

Community Communications Strategy Subplan

Campsie/Canterbury Bulk Power Supply

Sydney Metro City and Southwest - Line Wide Work,

Project number:	C600
Document number:	SMCSWLWC-SYC-CTC-CL-PLN-003895
Revision date:	22/04/2020
Revision:	C01.01

Document Approval

Rev.	Date	Prepared by	Checked by	Reviewed by	Approved by	Remarks
First draft						
A	2/4/20	Grace Illuzzi	Helena Orel	Helena Orel	Helena Orel	
B	30/4/20	Grace Illuzzi	Helena Orel	Helena Orel	Helena Orel	Update document name in footer
C	22/05/20	Grace Illuzzi	Helena Orel	Helena Orel	Helena Orel	Finalise documents addressing SM comments
Signature:						

Revision Details

Revision	Details
A	Start of construction
B	Update document name in footer
C	Finalise documents with SM comments addressed

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1. Plan overview

1.1 Purpose

This Community Communications Strategy Subplan (this subplan) outlines System Connect's communication and engagement approach for construction of the bulk power supply cable between Campsie and Canterbury.

It is a subplan to the Community Communications Strategy – Sydney Metro City & Southwest Metro – Line-wide Work (CCS-LW) (SMCSWLWC-SYC-1NL-PM-PLN-000027). It is designed to minimise the impacts of construction and provide a high level of satisfaction in meeting community expectations.

A separate Business Management Plan (SMCSWLWC-SYC-CSW-CL-PLN-002800) has been prepared to manage impacts on businesses at all sites. This subplan identifies site-specific stakeholders, how they will be informed about construction activities, key environmental issues and ways to discuss or provide feedback on how they are being managed.

1.2 Stakeholder and community objectives

Systems Connect recognises that supporting Sydney Metro in delivering Australia's largest public transport project calls for regular, timely and accurate communication of useful information that enhances the Project's reputation. Systems Connect has formulated the following communication objectives for Line-wide Work.

Systems Connect's stakeholder and community communication objectives are to:

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

1.3 Plan structure and interface with other management plans

This Plan is part of a suite of plans designed to address communication for a range of stakeholders. The Community Communication Strategy Line-wide Work (CCS-Line-wide Work) and site specific subplans are designed to work in conjunction with the Business Management Plan (BMP). They are structured as shown in Table 1.

Table 1 Hierarchy of plans

Sydney Metro	Sydney Metro Overarching Community Communications Strategy
Systems Connect	Stakeholder and Community Engagement Policy
	Community Communications Strategy Line-wide Work (CCS LW)
	Community Communications Strategy Sydney Metro Trains Facility (CCS SMTF)
	Business Management Plan (Line-wide Work overarching BMP)

	<p>Community Communications Subplans to CCS LW:</p> <ul style="list-style-type: none"> • Artarmon power upgrade • Northern Connection • Barangaroo dive and cavern crossover • Surry Hills power upgrade • Southern Connection and SMTF South • Sydenham to Bankstown power upgrade and corridor work • Canterbury to Campsie power upgrade
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1.4 Plan authorisation and distribution

The Stakeholder Engagement Manager – South West Metro and SMTF South is responsible for the distribution of this subplan. It will be introduced in site inductions to all staff and subcontractors working on the site and all personnel will perform their duties in line with its requirements.

2. Construction activities - Campsie to Canterbury Bulk Power Supply

Line-wide work includes constructing the incoming bulk power supply (BPS) for the high voltage reticulation scheme to provide power to the rail and associated systems.

This includes installing two 33kV feeders from the Ausgrid Canterbury sub transmission station near Pat O’Conner Reserve, Earlwood, to the new Campsie bulk supply infeed and traction substation. The cables will be installed primarily in the road reserve via trenching.

Work to investigate ground conditions and service locations occurred in July 2019.

Construction work is expected to start April 2020 and be completed in early 2021.

Standard working hours for Sydney Metro City & Southwest, between Sydenham and Bankstown are:

- Monday to Friday 7am–6pm
- Saturday 8am–6pm.

Out of hours work timings will depend on times approved by the Transport Management Centre, Sydney Coordination Office or City of Canterbury Council.

2.1 Approval

This work is being delivered under Critical State Significant Infrastructure Approval SSI8256. As required by Condition E2s7, a Construction Noise and Vibration Impact Statement has been prepared for this work.

