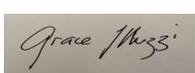
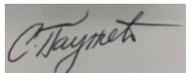
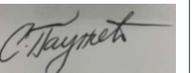
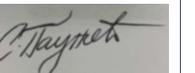


# Community Communications Strategy Subplan

## Surry Hills power upgrade

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First draft						
A	4/8/2020	Grace Illuzzi	Svetlana Paunovic	Svetlana Paunovic	Svetlana Paunovic	Approved by SM 24/12/20
Signature:						

### Revision Details

Revision	Details
A	Start of work

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# 1. Introduction

## 1.1 Purpose

This Community Communications Strategy Subplan outlines System Connect's communication and engagement approach for the Surry Hills to Waterloo power upgrade.

It is a subplan to the Systems Connect 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.

A coordination plan has been prepared and coordination meetings take place fortnightly with the Central Station project team in order to ensure communication efforts near Central Station are coordinated between contractors.

## 1.2 Stakeholder and community objectives

Systems Connect recognises supporting Sydney Metro delivering Australia's largest public transport project calls for regular, timely and accurate communication of useful information which 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 community stakeholder needs
- Manage community stakeholder expectations about impacts through timely, accurate and proactive communications
- Be a trusted, responsive partner for the NSW Government, its key stakeholders and communities.

## 1.3 Plan structure and interface with other management plans

This subplan is part of a number of plans designed to address communication and consultation for a range of stakeholders. The Systems Connect Community Communication Strategy Line-wide Work (CCS-Line-wide Work) and site specific subplans are designed to work 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"> <li>• Artarmon power upgrade</li> <li>• Northern Connection</li> <li>• Barangaroo dive and cavern crossover</li> <li>• Surry Hills power upgrade</li> <li>• Southern Connection and SMTF South</li> <li>• Sydenham to Bankstown power upgrade and corridor work</li> <li>• Canterbury to Campsie power upgrade</li> </ul>
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**1.4 Plan authorisation and distribution**

The Senior Stakeholder Manager is responsible for this subplan. The Stakeholder Engagement Manager – South West Metro, SMTF South and Bulk Power Supply is responsible for implementing this subplan. It will be referred to at site inductions for staff and subcontractors working on the site and personnel will perform their duties in line with its requirements.

**2. Construction activities**

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

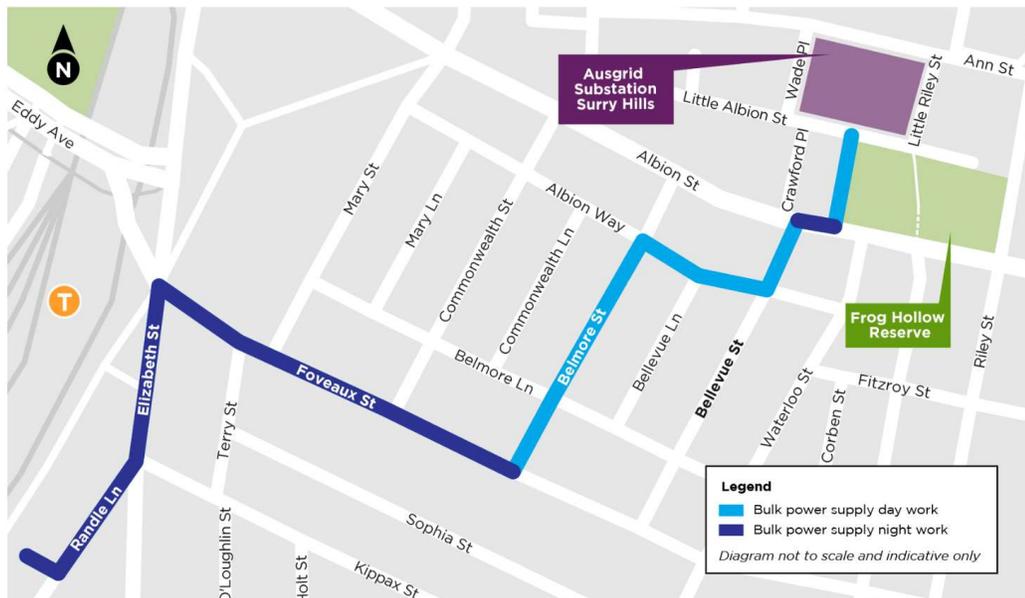
This includes installing two 33kV feeders from the Ausgrid Surry Hills sub transmission station near Frog Hollow Reserve to Central Station and then connecting via the metro tunnel to the new underground substation at Waterloo. The cables will be installed primarily in the road using open trenching methods.

Work to investigate ground conditions and service locations occurred in 2019 and 2020. Three potential routes were investigated with the final route selected as indicated in Figure 1 below. Construction work is expected to start in November 2020 and be completed in mid-2022. Standard working hours for Sydney Metro City & Southwest, between Chatswood and Sydenham are:

- Monday to Friday 7am–6pm
- Saturday 8am–1pm.

Out of hours work timing will be subject to consultation and will depend on times approved by the Transport Management Centre and noted on the Road Occupancy Licenses.

