sydney Public Transport Users	✓	✓		✓	Medium	Medium	Medium	
B	Hills Transport Working Group	✓	✓		✓	Medium	Medium	Medium	
B	Blacktown and District Environment Group	✓	✓	✓	✓				
B	Cyclist Action Movement West	✓	✓		✓				
B	Deerubbin Local Aboriginal Land Council	✓	✓	✓	✓	Medium	Medium	Medium	
B	Darug Custodian Aboriginal Corporation	✓	✓	✓	✓	Medium	Medium	Medium	

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Cat.	Stakeholder	Issues of interest				Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4				
B	Darug Aboriginal Cultural Heritage Assessments	✓	✓	✓	✓	Medium	Medium	Medium	
B	Darug Tribal Aboriginal Corporation	✓	✓	✓	✓	Medium	Medium	Medium	
B	Darug Land Observations	✓	✓	✓	✓	Medium	Medium	Medium	
B	Darug Aboriginal Land Care Inc	✓	✓	✓	✓	Medium	Medium	Medium	
B	Tocomwal/Yarrwalk	✓	✓	✓	✓	Medium	Medium	Medium	
Chambers of Commerce									
C	NSW Business Chamber: Sydney North West	✓	✓		✓	High	Medium	High	Managed by Sydney Metro Northwest Stakeholder and Community Liaison team
C	Sydney North West Regional Advisory Council							High	

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Cat.	Stakeholder	Issues of interest				Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4				
C	Hills Business Chamber							High	
Media									
C	Hills Shire Times	✓	✓	✓	✓	High	Low	High	Managed by Sydney Metro Northwest Stakeholder and Community Liaison team
	Rouse Hill Times							High	
	Hills News							High	
	Blacktown Advocate							High	
State Government agencies									
C	Transport for NSW:	✓	✓	✓	✓	High	Medium	High	Managed by Sydney Metro Northwest Stakeholder and Community Liaison team
	Sydney Metro Northwest								
	State Transit								
	NSW Roads and Maritime Services (RMS)								
	Traffic Management Centre								

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Cat.	Stakeholder	Issues of interest				Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4				
C	NSW Planning and Infrastructure	✓	✓	✓	✓	High	Medium	High	
C	TransUrban / M2 Hills Motorway		✓	✓		High	Medium	High	
C	NSW Trade and Investment, comprising Trade, Business and Investment, Primary Industries, NSW Office of Water, Sydney Metropolitan and Hawkesbury Nepean Catchment Management authorities	✓			✓	High	Low	High	
C	Department of Premier and Cabinet	✓	✓	✓	✓	High	Low	Medium	
C	Department of Education and Communities	✓	✓	✓	✓	High	Low	Medium	
B	Emergency Services	✓	✓	✓	✓	Medium	High	Medium	

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Cat.	Stakeholder	Issues of interest				Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4				
	– NSW Ambulance, NSW Fire Brigade, NSW Police								
Local Government									
B	The Hills Shire Council officers (Communications with Mayor and GM managed by Sydney Metro Northwest Government Relations team)	✓	✓	✓	✓	Medium	Medium	Medium	<ul style="list-style-type: none"> • Community forums • Meetings • Notifications • Advertisements • Newsletters • Community email updates • Websites • Social media • Site signage • Fact sheets • Communications Management Control Group • Government relations • Government agency relations • Site visits.

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Federal Government

D	Department of Sustainability, Environment, Water, Population and Communities	✓	✓	✓	✓	Low	Low	Low	<ul style="list-style-type: none"> • Meetings • Notifications • Advertisements • Newsletters • Community email updates • Websites • Social media • Site signage • Fact sheets • Government relations • Government agency relations • Site visits.
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Utility and service providers

A	Ausgrid	✓	✓	✓	High	High	High	<ul style="list-style-type: none"> • Meetings • Notifications • Advertisements • Newsletters • Community email updates • Websites • Social media • Site signage • Fact sheets.
	Endeavour Energy							
	Sydney Water							
	Jemena							
	NBN							

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Telstra

Optus

Mine Subsidence
Board

Bus companies

A	Hillsbus	✓	✓	High	High	Medium	<ul style="list-style-type: none"> • Meetings • Community enquiries and complaints • Community information centre • Business based forums • Notifications • Advertisements • Newsletters • Community email updates • Websites • Social media • Site signage • Fact sheets.
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Key

1 - Transport impacts: truck movements and access changes 2 - Noise and vibration 3 - Visual impacts 4 - Amenity and accessibility

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5 Stakeholder risk analysis

The following table presents an identification of risks associated with the SVC works. Risks have been identified based on a review of the proposal, Environmental Impact Statements and associated submissions reports, and analysis undertaken in the development of this Plan.

