



**NORTHWEST RAPID TRANSIT  
PROJECT INTEGRATED MANAGEMENT SYSTEM**

**BUSINESS MANAGEMENT PLAN**










**FOR**

**SYDNEY METRO NORTHWEST  
OPERATIONS, TRAINS and SYSTEMS PPP**

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# Business Management Plan Approval Records

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Changes made to this document since its last revision, which affect its scope or sense, are marked in the right margin by a vertical bar (|).

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4/6/2018	04	Fourth Biannual Review post OTS IC certification	Jodie Grant	JG
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# 1 About this sub-plan

## 1.1 Introduction

This *Business Management Plan* (BMP) is a sub-plan of the *Community Liaison Implementation Plan* (CLIP) [LINK PP22D-1.1-01] and includes business management strategies for each construction site, identifying affected businesses and associated communication management strategies.

This sub-plan has been prepared in accordance with the *Sydney Metro Northwest Overarching Stakeholder and Community Involvement Plan* (OSCIP) [LINK PP22D-1.1-02] that outlines TfNSW's policies and instructions relating to managing engagement and ongoing consultation with business owners, the Project's Conditions of Approval and the principles of best practice.

## 1.2 Outline of sub-plan

As a sub-plan to the CLIP, the BMP is designed to work alongside and complement the site-specific Stakeholder and Community Involvement Plans (SCIPs). This sub-plan:

- Identifies the roles and tools available to implement the plan
- Outlines the approach to be taken to engage with businesses, including Business Forums
- Details business management strategies for each construction site
- Identifies the business stakeholders that may be impacted by the works and the issues relevant to them
- Explains the mitigation and management measures to be implemented to minimise impacts and performance parameters against which they will be measured
- Includes key dates for the commencement and conclusion of construction activities with the potential to impact business stakeholders
- Has been developed and will be implemented in accordance with the steps identified in Figure 1

Interested business stakeholders will be able to view a copy of the BMP on the Project website. This plan will be updated biannually and submitted to TfNSW electronically.

## 1.3 Hierarchy of communication plans

The relationship and hierarchy of stakeholder and community management plans for the Project is demonstrated in Figure 1 below. The relationship of the BMP with the CLIP and other project management plans can be found in the CLIP.



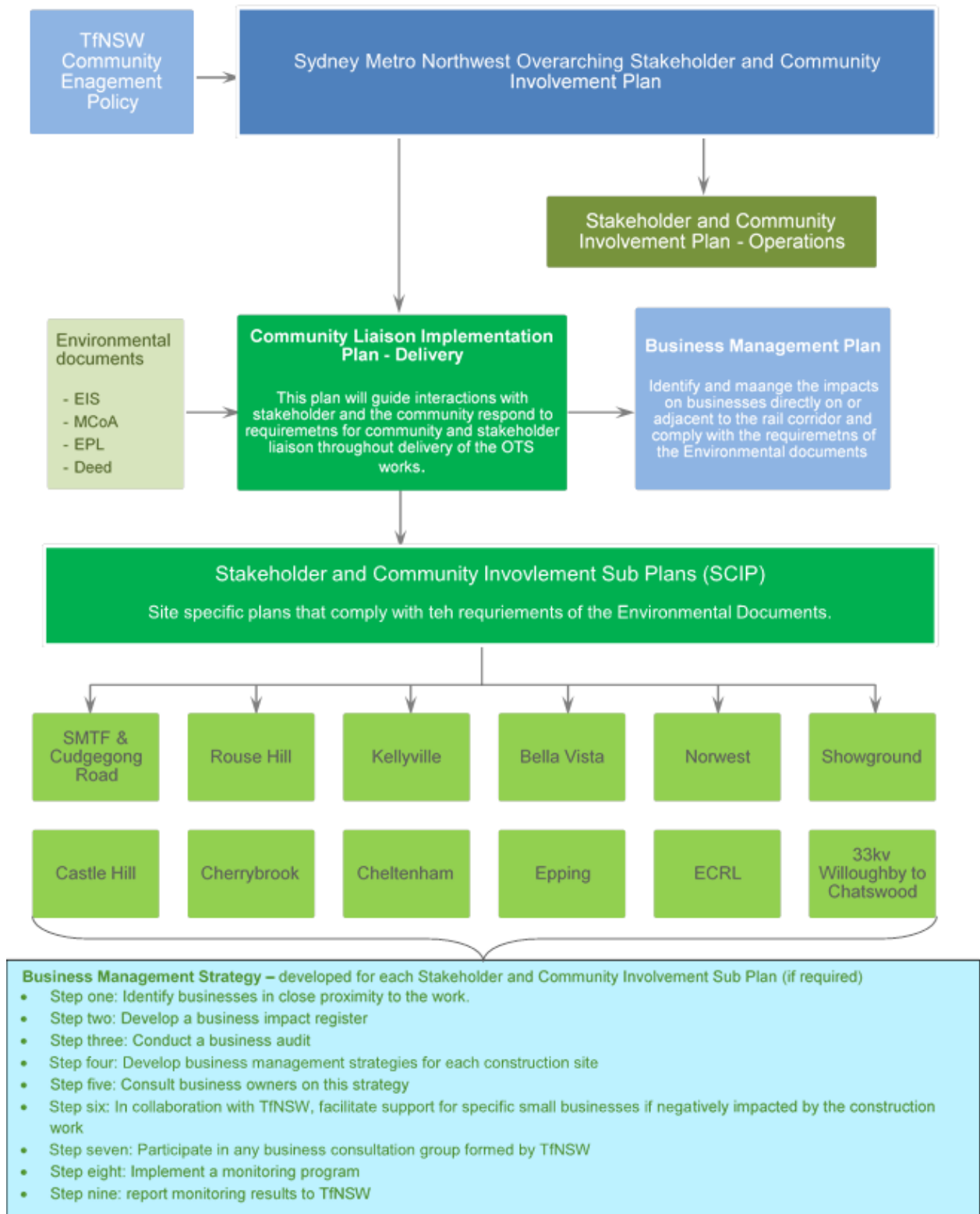


Figure 1 - Relationship between communication plans

## 2 Management team structure

### 2.1 Key personnel

The communications and stakeholder relations structure has been developed to ensure coordination of project information and engagement activities and provide the flexibility to identify issues and respond to community and stakeholder expectations.

Responsibility for positive community engagement and stakeholder relationships will be driven across all functional areas with strategic advice and guidance provided by the Community Place Managers.

Across the project, Community Place Managers are embedded in the construction teams with reporting lines to the relevant Project Managers. These roles are the primary contact for local stakeholders including businesses and will provide advice to site teams and contribute to the planning of activities to minimise community and business impacts. They also have a reporting line to the Stakeholder Relations Manager to provide consistency in best practice engagement across the project.

The Stakeholder Relations Manager is responsible for stakeholder and community engagement across all precincts, including business stakeholders, and provides support to Community Place Managers related to site specific management of stakeholder issues.

The relevant Community Place Manager will be responsible for liaising with business stakeholders in close proximity to their respective sites.

### 2.2 Roles and responsibilities

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#### Stakeholder Relations Manager

<b>Role</b>	Lead and manage the Stakeholder Relations team to provide proactive management and co-ordination of stakeholder engagement and consultation activities
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Establish and maintain positive relationships with key project stakeholders</li> <li>Understand and comply with the Sydney Metro Northwest communication and consultation requirements and processes</li> <li>Collaborate with IJV functional teams to ensure stakeholder and community requirements and opportunities are integrated into the delivery program and activities</li> <li>Primary contact for businesses and sensitive stakeholders</li> <li>Provide strategic guidance to the Community Place Managers and Community Liaison Officers</li> <li>Manage the OTS enquiries and complaint management system and review all complaint reports to identify recurring issues and opportunities for improvement</li> <li>Monitor and report on consultation activities, status and issues</li> </ul>

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	Chair meetings with stakeholders and the community and provide details of the Project activities and progress
Authority	Appointed by the Communications and Stakeholder Relations Manager
Lines of communication	Reports to the Communications and Stakeholder Relations Manager Coordinates with TfNSW's OTS Contract Liaison Officer on stakeholder issues
Minimum skill level	An experienced community relations professional with at least 7 years of experience in the management of community liaison, consultation and communications in projects with significant community interest
Interface with overall project structure	Interface with Operations, Engineering and Controls functions

### Community Place Manager

Role	Accountable for stakeholder and community relations advice and activities associated with their nominated precinct
Responsibilities	Engage with precinct community and stakeholders including businesses regarding the project, respond to complaints and enquiries, and identify issues and opportunities and recommend appropriate strategies  Provide advice to project site teams and contribute to the effective planning of site activities to minimise impacts  Record and report all stakeholder and community contact within Consultation Manager  Write notifications, newsletters and community updates  Arrange precinct community and business forums, site visits and local inductions in relation to community and stakeholder issues
Authority	Appointed by the Communications and Stakeholder Relations Manager
Lines of communication	Reporting lines to the Project Manager and Stakeholder Relations Manager Coordinates with TfNSW's OTS Contract Liaison Officer on stakeholder issues
Minimum skill level	A community relations practitioner with at least 5 years of experience in stakeholder management, community liaison, consultation and communications in similar roles
Interface with overall project structure	Interface with precinct based Operations, Engineering and Controls functions and weekly meetings with Communications and Stakeholder Relations team

## 3 Business engagement

### 3.1 Approach

Our aim throughout the design and delivery of the Project is to minimise disruption on businesses and build long-term relationships generating support for the introduction and operation of the Sydney Metro Northwest.

We will work collaboratively with TfNSW to co-ordinate consultation activities with local businesses.

In coordination with TfNSW we will maximise participation and understanding and leave a positive legacy for local businesses by being:

- Proactive – identifying and planning for possible impacts and opportunity for local businesses in advance. Understand and respond to the reasonable requirements of the business. Explain to businesses the purpose of the works and what they can expect.
- Respectful and responsive – listening and acknowledging business concerns and engaging in a manner that fosters mutual respect and trust. Respond quickly to any issues or complaints raised by businesses.
- Innovative – consistently seeking new ways of doing things, combined with the proven methods of communications such as newsletters, doorknocking and by bringing the information to the business in their local area at a convenient time. The aim is to encourage participation in a way that makes the process accessible.
- Upfront, open and honest – providing clear and accurate information that responds to concerns, view and expectations. Using communication and consultative tools that match the needs of the business with ‘no surprises’.
- Focused on sustainable outcomes – looking for opportunities during discussions with businesses seeking mutually beneficial and sustainable outcomes

The BMP consultation with businesses will provide a more detailed profile for each business likely to be potentially affected including:

- Operating hours
- Main delivery times
- Reliance on foot traffic
- Any signage or advertising that may be impacted
- Customer origin
- Other information specific to the business that will need to be considered in construction planning

This profile will be used to inform the measures that may be required to minimise impacts from construction, to assist with the development of mutually acceptable mitigation measures.

## 3.2 Enquiries and complaints management

Section 3.4 of the CLIP [[LINK PP22D-3.2-01](#)] describes the enquiry and complaint management process and service standards for response times.

## 3.3 Communication with businesses

The communication tools used for the Project are described in Section 3.1 of the CLIP [[LINK PP22D-3.3-01](#)]. These include:

- Project information/complaints telephone line and email contacts
- Website
- Notifications, newsletters, signage, email updates, social media sites
- Doorknocks and other face-to-face communication

There are several business specific tools to inform and engage those businesses that are potentially directly affected and others in the general vicinity of the works. These include meetings with individual businesses as outlined in this plan and site specific Business Forums – held as required, at least four per year across the Project.

Business Forum briefings are an ongoing, easily accessible forum to provide updates where construction sites have a large number of businesses nearby. The briefings will focus on key work activities and environmental management measures that are planned to minimise impacts on businesses.

They are business oriented forums for:

- Information exchange on environmental management issues
- NRT to understand issues of concern to businesses during construction
- Updates on the construction activities
- Local businesses to provide input and feedback to project representatives about local issues

The briefings are designed to suit business needs and be convenient and short to allow busy owners and operators to quickly obtain the information they need before the business day begins. A short presentation, display, photos, maps and other material will be used to provide information in an easily understandable form.

Participation will be open to any interested business owner or operator. Invitations would be issued via notifications to all businesses within 500m of the site. RSVPs would be requested for catering purposes.

Business Forum briefings will be held at sites with a large number of businesses nearby and will be scheduled to coincide with site milestones and the stage of work at each site.

### 3.4 Business impact register

A number of issues and concerns are common to all businesses. These and the mitigation measures employed by NRT are summarised in Table 1. Other issues are more specific to the location or nature of particular businesses or the way it interacts with NRT's sites or activities. These issues are outlined in more detail in section 4 – 14.

Table 1: Business impact register and mitigation measures applicable to all businesses within 500m of a site

Impact	Communication and mitigation measures
Information about construction	<ul style="list-style-type: none"> <li>• Regular notifications, construction updates, monthly email updates and hard copy newsletters</li> <li>• One on One meetings on request</li> <li>• Doorknocks as required</li> <li>• Invitation to Business forums where businesses are briefed by project team on planned activities and obtain feedback</li> <li>• Attend stakeholder events where possible to communication project information to their client base</li> <li>• Provide 24/7 telephone contact via 1800 019 989 and on-call officers and business hours response to email on <a href="mailto:trains@metronorthwest.com.au">trains@metronorthwest.com.au</a>. These contact details are shown on all communications.</li> </ul>
Coordination of information for tenants and strata property owners	<ul style="list-style-type: none"> <li>• Strata managers notified of scheduled and emergency work in the area when necessary</li> <li>• Meetings, as arranged by Strata managers</li> <li>• Strata managers informed regularly of works prior to commencement</li> </ul>
Construction noise and vibration	<ul style="list-style-type: none"> <li>• Noise minimised through the use of noise walls, use of appropriate plant, tools and techniques</li> <li>• High impact noise works staged with respite periods</li> <li>• Noise monitoring where appropriate</li> <li>• Induction and tool box prior to noisy activities to highlight acceptable work force behaviour</li> <li>• Noise and or vibration monitoring offered in response to complaints</li> </ul>
Dust	<ul style="list-style-type: none"> <li>• Dust minimised through the use of water carts, water sprayers, street sweepers, chemical and organic ground cover, hard stands and limiting activities on windy days where necessary</li> </ul>
Access for deliveries and customers	<ul style="list-style-type: none"> <li>• Coordination of works with deliveries and business priorities where possible</li> </ul>

Impact	Communication and mitigation measures
Construction traffic	<ul style="list-style-type: none"> <li>• Implement site specific Traffic/Vehicle Management Plans</li> <li>• Construction traffic movements minimised in peak times where possible</li> <li>• Heavy vehicles specific access and egress locations and routes to minimise local congestion</li> <li>• Truck drivers tool boxed on localised conditions</li> <li>• Maintain on street parking by accommodating all staff and contractor vehicles on site where available</li> <li>• Out-of-hours deliveries to minimise impacts of oversized vehicles on local roads</li> </ul>
Concerns about property damage	<ul style="list-style-type: none"> <li>• Property condition surveys offered where eligible</li> <li>• Monitoring of ground conditions and settlement</li> </ul>
Utility relocation and continuity of supply	<ul style="list-style-type: none"> <li>• Detailed briefings for businesses potentially affected</li> <li>• Timing works, particularly service cutovers, to minimise potential impacts</li> <li>• Provide alternative service where necessary to maintain essential supply</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>• Retain vegetation where possible or for as long as practical</li> <li>• Prompt graffiti removal from external hoarding, buildings and plant.</li> <li>• Surroundings to be kept maintained and clean</li> </ul>

### 3.5 Key performance parameters

The key performance parameters NRT has set for business engagement are consistent with that of other Project contractors and are outlined in Table 2 below.

A monitoring program will be implemented in line with scheduled updates of the BPM to assess the effectiveness of the engagement and mitigation measures being implemented.

Monitoring results will be provided to TfNSW and the Director General of the Department of Planning and Environment, as part of the Compliance Tracking Program.

Table 2 Key performance parameters

KPP	Description	Measure
<b>Coordination with TfNSW</b>	Approvals are obtained for all material distributed or presented to the public before publication or distribution or available on internet	Achievement of approval timeframes
<b>Enquiries and Complaints</b>	Respond to business enquiries and complaints within required timeframes	Consultation Manager records of response times
<b>Disruption impacts</b>	Work activity planning includes consideration of measures to avoid or minimise impacts on the businesses	Work activity documents and sign-offs
<b>Current and accurate information is provided to all stakeholders</b>	All forms of communication and information are current, accurate and readily available to interested stakeholders	Achievement of required timeframe for notifications Random Audit of notification/ stakeholder delivery zone
<b>Satisfaction with consultation at business forums</b>	Achieve 85% satisfaction with consultation with affected businesses	Feedback records
<b>Awareness</b>	95% awareness of site activities, contact details and options for updates among site neighbours	Doorknock awareness survey
<b>Access maintained for businesses reliant on such</b>	Vehicular and pedestrian access is maintained during business hours for all impacted businesses reliant on such for duration of construction	Consultation Manager records



## 4 Sydney Metro Trains Facility/Tallawong Station

### 4.1 Site description

As part of the Project, a new station will be built near Cudgegong Road and the Sydney Metro Trains Facility (SMTF) will be constructed on the site bounded by Tallawong Road, Schofields Road, First Ponds Creek and Oak Street. The SMTF will be a specialised train stabling and maintenance facility with capacity to stable 20 trains when the project opens in 2019.