Figure 2 Bulk power supply route, Surry Hills to Central Station



Due to high traffic volumes and pedestrian numbers on Elizabeth Street, Foveaux Street and Albion Street, work will need to be done at night. Work on Randle Lane is expected to be during the day and night in order to allow for coordination with the Central Station Metro contractor. Additionally, 24 hour work is anticipated on Elizabeth Street between 26 and 30 December 2020.

Some bus stops along the route may be affected on Albion Street, Foveaux Street and Elizabeth Street. Changes to bus stops are managed by the Traffic Coordination Group (TCG), Systems Connect will follow directions of the TCG in coordination with the bus transport companies.

## 2.1 Approval

This work is being delivered under Critical State Significant Infrastructure Approval SSI7400. A Construction Noise and Vibration Impact Statement is being prepared for the work.

## 3. Community involvement

The route will go from Randle Lane near Central Station to the Ausgrid substation at Surry Hills. It will travel along Randle Lane, north along Elizabeth Street, Foveaux Street, Belmore Street, Albion Way, Bellevue Street, Albion Street and through Frog Hollow Reserve.

Impacts to community stakeholders, businesses and motorists are expected to be:

- Out of hours work on Elizabeth Street, Randle Lane, Foveaux Street and Albion Street
- 24 hour work between 26 December 2020 and 30 December 2020 on Elizabeth Street
- Changes to / temporary removal of parking, including commuter parking and private parking
- Changes to access for businesses and residents
- Some full and partial road closures.

Notifications will be distributed to all businesses and residents 200 metres from the route. Properties within a 50 metre radius of nightwork will be door knocked about the nightwork and be given an opportunity to have their say on the night work schedule. Additionally, community members, businesses and other stakeholders will be alerted to specific impacts through door knocks, sorry we missed you slips, stakeholder emails and community drop in sessions.

While COVID-19 restrictions are in place, direct contact with community stakeholders will be managed in line with relevant restrictions.

## 3.1 Key messages

The following key messages have been developed for the work:

### Power supply overview

- Sydney Metro City & Southwest requires a reliable source of high voltage power to operate the new trains and systems
- Systems Connect are installing a new underground power cable from the Ausgrid substation in Surry Hills to Central Station. The cable will be connected to the new underground traction power substation at Waterloo
- During work, a site compound will be in place on Albion Street near Elizabeth Street
- Construction is expected to start in November 2020 and be completed in mid-2022
- Individual residents are expected to be impacted for no more than a month at a time
- Work will involve:
  - Setting up the site compound
  - Setting up sites along the cable route
  - Geotechnical investigation and waste classification
  - Trimming and removing some trees
  - Excavating the cable routes
  - Installing the cables
  - Temporary restoration of sites and disturbed areas

- Testing the cables.
- Permanent restoration of the roadway will be completed by City of Sydney Council.

#### **Noise and vibration**

- In some locations there will be periods of loud noise from pavement cutting and its removal
- Some activities will need to take place outside standard construction hours, when there is less traffic on roads. This includes the proposed 24 hour work on Elizabeth Street during the 2020 Christmas/New Year break. Night work is expected to take place on Elizabeth Street, Foveaux Street, Albion Street and Randle Lane
- We understand the disturbance and inconvenience that construction causes and will take all steps to minimise noise, such as switching off equipment when not in use and using nontonal reversing beepers on vehicles
- Respite offers will be made to affected residents in accordance with project environmental approvals.

#### **Access, traffic and vegetation**

- Temporary traffic changes will be required at locations along the route for the safety of workers, pedestrians, motorists and the community. These are expected to include:
  - lane closures
  - reduced parking
  - changes to bus stops
  - 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, you will be contacted personally in advance of the activity
- A small number of trees may need to be removed/trimmed as part of this work
- Thank you for your understanding and patience while we complete this work.

#### **Other projects**

- The Surry Hills power upgrade work is being carried out by a separate contractor to the Central Station Metro work. These teams are working together to minimise cumulative impacts for the community
- The Sydney Metro network traction power system will operate independently from the Sydney Trains network.

#### **Covid-19**

- Sydney Metro is continuing to undertake work across its projects in accordance with current Government advice and is implementing physical 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 the distribution list for updates on this work. To be included on the stakeholder list please contact 1800 171 386 or email [linewidemetro@transport.nsw.gov.au](mailto:linewidemetro@transport.nsw.gov.au)

### **3.2 Monitoring, reporting and continuous improvement**

All stakeholder interactions and feedback will be recorded in the Consultation Manager database. All enquiries and complaints will be managed and recorded in accordance with the Sydney Metro Complaints Management System. Should Systems Connect complaints be received they will be reported by 4pm on the day they are received through the Daily Complaints Report and quarterly in the Environment Compliance Report. Community, business and stakeholder feedback will be shared with the construction teams and will be used to make changes where appropriate, to minimise impacts. If the work and traffic management crew are approached during this work, they will have project contact cards to redirect enquiries to 1800 171 386 or [linewidemetro@transport.nsw.gov.au](mailto:linewidemetro@transport.nsw.gov.au), along with copies of notifications. The procedure to respond to enquiries will be addressed at each shift pre-start briefing.