The table also identifies mitigation actions that the ISJV community team will undertake in order to identify, avoid and minimise risks. These mitigations have a strong interface across the ISJV and should be read alongside the risk analysis and mitigations outlined in the full Risk Management Plan.

Table 6 – Summary of risks and community relations mitigation strategies

Risk	Impacts include	Community relations mitigations
Access impacts	<ul style="list-style-type: none"> • Road occupancy • Road access changes • Access to local businesses • Access to T-way car parks restricted (construction zones 1 and 3) • Pedestrian, cyclist and driver safety. 	<ul style="list-style-type: none"> • ISJV to maintain a strong interface between the community relations and construction teams throughout the duration of the project to ensure access impacts are anticipated, communicated and minimised • ISJV to anticipate and manage risks to avoid incidents • ISJV to communicate any changes or potential changes to access with stakeholders in advance of these taking place, and in line with the requirements of the Project Deed • ISJV to implement and adhere to complaints management system, including response times and escalation protocols, in compliance with the Project Deed • ISJV to monitor and report on community relations activities to ensure compliance with the Project Deed.
Community objection	<ul style="list-style-type: none"> • Potential for delays in process • Potential for negative perceptions of Sydney Metro Northwest, TfNSW and Impregilo-Salini Joint Venture 	<ul style="list-style-type: none"> • ISJV to communicate with the community and stakeholders early and often • ISJV to anticipate and manage risks to avoid incidents • ISJV to implement and adhere to complaints management system, including response times and escalation protocols, in compliance with the Project Deed • ISJV to work with Sydney Metro Northwest and other contractors to communicate the long term benefits of the project.
Construction impacts	<p><i>Acoustic:</i></p> <ul style="list-style-type: none"> • Noise generated by equipment • Some potential for vibration • Noise identified as low risk • Increased road traffic noise. <p><i>Dust:</i></p> <ul style="list-style-type: none"> • Exposure of workers and 	<ul style="list-style-type: none"> • ISJV to communicate with the community and stakeholders early and often • ISJV to anticipate and manage risks to avoid incidents • ISJV to implement and adhere to complaints management system, including response times and escalation protocols, in compliance with the Project Deed.

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Risk	Impacts include	Community relations mitigations
Cumulative impacts	<p>residents to dust.</p> <ul style="list-style-type: none"> Cumulative impacts from other developments in the local area (e.g. Lexington Corner upgrade and Samantha Riley Drive Residential Redevelopment) Perception that impacts caused by other infrastructure projects are related to Sydney Metro Northwest (e.g. Epping to Thornleigh Triplication, Schofields Road Upgrade). 	<ul style="list-style-type: none"> ISJV to advise Sydney Metro Northwest of other community relations representatives from other large infrastructure projects where cumulative impacts are likely. For example Roads and Maritime Services, QIC, GPT, Lend Lease ISJV to exchange information and coordinate communication and consultation activities with other contractors and Sydney Metro Northwest ISJV to implement and adhere to complaints management system, including response times and escalation protocols, in compliance with the Project Deed ISJV to monitor and report on community relations activities to ensure compliance with the Project Deed.
Environmental impacts	<ul style="list-style-type: none"> Potential breach to environmental regulatory limits Unexpected finds Hazardous materials management Clearing impacts Spoil management. 	<ul style="list-style-type: none"> ISJV to provide daily complaints reporting to Sydney Metro Northwest and Environmental Protection Authority, in line with the Project Deed ISJV to implement and adhere to complaints management system, including response times and escalation protocols, in compliance with the Project Deed.
Heritage (Indigenous and non-Indigenous)	<ul style="list-style-type: none"> Unexpected finds Impacts on White Hart Inn (Construction Site 3). 	<ul style="list-style-type: none"> ISJV to communicate with the community and stakeholders early and often ISJV to anticipate and manage risks to avoid incidents ISJV to implement and adhere to complaints management system, including response times and escalation protocols, in compliance with the Project Deed.
Visual impacts	<ul style="list-style-type: none"> Visual impact of permanent works: viaduct and bridges Visual impact of temporary works: Works compounds, equipment and vessels Light spill. 	<ul style="list-style-type: none"> ISJV to maintain a strong interface between the community relations and construction teams throughout the duration of the project to ensure visual impacts are minimised ISJV to communicate any visual impacts of permanent or temporary works to stakeholders in advance of these taking place, and in line with the requirements of the Project Deed ISJV to document and feedback consideration of issues raised to stakeholders, including how feedback has informed construction activities. If feedback has not informed activities, a rationale is to be provided to stakeholders ISJV to monitor community relations activities to ensure compliance with the Project Deed.