Tallawong Station is located slightly north of the intersection of Cudgegong Road and Schofields Road, Rouse Hill. The SMTF is located on a 35.48 hectare site, in an area that has been re-zoned for railway purposes and light industrial uses.

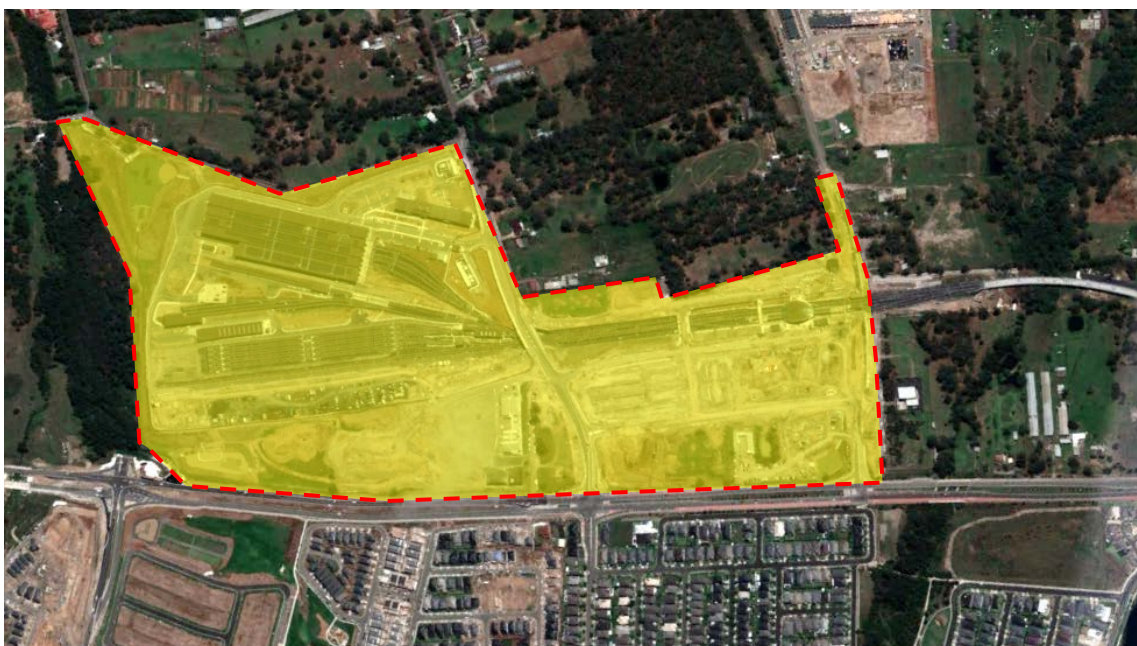
The Cudgegong/Tallawong Roads area has been identified in two growth centre release area precincts - Riverstone East (released in 2016) and Area 20 (re-zoned for urban development in 2011).

The areas bordering the site north of Schofields Road consist of predominantly semi-rural residential properties with some utilities infrastructure nearby. The properties are generally widespread on large acreages. Residential sub-division and construction has commenced on numerous properties in the area during the second half of 2016.

The Ponds housing estate has been established to the south of Schofields Road. This is a densely populated residential estate with all new developments being established to the west, along Schofields Road.

Roads and Maritime Services work to upgrade and widening Schofields Road continues throughout 2017 and 2018.

There are no businesses in the immediate vicinity of the station or stabling facility. The nearest sensitive receivers are the Rouse Hill Anglican College on Rouse Road and the Lankarama Buddhist Vihara on Oak Street.



## 4.2 Sydney Metro Trains Facility/Tallawong Station business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the SMTF and Tallawong Station worksites and their issues and expectations relating to NRT activities.

In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the SMTF and Tallawong Station sites.

There are currently no identified businesses in the immediate vicinity of the location of the SMTF or Tallawong Station sites. There are no identified businesses on the local roads which will be used as access routes to/from the worksites.

NRT will continue to monitor the local area and consult with Blacktown City Council and other project stakeholders to identify any new businesses which may commence trading during the delivery phase. In the event a new or a previously unidentified business is identified, NRT will update the business management strategy to ensure that construction impacts are minimised and specific measures are put in place to mitigate the effect on the business.

Table 3 Sydney Metro Trains Facility/Tallawong Station business stakeholder and issue analysis and communication activities

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Local Government	Blacktown City Council	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>
Educational and early learning	Rouse Hill Anglican College	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program</li> <li>• Meetings, notifications, newsletters, telephone hotline, website</li> <li>• Consult regarding replacement facilities</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Religious/places of worship	Lankarama Buddhist Vihara	<ul style="list-style-type: none"> <li>• Working hours during services</li> <li>• Changes to local traffic access and parking</li> <li>• Potential damage to property and church assets</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings, notifications, telephone hotline, project website</li> <li>• Property condition survey</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>
Other major projects/cumulative impacts	Schofields Road upgrade North West Urban Transformation Program (Urban Growth NSW)	<ul style="list-style-type: none"> <li>• Minimising cumulative impacts</li> <li>• Coordination of activities</li> <li>• Coordination of public information and management of enquiries/complaints</li> <li>• Interface with SVC contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Management Control Group</li> <li>• Transport and Traffic Liaison Group</li> <li>• Regular stakeholder meetings</li> <li>• Regular exchange and coordination of information</li> </ul>

## 4.3 Sydney Metro Trains Facility/Tallawong Station business impact register

During construction of the Sydney Metro Trains Facility and Tallawong Station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly.

There are no businesses within the area that maybe impacted.

## 4.4 Implementation Plan

The works at Sydney Metro Trains Facility and Tallawong Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 4 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep businesses informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 4, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 5) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 4 Indicative construction timeline

\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.

**Tallawong Station**

Year	2014		2015				2016				2017				2018				2019				
Quarter	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
Site establishment			●	●	●	●																	
Temporary closure – Tallawong Road				●	●	●	●	●	●	●	●												
Earthworks and foundations							●	●	●														
Lower ground service building							●	●	●	●	●	●	●	●									
Construct and fitout station concourse							●	●	●	●	●	●	●	●	●	●							

\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.

**Tallowong Station**

Year	2014		2015				2016				2017				2018				2019				
Quarter	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
Pedestrian Bridge and Precinct Street C Bridge								●	●	●	●	●	●	●	●	●	●						
Station Platform									●	●	●	●	●	●	●	●	●						
Construct and fitout primary plaza								●	●	●	●	●	●	●	●	●	●						
Construct and complete car park and precinct roads										●	●	●	●	●	●	●	●						
Construct Tallowong Road overbridge and new road alignment						●	●	●	●	●	●	●	●	●	●	●	●						
Temporary closure Cudgegong Road											●	●	●	●	●	●	●						
Construction Cudgegong Bridge and utility installation											●	●	●	●	●	●	●						
Testing and commissioning														●	●	●	●	●	●			●	

Sydney Metro Trains Facility	2014		2015				2016				2017				2018				2019				
Quarter	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
Site establishment			●	●	●																		
Site prep – earth and civil			●	●	●	●																	
Clear and grubbing				●																			
Commence bulk earthworks				●	●	●																	
Demolition of existing buildings				●																			
Temporary closure – Tallawong Road				●	●	●	●	●	●	●													
Piling works and service installation					●	●	●	●	●	●													
Construction of retaining walls					●	●	●	●	●	●													
Building construction						●	●	●	●	●	●	●	●	●	●								
Rail systems commence							●	●	●	●	●	●	●	●									
Ballasted track install							●	●	●	●	●	●	●	●									
Tamping and track alignment							●	●	●	●	●	●	●	●									
OHW installation									●	●	●	●	●	●									
Internal road construction								●	●	●	●	●	●	●	●	●	●						
Landscaping									●	●	●	●	●	●	●	●	●						
Building fitout and commissioning								●	●	●	●	●	●	●									
Signalling									●	●	●	●	●	●									
Testing and commissioning												●	●	●	●	●	●						



**The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the SMTF and Tallawong Station sites.**

Table 5 Stakeholder and community liaison implementation plan

\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3 2014	Preliminary site investigations	Community notifications	Residents of Tallawong Road, Cudgegong Road, Oak Street	Communications and Stakeholder Relations Manager	7 days prior to activities
	Project Deed requirements	Submit CLIP and SMTF & Tallawong Station SCIP	TfNSW	Communications and Stakeholder Relations Manager	12 Dec 2014
Q1/2 2015	Site establishment, hoardings, and establishment of environmental controls	Community notification Site Banner/signage installed Site specific construction newsletter Door knock meetings with immediate neighbours Community forums Email update	Local community within 500m radius of site – Tallawong Road, Cudgegong Road, Oak Street, Schofields Road  Rouse Hill Anglican College  Lankarama Buddhist Vihara	Stakeholder Relations Manager	7 days prior to activities Site establishment Quarterly 7 days prior to activities  Quarterly Monthly
Q2 2015	Temporary closure Tallawong Road	Briefing for Traffic and Transport Liaison Group Council briefing Traffic alert/VMS or other signage Doorknock Tallawong and Cudgegong Road neighbours Community notification	TTLG members Blacktown City Council Travelling public, pedestrian, cyclist Local community within 500m radius of site Bus users	Traffic Manager Stakeholder Relations Manager	Monthly  Dec 2014/Feb 2015 7 days prior to activities  7 days prior to activities

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Bus stop notices	Rouse Hill Anglican College		7 days prior to activities/ monthly updates  7 days prior to activities
Q4 2015	Commence utility works on Tallawong and Cudgegong Roads	Directional signage when footpaths disrupted Community notification	Pedestrians Local community	Traffic Manager Stakeholder Relations Manager	7 days prior to activities 7 days prior to activities/ monthly updates
Q4 2015	Piling works for station, overbridge and concourse abutments, retaining walls	Community notification Community forums Stakeholder meetings Email update	Local community within 500m of site	Stakeholder Relations Manager	7 days prior to activities/ monthly updates Quarterly As required/requested Monthly
Q1/2 2016	Commence rail systems install and precinct infrastructure	Community notification Community forums Stakeholder meetings Email updates	Local community within 500m of site	Community Place Manager	7 days prior to activities/ monthly updates As required/requested Monthly
Q1/2 2016 – Q1 2017	Construct Tallawong Road overbridge and new road alignment	Community notification Community forums Stakeholder meetings Email updates	Local community within 500m of site	Community Place Manager	7 days prior to activities/ monthly Quarterly As required/requested Monthly
Q1/2,/3/4 2017 – Q1/2 2018	Temporary closure Cudgegong Road	Briefing for Traffic and Transport Liaison Group Council briefing/meetings	TTLG members Blacktown City Council	Traffic Manager Community Place Manager	Monthly Ongoing

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Traffic alert/VMS or other signage Doorknock Tallawong and Cudgegong Road neighbours Community notification Bus stop notices Email updates	Travelling public, pedestrian, cyclist Local community within 500m radius of site Bus users Rouse Hill Anglican College		7 days prior to activities 7 days prior to activities 7 days prior to activities 7 days prior to activities Monthly
Q4 2016 – Q2/3/4 2017	Commence station building fitout, car park, landscaping SMTF internal road construction, building fit out, landscaping	Community notification Community forum Stakeholder meetings Email updates	Local community within 500m radius	Community Place Manager	7 days prior to activities Quarterly As required/requested Monthly
Q/4 2017, 2018 & Q1 2019	Commence testing and commissioning	Community notification Community forum	Local community within 500m radius	Community Place Manager	7 days prior to activities Quarterly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

## 5 Rouse Hill Station

### 5.1 Site description

As part of the Project, a new station will be built at Rouse Hill. Rouse Hill Station is located above the existing T-way, outside the Rouse Hill Town Centre.

Located directly outside the Rouse Hill Town Centre and above the existing T-way, the new Rouse Hill Station will service the growing retail and entertainment precinct of this area. Along with Kellyville Station it is one of the two stations located on the sky train.

Rouse Hill has a long term employment target of 12,000 jobs by 2036. As such, the station will serve as a major public transport interchange and the T-way will be modified to accommodate the station above it. An interchange including driver facilities will be provided at both ends of the station, along the T-way for 12 buses, and six taxi spaces will be provided along Tempus Street.

The station concourse will be at street level and the station entry plaza will be on Tempus Street.

Recent residential development lies to the south of the station and the Rouse Hill Town Centre expansion development site is located to the north

Rouse Hill Town Centre is 37 kilometres North West of Sydney CBD.



## 5.2 Rouse Hill business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Rouse Hill station worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Rouse Hill station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 6 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table 6. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

*Table 6 Rouse Hill station business stakeholder and issue analysis and communication activities*

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Directly affected businesses (within 60m radius of site)	Rouse Hill Town Centre (GPT Group) and tenants	<ul style="list-style-type: none"> <li>Business continuity – access for customers and deliveries</li> <li>Changes to access and construction of pedestrian paths</li> <li>General construction impacts including noise and vibration, construction traffic</li> <li>Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>Business forums</li> <li>Site signage and pedestrian/vehicle safety signage</li> <li>VMS signage for changed traffic conditions</li> </ul>
Directly affected businesses (within 500m radius of site)	Castlebrook Memorial Park Cemetery	<ul style="list-style-type: none"> <li>Impact on services through construction noise</li> <li>Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li></li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Key businesses (within 60m of viaduct – Rouse Hill to Kellyville)	Pioneer House Ettamogah Hotel McDonalds, Rouse Hill	<ul style="list-style-type: none"> <li>Continuity of power supply and other services</li> <li>General construction impacts including noise and construction traffic</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li></li> </ul>
Educational and early learning	Rouse Hill Anglican College St John XXIII Catholic Primary	<ul style="list-style-type: none"> <li>Safety of school community</li> <li>Changes to pedestrian access and local roads</li> <li>Impact on school operations/clash with exams</li> <li>Construction impacts – noise, vibration, dust</li> <li>Worksite safety and construction traffic on local roads</li> <li>General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>TfNSW schools education program</li> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>Site signage and pedestrian/vehicle safety signage</li> </ul>
Religious/places of worship	Rouse Hill Bible Church	<ul style="list-style-type: none"> <li>Working hours during services</li> <li>Changes to local traffic access and parking</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li></li> </ul>
Local Government	The Hills Shire Council Blacktown City Council	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents and businesses during construction</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Station design and access arrangements</li> <li>Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>Councillor briefings in coordination with TfNSW</li> <li>Regular meetings with officers regarding specific issues, project updates</li> <li>Provision of project communication material at Council offices</li> </ul>

## 5.3 Rouse Hill business impact register

During construction of the Rouse Hill station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 7 below.

*Table 7 Rouse Hill business impact register*

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>• Noise and vibration effects on sensitive equipment used by businesses</li> <li>• Construction traffic noise including deliveries</li> <li>• Noise and vibration from construction activities</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>• Maintaining access to local business on Tempus Street</li> <li>• Traffic changes on Tempus Street</li> <li>• Heavy vehicle movements in the vicinity of businesses</li> <li>• Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>• Utility works affecting footpath access</li> <li>• Maintaining access to local bus stops</li> </ul>
Property impacts	<ul style="list-style-type: none"> <li>• Concerns about property damage on commercial buildings. Property condition surveys offered where eligible</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>• Visibility of business signage</li> <li>• Concern about health impacts to business staff and customers from dust</li> <li>• Construction noise affecting businesses</li> <li>• Maintaining on-street parking for customers and staff where possible</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>• Impact on visual amenity for businesses looking onto a construction site</li> <li>• Plant, equipment and construction of future station visible above ground</li> <li>• Vandalism on fencing</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Other developments within the area that are not associated to NRT e.g. residential and commercial construction.</li> </ul>

## 5.4 Implementation Plan

The works at Rouse Hill Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 8 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 9) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

*Table 8 Indicative construction timeline*

*(\*\* Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.)*

### Rouse Hill Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
<b>Station (elevated)</b>																
Site access				●												
Site establishment				●	●											
Station ground works					●	●	●	●	●	●	●	●				
Station platform and canopy								●	●	●	●					



### Rouse Hill Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Building finishes							●	●	●	●	●					
Building services							●	●	●	●	●					
Station systems								●	●	●	●					
<b>Site wide</b>																
T-way Bus interchange works					●	●	●	●	●	●	●	●				
Tempus Street road works								●	●	●		●	●	●		
Rouse Hill Drive road works										●	●	●				
Northern bus layover road works								●	●	●	●					
Utility adjustments – Sydney Water								●	●	●						
Traction substation					●	●	●									
Rail Infrastructure					●	●	●	●	●							
Testing and commissioning									●	●	●	●				

The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Rouse Hill Station site.