3. Community involvement

3.1 BPS route

Figure 1 below illustrates the BPS route, from Lillian Street, Campsie, to the Ausgrid Canterbury substation near Pat O’Connor Reserve.

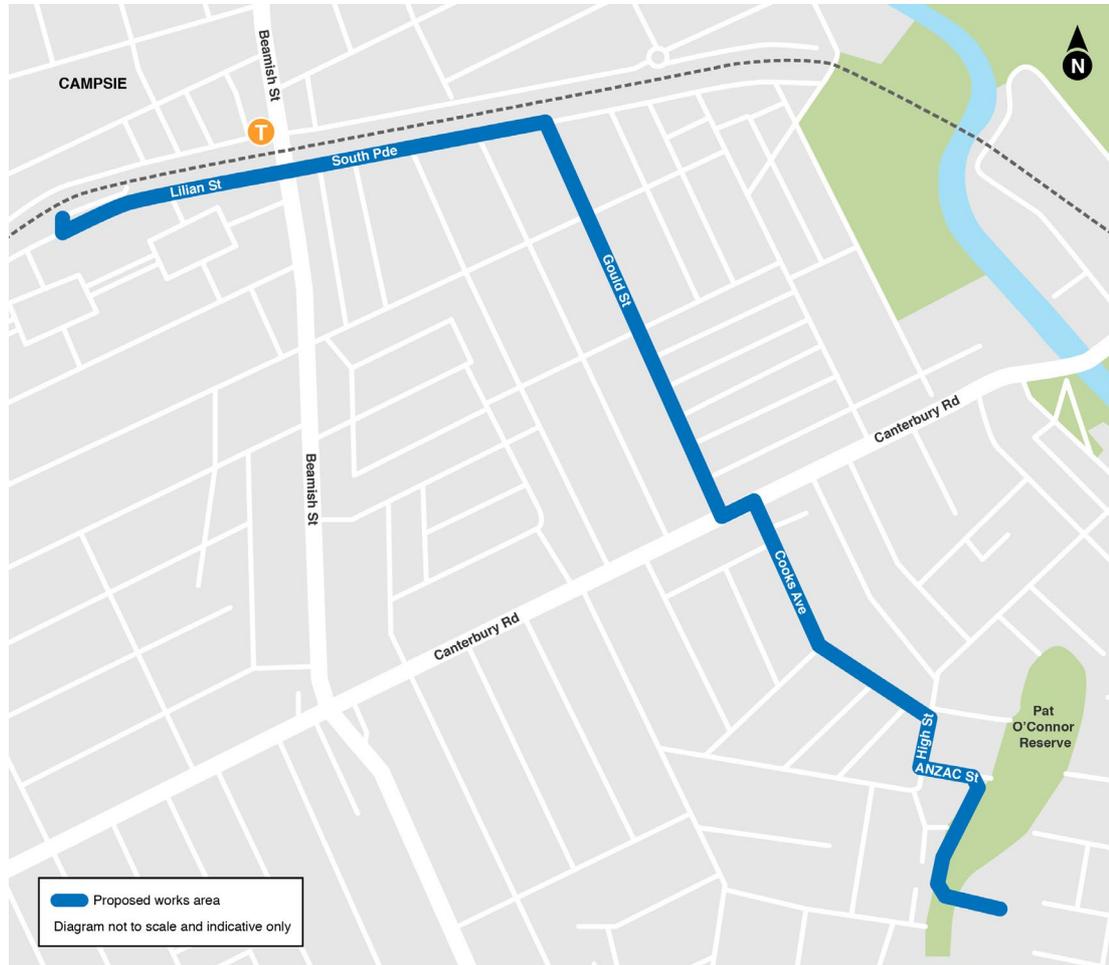


Figure 1 Proposed Canterbury/Campsie work area

Impacts to residents are expected to be:

- Temporary Bus stop relocation
- Changes to/temporary removal of parking, including commuter parking and private parking including people’s garages on Lillian Lane
- Some out of hours work
- Changes to access for businesses and residents in Campsie
- Some full and partial road closures.

Notifications will be distributed to all businesses and residents 200 metres from the route for out of hours works and 100m for standard working hours.