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6 Works and community liaison activities

6.1 Project Timeline and Community Liaison Activities

Table 7 below outlines scheduled SVC construction activities, their indicative timing, and the community liaison activities that will be undertaken throughout.

Table 7 – Project timeline and community liaison activities

PHASE TIMING		SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES	SYDNEY METRO NORTHWEST COMMUNITY LIAISON ACTIVITIES
DESIGN AND MOBILISATION PHASE		Project inception finalisation of Community Liaison Implementation Plan (CLIP) and site investigations <ul style="list-style-type: none"> Finalise Community Liaison Implementation Plan (CLIP) Finalise site specific Stakeholder and Community Involvement Plans (SCIPs) Finalise Business Management Plan Establish complaints mechanism Provide community relations materials for Sydney Metro Northwest website Develop templates for community liaison materials Monthly community email update per construction zone (site investigations start in this period) Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team Communications Management Control Group (CMCG) meetings as required Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) Monthly reporting Notifications for site investigations Manage community information line for SVC-related queries Manage community email address Manage community postal address Community information displays (including advertisement and invitations to attend) Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) Ad-hoc written notifications and door knocks relating to emergency Works Community relations inputs for site induction materials Undertake site inductions Video and photography for website. 	<ul style="list-style-type: none"> Project webpage Advertisement community contact details (listed above) Community information centre Stakeholder briefings: <ul style="list-style-type: none"> Local elected members MPs Ministers School engagement program to registered schools Presentations and forums Hoarding banners and site signage (Design only) Fact sheets Complaint mediation system.

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PHASE TIMING	SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES	SYDNEY METRO NORTHWEST COMMUNITY LIAISON ACTIVITIES
	<p>System Definition Review (SDR) and site investigations – 30% Completion</p> <ul style="list-style-type: none"> ▪ Monthly community email update per construction zone ▪ Quarterly construction update per construction zone ▪ CMCG meetings as required ▪ Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team ▪ Community forum (four per year) ▪ Business forum (four per year) ▪ Community information centre (CIC) staff member commences (within 6 months of Deed signing to through life of the project) ▪ Notifications for site investigations ▪ Manage community information line ▪ Manage community email address ▪ Manage community postal address ▪ Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) ▪ Monthly reporting ▪ Community information displays (including advertisement and invitations to attend) ▪ Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) ▪ Ad-hoc written notifications and door knocks relating to emergency Works ▪ Video and photography for website. <p>Preliminary Design Review (PDR) – 70% Completion</p> <ul style="list-style-type: none"> ▪ Monthly community email update per construction zone ▪ Quarterly construction update per construction zone ▪ CMCG meetings as required ▪ Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team ▪ Community forum (four per year) ▪ Business forum (four per year) ▪ Community information centre (CIC) staff member Notifications for site investigations ▪ Manage community information line ▪ Manage community email address ▪ Manage community postal address ▪ Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) ▪ Monthly reporting ▪ Community information displays (including advertisement and invitations to attend) ▪ Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) ▪ Ad-hoc written notifications and door knocks relating to emergency Works ▪ Video and photography for website. 	