Table 9 Stakeholder and community liaison implementation plan

(\*\* Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.)

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q4 2016	Project Deed requirements	Submit Rouse Hill Station SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	September 2016
Q4 2016 – Q1 2017	Site establishment and establishment of environmental controls	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter Council briefing/meetings	Local community within 500m radius of site. The Hills Shire Council Blacktown City Council Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial Local schools, worship centres	Project Manager Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly As required
Q1 2017 – Q4 2017, Q1 2018	Station ground works	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Local schools, worship centres Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial	Project Manager Community Place Manager Stakeholder Relations Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2/3/4 2017, Q1 2018	Station works (elevated platforms, canopy)	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Local schools, worship centres Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial	Project Manager Community Place Manager Stakeholder Relations Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q3/4 2017, Q1/2 2018	Building finishes	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site. Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial	Project Manager Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q3 2017 – Q2 2018	Building services	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site. Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial	Project Manager Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q4 2017 – Q3 2018	Station systems	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site. Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial	Project Manager Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q4 2016 – Q4 2018	<p>Utility adjustments, road works including:</p> <p>White Hart Drive T-way Bus interchange Tempus Street Rouse Hill Drive</p> <p>Windsor Road Northern bus layover</p>	<p>Briefing for Traffic and Transport Liaison Group</p> <p>Council briefing/meetings</p> <p>Traffic alert/VMS or other signage</p> <p>Community notification</p> <p>Community forum</p> <p>Door knock meetings with immediate neighbours</p> <p>Stakeholder meetings</p> <p>Email update</p> <p>Site specific construction newsletter</p>	<p>TTLG members</p> <p>The Hills Shire Council</p> <p>Blacktown Shire Council</p> <p>T-way operators</p> <p>Local community within 500m radius of site.</p> <p>Travelling public, pedestrians, cyclists, Riley T-way users</p> <p>Local schools, worship centres</p> <p>Rouse Hill Town Centre</p> <p>Castlebrook Lawn Cemetery and Memorial</p>	<p>Project Manager</p> <p>Traffic Manager</p> <p>Community Place Manager</p> <p>Stakeholder Relations Manager</p>	<p>Monthly</p> <p>Ongoing</p> <p>7 days prior to activities</p> <p>7 days prior to activities</p> <p>Quarterly</p> <p>As required</p> <p>As required</p> <p>Monthly</p> <p>Quarterly</p>
Q1 2017 – Q3 2017	Traction substation	<p>Council briefing/meetings</p> <p>Traffic alert/VMS or other signage</p> <p>Doorknock local residents</p> <p>Community notification</p> <p>Stakeholder meetings</p> <p>Email updates</p> <p>Site specific construction newsletter</p>	<p>Blacktown City Council</p> <p>The Hills Shire Council</p> <p>Local community within 500m radius of site</p> <p>Rouse Hill Town Centre</p> <p>Castlebrook Lawn Cemetery and Memorial</p>	<p>Project Manager</p> <p>Traffic Manager</p> <p>Community Place Manager</p> <p>Stakeholder Relations Manager</p>	<p>Ongoing</p> <p>7 days prior to activities</p> <p>7 days prior to activities</p> <p>7 days prior to activities</p> <p>As required</p> <p>Monthly</p> <p>Quarterly</p>
Q2 2017 - Q1 2018	Rail infrastructure	<p>Community notification</p> <p>Community forum</p>	<p>Local community within 500m radius of site.</p>	<p>Project Manager</p> <p>Community Place Manager</p>	<p>7 days prior to activities</p>

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Stakeholder meetings Email update Site specific construction newsletter	Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial		Quarterly As required Monthly Quarterly
Q1 2018 – Q4 2018	Testing and commissioning	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site. Rouse Hill Town Centre Castlebrook Lawn Cemetery and Memorial	Project Manager Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

## 6 Kellyville Station

### 6.1 Site description

As part of the Project, a new station will be built at Kellyville. Kellyville Station will be located at the corner of Old Windsor Road and Samantha Riley Drive, east of the Riley T-way Station and car park.

Kellyville Station will provide rail access and a public transport interchange for people living at Kellyville, Beaumont Hills and Stanhope Gardens.

The station will have the biggest commuter car park on Sydney Metro Northwest, providing 1200 car spaces, plus an additional 160 T-way car spaces.

Kellyville is 34 kilometres North West of Sydney CBD.

Access will be via a new access road off Samantha Riley Drive.

The station concourse will be at street level.

The platform will be approximately 13m from ground level entrance to the platform.



### 6.2 Kellyville business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Kellyville station worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Kellyville station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 10 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table 10. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

Table 10 Kellyville station business stakeholder and issue analysis and communication activities

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Key businesses (within 60m of viaduct – Kellyville to Bella Vista)	Fit Kidz Daycare Centre Hungry Jacks Caltex, Kellyville Outback Steakhouse Car Spa Autowash Café	<ul style="list-style-type: none"> <li>Continuity of power supply and other services</li> <li>General construction impacts including noise and vibration, construction traffic</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li></li> </ul>
Educational and early learning	Gracelands Early Education	<ul style="list-style-type: none"> <li>Safety of school community</li> <li>Changes to pedestrian access and local roads</li> <li>Impact on school operations/clash with exams</li> <li>Construction impacts – noise, vibration, dust</li> <li>Worksite safety and construction traffic on local roads</li> <li>General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>TfNSW schools education program</li> <li>Meetings, notifications, newsletters, telephone hotline, website</li> <li>Site signage and pedestrian/vehicle safety signage</li> </ul>
Local Government	The Hills Shire Council	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents and businesses during construction</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Station design and access arrangements</li> </ul>	<ul style="list-style-type: none"> <li>Councillor briefings in coordination with TfNSW</li> <li>Regular meetings with officers regarding specific issues, project updates</li> <li>Provision of project communication material at Council offices</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
		<ul style="list-style-type: none"> <li>Cumulative impacts with other projects/developments</li> </ul>	

## 6.3 Kellyville business impact register

During construction of the Kellyville station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 11 below.

Table 11 Kellyville Station business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>Construction traffic noise including deliveries</li> <li>Noise and vibration from out-of-hours work</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>Maintaining access to local business</li> <li>Heavy vehicle movements in the vicinity of businesses</li> <li>Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>Utility works affecting footpath access</li> </ul>
Property impacts	<ul style="list-style-type: none"> <li>Concerns about property damage on commercial buildings. Property condition surveys offered where eligible.</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>Visibility of business signage</li> <li>Concern about health impacts to business staff and customers from dust</li> <li>Construction noise affecting businesses</li> <li>Maintaining on-street parking for customers and staff where possible</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>Vandalism on site hoardings, fencing and noise walls</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>Other developments within the area that are not associated to NRT e.g. residential and commercial construction</li> </ul>



## 6.4 Implementation Plan

The works at Kellyville Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 12 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 13) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 12 Indicative construction timeline

(\*\* Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.)

**Kellyville Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
<b>Station (elevated)</b>																
Site access					●											

### Kellyville Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site establishment					●	●										
Utility adjustments – Endeavour Energy					●	●	●	●	●	●	●					
Utility adjustments – Sydney Water					●	●	●	●	●	●	●					
Bulk earthworks					●	●	●									
Station platform and canopy							●	●	●	●	●					
Station systems							●	●	●	●	●					
Service rooms						●	●	●	●	●	●					
Building finishes						●	●	●	●	●	●					

### Kellyville Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Building services						●	●	●	●	●	●					
Public domain and station precinct						●	●	●	●	●	●	●				
<b>Site wide</b>																
Multi-storey carpark						●	●	●	●	●	●					
Northern car park					●	●	●	●								
Southern car park							●	●	●	●						
Old Windsor Road / T-way Pedestrian Bridge										●	●	●				
Precinct roads						●	●	●	●	●	●					
Samantha Riley Drive intersection upgrade									●	●	●	●				
Rail Infrastructure						●	●	●	●	●	●					
Testing and commissioning									●	●	●	●	●			

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Kellyville Station site. \*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 13 Stakeholder and community liaison implementation plan subject to availability of site from SVC contractor

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3 2016	Project Deed requirements	Submit Kellyville SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	September 2016
Q4 2016	Site establishment and establishment of environmental controls	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter Council briefing/meetings	Local community within 500m radius of site. The Hills Shire Council Blacktown City Council	Project Manager Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly As required
Q4 2016 – Q1/2 2017	Utility adjustments, road works, precinct roads	Briefing for Traffic and Transport Liaison Group Council briefing/meetings Traffic alert/VMS or other signage Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update	TTLG members The Hills Shire Council Blacktown Shire Council Local community within 500m radius of site. Travelling public, pedestrians, cyclists, Riley T-way users	Project Manager Traffic Manager Community Place Manager Stakeholder Relations Manager	Monthly Ongoing 7 days prior to activities 7 days prior to activities Quarterly As required As required Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Site specific construction newsletter			Quarterly
Q1/2/3/4 2017, Q1/2 2018	Construct Old Windsor Road Pedestrian Bridge	Briefing for Traffic and Transport Liaison Group Council briefing/meetings Traffic alert/VMS or other signage Doorknock local residents Community notification Stakeholder meetings Email updates Site specific construction newsletter	TTLG members Blacktown City Council The Hills Shire Council Travelling public, pedestrians, cyclists, Riley T-way users Local community within 500m radius of site	Project Manager Traffic Manager Community Place Manager Stakeholder Relations Manager	Monthly Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities As required Monthly Quarterly
Q2/3/4 2017, Q1 2018	Station works (elevated platforms, canopy)	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Local schools, worship centres	Project Manager Community Place Manager Stakeholder Relations Manager	7 days prior to activities Quarterly As required As required Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
					Quarterly
Q3/4 2017 and Q1/2 2018	Station systems	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Local schools, worship centres	Project Manager Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q3/4 2017, Q1 2018	Service rooms	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site.	Project Manager Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q4 2016 Q1/2/3/4 2017	Building services and finishes	Community notification Community forum Email update	Local community within 500m radius of site.	Project Manager Community Place Manager	7 days prior to activities Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Site specific construction newsletter			Monthly Quarterly
Q2/3/4 2017 - Q1/2/3/4 2018	Public domain and station precinct	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Travelling public, pedestrians, cyclists, Riley T-way users  Local community within 500m radius of site.  Local schools, worship centres	Project Manager Community Place Manager	7 days prior to activities Quarterly As required  As required Monthly Quarterly
Q2 2017 - Q2 2018	Construct multi-storey car park	Community notification Community forum Door knock meetings with immediate neighbours Traffic alert/VMS or other signage Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site.	Project Manager Traffic Manager Community Place Manager	7 days prior to activities Quarterly As required  As required Monthly Quarterly
Q4 2016 – Q1/2/3/4 2017	Construct northern car park	Community notification Community forum Door knock meetings with immediate neighbours Traffic alert/VMS or other signage Stakeholder meetings	Local community within 500m radius of site.	Project Manager Traffic Manager Community Place Manager	7 days prior to activities Quarterly As required  As required Monthly



Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Email update Site specific construction newsletter			Quarterly
Q3/4 2017 - Q1/2 2018	Construct southern car park	Community notification Community forum Door knock meetings with immediate neighbours Traffic alert/VMS or other signage Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site.	Project Manager Traffic Manager Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q2 2017 - Q4 2018	Samantha Riley Drive intersection upgrade	Community notification Community forum Door knock meetings with immediate neighbours Traffic alert/VMS or other signage Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site.	Project Manager Traffic Manager Community Place Manager Stakeholder Relations Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q2 2017 - Q3 2018	Rail infrastructure	Community notification Community forum Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site.	Project Manager Community Place Manager	7 days prior to activities Quarterly As required Monthly Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
-Q1/2/3/4 2018	Testing and commissioning	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site.	Project Manager Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

## 7 Bella Vista Station

### 7.1 Site description

As part of the Project, a new station will be built at Bella Vista. Bella Vista Station is located off Celebration Drive, Bella Vista, a key access road, and east of Old Windsor Road.

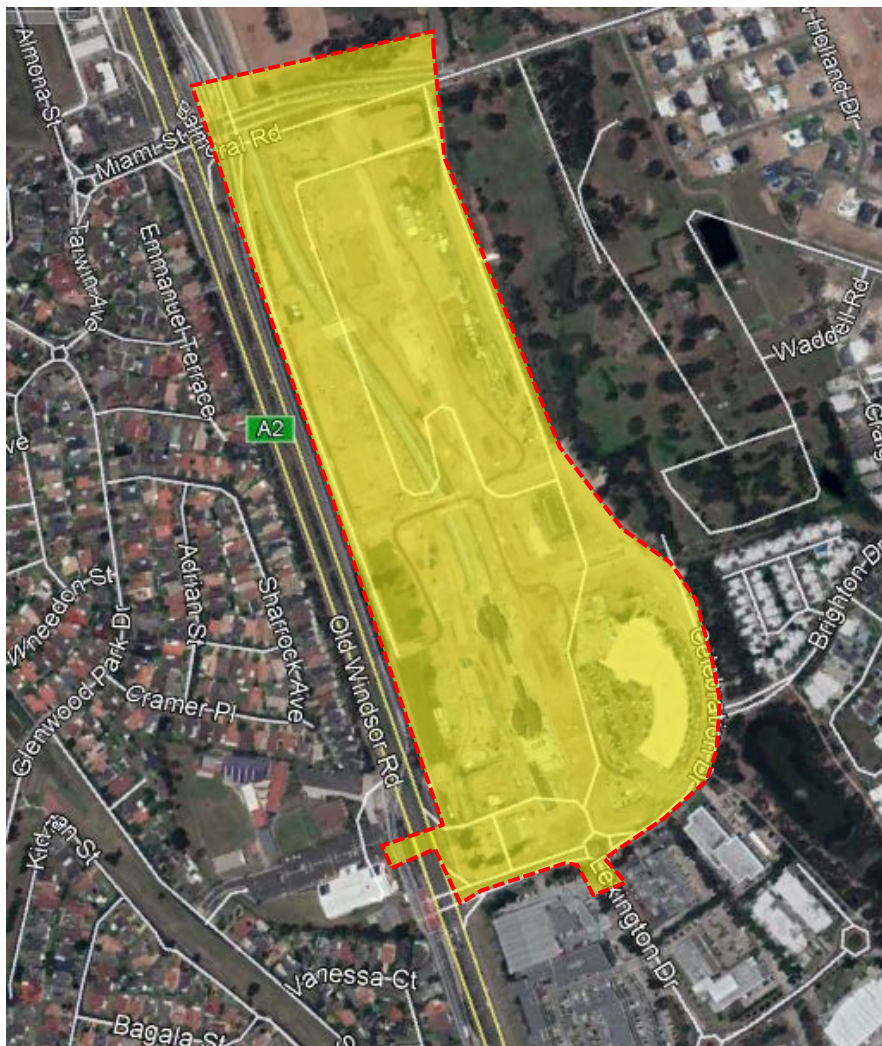
Bella Vista Station lies at a critical junction point between the existing edge of Norwest Business Park and the southern edge of a new growth corridor.

The station entry and concourse will be at street level and have been designed to provide access to the emerging town centre of Bella Vista and local residential areas.

The station has been designed to benefit from natural light and ventilation.

It has the potential to be a key landmark within this new commercial / mixed use centre and will be an important commuter parking station with 800 commuter car parking spaces.

The stations main entrance will be from Norwest Business Park via a pedestrian plaza facing the new Lexington Drive extension, off Celebration Drive. It's also where the 15km of twin tunnels enter/exit.