### 3.3 Action plan

**Error! Reference source not found.**2 below outlines the key communications channels to be used during the work and the stakeholders these are aimed at.

Table 2 Key communication tools

Tool	Who	When	Why	Detail	Accountability
Key stakeholder briefings and emails	City of Sydney Council STA Country bus operators Private bus operators Transport for NSW - Greater Sydney Division Emergency services Traffic and Transport Liaison Group (TTLG) Traffic Management Group (TMG) Utilities Sydney Dental Hospital Local businesses	Monthly and as required	Provide updates advising on progress of the work and advise of any impacts. Coordinate work/operations activities with these stakeholders if required.	Meetings with City of Sydney Council provide 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 stakeholder and construction teams
Individual briefings and strata briefings as required	Residents and businesses impacted by: <ul style="list-style-type: none"> <li>- Night work</li> <li>- Loss of access and parking</li> <li>- Respite will be offered during night work as required</li> </ul>	As required	Generate awareness, gather feedback, minimise/mitigate impacts	As required. While Covid-19 restrictions are in place, briefings may be carried out via teleconference as required.	Systems Connect stakeholder and construction teams

Tool	Who	When	Why	Detail	Accountability
Advertisement	Readers of Wentworth Courier (printed) and Central Sydney news local (digital)	Nov 2020	To fulfill the requirements of the environmental approval	Announcing project, indicating route, working hours, project contact details and how to stay informed	Systems Connect stakeholder team
Route announcement letter	Residents 200 metres from the route	Oct 2020	Notifying people of the final route	Letting people know about the work and encouraging people to get in contact/attend an information session if they want more information	Systems Connect stakeholder team
Property condition assessment offer	To heritage listed properties in accordance with CNVIS	Oct 2020	Offering a condition assessment to eligible properties	Letter and sorry we missed you slips offering property condition assessments to eligible properties	Systems Connect stakeholder team
Site compound notification	Residents and businesses 200 metres from the site compound	Nov 2020	Generate awareness, gather feedback, minimise/mitigate impacts	Letter notifying of establishment of site compound.  Residents directly surrounding the site compound will also be door knocked	Systems Connect stakeholder team
Doorknocks	Residents close to high impact work	As required	Notifying people of upcoming high impact work such as loss of parking, changed traffic conditions and night work	Letting people know of specific impacts.	Systems Connect stakeholder team
Dependent on timing and Covid-19 restrictions			To be carried out with Central Station contractors as appropriate to work locations	While Covid-19 restrictions are in place, sorry we missed you slips may be used instead.	
Sorry we missed you slips	Residents close to high impact work	As required	Notifying people of upcoming high impact work such as loss of parking, changed traffic conditions and night work	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 Stakeholder team
Notification letters	Residents and businesses within 200	November 2020 and	Notifying residents and businesses of the	General letter advising of the route, work hours and duration of work and	Systems Connect stakeholder,

Tool	Who	When	Why	Detail	Accountability
	meters of the alignment	then monthly	work	providing updates on progress. Seven days before work starts and monthly.	environment and construction teams
Community surveys	Night work surveys of community members impacted by night work	Late 2020	Survey residents near Randle Lane, Elizabeth Street, Foveaux Street and Albion Street about night work schedule.	Notifications distributed with information about the proposed schedules and inviting feedback via Survey Monkey, phone or email	Systems Connect stakeholder team
Respite offers	Residents impacted by night work	As required	Respite offers to residents impacted by noise from night work	Offers made in accordance with our OOHWP	Systems Connect stakeholder team
Alternative travel/parking offers	Opal card and/or alternative parking offers made to residents unable to access their parking	As required	Offers of Opal cards and alternative parking where access to parking is expected to be restricted	Offers made where access to parking is restricted	Systems Connect stakeholder team
Websites sclww.com.au sydneymetro.info	All community	Ongoing	Planning, consultation and environment documents to be published on the Systems Connect website  Notifications and updates to be included on the Sydney Metro website	Information available online throughout the work	Systems Connect stakeholder team  Sydney Metro communications 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 stakeholder team

## 4. Stakeholders

Stakeholders impacted by the work include sensitive receivers as defined in the CNVIS, residents, motorists, commuters and businesses directly adjacent to the BPS route. Below identifies stakeholders, key issues, and mitigation measures to minimise impacts and timing.