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PHASE TIMING		SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES	SYDNEY METRO NORTHWEST COMMUNITY LIAISON ACTIVITIES
CONSTRUCTION PHASE		Critical Design Review (CDR) – 100% Completion <ul style="list-style-type: none"> Monthly community email update per construction zone Quarterly construction update per construction zone CMCG meetings as required Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team Community forum (four per year) Business forum (four per year) Community information centre (CIC) staff member Notifications for site investigations Manage community information line Manage community email address Manage community postal address Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) Monthly reporting Community information displays (including advertisement and invitations to attend) Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) Ad-hoc written notifications and door knocks relating to emergency Works Video and photography for website. 	
		Early Works <ul style="list-style-type: none"> CMCG meetings as required Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team Community forum (four per year) Business forum (four per year) Community information centre (CIC) Notifications for site investigations Manage community information line Manage community email address Manage community postal address Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) Monthly reporting Community information displays (including advertisement and invitations to attend) Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) Ad-hoc written notifications and door knocks relating to emergency Works Video and photography for website. Quarterly newsletter updates per construction zone Monthly community email updates per construction zone Targeted email updates as required Weekly webpage updates per construction zone Daily social media updates per construction zone Site inductions Business door knock and intercept surveys – quarterly (2) Crisis / critical incident management. Hoarding banners and site signage Monthly reporting. 	

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PHASE TIMING		SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES	SYDNEY METRO NORTHWEST COMMUNITY LIAISON ACTIVITIES
COMMISSION AND HANDOVER PHASE		Principal Works <ul style="list-style-type: none"> CMCG meetings as required Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team Community forum (four per year) Business forum (four per year) Community information centre (CIC) Notifications Manage community information line Manage community email address Manage community postal address Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) Monthly reporting Community information displays (including advertisement and invitations to attend) Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) Ad-hoc written notifications and door knocks relating to emergency Works Video and photography for website. Quarterly newsletter updates per construction zone Monthly community email updates per construction zone Targeted email updates as required Weekly webpage updates per construction zone Daily social media updates per construction zone Site inductions Business door knock and intercept surveys – quarterly (2) Crisis / critical incident management. Hoarding banners and site signage Monthly reporting. 	
		<ul style="list-style-type: none"> CMCG meetings as required Weekly meetings with Sydney Metro Northwest Stakeholder and Community Liaison team Community forum (four per year) Business forum (four per year) Community information centre (CIC) Notifications Manage community information line Manage community email address Manage community postal address Daily complaint reports to Sydney Metro Northwest and the Environmental Protection Authority (EPA) Monthly reporting Community information displays (including advertisement and invitations to attend) Daily monitoring of media/blogs (add to Consultation Manager and send ad-hoc to Sydney Metro Northwest) Ad-hoc written notifications and door knocks relating to emergency Works Video and photography for website. Quarterly newsletter updates per construction zone Monthly community email updates per construction zone Targeted email updates as required Weekly webpage updates per construction zone Daily social media updates per construction zone Site inductions Business door knock and intercept surveys – quarterly (2) Crisis / critical incident management. Hoarding banners and site signage Monthly reporting. 	

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6.2 Works And Community Liaison

This section of the SCIP provides an overview of the SVC Works, encompassing project Works, temporary Works and SVC contractor Works.

6.2.1 Project Works

Table 8 – Project Works

Project Works	Activities	Community liaison methods
Project Works are permanent Works associated with the SVC	<p>Activities associated with the permanent Works include:</p> <ul style="list-style-type: none"> • Construction of a 4.2 km viaduct, including crossings of: <ul style="list-style-type: none"> – Memorial Avenue – Samantha Riley Drive – Windsor Road – Sanctuary Drive – White Hart Drive • Construction of a bridge on Windsor Road at Rouse Hill • Construction of a cable stayed bridge over Windsor Rd at Rouse Hill • Bulk earthworks requirements including all cut, fill and embankments starting at the tunnel (TSC) Worksite (and continuing to Cudgegong Road in Area 4) • Adjustments to existing infrastructure and roads within the construction zone and / or otherwise affected by the ISJV activities • Excavation and construction of dive structure (tunnel to viaduct connection in a cutting) and three road bridges across the cutting • Minor local road adjustments. 	<p>Engagement methods to be undertaken during project Works include:</p> <ul style="list-style-type: none"> • SMS and email traffic updates • Manage feedback and complaints mechanism as per the requirements of the Deed. • Monthly newsletter updates per construction zone • Targeted email updates as required • Weekly webpage updates per construction zone • Daily social media updates per construction zone • 7 day notifications as required • Site inductions / tool box talks • CMCG meetings as required • Community forums • Business forums • Monthly reporting • Community Information Centre (CIC)