3.2 Key messages

The following key messages have been developed for the work:

Power supply overview

- Systems Connect are installing a new underground power cable from the Ausgrid substation in Hughes Park to Campsie Station. The cable will be connected to the new traction power substation at Campsie, during the work, a site compound will be in place at Hughes Park near the Ausgrid facility

- Construction is expected to start in April 2020 and be completed in early 2021.
- Individual residents are expected to be impacted for no more than a month at a time
- Work will involve:
 - Setting up the site
 - Geotechnical investigation and waste classification
 - Trimming and removing some trees
 - Excavating the cable routes
 - Installing the cables
 - Temporary restoration of the work sites
 - Testing the cables
- Permanent restoration will be completed by City of Canterbury Bankstown Council.

Noise and vibration

- In some locations there will be periods of loud noise from pavement cutting and its removal
- At times, these activities may need to take place outside standard construction hours, when there is less traffic on roads.
- We understand the disturbance and inconvenience that construction can cause and will take every possible step to minimise noise, such as switching off equipment when not in use and using non-tonal reversing beepers on vehicles
- We will work with residents to manage out of hours work through consultation, respite and alternative accommodation offers.

Access, traffic and vegetation

- Temporary traffic changes will be required at some locations for the safety of workers, pedestrians, motorists and the community. These are expected to include:
 - lane closures
 - reduced parking
 - local road closures
 - changes to local business and resident access.
- Traffic control and directional signage will be in place to help manage these impacts.
- Access to buildings and driveways will be managed by traffic controllers at all times
- In instances where trenching is directly in front of a driveway, there will be some short delays to access. If you are directly impacted by this work we will contact you personally well in advance of this activity.
- A small number of trees will be removed as part of this work. To address Planning Approval requirements Systems Connect will replace trees in line with our Planning Approval. We will consult with City of Canterbury Bankstown Council on tree replacement.
- Thank you for your understanding and patience while we complete this work.

Covid-19

- Sydney Metro is continuing to undertake work across its projects in accordance with current Government advice, and is implementing social distancing and travel and hygiene measures to protect employees and members of the community. As an alternative to face-to-face activities, we encourage you to provide a contact email or phone number so we can add you to our distribution list for updates on this work. To be included on our stakeholder lists please contact 1800 171 386 or email sydneymetro@transport.nsw.gov.au

3.3 Action plan

Table 1 below outlines the key communications channels to be used during the work and the stakeholders these are aimed at.

Table 1 Key communication tools

Tool	Who	When	Why	Detail	Accountability
Key stakeholder briefings and emails	Local council Sydney Buses STA Country bus operators Private bus operators Transport for NSW - Greater Sydney Division Emergency services Traffic and Transport Liaison Group (TTLG) Traffic Management Group (TTLG) Utilities	Monthly	Provide monthly updates advising on progress of the work. Regular informal updates as needed.	Monthly meeting with Council provides an opportunity for Council to be updated on work progress. Meetings with other stakeholders as required. While Covid-19 restrictions are in place, briefings will be carried out via teleconference.	Systems Connect Community and Construction teams
Individual briefings and strata briefings	Residents and businesses impacted by: - Night work - Loss of access to parking - Relocation will be offered during night work as	As required	Generate awareness, gather feedback, minimise/mitigate impacts	As required. While Covid-19 restrictions are in place, briefings will be carried out via teleconference.	Systems Connect Community and Construction teams

Tool	Who	When	Why	Detail	Accountability
	required by CNVMP				
School presentation (coordinated with the Sydney Metro schools program)	Canterbury South Public School	Late 2020	Generate awareness, gather feedback, minimise/mitigate impacts	During work. Dependent on students returning to schools following Covid-19 restrictions	Systems Connect Community team
Site compound notification	Residents and businesses 200 metres from the site compound	April 2020	Generate awareness, gather feedback, minimise/mitigate impacts	Letter notifying of establishment of site compound	Systems Connect Community Team
Doorknocks	Residents close to high impact work	TBC	Notifying people of upcoming high impact work such as loss of parking	Letting people know of specific impacts. While Covid-19 restrictions are in place, doorslips to be used instead.	Systems Connect Community Team
Sorry we missed you card	Residents close to high impact work	As required	Notifying people of upcoming high impact work such as loss of parking	Letting people know of specific impacts and encouraging them to get in contact. These will be DL slips to be dropped in people's letterboxes.	Systems Connect Community Team
Notification letters	Residents and businesses within 200 meters of the alignment	May 2020 and then monthly	Notifying residents and businesses of the work	General letter advising of the route, work hours and duration of work and providing updates on progress. Seven days before work starts and monthly. To be combined with Southwest Metro work notifications where work areas overlap.	Systems Connect Community, Environment and Construction teams