Table 3 Stakeholders, key issues and mitigation measures to minimise impacts

Stakeholder	Key issue/s	Mitigation	Timing
<b>Laing O'Rourke, Central Station upgrade team</b>	Central Station upgrade work currently underway affecting the Central Station precinct, some work areas overlap with Systems Connect's work	<ul style="list-style-type: none"> <li>• Coordination with Laing O'Rourke to ensure work schedules, briefings with key stakeholders and notification distributions are coordinated as much as possible to reduce impacts</li> <li>• Areas affected: Elizabeth Street and Randle Lane.</li> </ul>	Prior to work commencing on site and ongoing as required throughout work duration
<b>STA Country bus operators Private bus operators TfNSW (RMS)</b>	Changes to bus stops	<ul style="list-style-type: none"> <li>• Regular consultation and coordination via the TTLG and Transport Coordination Group (TCG)</li> <li>• As required, Systems Connect follows directions of the TCG in coordination with the bus transport companies</li> <li>• Directional signage and/or traffic controllers at bus stops to assist passengers</li> <li>• Approved TMP and TCP</li> </ul>	Prior to work commencing on site and ongoing as required throughout work duration
<b>Light Rail operator (Transdev Sydney)</b>	Light Rail (trams) operation on Elizabeth Street	<ul style="list-style-type: none"> <li>• Be aware and factor in possible changes to Systems Connect's work due to Light Rail priorities</li> <li>• Consultation with Sydney Metro and Transdev Sydney to note light rail operations and possible impacts to Systems Connect's work</li> <li>• Approved TMP and TCP</li> </ul>	Prior to work commencing on site and ongoing throughout work duration
<b>City of Sydney Council</b>	<ul style="list-style-type: none"> <li>• Traffic changes</li> <li>• Permit applications</li> <li>• Public events affecting traffic and work schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Regular consultation and coordination with the City of Sydney Council through individual briefings and the TTLG and TCG about traffic and pedestrian changes and work planned for Frog Hollow Reserve</li> <li>• Permits obtained from City of Sydney Council</li> <li>• Approved TMP, TCP and ROLs obtained</li> <li>• Schedule work to accommodate special events affecting the City of Sydney area</li> </ul>	Prior to work commencing on site and ongoing as required throughout work duration

Stakeholder	Key issue/s	Mitigation	Timing
<b>Emergency services</b>	Access to roads and properties	<ul style="list-style-type: none"> <li>• Regular consultation via the TTLG and TCG</li> <li>• Systems Connect will follow the State Emergency and Rescue Management Act 1989 to support emergency management activities</li> <li>• Approved TMP and TCP</li> </ul>	Prior to work commencing on site and ongoing throughout work duration
<b>Public transport users</b>	<ul style="list-style-type: none"> <li>• Changes to bus stops</li> <li>• Central Station commuters</li> <li>• Light Rail commuters</li> </ul>	<ul style="list-style-type: none"> <li>• Regular consultation via the TTLG and TCG</li> <li>• Directional signage and/or traffic controllers positioned at bus stops and road crossings to assist passengers at bus stops and other commuters</li> <li>• Approved TMP and TCP</li> <li>• Systems Connect Line-wide Work CCS</li> </ul>	Prior to work commencing on site and ongoing throughout work duration
<b>Pedestrians</b> <b>Traffic and Transport Liaison Group (TTLG)</b> <b>Traffic Management Group (TMG)</b> <b>Traffic Coordination Group (TCG)</b> <b>Sydney Coordination Office</b>	Access to footpaths	<ul style="list-style-type: none"> <li>• If existing footpaths cannot be maintained, alternative paths and signage provided</li> <li>• Appropriate barriers, fencing, signage in place</li> <li>• Approved TMP and TCP</li> </ul>	Prior to work commencing on site and ongoing throughout work duration
<b>Cyclists</b> <b>Cyclist groups, including, but not limited to:</b> <b>Bike Sydney</b> <b>Sydney Cycling Club</b> <b>BIKEast</b>	Road access and safety	<ul style="list-style-type: none"> <li>• Consultation with cyclist groups and individual briefings and communication as required</li> <li>• Traffic controllers and directional signage to assist cyclists around the work areas</li> <li>• Approved TMP and TCP</li> </ul>	Prior to work commencing on site and ongoing throughout work duration
<b>Motorists</b>	Road access, safety and	<ul style="list-style-type: none"> <li>• Regular consultation and coordination with the TTLG, TCG</li> </ul>	<ul style="list-style-type: none"> <li>• Prior to work commencing on site and ongoing throughout work duration</li> </ul>