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6.2.2 Temporary Works

Table 9 – Temporary Works

Temporary Works	Activities	Community liaison methods
<p>Temporary Works will be undertaken at:</p> <ul style="list-style-type: none"> • Bella Vista Construction Zone (BVCZ) • Memorial Construction Zone (MCZ) • Kellyville Construction Zone 1 (KCZ1) • Kellyville Construction Zone 2 (KCZ2) 	<p>Activities associated with the temporary Works include:</p> <ul style="list-style-type: none"> • Construction and removal of two concrete batching plants • Construction and removal of a pre-cast concrete plant • Construction, removal and transportation of the gantry along the SVC • Construction of temporary T-way car parking at Rouse Hill and Kellyville • Transportation of the gantry along the SVC • Temporary changes to site personnel access/egress • Signage, fencing and hoarding 	<p>Engagement methods to be undertaken during temporary Works include:</p> <ul style="list-style-type: none"> • SMS and email traffic updates • Manage feedback and complaints mechanism as per the requirements of the Deed • Monthly newsletter updates per construction zone • Manage feedback and complaints mechanism • Targeted email updates as required • Weekly webpage updates per construction zone • Daily social media updates per construction zone • 7 day notifications as required • Site inductions • CMCG meetings as required • Monthly reporting • Community Information Centre (CIC).

6.2.3 SVC Contractor Works

Table 10 – SVC Contractor Works

SVC Contractor Works	Activities	Community liaison methods
<p>SVC Contractor Works cover the range of project and temporary Works undertaken by the SVC Contractor, including management and mitigation activities.</p>	<p>SVC Contractor activities include all Works listed under project and temporary Works plus the following:</p> <ul style="list-style-type: none"> • Construction environmental management activities • Construction traffic management activities • Interface and communications within SVC Contractor team and across Sydney Metro Northwest team • Stakeholder liaison activities • Adherence to Sydney Metro 	<p>Engagement methods to be undertaken to manage SVC Contractor activities include those outlined under project and temporary Works above, plus:</p> <ul style="list-style-type: none"> • Manage feedback and complaints mechanism as per the requirements of The Deed • Provide weekly briefings and monthly project reports to ISJV • CMCG meetings as required • Provide bi-annual updates of the CLIP to the Sydney Metro Northwest project team

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SVC Contractor Works	Activities	Community liaison methods
	Northwest protocols and procedures	<ul style="list-style-type: none">• Community forums• Business forums• Community Information Centre (CIC).

7 Site-specific Stakeholder and Community Involvement Plans Construction zones

7.1 Construction Zones

Four Construction Zones have been identified for community relations activities:

- Construction Zone 1: Bella Vista to Memorial Avenue
- Construction Zone 2: Memorial Avenue to White Hart Drive
- Construction Zone 3: White Hart Drive to Windsor Road
- Construction Zone 4: Windsor Road to Cudgegong Road

7.2 Project Works

Project works are permanent works associated with the SVC Contract and include construction of a 4.2 km viaduct including a crossing of Memorial Avenue, bulk earthworks requirements including all cut, fill and embankments starting at the tunnel (TSC) worksite (and continuing to Cudgegong Road in Area 4), adjustments to existing infrastructure and roads within the construction site and / or otherwise affected by the ISJV activities and excavation and construction of dive structure (tunnel to viaduct connection in a cutting) and three road bridges across the cutting.

7.3 Temporary Works

Temporary Works associated with the SVC Works across the four Construction Zones include the construction of personnel access / egress to site areas including necessary temporary support services and site facilities, including hoardings and fencing; construction traffic and transport management, including temporary and permanent traffic management Works; and the removal of all temporary work and site facilities not otherwise required for handover to subsequent contractors.

7.4 Svc Contractor Works

SVC Contractor Works cover the range of project and temporary Works undertaken by ISJV. These activities also include the management and mitigation activities undertaken by the technical team, including construction environmental management, construction traffic management, interface and regular communication activities between ISJV and Sydney Metro Northwest nominated staff, and the management of stakeholder liaison related to the SVC construction.