## 7.2 Bella Vista business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Bella Vista station worksites and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Bella Vista station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 14 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

Table 14 Local stakeholder and issue analysis and communication strategy, tools and mitigation

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Directly affected businesses (within 60m radius of site)	Alpha Building (104 units) (Beaumont Strata Management)	<ul style="list-style-type: none"> <li>• Business continuity – access for customers and deliveries</li> <li>• Appearance of closure when major road works take place</li> <li>• General project interest</li> <li>• Changes to access for pedestrians</li> <li>• Noise, dust, vibration and visual amenity impacts</li> </ul>	<ul style="list-style-type: none"> <li>• Site signage and pedestrian/vehicle safety signage</li> <li>• VMS signage for changed traffic conditions</li> <li>• Regular door knocks</li> <li>• Individual meetings and updates</li> <li>• Specific notifications</li> <li>• Site Visit for highly impacted stakeholders</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
<p>Directly affected businesses (within 200m radius of site)</p>	<p>Zhen Building (71 units) (Beaumont Strata Management)</p> <p>Pinnacle Estate (8 units) (Beaumont Strata Management)</p> <p>Lexington Corporate Centre (165 units)</p> <p>Versatile Building (110 units) (Beaumont Strata Management)</p>	<ul style="list-style-type: none"> <li>• Business continuity – access for customers and deliveries</li> <li>• Changes to access and construction of pedestrian paths</li> <li>• General construction impacts including noise and vibration, construction traffic</li> <li>• Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>• Business forums</li> <li>• Site signage and pedestrian/vehicle safety signage</li> <li>• Host meet &amp; greet sessions in building foyers to inform of road works/traffic changes</li> <li>• VMS signage for changed traffic conditions</li> <li>• Regular communication with Strata Managers</li> <li>• Business briefing for owners &amp; tenants prior to new works</li> </ul>
<p>Directly affected businesses (within 500m radius of site)</p>	<p>Norwest Medical Imaging</p>	<ul style="list-style-type: none"> <li>• Specialised medical imaging equipment</li> </ul>	<ul style="list-style-type: none"> <li>• No specific mitigation measures are required</li> </ul>
<p>Key businesses (within 500m of site – no specific issues)</p>	<p>Modern Group/Ozroll</p> <p>Meridian Business Centre (25 units) (Beaumont Strata Management)</p> <p>Elevation Business Centre (25 units)</p> <p>Braun Australia</p> <p>Sky City (70 units) (Beaumont Strata Management)</p> <p>T1 Building (120 units) (Beaumont Strata Management)</p> <p>18 Lexington Drive (6 units)</p> <p>22 Lexington Drive (14 units)</p> <p>Commscope</p>	<ul style="list-style-type: none"> <li>• No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>• No specific mitigation measures are required</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 60m of tunnel alignment – Bella Vista to Norwest)	Woolworths Administration	<ul style="list-style-type: none"> <li>• General construction impacts, traffic and parking due to the 3000 on site employees plus visitors</li> <li>• Utility relocation – power critical infrastructure to headquarters for the majority of Woolworths business activities</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>•</li> </ul>
	Century Estate (15 units)	<ul style="list-style-type: none"> <li>• No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications, newsletters, email updates</li> <li>•</li> </ul>
Educational and early learning	Trades Norwest Anglican Technical College  Glenwood High School  Glenwood South Child Care  Giggles Early Learning Centre  Headstart Early Learning Centre Norwest	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program Notifications, newsletters, email updates</li> <li>• Consult regarding replacement facilities</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>
Religious/places of worship	Emmanuel Baptist Church, Old Windsor Road	<ul style="list-style-type: none"> <li>• Working hours during services</li> <li>• Changes to local traffic access and parking</li> <li>• Changes to pedestrian access</li> <li>• Potential damage to property and church assets</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings, notifications, telephone hotline, project website</li> <li>• Property condition survey</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Local Government	Hills Shire Council Blacktown City Council	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Council briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>

### 7.3 Bella Vista business impact register

During construction of the Bella Vista station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 15 below.

Table 15 Bella Vista Station business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>• Noise and vibration effects on sensitive equipment used by businesses</li> <li>• Construction traffic noise including deliveries</li> <li>• Noise and vibration from out-of-hours work</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>• Maintaining access to local business on Celebration Drive, Lexington Drive and Old Windsor Road</li> <li>• Traffic changes on Celebration Drive and Lexington Drive affecting access for businesses</li> <li>• Heavy vehicle movements on Celebration Drive in the vicinity of businesses</li> <li>• Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>• Utility works affecting footpath access</li> </ul>
Property impacts	<ul style="list-style-type: none"> <li>• Concerns about property damage on commercial buildings. Property condition surveys offered where eligible.</li> <li>• Monitoring of ground conditions and settlement</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>• Visibility of business signage</li> <li>• Concern about health impacts to business staff and customers from dust</li> <li>• Construction noise affecting businesses on Celebration Drive and Lexington Drive</li> <li>• Maintaining on-street parking for customers and staff where possible</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>• Impact on visual amenity for businesses in Lexington Drive and Celebration Drive overlooking construction site</li> </ul>



	<ul style="list-style-type: none"> <li>• Plant, equipment and construction of future buildings visible above hoardings</li> <li>• Vandalism on site hoardings, fencing and noise walls</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Skytrain works on adjacent site</li> <li>• The impact of station construction, demolition of BP and McDonalds and construction of the new signalised intersection at Celebration Drive and Lexington Drive</li> <li>• Other developments within the area that are not associated to NRT e.g. residential and commercial construction</li> </ul>

## 7.4 Implementation Plan

The works at Bella Vista Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 16 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 17) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 16 Indicative construction timeline

\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.

**Bella Vista Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
<b>City End</b>																
Site establishment		●	●													

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

**Bella Vista Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Utility adjustments and Road works		●	●	●	●	●	●	●	●	●	●					
Old Windsor Road Pedestrian Bridge			●	●	●	●	●	●	●	●	●					
Bulk earthworks					●	●	●	●								
Station ground works			●	●	●	●	●	●	●	●						
Station construction				●	●	●	●	●	●							
Service rooms – utilities					●	●	●	●	●							
Building finishes							●	●	●	●						
Building services							●	●	●	●						
<b>Country End</b>																

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

**Bella Vista Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site establishment					●	●										
Bulk earthworks							●	●	●	●						
Station ground works						●	●	●	●							
Station and concourse construction						●	●	●	●							
Building finishes							●	●	●	●	●					
Building services							●	●	●	●	●					
<b>Site wide</b>																
Multi-storey carpark						●	●	●	●	●	●					
Rail Infrastructure						●	●	●	●	●	●					
Testing and commissioning								●	●	●	●	●	●			

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Bella Vista Station site.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 17 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q1 2016	Project Deed requirements	Submit Bella Vista SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	February 2016
Q2/3 2016	Site establishment, and establishment of environmental controls	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter Council briefing/meetings	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church The Hills Shire Council Blacktown City Council	Project Manager Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly As required
Q2/3/4 2016 Q1/2/3/4 2017, Q1/2/3 2018	Utility adjustments and road works	Briefing for Traffic and Transport Liaison Group Council briefing/meetings Traffic alert/VMS or other signage Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update	TTLG members The Hills Shire Council Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church Travelling public, pedestrian, cyclist	Project Manager Traffic Manager Community Place Manager Stakeholder Relations Manager	Monthly Ongoing 7 days prior to activities 7 days prior to activities Quarterly As required As required Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Site specific construction newsletter			Quarterly
Q3/4 2016, Q1/2/3/4 2017 Q1/2/3 2018	Construct Old Windsor Road Pedestrian Bridge	Briefing for Traffic and Transport Liaison Group Council briefing/meetings Traffic alert/VMS or other signage Doorknock immediate neighbours Community notification Stakeholder meetings Email updates Site specific construction newsletter	TTLG members Blacktown City Council The Hills Shire Council Travelling public, pedestrian, cyclist Local community within 500m radius of site Norwest Association Tradeswest Norwest Senior Anglican College Emmanuel Baptist Church	Project Manager Traffic Manager Community Place Manager Stakeholder Relations Manager	Monthly Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities As required Monthly Quarterly
Q3/4 2016 & Q1/2 2017, Q1 2018	Station ground works	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church	Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q1/2/3 2017	Station construction	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church	Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q1/2/3/4 2017, Q1 2018	Service rooms - utilities	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church	Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q2 2017 - Q2 2018	Construct multi-storey carpark	Community notification Community forum Door knock meetings with immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church	Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q2 2017 - Q3 2018	Commence the installation of rail infrastructure	Community notification Community forum Stakeholder meetings	Local community within 500m radius of site. Norwest Association	Community Place Manager	7 days prior to activities Quarterly As required



Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Email update Site specific construction newsletter	Trades Norwest Anglican Senior College Emmanuel Baptist Church		Monthly Quarterly
Q3 2017 - Q2 2018	Commence building services and finishes	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church	Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q4 2017 – Q4 2018	Commence testing and commissioning	Community notification Community forum Email update Site specific construction newsletter	Local community within 500m radius of site. Norwest Association Trades Norwest Anglican Senior College Emmanuel Baptist Church	Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

## 8 Norwest Station

### 8.1 Site description

As part of the Project, a new station will be built at Norwest. Located in the heart of the Norwest Business Park, Norwest Station will serve one of Sydney's biggest employment precincts. It will also serve a large area of recent residential development to the south of the station.

The business park has seen strong growth and has significant opportunity for further employment and residential expansion in the future. To cater for this, bus bays are being provided on both sides of Norwest Boulevard and nine taxi spaces on Brookhollow Avenue.

Norwest Station will be located in the Norwest Business Park at the corner of Norwest Boulevard and Brookhollow Avenue.

The Norwest Business Park is 30.5 Kilometres North West of Sydney CBD.



### 8.2 Norwest business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Norwest station worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Norwest station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 18 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

Table 18 Local stakeholder and issue analysis and communication strategy, tools and mitigation

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Directly affected businesses (within 60m radius of site)	Businesses in Brookhollow Avenue and directly affected by the temporary closure and changes to the roundabout on Norwest Boulevard  Capital Business Centre (30 units) (Beaumont Strata Management)  Shell Service Station	<ul style="list-style-type: none"> <li>• Business continuity – access for customers and deliveries</li> <li>• Changes to access due to Brookhollow Avenue closure at Norwest Boulevard roundabout (western end)</li> <li>• General construction impacts including noise, dust, construction traffic</li> <li>• Traffic impacts including construction traffic and road works</li> <li>• Works affecting a thoroughfare between two arterial roads through a business park with existing traffic congestion</li> <li>• Removal of car spaces in Brookhollow Avenue</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>• Site tours and business forums</li> <li>• Site signage and pedestrian/vehicle safety signage</li> <li>• Regular notifications and update materials for staff and customers</li> <li>• Ongoing consultation with all businesses in Brookhollow Avenue to identify specific impacts on access and deliveries</li> <li>• VMS signage for changed traffic conditions</li> <li>• Regular communication with Strata Managers</li> <li>• Business briefing for owners &amp; tenants prior to new works</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Directly affected businesses (within 200m radius of site)	Norwest Marketown Shopping Centre – centre management (70 shops)	<ul style="list-style-type: none"> <li>• Consultation process, dilapidation report, dust, contractor parking, noise and vibration</li> </ul>	<ul style="list-style-type: none"> <li>• All notifications sent to Centre Manager first</li> <li>• Update meetings as requested by Centre Management</li> <li>• Detours and night work activities to be delayed where possible to after 9pm to minimise impacts</li> <li>• Consideration for VMS signage to indicate the shopping centre was open for business at all time whilst the OOH works are undertaken</li> <li>• Staged activities to minimise impacts to the retailers/customers</li> </ul>
	Hillsong Church	<ul style="list-style-type: none"> <li>• Identified as a sensitive receiver</li> </ul>	<ul style="list-style-type: none"> <li>• Staged activities not to coincide with large events where possible</li> </ul>
	Anais Persian Restaurant	<ul style="list-style-type: none"> <li>• Disruption to patrons due to temporary detour during temporary closure of Brookhollow Avenue</li> </ul>	<ul style="list-style-type: none"> <li>• Notification of out-of-hours works as required</li> </ul>
	McBeath Pharmacies	<ul style="list-style-type: none"> <li>• Continuous supply of water, power and ICT</li> <li>• Concerns dust from construction activities could affect their complex filtration system</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting to understand needs of the business</li> </ul>
	Titanium Dental Imaging	<ul style="list-style-type: none"> <li>• Identified as sensitive receiver</li> </ul>	<ul style="list-style-type: none"> <li>• Possible noise and vibration monitoring</li> </ul>
	Shirley Road Chiropractic	<ul style="list-style-type: none"> <li>• Street parking, dust, traffic redirection and commuter parking</li> </ul>	<ul style="list-style-type: none"> <li>• No specific mitigation measures are required</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
	ARV Food Service	<ul style="list-style-type: none"> <li>Utility relocation concerned about power supply. Food for 60 retirement facilities is prepared and packaged from this facility. Fridges must be maintained within 4 degrees celsius to prevent food spoilage</li> </ul>	<ul style="list-style-type: none"> <li>Notification of out-of-hours works as required</li> <li>Detailed investigation to rule out the possibility of impact to utility supplies</li> </ul>
	Real estate Private Network/Australia Post	<ul style="list-style-type: none"> <li>Localised traffic congestion as vans are on tight schedule to meet air freight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Consultation on deliveries and traffic changes</li> </ul>
	Interfab	<ul style="list-style-type: none"> <li>Access for larger delivery vehicles including a gas tanker</li> <li>Sensitive laser equipment which requires continuous power for calibration of equipment</li> </ul>	<ul style="list-style-type: none"> <li>Detailed investigation to rule out the possibility of impact to utility supplies</li> </ul>
	Iscar	<ul style="list-style-type: none"> <li>Sensitive laser and computer equipment on site</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> </ul>
Directly affected businesses (within 500m radius of site)	Dexus Funds Management – IBM Data Centre	<ul style="list-style-type: none"> <li>Consultation process, general construction impacts</li> <li>Require continual service of water, power and fibre optic</li> </ul>	<ul style="list-style-type: none"> <li>Detailed investigation to rule out the possibility of impact to utility supplies</li> </ul>
	Adina Apartments (includes Apartments, Café and 6 business units)	<ul style="list-style-type: none"> <li>Provision of on-street parking for the set down of visitors and patrons.</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> </ul>
	Enterprise Data Centre	<ul style="list-style-type: none"> <li>Requires adequate notification for contingency plans for interruption to power supply</li> </ul>	<ul style="list-style-type: none"> <li>Detailed investigation to rule out the possibility of impact to utility supplies</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 500m of site – no specific issues)	Fire Sense Jackson Industries Norwest Central (137 units) (Beaumont Strata Management)	<ul style="list-style-type: none"> <li>No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>No specific mitigation measures required</li> </ul>

<p>Key businesses (within 60m of tunnel alignment – Norwest to Showground)</p>	<p>BevWizz The Swot Shop Notifier by Honeywell Gigamal Doosan Perrigo Australia Burket Pacific Wholesale Distributers Aspen (Sigma) Australia Bedford College Macarthur Point (44 units) (Beaumont Strata Management) Lakeside Corporate Centre (32 units) (Beaumont Strata Management) Parkview Business Centre (43 units) (Beaumont Strata Management) Nexus Building (96 units) (Beaumont Strata Management) Norwest Childcare Centre Worldwide Online Printing/Disability Services SMC Pneumatics Hills Lodge Boutique Hotel Salisbury Road Business Centre Lyncrest Catalyst Victoria Plaza (30 units) Integral Energy</p>	<ul style="list-style-type: none"> <li>• No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>• No specific mitigation measures required</li> </ul>
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Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Educational and early learning	<p>Australian Motor Group</p> <p>Norwest Childcare Centre</p> <p>Hillsong Performing Arts Academy</p> <p>Hillsong International Leadership College</p>	<ul style="list-style-type: none"> <li>Safety of school community</li> <li>Changes to pedestrian access and local roads</li> <li>Impact on school operations/clash with exams</li> <li>Construction impacts – noise, vibration, dust</li> <li>Worksite safety and construction traffic on local roads</li> <li>General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>TfNSW schools education program</li> <li>Meetings, notifications, newsletters, telephone hotline, website</li> <li>Consult regarding replacement facilities</li> <li>Site signage and pedestrian/vehicle safety signage</li> </ul>
Religious/places of worship	Hillsong Church	<ul style="list-style-type: none"> <li>Working hours during services</li> <li>Changes to local traffic access and parking</li> <li>Potential damage to property and church assets</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business forums</li> <li>Property condition survey</li> <li>Site signage and pedestrian/vehicle safety signage</li> </ul>
Other major projects/cumulative impacts	Interfaces with developers	<ul style="list-style-type: none"> <li>Minimising cumulative impacts</li> <li>Coordination of activities</li> <li>Coordination of public information and management of enquiries/complaints</li> <li>Interface with developers, where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Communication Management Control Group</li> <li>Transport and Traffic Liaison Group</li> <li>Regular stakeholder meetings</li> <li>Regular exchange and coordination of information</li> </ul>



Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Local Government	Hills Shire Council	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Council briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>

### 8.3 Norwest business impact register

During construction of the Norwest station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 19 below.