Stakeholder	Key issue/s	Mitigation	Timing
<b>Traffic and Transport Liaison Group (TTLG)</b> <b>Traffic Coordination Group (TCG)</b>	possible congestion	<ul style="list-style-type: none"> <li>Onsite traffic controllers</li> <li>Directional signage and variable message signs</li> <li>Barriers and crash prevention controls</li> <li>Access to buildings and driveways maintained or managed by traffic controllers</li> <li>Approved TMP, TCP and ROLs</li> </ul>	
<b>Services and utility asset owners and managers, including, but not limited to:</b> <b>Sydney Water, Ausgrid, Telstra, Optus, Jemena, Alinta, Origin Energy, AGL Energy, NBNC</b>	Impact or damage to existing utilities and services or utilities and service owners/operators needing to work on their assets	<ul style="list-style-type: none"> <li>Regular consultation and coordination via the TTLG, TCG and with other contractors and services/utility owners/managers working in the area</li> <li>Systems Connect will work with other utility/services owners/managers where possible to minimise disruption</li> <li>Where possible, share information and data about services and investigations</li> </ul>	<ul style="list-style-type: none"> <li>Prior to work commencing on site and ongoing throughout work duration</li> </ul>
<b>Sydney Dental Hospital</b>	<ul style="list-style-type: none"> <li>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue</li> <li>Noise, night work, dust, vibration, traffic disruption, access to property</li> <li>Disturbance for business and patients</li> <li>Building/driveway access</li> </ul>	<ul style="list-style-type: none"> <li>Frequent consultation with the Sydney Dental Hospital, and individual briefings and communication as required</li> <li>Where appropriate, combine briefings with Laing O'Rourke and others working in the area</li> <li>Power supply fact sheet and work notifications detailing what to expect, and who to contact with questions or complaints</li> <li>Project inductions, site specific briefings and 'tool box talks'</li> <li>Access to buildings and driveways will be maintained or managed by traffic controllers</li> <li>Regular 'check ins' with Sydney Dental Hospital to gauge sentiment, feedback and potential emerging unforeseen issues</li> <li>Regular consultation and coordination with contractors and others working in the area</li> <li>Approved TMP and TCP</li> <li>Approved out of hours permit and impact mitigations implemented</li> <li>1800 171 386 (24/7) project contact number</li> </ul>	<ul style="list-style-type: none"> <li>Doorknocks completed and notifications distributed minimum seven days prior to work starting on site as required</li> <li>Ongoing as required throughout work duration</li> </ul>
<b>Businesses</b> <b>See Appendix A for</b>	<ul style="list-style-type: none"> <li>Cumulative effects of multiple long term construction activities in the</li> </ul>	<ul style="list-style-type: none"> <li>Door knocks, sorry we missed you slips and pop ups planned to update businesses on road closures and changes to parking, to be adjusted as required while COVID-19 restrictions are in place</li> </ul>	<ul style="list-style-type: none"> <li>Doorknocks completed and notifications distributed minimum seven days prior to work starting on site as required</li> </ul>

Stakeholder	Key issue/s	Mitigation	Timing
<b>known business</b>	<ul style="list-style-type: none"> <li>area leading to construction fatigue</li> <li>Noise, night work, dust, vibration, traffic disruption, access to properties</li> <li>Disturbance for businesses</li> <li>Site lines and visibility for businesses and their customers</li> <li>Building / driveway access</li> </ul>	<ul style="list-style-type: none"> <li>Where appropriate, these will be combined with Laing O'Rourke and others working in the area</li> <li>Power supply fact sheet as required</li> <li>Monthly notifications</li> <li>Project inductions, site specific briefings and 'tool box talks'</li> <li>Access to buildings and driveways maintained or managed by traffic controllers</li> <li>Regular 'check ins' with business operators to gauge sentiment, feedback and potential emerging unforeseen issues</li> <li>Regular consultation and coordination with contractors and others working in the area</li> <li>Approved TMP and TCP</li> <li>Approved out of hours permit and impact mitigations implemented</li> <li>1800 171 386 (24/7) project contact number</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing as required throughout work duration</li> </ul>
<b>Residents</b>	<ul style="list-style-type: none"> <li>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue</li> <li>Noise, night work, dust, vibration, traffic disruption, access to properties</li> <li>Possible confusion about the Systems Connect power supply work and Sydney Trains power upgrade work (that was completed on Elizabeth and Albion Streets)</li> <li>Possible concerns regarding exposure to electromagnetic frequencies (EMF)</li> <li>Building / driveway access</li> </ul>	<ul style="list-style-type: none"> <li>Door knocks, sorry we missed you slips 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</li> <li>Where appropriate, these will be combined with Laing O'Rourke and others working in the area</li> <li>Work notifications provided detailing what to expect, and who to contact for questions or complaints</li> <li>Project inductions, site specific briefings and 'tool box talks'</li> <li>Clear key messages about who is doing work in the area and who to contact</li> <li>Sydney Metro approved power supply fact sheet, which refers to Australian exposure limits for (EMF) and high voltage power 33kv cables</li> <li>Access to buildings and driveways will be managed by traffic controllers</li> <li>Approved TMP and TCP</li> <li>Approved out of hours permit and impact mitigations implemented</li> <li>1800 171 386 (24/7) project contact number</li> </ul>	<ul style="list-style-type: none"> <li>Notification distributed minimum seven days prior to work starting on site</li> <li>Ongoing as required throughout work duration</li> </ul>

## Appendix A: Business stakeholders

Table 4 below lists the businesses currently known for the route.

Table 4 Business stakeholders

Business name	Considerations	Consultation
<b>Sydney Dental Hospital</b>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>Limited interest in night work.</p> <p>Access is via Chalmers Street and will not be impacted.</p>	<p>Frequent consultation, including individual briefings, door knocks, and communication as required</p> <p>Coordination with Central Station work</p>
<b>Aurora Hotel and bottle shop</b> 324 Elizabeth Street, Surry Hills	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>COVID restrictions have resulted in additional pressures on businesses.</p> <p>Deliveries through Terry Street.</p> <p>Quiet during the Christmas/New Year period.</p> <p>Opening hours 10am – 12am</p>	Briefings, emails, phone calls and notifications
<b>Central Private Hotel - Jason Pak</b> 358 Elizabeth Street. Surry Hills <a href="mailto:Daniel@cphsydney.com">Daniel@cphsydney.com</a> 02 9212 106 0433500455	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>COVID restrictions have resulted in additional pressures on businesses.</p> <p>Night work and 24 hour work on Elizabeth Street likely to be of particular interest.</p> <p>Early notification so that front hotel room use can be avoided.</p> <p>Deliveries through Terry Street</p>	Briefings, emails, phone calls and notifications
<b>Evening Star Hotel – Adam Taylor</b> 360 Elizabeth St, Surry Hills 2010 <a href="mailto:adam@eveningstarhotel.com.au">adam@eveningstarhotel.com.au</a>	<p>Cumulative effects of multiple long-term construction activities in the area leading to construction fatigue.</p> <p>COVID restrictions have resulted in additional pressures on businesses.</p>	Briefings, emails, phone calls and notifications