Tool	Who	When	Why	Detail	Accountability
Pop ups	General community and motorists in south west corridor	As required	Notifying of upcoming work and potential construction impacts such as temporary parking removal	At Campsie Station and/or Campsie square raising awareness of changes to commuter parking. Dependent on timing and Covid-19 restrictions	Systems Connect Community team
Websites sclww.com.au sydneymetro.info	All community	Ongoing	Notifications and updates to be included on the Sydney Metro website Planning and environment documents to be published on Systems Connect website	Information available online throughout the work	Systems Connect/Sydney Metro Community team
Signage	Motorists Cyclists Pedestrians	Ongoing	Provide notification of changes to traffic, public transport and commuter parking.	Signage in place around work sites and at key locations.	Systems Connect Community team

3.4 Monitoring, reporting and continuous improvement

All stakeholder interactions and feedback received will be recorded in the Consultation Manager database. All enquiries and complaints will be managed and recorded in accordance with the Construction Complaints Management System.

Should complaints be received they will be reported 4pm on the day they are received through the Daily Complaints Report, and quarterly in the Construction Compliance Report.

Community, business and stakeholder feedback will be shared with the construction teams and will be used to make changes where appropriate and possible to minimise community and business impacts.

If the work and traffic management crew are approached during this work, they will have project contact (business) cards to redirect enquiries to 1800 171 386 (24/7) or sydneymetro@transport.nsw.gov.au, along with copies of notifications.

The procedure to respond to enquiries will be addressed at each shift pre-start briefing.

4. Stakeholders

Stakeholders impacted by the work include sensitive receivers, residents, motorists, commuters and businesses directly adjacent to the BPS route.

The Australian Bureau of Statistics report that data gathered during the 2016 Census found the dominant language spoken at home in Campsie (other than English) is Mandarin, with 20% of the population, or 5,223 people, speaking this language at home. As such, translated communication materials will be considered as required.

Table 2 below identifies stakeholders, key issues, mitigation measures to minimise impacts and timing.

Table 3 Stakeholders, key issues, mitigation measures and timing

Stakeholder	Key issue/s	Mitigation	Timing
Transport operators: Sydney Buses, Private bus operators, Roads and Maritime Services (RMS), Sydney Trains	<ul style="list-style-type: none"> • Bus stop relocation • Road closures • Traffic diversions • Reduced parking 	<ul style="list-style-type: none"> • Regular consultation and coordination via the TTLG and Transport Coordination Group (TCG) • As required, Systems Connect follows directions of the TCG in coordination with the bus transport companies • Directional signage and/or traffic controllers positioned at bus stops to assist passengers at bus stops • Approved TMP and TCP 	<ul style="list-style-type: none"> • Before start of work and as required
City of Canterbury Bankstown Council	<ul style="list-style-type: none"> • Traffic changes • Permit applications • Reduced parking • Impacts to garbage pick up 	<ul style="list-style-type: none"> • Monthly meetings with City of Canterbury Bankstown Council and individual briefings as required. • Permits obtained from City of Canterbury Bankstown Council • Approved TMP, TCP and ROLs obtained • Community notifications and progress updates provided as needed • 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> • Monthly and as required
Emergency services NSW Ambulance, Fire & Rescue NSW, NSW Police	<ul style="list-style-type: none"> • Access during emergencies • Understanding of changed traffic conditions 	<ul style="list-style-type: none"> • Regular consultation via the TTLG and TMG • Systems Connect will follow the State Emergency and Rescue Management Act 1989 to support emergency management activities • Approved TMP and TCP • Individual briefings/emails as required 	<ul style="list-style-type: none"> • Before start of work and as required
Traffic and Transport Liaison Group (TTLG) Traffic Management Centre	<ul style="list-style-type: none"> • Traffic changes 	<ul style="list-style-type: none"> • Regular briefings and consultation. 	<ul style="list-style-type: none"> • Before start of work and as required