Table 19 Norwest Station business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>• Noise and vibration effects on sensitive equipment used by businesses</li> <li>• Daytime construction noise</li> <li>• Construction traffic noise including deliveries</li> <li>• Noise and vibration from out-of-hours work</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>• Maintaining access to local business on Brookhollow Avenue, particularly during road works at Brookhollow Ave/Norwest Boulevard intersection</li> <li>• Traffic changes on Brookhollow Avenue and Norwest Boulevard affecting access for businesses</li> <li>• Heavy vehicle movements on Brookhollow Avenue in the vicinity of businesses</li> <li>• Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>• Utility works affecting footpath access</li> <li>• Maintaining access to local business during temporary closure of Brookhollow Avenue for the removal of the temporary bridge</li> <li>• Maintaining safe access to car park for site surrounding Pedestrian Link</li> <li>• Maintain and mitigate road work impacts for retailers in Marketown</li> </ul>
Property impacts	<ul style="list-style-type: none"> <li>• Concerns about property damage on commercial buildings. Property condition surveys offered where eligible.</li> </ul>

Potential impact	
	<ul style="list-style-type: none"> <li>• Monitoring of ground conditions and settlement</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>• Visibility of business signage</li> <li>• Concern about health impacts to business staff and customers from dust, and noise</li> <li>• Construction noise affecting businesses and trade on Brookhollow Avenue, Norwest Boulevard and Century Circuit</li> <li>• Maintaining access and egress for businesses</li> <li>• Maintaining on-street parking for customers and staff where possible</li> <li>• Continuity of water, power and fibre optic services for ongoing operation of businesses</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>• Impact on visual amenity for businesses on Brookhollow Avenue and Norwest Boulevard overlooking construction site</li> <li>• Plant, equipment and construction of future buildings visible above hoardings</li> <li>• Vandalism on site hoardings, fencing and noise walls</li> <li>•</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Other developments or events occurring concurrently with Norwest station construction causing additional impacts including noise, visual, parking and traffic</li> </ul>

## 8.4 Implementation Plan

The works at Norwest Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 20 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 21) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 20 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Norwest Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site establishment		●	●													
Station ground works			●	●	●											
Station construction			●	●	●	●	●	●	●	●	●					
Concourse construction					●	●	●	●	●	●	●					

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

**Norwest Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Building finishes/Service Rooms - utilities						●	●	●	●	●	●	●				
Building services						●	●	●	●	●	●	●				
Station fit-out and commissioning							●	●	●	●	●	●				
Utility adjustments and Road works		●	●	●	●	●	●	●	●	●	●					
Pedestrian Underpass works			●	●	●	●	●	●	●	●	●					
Rail Infrastructure		●	●	●	●	●	●	●	●	●						
Testing and commissioning									●	●	●	●				

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Norwest Station site.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 21 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q1 2016	Project Deed requirements	Submit Norwest Station SCIP	TfNSW	Communications and Stakeholder Relations Manager	February 2016

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
				Stakeholder Relations Manager	
Q2/3 2016	Site establishment and establishment of environmental controls	Community notification Site Banner/signage installed and/or updated Site specific construction newsletter Doorknock immediate neighbours Community forums Business forums Email update Council briefing	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.  Hills Shire Council Hillsong Church	Project Manager Community Place Manager	7 days prior to activities Site establishment  Quarterly 7 days prior to activities 4 per year across project 4 per year across project Monthly As required
Q3/4 2016; Q1/2/3 2017	Station ground works (drainage, slabs and structure footings)	Community notification Site specific construction newsletter Community forums Email update Doorknock immediate neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities
Q3/4 2016; Q1/2/3/4 2017, Q1/2 2018	Station construction (beams, slabs and walls)	Community notification Site specific construction newsletter Community forums Email update Doorknock immediate neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3/4 2017, Q1/2/3/4 2018	Concourse construction (station canopy, lighting)	Community notification Site specific construction newsletter Community forums Email update Doorknock immediate neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities
Q2/3/4 2018	Building Finishes/Service Rooms (utilities, tiling, carpet)	Community notification Site specific construction newsletter Community forums Email update Doorknock neighbours	Local community within 500m radius of  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities
Q2/3/4 2017 Q1/2/3 2018	Building Services	Community notification Site specific construction newsletter Community forums Email update Doorknock neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities
Q3/4 2017 Q1/2/3/4 2018	Station fit-out and commissioning	Community notification Site specific construction newsletter Community forums Email update Doorknock neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2/3/4 2016 Q1/2/3/4 2017 Q1/2/3 2018	Utility adjustments and road works (Norwest Boulevard, Century Circuit, Brookhollow Ave)	Community notification Site specific construction newsletter Doorknock immediate neighbours Community forums Email update Briefing for Traffic and Transport Liaison Group Council briefing Traffic alert/VMS or other signage Bus stop notices Directional signage when footpaths disrupted	TTLG members Hills Shire Council Travelling public, pedestrian, cyclists Bus users Hillsong Church Norwest Marketown Shell Petrol Station Local community within 500m radius of site Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.	Project Manager Project Manager Traffic Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 7 days prior to activities 4 per year across project Monthly Monthly Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities
Q3/4 2016 Q1/2/3/4 2017, Q1/2/3 2018	Pedestrian Underpass works	Community notification Site specific construction newsletter Community forums Email update Briefing for Norwest Marketown Meetings for Norwest Marketown Doorknock neighbours	Norwest Marketown Shell Petrol Station Liquorland Hillsong Local community within 500m radius of site	Project Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly Ongoing 7 days prior to activities

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q1/2/3/4 2017 Q1/2 2018	Rail Infrastructure	Community notification Site specific construction newsletter Community forums Email update Doorknock neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.  Norwest Marketown Hillsong Church	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities
Q2/3/4 2018	Testing and Commissioning	Community notification Site specific construction newsletter Community forums Email update Doorknock neighbours	Local community within 500m radius of site  Businesses on Brookhollow Avenue including office to the north-east, south-east and south-west of the site.  Norwest Marketown Hillsong Church	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly 7 days prior to activities
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC



## 9 Hills Showground Station

### 9.1 Site description

Servicing the heart of the Castle Hill Showground entertainment and community precinct, the new Hills Showground Station will be located at the corner of Carrington Road and Doran Drive – right next to the historic Castle Hill Showground.

This planning secured the future of the showground, home to the annual Castle Hill Show – which has been running for more than 125 years.

Hills Showground Station will service its namesake as well as providing direct rail access to existing residential development to the north and east and employment areas to the south and west.

Hills Showground Station is 28.5 km north west of Sydney CBD.

Access will be via a forecourt at the eastern end of the station precinct.

The station concourse will be located approximately 8-13 m below street level.

The platform will be about 20–25 m underground. The station will include skylights to bring daylight to the platform and concourse areas.



### 9.2 Showground business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Showground station worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest

Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Showground station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 22 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

*Table 22 Local stakeholder and issue analysis and communication strategy, tools and mitigation*

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Directly affected businesses (within 200m radius of site)	Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports	<ul style="list-style-type: none"> <li>General construction impacts including noise, dust, construction traffic</li> <li>Traffic impacts including construction traffic and road works</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business forums</li> </ul>
Key businesses (within 500m radius of site – no specific issues)	Castle Court Complex (26 units) Parker Hannifin Products Avery Dennison Pet Barn Castle Corporate Park (7 units) 40 Carrington Road (6 units) 42 Carrington Road (4 units) Carrington Court (36 units) Hills Self Storage	<ul style="list-style-type: none"> <li>No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>No specific mitigation measures</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
<p>Key businesses (within 60m radius of tunnel alignment – Showground to Castle Hill)</p>	<p>Yellow Brick Road            Baulkham Hills Physio Therapy            Griffin Persian Rugs            Pari Nail            Paediatrician Dental Care/Smile Group            SmileGroup            RocknSoul Choir AKA Singing Piano            Denture Clinic            Spiritual Therapist            Dental Care            Custom Smiles            Rowlandson and Co            Skin Sense Clinic            Hills Colorectal Services            Fiona special care unit            Sivanna Health</p>	<ul style="list-style-type: none"> <li>No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>No specific mitigation measures</li> </ul>
<p>Local Government</p>	<p>The Hills Shire Council</p>	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents and businesses during construction</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Station design and access arrangements</li> <li>Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>Councillor briefings in coordination with TfNSW</li> <li>Regular meetings with officers regarding specific issues, project updates</li> <li>Provision of project communication material at Council offices</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Educational and early learning	Carrington Pre School	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program</li> <li>• Meetings, notifications, newsletters, telephone hotline, website</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>
Other major projects/cumulative impacts	Showground Road upgrade	<ul style="list-style-type: none"> <li>• Minimising cumulative impacts</li> <li>• Coordination of activities with contractor Seymour Whyte</li> <li>• Coordination of public information and management of enquiries/complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Management Control Group</li> <li>• Transport and Traffic Liaison Group</li> <li>• Regular stakeholder meetings</li> <li>• Regular exchange and coordination of information</li> </ul>

### 9.3 Showground business impact register

During construction of the Hills Showground station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 23 below.

Table 23 Hills Showground Station business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>• Noise and vibration effects on sensitive equipment used by businesses</li> <li>• Construction noise and vibration</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>• Traffic changes on Carrington Road and Showground Road</li> <li>• Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>• Heavy vehicle movements on roads in the vicinity of businesses</li> <li>• Utility works affecting footpath access</li> </ul>

Potential impact	
	<ul style="list-style-type: none"> <li>• Shared use of access road during major events at the Showground</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>• Concern about health impacts to business staff and customers from dust</li> <li>• Dust generated by construction activities</li> <li>• Construction noise affecting operation of childcare centre and respite centre on Carrington Road and commercial areas west of the station site</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>• Vandalism on site hoardings, fencing and noise walls</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Other developments within the area that are not associated to NRT e.g. Showground Road upgrade</li> <li>• Cumulative impacts during Castle Hill Show including traffic, parking and noise</li> <li>• Impacts during other showground events including Highland Gathering, Hawkesbury Harvest and sporting events</li> </ul>

## 9.4 Implementation Plan

The works at Hills Showground Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 24 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW, to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 25) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 24 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Hills Showground Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
<b>Country End</b>																
Site establishment			●	●	●											
Bulk earthworks and reinforced earth wall					●	●	●	●								
Station and concourse construction						●	●	●	●	●	●					

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

**Hills Showground Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Building services					●	●	●	●	●	●	●	●				
Tunnel and trackside ventilation									●	●						
<b>City End</b>																
Site establishment					●	●	●	●	●	●						
Station ground works					●	●	●	●	●							
Station and concourse construction							●	●	●	●	●					
Building finishes									●	●	●	●				
Building services								●	●	●	●	●				
Station systems									●	●	●	●				
Tunnel and trackside ventilation										●	●					
<b>Site wide</b>																
Power supply						●	●		●	●	●					
Rail Infrastructure								●	●	●	●					
Multi-story carpark					●	●	●		●	●	●					

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Hills Showground Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Carrington Road – utility adjustments and road works							●	●	●	●	●	●				
New Precinct Street B - utility adjustments and road works						●	●	●	●	●	●	●				
New Precinct Street A & C - utility adjustments and road works										●	●	●				
Testing and commissioning										●	●	●				

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Showground Station site.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 25 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q1 2016	Project Deed requirements	Submit Showground Station SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	March 2016



Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2/3 2016	Site establishment and establishment of environmental controls	Community notification Site Banner/signage installed and/or updated Site specific construction newsletter Doorknock immediate neighbours Community forums Business forums Email update Council briefing	Local community within 500m radius of site Hills Shire Council Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Project Manager Community Place Manager	7 days prior to activities Site establishment  Quarterly 7 days prior to activities 4 per year across project 4 per year across project Monthly As required
Q3/4 2016; Q1/2/3 2017	Bulk earthwork and building services	Community notification Site specific construction newsletter Community forums Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project 4 per year across project Monthly
Q2/3/4 2017, Q1/2 2018	Site establishment	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2/3/4 2017, Q1/2/3/4 2018	Station and concourse construction	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2/3/4 2017	Station ground works	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q4 2017, Q1/2/3/4 2018	Building Services	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q1/2/3/4 2018	Tunnel and trackside ventilation/Building finishes	Community notification Site specific construction newsletter Business forums	Local community within 500m radius of site Carrington Dental	Community Place Manager	7 days prior to activities Quarterly 4 per year across project

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Email update	Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School		Monthly
Q1/2/3/4 2018	Station systems	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2/3 2017	Power supply	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q4 2017 Q1/2/3 2018	Rail Infrastructure	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
			Carrington Pre-School		
Q2/3/4 2017, Q1/2 2018	Multi-storey carpark	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2/3/4 2017, Q2/3/4 2018	Carrington Road and New Precinct Road A, B & C – utility adjustments and road works	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Briefing for Traffic and Transport Liaison Group Council briefing Traffic alert/VMS or other signage Bus stop notices Directional signage when footpaths disrupted	TTLG members Hills Shire Council Travelling public, pedestrian, cyclists Bus users Local community within 500m radius of site Carrington Dental Castle Hill Dental Gemhill Cottage Necks Backs Sports Carrington Pre-School	Project Manager Traffic Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 7 days prior to activities 4 per year across project Monthly Monthly Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities
Q2/3/4 2018	Testing and Commissioning	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Carrington Dental Castle Hill Dental	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
			Gemhill Cottage Necks Backs Sports Carrington Pre-School		
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

# 10 Castle Hill Station

## 10.1 Site description

Servicing one of Australia’s largest retail and entertainment precincts, Castle Hill Station will be located underground, beneath Arthur Whitling Park and outside Castle Towers.

The new station will also serve as a major public transport interchange, helping to contribute to the strong growth of the area.

Castle Hill is a major town centre, 26 km north west of Sydney CBD.

Access to the station will be via an entry plaza at the western end of Arthur Whitling Park, at the intersection of Old Northern Road and Old Castle Hill Road.

The station concourse will be located approximately six metres below street level.

The platform will be located approximately 25 metres below street level.

Underground pedestrian links below Old Castle Hill Road to connect into Castle Towers will be safeguarded into the design.



## 10.2 Castle Hill business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Castle Hill station worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Castle Hill station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 26 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table 26. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

*Table 26 Local stakeholder and issue analysis and communication strategy, tools and mitigation*

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Directly affected businesses (within 60m radius of site)	Castle Towers Centre Management	<ul style="list-style-type: none"> <li>Noise, dust, vibration, congestion, access to car parks</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business forums</li> <li>Site signage and pedestrian/vehicle safety signage</li> <li>Regular notifications and update materials for tenants and customers</li> <li>VMS signage for changed traffic conditions</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
	Gold Class Cinema	<ul style="list-style-type: none"> <li>Noise, vibration, dust</li> </ul>	<ul style="list-style-type: none"> <li>Minimise activities (e.g. hammering) which may have impacts on gold class patrons by avoiding high volume periods – school holidays, Thursday, Friday and Saturday nights</li> </ul>
	Castle Hill Telephone Exchange	<ul style="list-style-type: none"> <li>Noise and vibration</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> </ul>
	Body corporate, strata plan 19086 (Beaumont Strata Management)  Dentist & orthodontist & dental laboratories  Childcare  Health Services	<ul style="list-style-type: none"> <li>General construction impacts including noise, dust, construction traffic</li> <li>Traffic impacts including construction traffic and road works</li> </ul>	<ul style="list-style-type: none"> <li>Regular information updates</li> <li>Access to car parks maintained at all times</li> <li>Workforce behaviour – smoking area not to be near building</li> </ul>
	Castle Hill Senior Citizens Centre  Australian Breast Feeding Association  Finsura Professional Advice Specialists	<ul style="list-style-type: none"> <li>Access to car park at all times</li> </ul>	<ul style="list-style-type: none"> <li>Regular information updates</li> <li>Access to car parks maintained at all times</li> </ul>
	Children's Dentistry	<ul style="list-style-type: none"> <li>Noise, vibration and dust</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> </ul>



Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
	<p>'Main Street' retailers, including :</p> <ul style="list-style-type: none"> <li>• Castle Towers (QIC)</li> <li>• Castle Mall</li> <li>• Mr Pinks Barber Shop</li> <li>• B Seen Clothing</li> <li>• The Baron</li> <li>• Beautiful Blooms</li> <li>• Vitamin King</li> <li>• Discount Drug Store and Family Wise Medical Practice</li> <li>• Ray White</li> <li>• Urban Spa</li> <li>• Pop Bargain</li> <li>• Cosmo Coffee</li> <li>• Yogoberry</li> <li>• Australia Post</li> <li>• Castlehaven Real Estate</li> <li>• Bank of Queensland</li> <li>• Jenny Craig</li> <li>• Gabriel Jewellers</li> <li>• Jean Haddad Hair Studio</li> <li>• Hillside Hotel</li> <li>• Westpac</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic impacts including bus stop relocation, loss of parking, construction traffic and road works</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications, newsletters</li> <li>• Signage for traffic changes, loss of parking and bus stop relocation</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Key businesses (within 60m radius of site – no specific issues)	Zerefos Group (Beaumont Strata Management) Main Street Retailers (Australia Post, NAB, Piazza Medical Centre) Medical Practices Retail/Professional services businesses McMullen Chambers Garden Piazza Castle Mall Shopping Centre – Centre Management	<ul style="list-style-type: none"> <li>Noise, dust, vibration, parking</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business Forum</li> </ul>
Key businesses (within 60m radius of tunnel alignment – Castle Hill to Cherrybrook)	Dry Cleaner Pizza Take Away Discount Chemist	<ul style="list-style-type: none"> <li>No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li></li> </ul>
Local Government	The Hills Shire Council	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents and businesses during construction</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Station design and access arrangements</li> <li>Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>Councillor briefings in coordination with TfNSW</li> <li>Regular meetings with officers regarding specific issues, project updates</li> <li>Provision of project communication material at Council offices</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Other major projects/cumulative impacts	Toplace Development North West Urban Transformation Program	<ul style="list-style-type: none"> <li>Minimising cumulative impacts</li> <li>Coordination of activities</li> <li>Coordination of public information and management of enquiries/complaints</li> </ul>	<ul style="list-style-type: none"> <li>Communication Management Control Group</li> <li>Transport and Traffic Liaison Group</li> <li>Regular stakeholder meetings</li> <li>Regular exchange and coordination of information</li> </ul>

### 10.3 Castle Hill business impact register

During construction of the Castle Hill station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 27 below.