7.5 Construction Zone 1: Bella Vista to Memorial Avenue

7.5.1 Introduction

Construction Zone 1: Bella Vista to Memorial Avenue comprises major construction areas at Bella Vista, Balmoral Road and Memorial Avenue.

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Figure 5 – Map of Construction zone one



7.5.2 Specific project works

SVC Works in construction zone 1 include excavation and construction of a dive structure and a viaduct, starting at Balmoral Road (and continuing through to Rouse Hill in construction zone 4), including a crossing over Memorial Avenue

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7.5.3 Stakeholder mapping and analysis of sensitive uses

The stakeholders identified in table 11 below are those within a 200 metre radius of the centre line of construction. Table 11 – Sensitive Uses

Key

1 - Transport impacts: truck movements and access changes 2 - Noise and vibration 3 - Visual impacts 4 - Amenity and accessibility

Category	Sensitive land uses	Issues of interest				Level of interest	Level of impact	Level of influence	Proposed engagement
		1	2	3	4				
Childcare centres and kindergartens									
	Goodstart Early Learning Glenwood	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Community enquiries and complaints• Community information centre• Community based forums• Notifications• Advertisements• Newsletters• Community email updates.
Clubs, community centres and libraries									
	None located	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Websites• Social media• Site signage• Fact sheets.
Medical centres and hospitals									
	Glenwood Medical Practice	✓	✓	✓	✓	High	High	High	
Sporting facilities									
	None located	✓	✓	✓	✓	High	High	High	
Nursing homes and aged care									
	None located	✓	✓	✓	✓	High	High	High	
Parks and recreation areas									
	Glenwood Reserve and Lake	✓	✓	✓		High	Medium	Medium	

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C at .	Sensitive land uses	Issues of interest				Leve l of inter est	Lev el of imp act	Level of influe nce	Proposed engagement
		1	2	3	4				
Educational facilities									
	Anglican Technical College Western Sydney	✓	✓	✓	✓	High	High	High	
	Glenwood High School								
	Parklea Public School								

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7.6 Construction Zone 2: Memorial Avenue To White Hart Drive

7.6.1 Introduction

Construction Zone 2: Memorial Avenue to White Hart Drive comprises major construction areas at Samantha Riley Drive and Windsor Road.

Figure 6 – Map of Construction zone two



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7.6.2. Specific project works

SVC Works in Construction Zone a 2 include a viaduct running through the whole Site, including crossings over Samantha Riley Drive and Windsor Road, and a bridge at Windsor Road.

7.6.3 Stakeholder Mapping and Analysis

The stakeholders identified in Table 12 below are those within a 200 metre radius of the centre line of construction.

Table 12 – Sensitive Uses

Key

1 - Transport impacts: truck movements and access changes 2 - Noise and vibration 3 - Visual impacts 4 - Amenity and accessibility

C at .	Sensitive land uses	Issues of interest				Leve l of inter est	Lev el of imp act	Level of influe nce	Proposed engagement
		1	2	3	4				
Childcare centres and kindergartens									
	Gracelands Early Education, Kellyville Fraser Avenue Early Learning Centre, Kellyville	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Community enquiries and complaints• Community information centre• Business based forums• Notifications• Advertisements• Newsletters• Stakeholder email updates.
Clubs, community centres and libraries									
	None located	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Websites• Social media• Site signage• Fact sheets.
Medical centres and hospitals									
	The Hills Clinic, Kellyville	✓	✓	✓	✓	High	High	High	
Sporting facilities									
	Longshot Golf Driving Range, Kellyville	✓	✓	✓	✓	High	High	High	
Nursing homes and aged care									
	The Gracewood Community	✓	✓	✓	✓	High	High	High	

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C at .	Sensitive land uses	Issues of interest				Leve l of inter est	Lev el of imp act	Level of influe nce	Proposed engagement
		1	2	3	4				
Parks and recreation areas									
	Elizabeth Macarthur Park, Kellyville	✓	✓	✓		High	Medi um	Mediu m	
	Connor Greasby Park Stanhope Reserve								
Educational facilities									
	John XXII Catholic Primary School	✓	✓	✓	✓	High	High	High	

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7.7 Construction Zone 3: White Hart Drive To Windsor Road

7.7.1 Introduction

Construction Zone 3: White Hart Drive to Windsor Road comprises major construction zones at Windsor Road, Sanctuary Road, White Hart Drive and Rouse Hill Drive.