Stakeholder	Key issue/s	Mitigation	Timing
Public transport users	<ul style="list-style-type: none"> Changes to bus stops Reduced commuter parking 	<ul style="list-style-type: none"> Regular consultation via the TTLG and TMG to identify impacts Directional signage and/or traffic controllers positioned at bus stops and road crossings to assist passengers at bus stops and other commuters Approved TMP and TCP 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Pedestrians	<ul style="list-style-type: none"> Access to footpaths 	<ul style="list-style-type: none"> If existing footpaths cannot be maintained, alternative paths and signage provided Appropriate barriers, fencing, signage in place Approved TMP and TCP 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Cycle groups including Bike Sydney, Bike South West, Bankstown Sports Cycling Club	<ul style="list-style-type: none"> Road access and safety 	<ul style="list-style-type: none"> Email updates and individual briefings as required Traffic controllers and directional signage to assist cyclists around the work areas Approved TMP and TCP Systems Connect Line-wide Work CCS and this subplan 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Schools Canterbury South Public School	<ul style="list-style-type: none"> Noise, traffic and safety 	<ul style="list-style-type: none"> Email updates and individual briefings as required Traffic controllers and directional signage Approved TMP and TCP 1800 171 386 (24/7) project contact number Work near school to be scheduled in school holidays where possible Presentations to school 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Motorists	<ul style="list-style-type: none"> Road access and safety 	<ul style="list-style-type: none"> Onsite traffic controllers Directional signage Barriers and crash prevention controls Approved TMP, TCP and ROLs Door knocks, doorslips and pop ups planned to update the community on road closures and changes to parking, to be adjusted as required while COVID-19 restrictions are in place 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Services and utility asset owners and managers, including, but not limited to:	<ul style="list-style-type: none"> Impact / damage to existing utilities and services 	<ul style="list-style-type: none"> Regular consultation and coordination via the TTLG, TMG and with other contractors and services/utility owners/managers working in the area 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing

Stakeholder	Key issue/s	Mitigation	Timing
Sydney Water, Ausgrid, Telstra, Optus, Jemena, Alinta, Origin Energy, AGL Energy, NBNSCo	<ul style="list-style-type: none"> Utilities and service owners/operators needing to work on their assets 		throughout work duration
Businesses See Appendix A for known business on route. The table will be updated as required. Further detail can be found in the Business Management Plan.	<ul style="list-style-type: none"> Access Disruption to business from construction – including site lines and visibility for businesses and their customers, noise, and dust 	<ul style="list-style-type: none"> Individual briefings (as required) to businesses impacted by the work Work notifications provided detailing what to expect, and who to contact if they have questions or complaints Project inductions, site specific briefings and ‘tool box talks’ Negotiate any impacts to access with mitigation measures such as alternative parking Regular ‘check ins’ with business operators to gauge sentiment, feedback Regular consultation and coordination with contractors and others working in the area Approved TMP and TCP 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Residents Notification to be distributed 200 metres from the worksite	<ul style="list-style-type: none"> Noise, nightwork, dust, traffic disruption, access to properties Building / driveway access 	<ul style="list-style-type: none"> Door knocks, pop ups and individual briefings (as required) for residents along the route (to be adjusted as required while COVID-19 restrictions are in place) Work notifications provided detailing what to expect, and who to contact if they have questions or complaints Project inductions, site specific briefings and ‘tool box talks’ Clear key messages about who is doing work in the area and who to contact Negotiate alternatives to reduced or denial of local access with mitigation measures such as alternative parking arrangements Approved TMP and TCP Systems Connect Line-wide Work CCS and this subplan 1800 171 386 (24/7) project contact number 	<ul style="list-style-type: none"> Notification distributed minimum seven days prior to work starting on site and then monthly Door knocks/door slip follow work progress Enquiries and complaints will be responded to according to the procedures outlined in the construction complaints management system

Appendix A Business stakeholders

Removed for privacy reasons.

Appendix B – Impacts of the work by area

Areas of temporary commuter carpark removal will be staged with a few car parks removed for about 6 shifts at a time before we move onto the next stage. Trenching will be done in approximately 50 metre stages.



Areas of Night Works (Beamish Street and Canterbury Road)



Site Compound



Road closures and detours

Road closures and detours will be temporary and staged to manage work – closures and detours will be in intervals with the number of shifts needed for each closure/detour depending on the complexity of the work.

Main Road	Traffic Management
Lilian Ln	Road Closure with Detour
South Parade	Road Closure with Detour
South Parade	Local Detour for WB Sth Pd traffic
South Parade	Local Detour for WB Sth Pd traffic
Gould St	Local Access only and Detour
Gould St	Local Access only at Evaline St and Detour
Gould St	Local Access only and Detour
Gould St	Local Access only at Redman St and Detour
Gould St	Local Access only and Detour
Gould St	Local Access only and Detour
Gould St	Local Access only and Detour
Gould St High St	Local Access only and Detour Local Detour