Table 27 Castle Hill business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>Noise and vibration effects on sensitive equipment used by businesses or on noise sensitive operations such as the cinema</li> <li>Construction noise and vibration</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>Maintaining access to local businesses on Old Castle Hill Road, Old Northern Road and McMullen Avenue</li> <li>Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>Heavy vehicle movements on roads in the vicinity of businesses</li> <li>Utility works affecting footpath access</li> </ul>
Property impacts	<ul style="list-style-type: none"> <li>Concerns about property damage on commercial buildings. Property condition surveys offered where eligible.</li> <li>Monitoring of ground conditions and settlement</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>Visibility of businesses and their signage, loss of parking and traffic changes, particularly small businesses on Old Northern Road/'Main Street'</li> <li>Concern about health impacts to business staff and customers from dust</li> <li>Dust generated by construction activities including reinstatement of Arthur Whitting Park</li> <li>Construction noise affecting businesses Maintaining on-street parking for customers and staff where possible</li> <li>Safety of shoppers and worker in Castle Hill retail precinct near the site</li> </ul>

Potential impact	
Visual amenity	<ul style="list-style-type: none"> <li>• Impact on visual amenity for businesses adjacent to the construction site</li> <li>• Plant, equipment and construction of future buildings visible above hoardings</li> <li>• Vandalism on site hoardings, fencing and noise walls</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Other developments within the area that are not associated to NRT e.g. residential and commercial construction</li> </ul>

## 10.4 Implementation plan

The works at Castle Hill Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 28 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 29) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 28 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Castle Hill Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site establishment				●	●	●	●	●	●							
Station ground works					●	●	●									
Castle Hill pedestrian underpass					●	●	●	●	●	●						
Station construction						●	●	●	●	●	●	●				

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

**Castle Hill Station**

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Building finishes									●	●	●	●				
Building services							●	●	●	●	●	●				
Station systems									●	●	●	●				
Tunnel and trackside ventilation									●	●	●					
Testing and commissioning										●	●	●	●			
Old Northern Road – utility adjustments and road works									●	●	●	●				
Old Castle Hill Road – utility adjustments and road works									●	●	●	●				
McMullen Avenue – utility adjustments and road works									●	●	●	●				
Rail Infrastructure								●	●	●	●					
Arthur Whiting Park reinstatement											●	●	●			

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Castle Hill Station site.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 29 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q4 2016	Project Deed requirements	Submit Castle Hill Station SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	March 2017
Q4 2016 Q1/2/3/4 2017, Q1 2018	Site establishment and establishment of environmental controls	Community notification Site Banner/signage installed and/or updated Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Council briefing Castle Towers Centre Management briefing	Local community within 500m radius of site Hills Shire Council Castle Towers Centre Management Gold Class Cinema Castle Hill Telephone Exchange Body corporate, strata plan 19086 (Beaumont Strata Management) Dentist & orthodontist & dental laboratories Childcare Health Services Castle Hill Senior Citizens Centre Australian Breast Feeding Association Finsura Professional Advice Specialists	Project Manager Community Place Manager	7 days prior to activities Site establishment Quarterly 7 days prior to activities 4 per year across project Monthly As required As required

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
			Children's Dentistry Zerefos Group (Beaumont Strata Management) Main Street Retailers (Australia Post, NAB, Piazza Medical Centre) Medical Practices Retail/Professional services businesses McMullen Chambers Garden Piazza Castle Mall Shopping Centre – Centre Management		
Q1/2/3 2017	Station ground works	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road/'Main Street'	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q1/2/3/4 2017, Q1/2 2018	Castle Hill Pedestrian Underpass	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site Hills Shire Council Castle Towers Centre Management Local businesses on Old Castle Hill Road;	Project Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly



Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Castle Towers Centre Management briefing	McMullen Avenue, Old Northern Road/'Main Street'		As required
Q2/3/4 2017, Q1/2/3/4 2018	Station construction	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road/'Main Street'	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
, Q1/2/3/4 2018	Old Northern Road, Old Castle Hill Road and McMullen Avenue – utility adjustments and road works	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Briefing for Traffic and Transport Liaison Group Council briefing Traffic alert/VMS or other signage Bus stop notices Directional signage when footpaths disrupted	TTLG members Hills Shire Council Travelling public, pedestrian, cyclists Bus users Local community within 500m radius of site Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road /'Main Street'	Project Manager Traffic Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 7 days prior to activities 4 per year across project Monthly Monthly  Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities
Q3/4 2017, Q1/2/3/4 2018	Building Services	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old	Community Place Manager	7 days prior to activities Quarterly 4 per year across project

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
			Northern Road/'Main Street'		Monthly
Q1/2/3/4 2018	Tunnel and trackside ventilation/Building finishes	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road/'Main Street'	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q1/2/3/4 2018	Station systems	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road/'Main Street'	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q4 2017 Q1/2 2018	Rail Infrastructure	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road/'Main Street'	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q3/4 2018, Q1 2019	Arthur Whitting Park reinstatement	Community notification Site specific construction newsletter Community/business forums	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old	Community Place Manager	7 days prior to activities Quarterly 4 per year across project

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Email updates	Northern Road/'Main Street' Hills Shire Council		Monthly
Q2/3/4 2018, Q1 2019	Testing and Commissioning	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local businesses on Old Castle Hill Road; McMullen Avenue, Old Northern Road/'Main Street'	Community Place Manager	7 days prior to activities  Quarterly 4 per year across project  Monthly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

# 11 Cherrybrook Station

## 11.1 Site description

As part of the Project, a new station will be built at Cherrybrook. Located beside Castle Hill Road and between Franklin and Robert Roads, Cherrybrook Station will service Cherrybrook, West Pennant Hills and Dural. As an established arterial road, Castle Hill Road provides good links east and west.

The station's location allows the use of daylight and natural ventilation at the concourse and public plazas. New pedestrian and bicycle links will also be provided at the station.

Cherrybrook is a residential neighbourhood 23.5 kilometres North West of Sydney CBD.



## 11.2 Cherrybrook business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Cherrybrook station worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Cherrybrook station site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table 30 outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table 30. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

*Table 30 Stakeholder and community liaison implementation plan*

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Within 60m of tunnel alignment (Cherrybrook to Epping)	Koala Park Sanctuary Thompsons Corner Retail Precinct NorthConnex	<ul style="list-style-type: none"> <li>No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters as required</li> <li></li> </ul>
Local Government	Hills Shire Council Hornsby Shire Council	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents and businesses during construction</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Station design and access arrangements</li> <li>Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>Councillor briefings in coordination with TfNSW</li> <li>Regular meetings with officers regarding specific issues, project updates</li> <li>Provision of project communication material at Council offices</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Educational and early learning	Tangara Infants School and Tangara School for Girls Kindalin Early Childhood Learning Centre, Inala Rudolph Steiner School Playdays Preschool and day care	<ul style="list-style-type: none"> <li>Safety of school community</li> <li>Changes to pedestrian access and local roads</li> <li>Impact on school operations/clash with exams</li> <li>Construction impacts – noise, vibration, dust</li> <li>Worksite safety and construction traffic on local roads</li> <li>General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>TfNSW schools education program</li> <li>Meetings, notifications, newsletters, telephone hotline, website</li> <li>Consult regarding replacement facilities</li> <li>Site signage and pedestrian/vehicle safety signage</li> </ul>
Health and community facilities	Inala adult care facility	<ul style="list-style-type: none"> <li>Any impacts on the operation of the facilities</li> <li>Traffic changes and particularly safe pedestrian access</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business Forum</li> </ul>
Other major projects/cumulative impacts	North West Urban Transformation Program (UrbanGrowth NSW) NorthConnex (RMS/Transurban)	<ul style="list-style-type: none"> <li>Minimising cumulative impacts</li> <li>Coordination of activities</li> <li>Coordination of public information and management of enquiries/complaints</li> </ul>	<ul style="list-style-type: none"> <li>Communication Management Control Group</li> <li>Transport and Traffic Liaison Group</li> <li>Regular stakeholder meetings</li> <li>Regular exchange and coordination of information</li> </ul>

### 11.3 Cherrybrook business impact register

During construction of the Cherrybrook station, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 31 below.

Table 31 Cherrybrook business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>Construction noise</li> <li>Construction traffic noise including deliveries</li> </ul>

Potential impact	
Traffic and access	<ul style="list-style-type: none"> <li>• Heavy vehicle movements on Franklin Road and Castle Hill Road in the vicinity of businesses and other facilities</li> <li>• Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>• Utility works affecting footpath access</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>• Concern about health impacts to business staff and customers from dust</li> <li>• Dust generated by construction activities</li> <li>• Construction noise affecting operation of businesses and community facilities on Castle Hill Road and Franklin Road</li> <li>• Maintaining on-street parking, particularly for schools</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>• Vandalism on site hoardings, fencing and noise walls</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Other developments within the area that are not associated to NRT</li> </ul>

## 11.4 Implementation plan

The works at Cherrybrook Station will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 32 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 33) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 32 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Cherrybrook Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site Establishment			●	●												
Station box retaining wall construction				●	●	●	●	●								
Multi story car park retaining wall construction				●	●	●	●									
Station ground works						●	●	●								



*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Cherrybrook Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Station and concourse construction					●	●	●	●	●	●	●					
Service facility						●	●	●	●	●						
Building services and finishes							●	●	●	●	●	●				
Station systems							●	●	●	●	●	●				
Tunnel and trackside ventilation							●	●	●	●	●	●				
Power supply						●	●	●	●	●						
Rail Infrastructure								●	●	●	●					
Multi-story carpark						●	●	●	●	●	●					
Franklin Road – utility adjustments and road works						●	●	●	●	●	●					
Robert Road - utility adjustments and road works								●	●	●	●	●				
New Precinct Street A - utility adjustments and road works						●	●	●	●	●						
Bus bay construction										●	●	●				
Glenhope Road at Castle Hill Road – road works									●	●	●					
Franklin Road and Castle Road on-grade car park								●	●	●	●					

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Cherrybrook Station

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Testing and commissioning										●	●	●	●			

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Cherrybrook Station site.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 33 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2 2016	Project Deed requirements	Submit Cherrybrook Station SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	June 2016
Q3/4 2016	Site establishment and establishment of environmental controls/bulk earthworks	Community notification Site Banner/signage installed and/or updated Site specific construction newsletter	Local community within 500m radius of site Hills Shire Council Hornsby Shire Council	Project Manager Community Place Manager	7 days prior to activities Site establishment Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Doorknock immediate neighbours Community/Business forums Email update Council briefing Inala adult care facility	Local Education, Health and Community Facilities		7 days prior to activities 4 per year across project Monthly As required As required
Q2/3/4 2017, Q1/2/3 2018	Franklin Road – utility adjustments and road works	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Briefing for Traffic and Transport Liaison Group Council briefing Traffic alert/VMS or other signage Bus stop notices Directional signage when footpaths disrupted	TTLG members Hills Shire Council Hornsby Shire Council Travelling public, pedestrian, cyclists Local community within 500m radius of site Local Education, Health and Community Facilities	Project Manager Traffic Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 7 days prior to activities 4 per year across project Monthly Monthly Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities
Q2/3/4 2017, Q1/2/3 2018	Power supply	Community notification Site specific construction newsletter Business forums Email update	Local community within 500m radius of site Inala adult care facility Tangara Infants School and Tangara School for Girls	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q1/2/3/4 2017, Q1/2/3 2018	Construct multi-storey carpark	Community notification Community/Business forum Door knock immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly
Q1/2/3/4 2018	New Precinct Street A & Robert Road – utility adjustments and road works	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Briefing for Traffic and Transport Liaison Group Council briefing Traffic alert/VMS or other signage Bus stop notices Directional signage when footpaths disrupted	TTLG members Hills Shire Council Hornsby Shire Council Travelling public, pedestrian, cyclists Local community within 500m radius of site Local Education, Health and Community Facilities	Project Manager Traffic Manager Stakeholder Relations Manager Community Place Manager	7 days prior to activities Quarterly 7 days prior to activities 4 per year across project Monthly Monthly Ongoing 7 days prior to activities 7 days prior to activities 7 days prior to activities
Q2/3/4 2017, Q1/2 2018	Carparking, public domain and pedestrian bridge	Community notification Community/Business forum Door knock immediate neighbours Stakeholder meetings Email update Site specific construction newsletter	Local community within 500m radius of site. Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly As required As required Monthly Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3/4 2016, Q1/2/3 2017	Retaining walls – City and Country Ends	Community notification Community/Business forum Email update Site specific construction newsletter	Local community within 500m radius of site. Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly Monthly Quarterly
Q1/2 2017	Station ground works	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q1/2/3/4 2017, Q1/2	Station and concourse construction	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q3/4 2017, Q1/2/3/4 2018	Building finishes and services	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q3/4 2017, Q1/2/3 2018	Tunnel and trackside ventilation	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3/4 2017, Q1/2/3 2018	Station systems	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q4 2017 Q1/2 2018	Rail Infrastructure	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2/3/4 2018	Testing and Commissioning	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local Education, Health and Community Facilities	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

# 12 Cheltenham Services Facility

## 12.1 Site description

The Cheltenham Services Facility will be used for fresh air tunnel ventilation and an emergency access facility.



## 12.2 Cheltenham Services Facility business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationships to the Cheltenham Services Facility worksite and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Cheltenham Service Facility site.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

There are currently no identified businesses in the immediate vicinity of the location of the Cheltenham Services Facility site. There are no identified businesses on the local roads which will be used as access routes to/from the worksites.

NRT will continue to monitor the local area and consult with Hornsby City Council and other project stakeholders to identify any new businesses which may commence trading during the delivery phase. In the event a new or a previously unidentified business is identified, NRT will update the business management strategy to ensure that construction impacts are minimised and specific measures are put in place to mitigate the effect on the business.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Local Government	Hornsby City Council	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>
Educational and early learning	Arden Junior School Beecroft Primary School Cheltenham Girls High School	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program</li> <li>• Meetings, notifications, newsletters, telephone hotline, website</li> <li>• Consult regarding replacement facilities</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>



Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Cheltenham Oval Users	Beecroft Sports Club Beecroft Netball Club Beecroft Football Club Beecroft Cricket Club Local school groups	<ul style="list-style-type: none"> <li>Impacts to Cheltenham Oval facilities including disruption to sporting activities and events</li> <li>Parking and access issues</li> </ul>	<ul style="list-style-type: none"> <li>Consultation on replacement facilities in conjunction with TfNSW</li> <li>Ongoing consultation and notification of construction activities for groups who will continue to use Cheltenham Oval during construction</li> </ul>
Environment and Community Groups	Chilworth Bushcare Group STEP Environment Group Beecroft Cheltenham Civic Trust	<ul style="list-style-type: none"> <li>Impacts to Beecroft Reserve and bush care works</li> <li>Impacts to local residents and community facilities</li> <li>Relocation of bush walking tracks</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing consultation and notification of construction activities for community groups</li> <li>Site signage, including bush walking track signage</li> <li>Community forums</li> </ul>

## 12.3 Cheltenham Services Facility business impact register

The only relevant community issues near the Cheltenham Services Facility site are sporting organisations and schools who use the Cheltenham Oval. These organisations are being consulted as part of Cheltenham Facilities working group.

## 12.4 Implementation Plan

The works at Cheltenham Services Facility will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 34 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required tailored, communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 35) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 34 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Cheltenham Services Facility

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site establishment			●	●												
Service facility structure construction				●	●	●	●	●								
Building finishes								●	●	●						
Building services								●	●	●	●					
Building systems									●	●	●					

\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.

### Cheltenham Services Facility

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Cheltenham Oval Community Facilities								●	●	●	●	●				
Testing and commissioning									●	●	●	●				

The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Cheltenham Service Facility.

\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.