Business name	Considerations	Consultation
0416 062 193 / 02 9281 8177	<p>Night work and 24 hour work on Elizabeth Street likely to be of particular interest.</p> <p>Front door deliveries on Thursdays only</p> <p>Business hours - Open every day – 10am – 4am</p>	
<p><b>Al-Rayyan Indian Restaurant – Fawad</b>  338-340 Elizabeth Street, Surry Hills  <a href="mailto:alrayyanindianrestaurant@gmail.com">alrayyanindianrestaurant@gmail.com</a>  02 9280 1615</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>COVID restrictions have resulted in additional pressures on businesses.</p> <p>Night work and 24 hour work on Elizabeth Street likely to be of particular interest.</p> <p>Business hours - Open daily 4pm – 10pm</p>	Briefings, emails, phone calls and notifications
<p><b>Weilen Hair Salon – David Lo</b>  334 Elizabeth Street, Surry Hills  02 9212 2628</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>Access</p> <p>Small deliveries only, park on side streets.</p> <p>Monday to Friday 9am – 5pm</p>	<p>Notifications and door knocks</p> <p>Business hours: Mon-Fri (9-5pm) &amp; Sat (10-4pm)</p>
<p><b>Redfish Thai – Manoj Chalaune</b>  332 Elizabeth Street, Surry Hills  <a href="mailto:mchalannel@gmail.com">mchalannel@gmail.com</a>  02 9211 7585 / 0412 131 690</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>COVID restrictions have resulted in additional pressures on businesses.</p> <p>Night work and 24 hour work on Elizabeth Street likely to be of particular interest.</p> <p>Access</p> <p>Business hours - Open daily 4pm – 10pm</p>	Briefings, emails, phone calls and notifications
<p><b>Party @ ten</b>  336 Elizabeth Street, Surry Hills</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>Pedestrian access to be maintained.</p>	Notifications

Business name	Considerations	Consultation
	Deliveries arrive at Kippax Street, yet to confirm if they're open over Christmas.	
<b>Sasha Clothing – Annie Ling</b> 328 Elizabeth Street, Surry Hills <a href="mailto:Sales.syd@angelbiba.com.au">Sales.syd@angelbiba.com.au</a> 02 8094 9839	Cumulative effects of multiple long-term construction activities in the area leading to construction fatigue.  Access  Business hours - Weekdays only 9am - 5.30pm  Deliveries from Kippax Street – small trucks and vans	Notifications
<b>Just fresh fruit and veg – Cindy</b> <a href="mailto:Ziy04le@msn.com">Ziy04le@msn.com</a> 320 Elizabeth Street, Surry Hills 0430 936 722	Cumulative effects of multiple long-term construction activities in the area leading to construction fatigue.  Access  Business hours - daily 8am - 6pm  Deliveries daily (excluding Sundays) into Kippax Street around 11am	Doorknock and notifications
<b>Cupino Central – Allen</b> <a href="mailto:biggao@msn.com">biggao@msn.com</a> 312 Elizabeth Street, Surry Hills 0424 086 498	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Business Hours: Mon - Sat 5am-9pm, Sun 6am-3pm  Closed public holidays  Deliveries daily out the front of shop	Doorknock and Notifications
<b>Red Bottle – Darren Kime</b> <a href="mailto:surryhills@redbottle.com.au">surryhills@redbottle.com.au</a> 181 Elizabeth Street, Surry Hills 02 8412 0795	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Business hours - open every day 10am - 10pm  Deliveries are from the front door via Kippax Street - vans and small trucks.	Doorknock and notifications
<b>Two skinny pickles – Daniel and Jerome</b> <a href="mailto:info@twoskinypickles.com.au">info@twoskinypickles.com.au</a>	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.	Doorknock and notifications