Figure 7 – Map of Construction zone three



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7.7.2 Specific project works

SVC Works in Construction Zone 3 include a viaduct running through the whole Site, including crossings over Sanctuary Drive and White Hart Drive and a cable stayed bridge crossing of Windsor Road at Rouse Hill.

7.7.3 Stakeholder Mapping and Analysis

The stakeholders identified in Table 13 below are those within a 200 metre radius of the centre line of construction.

Table 13 – Sensitive Uses

Key

1 - Transport impacts: truck movements and access changes 2 - Noise and vibration 3 - Visual impacts 4 - Amenity and accessibility

C at .	Sensitive land uses	Issues of interest				Leve l of inter est	Lev el of imp act	Level of influe nce	Proposed engagement
		1	2	3	4				
Childcare centres and kindergartens									
	Playdays Preschool, Kellyville Kellyville Ridge Preschool, Kellyville Ridge	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Community enquiries and complaints• Community information centre• Business based forums• Notifications• Advertisements• Newsletters• Stakeholder email updates.
Clubs, community centres and libraries									
	Vinegar Hill Memorial Library	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Websites• Social media
Medical centres and hospitals									
	Stanhope Medical Centre	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Site signage• Fact sheets.
Sporting facilities									
	None located	✓	✓	✓	✓	High	High	High	

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C at .	Sensitive land uses	Issues of interest				Leve l of inter est	Lev el of imp act	Level of influe nce	Proposed engagement
		1	2	3	4				
Nursing homes and aged care									
		✓	✓	✓	✓	High	High	High	
Parks and recreation areas									
	Castlebrook Memorial Park	✓	✓	✓		High	Medi um	Mediu m	
	Vinegar Hill Reserve								
	The New Rouse Hill Community Area								
Educational facilities									
	Ironbark Ridge Public, Rouse Hill	✓	✓	✓	✓	High	High	High	
	Kellyville Ridge Public School								
	Rouse Hill High, Rouse Hill								

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7.8 Construction Zone 4: Windsor Road To Cudgegong Road

7.8.1 Introduction

Construction Zone 4: Windsor Road to Cudgegong Road comprises major construction areas at Rouse Hill Drive, Windsor Road, Second Ponds Creek and Cudgegong Road.

Figure 8 – Map of construction zone four



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7.8.2 Specific project works

SVC Works in Construction Zone 4 include earthworks, retaining walls and a viaduct bridge at Second Ponds Creek.

7.8.3 Stakeholder Mapping and Analysis

The stakeholders identified in Table 14 below are those within a 200 metre radius of the centre line of construction.

Table 14 – Sensitive Uses

Key

1 - Transport impacts: truck movements and access changes 2 - Noise and vibration 3 - Visual impacts 4 - Amenity and accessibility

C at .	Sensitive land uses	Issues of interest				Leve l of inter est	Lev el of imp act	Level of influe nce	Proposed engagement
		1	2	3	4				
Childcare centres and kindergartens									
	Playdays Preschool, Rouse Hill	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Community enquiries and complaints• Community information centre• Business based forums• Notifications• Advertisements• Newsletters• Stakeholder email updates.
Clubs, community centres and libraries									
	None located	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none">• Websites• Social media• Site signage• Fact sheets.
Medical centres and hospitals									
	Rouse Hill Medical Centre	✓	✓	✓	✓	High	High	High	
	Rouse Hill Town Medical Centre								
	Rouse Hill Medical Imaging								
	Rouse Hill Health Care Centre								
Sporting facilities									

Site-Specific Stakeholder and Community Involvement Plans (SCIPs)

Surface and Viaduct Civil Works



Category	Sensitive land uses	Issues of interest				Level of interest	Level of impact	Level of influence	Proposed engagement
		1	2	3	4				
	None located	✓	✓	✓	✓	High	High	High	
Nursing homes and aged care									
	None located	✓	✓	✓	✓	High	High	High	
Parks and recreation areas									
	Figtree Park	✓	✓	✓		High	Medium	Medium	
	Mungerie Park								
	Lakes Edge Park and Ironbark Lake								
	Peel Reserve								
Educational facilities									
	Rouse Hill Public School	✓	✓	✓	✓	High	High	High	