Table 35 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2 2016	Project Deed requirements	Submit Cheltenham SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	June 2016
Q3/4 2016,	Site establishment	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Hornsby Shire Council Local community within 500m radius of site Local Education, Oval Users and Community Groups	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Council briefing			As required
Q4 2016, Q1/2/3/4 2017. Q1 2018	Service facility structure construction	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Local community within 500m radius of site  Local Education, Oval Users and Community Groups	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q4 2017, Q1/2 2018	Building finishes	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Local community within 500m radius of site  Local Education, Oval Users and Community Groups	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q4 2017, Q1/2/3 2018	Building services	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Local community within 500m radius of site  Local Education, Oval Users and Community Groups	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q1/2/3 2018	Building systems	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Local community within 500m radius of site  Local Education, Oval Users and Community Groups	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q1/2/3/4 2018	Cheltenham Oval Community Facilities	Community notification	Hornsby Shire Council	Stakeholder and Communications Manager	7 days prior to activities

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Community consultation	Local community within 500m radius of site  Local Education, Oval Users and Community Groups  Oval users	Stakeholder Relations Manager  Project Manager Design Manager	Quarterly As required 4 per year across project Monthly As required
Q2/3/4 2018	Testing and Commissioning	Community notification Site specific construction newsletter Community/business forums Email updates	Local community within 500m radius of site  Local Education, Oval Users and Community Groups	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

## 13 Epping Services Facility

### 13.1 Site description

The Epping Services Facility will be used for fresh air tunnel ventilation and an emergency point once trains start running.



### 13.2 Epping Services Facility Business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Epping Services Facility and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Epping Services Facility.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table below outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table below. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Directly affected businesses (within 60m radius of site)	7 Eleven Service Station	<ul style="list-style-type: none"> <li>Traffic changes</li> <li>Noise, dust, vibration, parking</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business forums</li> <li>VMS signage for changed traffic conditions</li> </ul>
Directly affected businesses (within 200m radius of site)	Genesis Building (Retail, restaurant and residential occupants)	<ul style="list-style-type: none"> <li>Noise, dust, vibration, parking</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Community/Business Forum</li> <li>Regular email updates</li> </ul>
Key businesses (within 200m radius of site)	3 Carlingford Road (Northern District Times, Professional and property services, medical practitioners, Epping Chamber of Commerce)  Businesses on Beecroft Road, Cambridge Street and Oxford Street	<ul style="list-style-type: none"> <li>No impacts identified</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li></li> </ul>
Other major projects/cumulative impacts	Interfaces with developers	<ul style="list-style-type: none"> <li>Minimising cumulative impacts</li> <li>Coordination of activities</li> <li>Coordination of public information and management of enquiries/complaints</li> <li>Interface with developers, where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Communication Management Control Group</li> <li>Transport and Traffic Liaison Group</li> <li>Regular stakeholder meetings</li> <li>Regular exchange and coordination of information</li> </ul>

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy and tools
Local Government	Parramatta City Council	<ul style="list-style-type: none"> <li>Impacts on local government assets and infrastructure</li> <li>Impacts on residents and businesses during construction</li> <li>Disruption to local roads, public transport and community facilities</li> <li>Station design and access arrangements</li> <li>Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>Councillor briefings in coordination with TfNSW</li> <li>Regular meetings with officers regarding specific issues, project updates</li> <li>Provision of project communication material at Council offices</li> </ul>

### 13.3 Epping Services Facility business impact register

During construction of the Epping Services Facility, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 36 below.

Table 36 Business impact register

<b>Potential impact</b>	
Noise and vibration	<ul style="list-style-type: none"> <li>Construction noise</li> <li>Construction traffic noise including deliveries</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>Heavy vehicle movements on Beecroft Road, Ray Road and Carlingford Road</li> <li>Traffic modifications including signage changes to footpath and pedestrian diversions</li> <li>Utility works affecting footpath access</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>Visibility of businesses and their signage</li> <li>Concern about health impacts to business staff and customers from dust</li> <li>Dust generated by construction activities</li> <li>Construction noise affecting operation of adjacent businesses</li> <li>Maintaining on-street parking</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>Loss of visual amenity for businesses adjacent site on Beecroft Road, Ray Road and Carlingford Road</li> </ul>



	<ul style="list-style-type: none"> <li>• Vandalism on site hoardings, fencing and noise walls</li> </ul>
Cumulative impacts	<ul style="list-style-type: none"> <li>• Other developments within the area that are not associated to NRT e.g. Epping Urban Activation Program</li> </ul>

## 13.4 Implementation Plan

The works at Epping Services Facility will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 37 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required tailored, communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW. to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 38) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 37 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Epping Services Facility

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Site establishment			●													
Services facility structure construction			●	●	●	●	●	●	●	●						
Building finishes							●	●	●	●	●					
Building services								●	●	●	●	●				

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Epping Services Facility

Year	2016				2017				2018				2019			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Building systems									●	●	●	●				
Testing and commissioning											●	●				

*The following Implementation Plan provides a program of communication activity linked to the construction staging programs for the Epping Services Facility.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 38 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q2 2016	Project Deed requirements	Submit Epping SCIP	TfNSW	Communications and Stakeholder Relations Manager Stakeholder Relations Manager	June 2016
Q3 2016	Site establishment	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update Council briefing	Hornsby Shire Council Local businesses within 500m radius of site Local community within 500m radius of site	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly As required

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3/4 2016, Q1/2/3/4 2017, Q1/2 2018	Services facility structure construction	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Hornsby Shire Council Local businesses within 500m radius of site Local community within 500m radius of site	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q4 2017, Q1/2/3 2018	Building finishes	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Hornsby Shire Council Local businesses within 500m radius of site Local community within 500m radius of site	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q4 2017, Q1/2/3/4 2018	Building services	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Hornsby Shire Council Local businesses within 500m radius of site Local community within 500m radius of site	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q1/2/3/4 2018	Building systems	Community notification Site specific construction newsletter Doorknock immediate neighbours Community/Business forums Email update	Hornsby Shire Council Local businesses within 500m radius of site Local community within 500m radius of site	Community Place Manager	7 days prior to activities Quarterly As required 4 per year across project Monthly
Q3/4 2018	Testing and Commissioning	Community notification Site specific construction newsletter	Hornsby Shire Council	Community Place Manager	7 days prior to activities Quarterly

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
		Doorknock immediate neighbours Community/Business forums Email update	Local businesses within 500m radius of site  Local community within 500m radius of site		As required 4 per year across project Monthly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

# 14 Epping to Chatswood Rail Line Conversion

## 14.1 Site description

Transport for NSW plans to upgrade the Epping to Chatswood railway to modern metro standards.

This work is an important part of the \$8.3 billion Sydney Metro Northwest. It's the first step in introducing next generation metro trains to Sydney.

In 2018, buses will replace trains for around seven months between Epping and Chatswood and it is possible there will be some changes to the train timetable for a few months before this, while early works are carried out.

When Sydney's metro services start in the first half of 2019, 15 trains an hour will run in both directions between Epping and Chatswood during the peak – almost four times the number of trains running in the peak today.

For example a customer at North Ryde will see a metro train every four minutes in the peak, compared with a train every 15 minutes they get today.

To convert the existing suburban line to next-generation metro standards, major upgrades will be needed, including overhauling the stations, 26 km of new cabling, power and signalling systems and customer improvements such as platform screen doors.

The five existing stations along the line, at Epping, Macquarie University, Macquarie Park, North Ryde and Chatswood will have screen doors along the full length of the platforms to keep people and objects away from the tracks, improving customer safety and allowing trains to get in and out of stations much faster.

## 14.2 Epping to Chatswood Rail Line business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Epping to Chatswood Rail Line and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Epping to Chatswood Rail Line.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table below outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table below. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

### Epping Train Station

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 60m radius of site)	<p>24 - 48 Langston Place (11 assorted businesses inc. real estate, pharmacy, convenience store and fast food)</p> <p>Bendigo Bank</p> <p>Beecroft Road businesses (assorted businesses inc. restaurants, fast food and real estate)</p> <p>Epping Hotel</p>	<ul style="list-style-type: none"> <li>General construction impacts including noise and vibration, construction traffic</li> <li>Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li></li> </ul>
Key businesses (within 200m radius of site)	<p>Genesis Building (Retail, restaurant and residential occupants) (cnr Carlingford/Beecroft Rd)</p> <p>3 Carlingford Road (Northern District Times, Professional and property services, medical practitioners, Epping Chamber of Commerce)</p>	<ul style="list-style-type: none"> <li>General construction impacts including noise and vibration, construction traffic</li> <li>Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>Business forums</li> </ul>

### Epping Train Station

Education and early learning	Arden Anglican College	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program</li> <li>• Meetings, notifications, newsletters, telephone hotline, website</li> <li>• Consult regarding replacement facilities</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>
Local Government	Hornsby Shire Council Parramatta City Council	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>

### Macquarie University Train Station

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 200m radius of site)	Macquarie Shopping Centre	<ul style="list-style-type: none"> <li>• General construction impacts including noise and vibration, construction traffic</li> <li>• Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>•</li> </ul>



### Macquarie University Train Station

Education and early learning	Macquarie University Robert Menzie College Moring College Dunmore Lang College	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program</li> <li>• Meetings, notifications, newsletters, telephone hotline, website</li> <li>• Consult regarding replacement facilities</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>
Local Government	City of Ryde	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>

### Macquarie Park Train Station

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 200m radius of site)	Hyundai 7 Eleven	<ul style="list-style-type: none"> <li>• General construction impacts including noise and vibration, construction traffic</li> <li>• Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>•</li> </ul>

### Macquarie Park Train Station

Local Government	City of Ryde	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>
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### North Ryde Train Station

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 200m radius of site)	Veterinary Specialist Centre Triniti Business Campus (various businesses)	<ul style="list-style-type: none"> <li>• General construction impacts including noise and vibration, construction traffic</li> <li>• Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>•</li> </ul>
Local Government	City of Ryde	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>

### Chatswood Train Station

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 200m radius of site)	Chatswood Interchange 1 – 5 Railway Street (various businesses)	<ul style="list-style-type: none"> <li>• General construction impacts including noise and vibration, construction traffic</li> <li>• Continuity of power supply and other services</li> <li>• Traffic and access</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>•</li> </ul>
Key businesses (within 500m radius of site)	Westfield Chatswood	<ul style="list-style-type: none"> <li>• General construction impacts including noise and vibration, construction traffic</li> <li>• Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>•</li> </ul>
Local Government	Willoughby Council	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Station design and access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>
Other major projects	Sydney Metro Stage 2 Contractors Northern Corridor upgrade projects	<ul style="list-style-type: none"> <li>• Minimising cumulative impacts</li> <li>• Coordination of activities</li> <li>• Coordination of public information and management of enquiries/complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Regular stakeholder meetings</li> <li>• Regular exchange and coordination of information</li> </ul>

## 14.3 Epping to Chatswood Rail Line business impact register

To convert the existing suburban line to next-generation metro standards, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 39 below.

Table 39 business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>Construction noise</li> <li>Construction traffic noise including deliveries</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>Heavy vehicle movements on Beecroft Road, Ray Road and Carlingford Road, Epping and Lady Game Drive, Railway Street, Boundary Street and Williams Street Chatswood, and other local roads around Chatswood, North Ryde, Macquarie Park, Macquarie University and Epping Train Stations</li> <li>Utility works affecting footpath access</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>Maintaining on-street parking</li> </ul>

## 14.4 Implementation plan

The works on the Epping to Chatswood Rail Line will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 40 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to monthly email updates, quarterly newsletters, regular doorknocks, and website updates. Where required tailored, communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW, to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 41) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 40 Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Epping to Chatswood Rail Line Upgrade

Year	2018				2019			
Quarter	1	2	3	4	1	2	3	4
Track work			●	●	●			

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

### Epping to Chatswood Rail Line Upgrade

Year	2018				2019			
Quarter	1	2	3	4	1	2	3	4
Signalling system			●	●	●			
Communication system			●	●	●			
Central control system			●	●	●			
Electronic access control system			●	●	●			
Electrical			●	●	●			
Telecommunications system			●	●	●			
Tunnel ventilation			●	●	●			
Fire systems			●	●	●			
Hydraulics			●	●	●			
Stations (including platform modification works during possessions)	●	●	●	●	●			

*The following Implementation Plan provides a program of communication activity linked to the upgrade of the Epping to Chatswood Rail Line.*

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 41 Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
Q3/4 2018, Q1 2019	Track work / signalling system	Community notification Site specific construction newsletter Community/Business forums Email update	Local businesses within 200m radius of site Local community within 200m radius of site	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q3/4 2018, Q1 2019	Communication system, Central Control System, Electronic Access Control System, Fire	Community notification Site specific construction newsletter Community/Business forums	Local businesses within 200m radius of site Local community	Community Place Manager	7 days prior to activities Quarterly 4 per year across project

Timing	Project activity/issue	Communication/mitigation action	Stakeholder	Resources/ approvals	Implementation
	systems, Hydraulics, Stations	Email update	within 200m radius of site		Monthly
Q3/4 2018, Q1 2019	Tunnel ventilation	Community notification Site specific construction newsletter Community/Business forums Email update	Local businesses within 200m radius of site Local community within 200m radius of site	Community Place Manager	7 days prior to activities Quarterly 4 per year across project Monthly
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

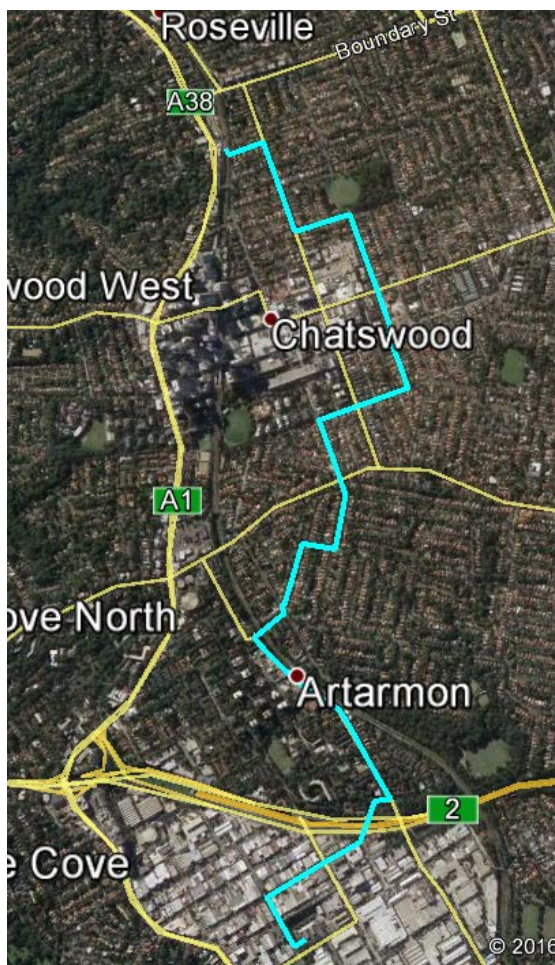
# 15 Willoughby to Chatswood 33kv upgrade

## 15.1 Site description

Sydney Metro Northwest requires two independent electrical supplies, one at each end of the Project. These two supplies, will originate from the local supply authority. Due to high load requirements of the Sydney Metro Northwest, the electricity supplied to the project needs to be at 33kv.

Approximately 5.2 kilometres of 33kv underground feeder line and associated infrastructure from Ausgrid’s Willoughby substation to the TfNSW Chastwood North Traction Substation must be installed to provide bulk power supply for the Sydney Metro Northwest.

The local area where the power supply is to be laid consists of developed urban areas including Chatswood, Artarmon and Naremburn, with a series of major transport corridors including the Gore Hill Freeway and the North Shore Railway Line. The alignment is predominantly surrounded by residential development with some commercial and retail developments located at Artarmon and Chatswood. The southern end of the alignment, within the vicinity of the Willoughby Substation, is predominantly an industrial area with some commercial developments.



*Indicative map - 33kv cable route*

## 15.2 Willoughby to Chatswood 33kv upgrade business stakeholder and issue analysis

Local stakeholders have been segmented according to their relationship to the Willoughby to Chatswood 33kv upgrade and their issues and expectations relating to NRT activities. In preparing this Plan a consolidated review of the Sydney Metro Northwest Consultation Manager database and site inspections were conducted to determine the stakeholder mix in the vicinity of the Willoughby to Chatswood 33kv upgrade.

Additionally a review of publicly available information regarding the forward delivery and maintenance programs of government service providers/asset owners has been conducted to identify any other projects which may have the potential to create cumulative impacts.

Table below outlines the key stakeholders identified and the key strategies to keep them informed and engaged in the Project and to identify and address issues of concern.

Common communication tools that provide access and information to all project stakeholders regardless of their individual circumstances or requirements are not included in Table below. These tools are described in Section 3.1.

The stakeholder listing and database will be continually reviewed and updated throughout the Project.