Business name	Considerations	Consultation
1/302-306 Elizabeth Street, Surry Hills 0424 984 651	Closed during Christmas period – shop reopens on Monday January 11 <sup>th</sup> , 2021  Open Monday to Friday 6am – 3pm  Early morning deliveries. Vans drop goods at the front door from Kippax Street	
<b>The Excelsior and El Loco</b> 64 Foveaux Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  COVID restrictions have resulted in additional pressures on businesses.  Night work on Foveaux Street.  Business is on opposite side of Foveaux Street. No impact to access.	Doorknock and notifications
<b>Wentworth Institute</b> 302-306 Elizabeth Street, Surry Hills 0412 120 940	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Not concerned with night work, closed during Christmas period so not concerned about 24 hour work.	Notifications
<b>Tobacco Station – Alen Jhazo</b> <a href="mailto:TSG.surryhills@gmail.com">TSG.surryhills@gmail.com</a> 308 Elizabeth Street, Surry Hills 0470 654 654	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Access and night work  Business hours – open 24 hours, 7 days a week  Deliveries via Kippax Street	Notifications
<b>Bun Me – David</b> 1/1-15 Foveaux Street, Surry Hills 0488 083 012	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Business hours - Monday to Friday 10am - 3pm  Deliveries dropped out the front with small trucks	Notifications

Business name	Considerations	Consultation
<b>Sheridan</b> <a href="mailto:sfosurryhills@hanes.com">sfosurryhills@hanes.com</a> 117 – 51 Foveaux Street, Surry Hills 02 9212 1813	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Business Hours - Mon-Fri 9.30am - 5.30pm, Sat 9am-5pm, Sun 10am-4pm  Truck deliveries are out the front of the shop	Notifications
<b>Ze Pickle</b> 6/17-51 Foveaux Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  COVID restrictions have resulted in additional pressures on businesses.  Night work	Door knocks, notifications, briefings
<b>Australian Institute of Music</b> 1/55 Foveaux Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Not as interested in night work, closures during Christmas New Year period mean a preference for work to be completed at this time.	Notifications
<b>Woolworths Metro – Lee</b> <a href="mailto:1669centralstation@woolworths.com.au">1669centralstation@woolworths.com.au</a> 302-306 Elizabeth St, Surry Hills 0417 354 994	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Access, night work and 24 hour work over Christmas  Business hours daily 6am - 10pm  Deliveries via loading dock at the rear of the building	Emails and notifications  Business hours daily 6am - 10pm  Deliveries via loading dock at the rear of the building
<b>Commonwealth Bank</b> 300 Elizabeth Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Not as interested in night work.  Business is on opposite side of Foveaux Street. No impact to access.	Notifications

Business name	Considerations	Consultation
<b>Centennial Plaza Pharmacy</b> 300 Elizabeth Street, Sydney	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  Not as interested in night work.  Business is on opposite side of Foveaux Street. No impact to access.	Notifications
<b>The reformatory caffeine lab – Simon</b> <a href="mailto:simon@elcafetero.com.au">simon@elcafetero.com.au</a> 17-51 Foveaux Street, Surry Hills 0422 011 565	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue  Business hours – Mon to Fri 6.30am – 4pm  Sat 8am – 2pm  Closed for a week over Xmas / New Year period  Deliveries are dropped out the front with vans	Notifications
<b>57 Hotel – Nicole Xanthos (General Manager)</b> <a href="mailto:gm@57hotel.com.au">gm@57hotel.com.au</a> 57 Foveaux Street, Surry Hills 0412 513 316	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  COVID restrictions have resulted in additional pressures on businesses.  Night work and impacts to people staying at the hotel, provide advance notice of night work so that Foveaux Street facing rooms can be avoided.  Deliveries are via the back lane.  Busier on Tuesday and Wednesday nights and possibly Saturday nights pending COVID restrictions for interstate guests.	Notifications, briefings and email updates
<b>Button Bar</b> 65 Foveaux Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.  COVID restrictions have resulted in additional pressures on businesses.	Notifications, briefings and email updates

Business name	Considerations	Consultation
	<p>Deliveries not a concern – small van on weekdays – team will facilitate access.</p> <p>Concerned about night work and impact on businesses, Friday and Saturday nights busiest days.</p>	
<p><b>The Balkan Butler</b> Cnr Foveaux &amp; Commonwealth Street, Surry Hills</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>Business is on opposite side of Foveaux Street. No impact to access.</p>	<p>Doorknock and Notifications</p> <p><b>Note: past construction zone</b></p>
<p><b>Yakusan</b> 1 Belmore Street, Surry Hills</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p>	<p>Doorknocks and notifications</p>
<p><b>White Taro</b> 67 Albion Street, Surry Hills</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>Deliveries via Belmore Street.</p>	<p>Doorknocks and notifications</p>
<p><b>Al Taglio</b> 102-104 Albion Street, Surry Hills <a href="mailto:Altagliopizza.surryhills@gmail.com">Altagliopizza.surryhills@gmail.com</a> 8021 5944</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p> <p>COVID restrictions have resulted in additional pressures on businesses.</p> <p>Concerned about loss of trade, busiest nights are Friday and Saturday.</p> <p>Day time deliveries not impacted by night time work.</p>	<p>Briefings, notifications and emails</p>
<p><b>Arterra Interactive – David Merritt</b> <a href="mailto:dmerritt@arterrainteractive.com.au">dmerritt@arterrainteractive.com.au</a> 11 Belmore Street, Surry Hills 02 8203 5100 / 0402 344 138</p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p>	<p>Doorknocks and notifications</p>
<p><b>The Nail lounge- Talya</b></p>	<p>Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.</p>	<p>Doorknocks and notifications</p>

Business name	Considerations	Consultation
<a href="mailto:hello@biobeautyconcepts.com.au">hello@biobeautyconcepts.com.au</a> 37 Belmore Street, Surry Hills 0424 505 398	Business Hours – 9am – 8pm weekdays only. Would like 2 parking spots allocated for customers. Side lane access possible. Vans and trucks deliver via the front door on Belmore Street. *Noise concerns due to works out the front of the salon for treatments taking place on weekdays.	
<b>Da Bang Coffee – Renee</b> <a href="mailto:bashfulrenee@hotmail.com">bashfulrenee@hotmail.com</a> 2/44a Foveaux Street, Surry Hills 0433 307 566	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue. Business hours - Monday to Friday only 7am - 4pm Deliveries dropped off out the front from vans.	Doorknocks and notifications
<b>SOS Communication</b> Belmore Street, Surry Hills	Noise and traffic management	Doorknocks and notifications
<b>Network of community activities</b> 8-10 Belmore Street, Surry Hills	Noise and traffic management Contact will email details at a later date	Doorknocks and notifications
<b>International fund for animal welfare – Belinda Bennett</b> <a href="mailto:bbennett@ifaw.org">bbennett@ifaw.org</a> 6 Belmore Street, Surry Hills 0423 303 407	Noise and traffic management Access to garages located in back lane to be impacted by work.	Doorknocks and notifications
<b>Maxwell &amp; Charlie</b> 11 Albion Way, Surry Hills, Gayna Maxwell	Noise and traffic management Does not work Mondays and Tuesdays, if has sufficient notice will close for the work and take holidays then.	Doorknocks and notifications

Business name	Considerations	Consultation
0422365561 info@maxwellandcharlie.com		
<b>Little real estate</b> 300 Elizabeth Street, Surry Hills	Noise and traffic management	Doorknocks and notifications
<b>Hilderbrandt Locksmith and security</b> 401 Elizabeth Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.	Doorknocks and notifications
<b>University preparation college</b> 1 Randle Lane, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue. Not open over the Christmas period, generally open during the day.	Doorknocks and notifications
<b>Majestic Travel</b> 405 Elizabeth Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue. To confirm opening hours during Christmas via Mathilde.	Doorknocks and notifications
<b>Taste baguette – Krit</b> <a href="mailto:surryhills@tastebagette.com">surryhills@tastebagette.com</a> 38-44 Foveaux Street, Surry Hills 0430 819 999	Noise and traffic management Business hours – Mon to Fri 7am – 2pm Deliveries via lane way around 11am daily	Doorknocks and notifications
<b>Macleay College</b> 28-36 Foveaux Street, Surry Hills	Noise and traffic management Opposite side of Foveaux Street, mainly concerned about day work TBC on Foveaux Street.	Emails and notifications
<b>Keg and Brew</b> 26 Foveaux Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue. COVID restrictions have resulted in additional pressures on businesses.	Briefings, emails and notifications

Business name	Considerations	Consultation
Wendy Hill <a href="mailto:wendy@goodbeercompany.com.au">wendy@goodbeercompany.com.au</a>	Night work likely of particular interest. Friday and Saturday nights busiest nights. Would like to be on email list for work.	
<b>TAB</b> Foveaux Street, Surry Hills	Noise and traffic management Business is on opposite side of Foveaux Street. No impact to access.	Emails and notifications
<b>Down under discounts</b> 2/12 Foveaux Street, Surry Hills	Noise and traffic management Business is on opposite side of Foveaux Street. No impact to access.	Emails and notifications
<b>Russell and Partners Chartered accountants</b> Elizabeth Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.	Doorknocks and notifications
<b>Ogilvy &amp; Munro</b> 403 Elizabeth Street, Surry Hills	Cumulative effects of multiple long term construction activities in the area leading to construction fatigue.	Doorknocks and notifications

## Appendix B – Impacts of the work by area

### Bulk power supply route, including areas of day and night work



## Appendix C – Road closures and detours

Chainage (approx.)	Road Name	1 <sup>st</sup> intersection	2 <sup>nd</sup> intersection	Traffic Management	Shift
680 - 620	Randle Lane	Elizabeth St NB	Randle Street	Local access only	Night and day
620 -520	Elizabeth St	Randle Lane	Foveaux St	Various. Lane closure and contraflow. Special approval with continuous closure over certain weekends.	Night only. (day and night with the continuous closure).
520 - 380	Foveaux St	Elizabeth Street	Commonwealth St	Lane closure	Day and night
380 - 240	Commonwealth St* (*may changed to Belmore St or Mary Street. TBA)	Foveaux St	Albion Way	Local access only.	Day only
240 -110	Albion Way	Commonwealth St	Bellevue St	Local access only. Stop slow at intersection.	Day only
110 - 80	Bellevue Street	Albion Way	Albion Street	Road closure	Day only
80 - 50	Albion St	Bellevue St	Little Riley Street	Lane closure	Day and/or night
50 -10	Frog Hollow Reserve (off road)	(off road)	(off road)	(standard work site setup)	Day only
10 - 0	Little Albion St	Crowford Place	Little Riley St	Local access only.	Day only