Stakeholder category	Specific stakeholder	Issues/interest in the project	Communication strategy, tools and mitigation
Key businesses (within 60m radius of site)	Digital Networks Australia Europcar Artarmon Little Zak's Academy The Car Kit Company Vision Auto Smash Repairs Embellishment Gallery Lyndey Milan Allied Industries API Locksmiths - Artarmon Oriental and Continental Foods Roof Rack Work Sydney City Prestige Northshore Classic Auto Body Centre Pacific Automotive Supply	<ul style="list-style-type: none"> <li>Business continuity – access for customers and deliveries</li> <li>Changes to access and construction of pedestrian paths</li> <li>General construction impacts including noise and vibration, construction traffic</li> <li>Continuity of power supply and other services</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, doorknocks, regular progress updates, notifications and newsletters</li> <li>Business forums</li> <li>Site signage and pedestrian/vehicle safety signage</li> <li>VMS signage for changed traffic conditions</li> </ul>



<p>Anvil Coffee</p> <p>VEK Tools</p> <p>Compass Claims</p> <p>The Missing Link</p> <p>PlastaMasta North Sydney</p> <p>JAX Tyres Artarmon</p> <p>Burton &amp; Scerra Motor Repair</p> <p>AIRA</p> <p>Konnect Shop</p> <p>Vandoros Fine Packaging</p> <p>Laing + Simmons Artarmon</p> <p>Pizza Luna</p> <p>Australia Post - Artarmon Post Shop</p> <p>Art On Skin Tattoo Gallery</p> <p>Mays Mart</p> <p>Flight Centre Artarmon</p> <p>Artarmon Dentist</p> <p>CBA Artarmon branch</p> <p>Tatsuya</p> <p>Subway</p> <p>Hampden Gourmet</p> <p>Hampden 86</p> <p>Artarmon Seafood</p> <p>7-eleven</p> <p>Pharmacist Advice</p> <p>Ella Baché Artarmon</p> <p>Black &amp; White Hair &amp; Beauty Studio</p> <p>Artarmon Fruit Market</p> <p>ABALink &amp; Respite Services</p> <p>Bakers Delight Artarmon</p> <p>Artarmon Newsagency</p> <p>Artarmon Flower Shop</p> <p>Artarmon Dry Cleaner</p> <p>SPAR Artarmon</p> <p>Artarmon Vision Specialists</p>		
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<p>Maiya Indian Curry House</p> <p>Liquorland Artarmon</p> <p>Buonissimo Gourmet Woodfired Pizza</p> <p>Inter Desserts</p> <p>Artarmon Mowers</p> <p>Artarmon Medical Centre</p> <p>Little Thai Place</p> <p>The Wilkes</p> <p>Sushi-Ya Artarmon</p> <p>HOW Hair</p> <p>Salvage Coffee</p> <p>Rahmen Genki</p> <p>Anegawa Enterprises Pty Ltd</p> <p>Lucky Mart</p> <p>Ceramic Studio En</p> <p>Chatswood Auto Repairs</p> <p>Chatswood Seventh-day Adventist</p> <p>The Salvation Army</p> <p>Bambini House</p> <p>Bumble Bee Enrichment Centre</p> <p>Lindamood-Bell Learning Processes</p> <p>Elders Real Estate Chatswood</p> <p>Schoolsin</p> <p>Douglas Hanly Moir Collection Centre</p> <p>Godfrey Chatswood</p> <p>Red Chilli Sichuan Restaurant</p> <p>Chatswood Community Nursing Home</p> <p>Chatswood Village Management</p> <p>Chatswood Foot Clinic</p> <p>Chatswood Chase</p> <p>Hycorp Property Group</p>		
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	<p>Chatswood 24 Hr Medical Centre</p> <p>Vision Eye Institute Chatswood</p>		
<p>Key businesses (within 200m radius of site)</p>	<p>ABC Costume Hire &amp; Manufacture</p> <p>MGB Backline</p> <p>National Storage - Artarmon</p> <p>Storage King Artarmon</p> <p>Coffee Pump</p> <p>Matrix Digital</p> <p>Doyles In Car Artarmon</p> <p>General Business Supplies</p> <p>Fluid Seals &amp; Packings</p> <p>Pacific Mist Watering Systems</p> <p>Go Electrical – Artarmon</p> <p>Plumbers' Supplies Co-Op</p> <p>ABC Studio Centre</p> <p>Artarmon Mazda Service</p> <p>Atlas Car &amp; Truck Rental</p> <p>Wyvern Smash Repairs</p> <p>Quad Services Pty Ltd</p> <p>Living Space Constructions</p> <p>Lane Cove Fire Station</p> <p>Brickworks Café</p> <p>ACCESS Recycling</p> <p>North Side Auto Works</p> <p>Budget Car and Truck Rental Artarmon</p> <p>Design Awards - Custom Awards &amp; Bespoke Trophies</p> <p>BLC Cosmetics Pty Ltd</p> <p>PACK &amp; SEND® Artarmon</p> <p>Freeway Hotel</p> <p>Victoria's Basement</p> <p>Reece Hvac-r</p> <p>SBS</p>	<ul style="list-style-type: none"> <li>Noise, dust, vibration, parking</li> </ul>	<ul style="list-style-type: none"> <li>Individual meetings, regular progress updates, notifications and newsletters</li> <li>Business Forum</li> <li>Regular email updates</li> </ul>

	<p>Bunnings Warehouse Artarmon</p> <p>Home HQ Homemaker Centre</p> <p>Tea Land Australia</p> <p>J&amp;G Collection</p> <p>Yakiniku Restaurant Wakana</p> <p>Taipei Chef Restaurant</p> <p>Everyday Canteen</p> <p>No Gap Dental</p> <p>Gillespie's Hire &amp; Sales Service</p> <p>Willowood Centre</p> <p>Ervan Woo</p> <p>Devonshire Street Children's Centre</p> <p>First National Real Estate Regency Realty</p> <p>The Housing Connection NSW Inc.</p> <p>Yoga Hotspot</p> <p>Shichida Chatswood</p> <p>Number Works 'n Words Chatswood</p> <p>North Shore Speech Therapy</p> <p>Chatswood Cellars</p> <p>Beyond the Fringe</p> <p>Harry Hair Salon</p> <p>HSBC</p> <p>Toni &amp; Guy</p> <p>I Can Read</p> <p>Ralan Property Services</p>		
<p>Religious/places of worship</p>	<p>Artarmon Mosque</p>	<ul style="list-style-type: none"> <li>• Working hours during services</li> <li>• Changes to local traffic access and parking</li> <li>• Changes to pedestrian access</li> <li>• Potential damage to property and church assets</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings, notifications, telephone hotline, project website</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>

<p>Education and early learning</p>	<p>Little Zak's Academy Moring College Artarmon Public School</p>	<ul style="list-style-type: none"> <li>• Safety of school community</li> <li>• Changes to pedestrian access and local roads</li> <li>• Impact on school operations/clash with exams</li> <li>• Construction impacts – noise, vibration, dust</li> <li>• Worksite safety and construction traffic on local roads</li> <li>• General interest in the project</li> </ul>	<ul style="list-style-type: none"> <li>• TfNSW schools education program</li> <li>• Meetings, notifications, newsletters, telephone hotline, website</li> <li>• Site signage and pedestrian/vehicle safety signage</li> </ul>
<p>Local Government</p>	<p>Willoughby City Council</p>	<ul style="list-style-type: none"> <li>• Impacts on local government assets and infrastructure</li> <li>• Impacts on residents and businesses during construction</li> <li>• Disruption to local roads, public transport and community facilities</li> <li>• Access arrangements</li> <li>• Cumulative impacts with other projects/developments</li> </ul>	<ul style="list-style-type: none"> <li>• Councillor briefings in coordination with TfNSW</li> <li>• Regular meetings with officers regarding specific issues, project updates</li> <li>• Provision of project communication material at Council offices</li> </ul>
<p>Local community and environment groups</p>	<p>Artarmon Progress Association Chatswood East Progress Association Artarmon Reserve Weekday Bushcare group Artarmon Sensory Garden Artarmon Reserve Beauchamp Parkcare Blue Gum 2001</p>	<ul style="list-style-type: none"> <li>• Impacts to local residents</li> <li>• Reinstatement of heritage concrete roads</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing consultation and notification of construction activities for community groups</li> <li>• Community forums</li> </ul>
<p>Other major projects/cumulative impacts</p>	<p>Sydney Metro City &amp; Southwest Artarmon Public School upgrade Northern corridor upgrade projects</p>	<ul style="list-style-type: none"> <li>• Minimising cumulative impacts</li> <li>• Coordination of activities</li> <li>• Coordination of public information and management of enquiries/complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Regular stakeholder meetings</li> <li>• Regular exchange and coordination of information</li> </ul>

		<ul style="list-style-type: none"> <li>Interface with Sydney Metro City &amp; Southwest</li> </ul>	
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## Willoughby to Chatswood 33kv upgrade business impact register

To install the independent electrical supply for Sydney Metro Northwest, there are a number of project impacts that may potentially become an issue for nearby businesses if they are not managed properly. These are outlined in Table 42 below.

Table 42 Business impact register

Potential impact	
Noise and vibration	<ul style="list-style-type: none"> <li>Construction noise</li> <li>Construction traffic noise including deliveries</li> </ul>
Traffic and access	<ul style="list-style-type: none"> <li>Heavy vehicle movements on local roads</li> <li>Utility works affecting local roads and footpath access</li> </ul>
Business operations	<ul style="list-style-type: none"> <li>Visibility of businesses and their signage</li> <li>Concern about health impacts to business staff and customers from dust</li> <li>Dust generated by construction activities</li> <li>Construction noise affecting operation of adjacent businesses</li> <li>Maintaining on-street parking</li> </ul>
Visual amenity	<ul style="list-style-type: none"> <li>Loss of visual amenity for businesses adjacent site on Hampden Road</li> </ul>

### 15.3 Implementation plan

The works on the Willoughby to Chatswood 33kv upgrade will be undertaken in stages, some of which will occur concurrently. With each stage businesses potentially affected and information needs, may change. Table 43 outlines the key activities that will take place and expected timing.

In addition to the actions nominated below, NRT will keep the community informed of project progress and ongoing activities through the implementation of the communication tools identified in Table 3, including but not limited to regular email updates, regular doorknocks, and website updates. Where required, tailored communication and/or consultation strategies will be developed for specific activities or stages of work. The strategies will be developed in consultation with TfNSW to identify opportunities for community involvement and ensure effective communication with stakeholders.

The Implementation Plan (Table 43) is designed to be flexible and will be updated regularly to reflect Project status and anticipate upcoming activities.

Table 43 - Indicative construction timeline

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

**Willoughby to Chatswood 33kv upgrade**

Year	2017				2018			
Quarter	1	2	3	4	1	2	3	4
Site establishment	●							
Trench excavation for power supply	●	●	●	●				
Site demobilisation (civil)	●	●	●	●				
Cable installation					●	●		
Road reinstatement							●	

The following Implementation Plan provides a program of communication activity linked to the upgrade of the Willoughby to Chatswood 33kv upgrade.

*\*Timeframes/dates are indicative only and subject to change. Forward programs will be regularly reviewed to ensure communication requirements are met.*

Table 44 - Stakeholder and community liaison implementation plan

Timing	Project activity/issue	Communication/mitigation on action	Stakeholder	Resources/ approvals	Implementation
Q1 2017	Site establishment	Community notification Doorknock immediate neighbours Community/business forums Email update Council briefing Artarmon Progress Association briefing	Local businesses within 200m radius of site Local community within 200m radius of site Willoughby City Council Artarmon Progress Association Chatswood Place	Project Manager Community Place Manager	7 days prior to activities As required 4 per year across project Monthly As required As required
Q1/2/3/4 2017	Trench excavation for power supply	Community notification	Local businesses	Project Manager	7 days prior to activities As required

Timing	Project activity/issue	Communication/mitigation on action	Stakeholder	Resources/ approvals	Implementation
		Doorknock immediate neighbours Community/business forums Email update Council briefing Artarmon Progress Association briefing	within 200m radius of site Local community within 200m radius of site Willoughby City Council Artarmon Progress Association Chatswood Place	Community Place Manager	4 per year across project Monthly As required As required
Q1/2/3/4 2017	Site demobilisation (civil)	Community notifications Doorknock immediate neighbours Email update Artarmon Progress Association briefing	Local businesses within 200m radius of site Local community within 200m radius of site Artarmon Progress Association	Project Manager Community Place Manager	7 days prior to activities As required Monthly As required
Q4 2017, Q1 2018	Cable installation	Community notification Doorknock immediate neighbours Email update Council briefing Artarmon Progress Association briefing	Local businesses within 200m radius of site Local community within 200m radius of site Willoughby City Council Artarmon Progress Association Chatswood Place	Project Manager Community Place Manager	7 days prior to activities As required Monthly As required As required
Q 3 2018	Road reinstatement	Community notification Doorknock immediate neighbours Email update Council briefing Artarmon Progress Association briefing	Local businesses within 200m radius of site Local community within 200m radius of site Willoughby City Council	Project Manager Community Place Manager	7 days prior to activities As required Monthly As required As required



Timing	Project activity/issue	Communication/mitigation on action	Stakeholder	Resources/ approvals	Implementation
			Artarmon Progress Association Chatswood Place		
Q2 2019	Project opening	TBC	TBC	TfNSW NRT/MTS	TBC

## Appendix A. Definitions

Abbreviation/ Acronym/ Term	Definition
ANZ	Australia and New Zealand businesses
BMP	Business Management Plan
BMS	Business Management Strategy
CAP	Communication Action Plan
CEMP	Construction Environment Management Plan
CLIP	Community Liaison Implementation Plan (Delivery)
ECRL	Epping to Chatswood Rail Link
EIS	Environmental Impact Statement
ETTT	Epping to Thornleigh Third Track Alliance
ICN	Industry Capability Network NSW
IPP	Industry Participation Plan
ISCA	Infrastructure Sustainability Council of Australia
MCoA	Ministers Conditions of Approval
NRT	Northwest Rapid Transit
NWRL	North West Rail Link ( <i>now renamed as 'Sydney Metro Northwest'</i> )
OSCIP	Overarching Stakeholder and Community Involvement Plan (TfNSW)
OTSPPP	Operations, Trains and Systems Public Private Partnership
PCM	Precinct Communications Manager
RHTC	Rouse Hill Town Centre
SCIP	Stakeholder and Community Involvement Plan
SCIPO	Stakeholder and Community Involvement Plan – Operations
SME	Small and Medium sized Enterprises
SVC	Surface and Viaducts
TSC	Tunnels and Station Civil

\*Definitions in the OTS Project Deed apply in this Community Liaison Implementation Plan unless the relevant term is defined in this Community Liaison Implementation Plan

## Appendix B. Compliance with Minister’s Conditions of Approval

Table 45 Managing Business Impacts

Condition	Requirement	Section
<b>E26</b>	The proponent shall prepare and implement a <b>Business Management Plan</b> to minimise impacts on business adjacent to major construction sites and activities during construction of the SSI. The Plan shall include measures to minimise business related impacts, maintain where feasible and reasonable vehicular and pedestrian access during business hours, and the maintenance of visibility of the business appropriate to its reliance on such.	This Plan
	The Plan shall include, but not necessarily be limited to:	
<b>(a)</b>	A Business Consultation forum linked with the Community Construction Strategy as required by condition D1	Section 3.3
<b>(b)</b>	Business Management Strategies for each construction site (and/or activity), identifying affected businesses and associated management strategies, including the employment of place managers and specific measures to be put in place to assist small business owners adversely impacted by the construction of the SSI	Sections 4-14
<b>(c)</b>	A monitoring program to assess the effectiveness of the measures including the nomination of performance parameters and criteria against which effectiveness of the measures will be measured	Section 3.5
<b>(d)</b>	Provision for reporting of monitoring results to the Director General, as part of the Compliance Tracking Program (condition D5)	Section 3.5

# Appendix C. Stakeholder & Community Engagement Policy

## Stakeholder & Community Engagement Policy



### **We are part of a team with a long term interest in the successful delivery and operation of the North West Rail Link.**

Successful community engagement is the responsibility of every member of our team, and our focus is to minimise disruption and build positive relationships – our current neighbours are our future customers.

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To deliver positive community outcomes NRT will:

- Ensure our staff, subcontractors and suppliers understand and comply with our community obligations
- Engage with and be accessible to the community and our stakeholders
- Consider the impact on the community in our decision making
- Collaborate with all parties to resolve any issues arising from our work
- Actively seek new ideas and opportunities to improve community outcomes
- Be an active member of the community by supporting social, cultural and charitable initiatives
- Measure, review and improve our performance



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**Mark Elliott**  
Chief Executive Officer  
Northwest Rapid Transit

April 2015

NRT Ref: PIMS No: PIMS-PO-15

Aconex No: NWRL-OTS-NRT-PRD-PM-POL-910157