



COMMUNICATE INNOVATE COLLABORATE FACILITATE NEGOTIATE MEDIATE EDUCATE

## Combined Meeting of M4-M5 Link Tunnels and Rozelle Interchange WestConnex Community Reference Groups (WCRGs)

**Meeting:** WestConnex Community Reference Groups M4-M5 Link Tunnels/Rozelle Interchange

**Date:** Thursday 29 July 2021

**Time:** 6:00pm to 8:10pm

**Location:** Zoom (digital platform)

**Attendees:** Independent Chair (IC)  
Mediation Associate

Stephen Lancken  
Lynette Edwards

### **Transport for NSW (TfNSW) WestConnex Project Team**

Executive Director  
Director, Place  
Director, Eastern Harbour City  
Project Director, M4-M5 Link Tunnels  
Project Director, Rozelle Interchange  
Deputy Project Director, Rozelle Interchange  
Director, Property  
Principal Manager, Communications  
Communications & Stakeholder Engagement Manager  
Communications & Stakeholder Engagement Manager,  
Rozelle Interchange  
Senior Media Manager  
Community Engagement Officer

Paul McCormick  
Elisha Pearce  
Julie Sundkvist  
Struan Wilson  
Tarnjit Chahal  
Robert Strong  
Alison Tourle  
Chris O'Brien  
Tanya Kulakovska  
Netta Kovach  
  
Brendan Gulliver  
Kelley White

### **WestConnex|Transurban**

Project Director  
Deputy Project Director  
Senior Manager, Community Engagement  
Environment and Planning Manager  
Community Engagement Advisor

Terry Chapman  
Angela Walker  
Helena Orel  
Verity Turner  
Karina Wilson

**WestConnex M4-M5 Link Tunnels Contractor - Acciona,  
Samsung and Bouygues Joint Venture (ASBJV)**

Project Director  
Community Engagement Manager

Andrew Marsonet  
Joel Annett

**WestConnex Rozelle Interchange Contractor – John  
Holland/CPB (JHCPB)**

People, Environment and Stakeholder, Director  
Community Relations Manager  
Community Engagement Manager

John Crane  
Carla Poggioli  
Elke Davis

**Department of Planning, Industry and Environment  
(DPIE)**

Senior Compliance Officer  
Team Leader Compliance - Government Projects  
Compliance Officer  
Compliance Officer  
Senior Compliance Officer - Metro  
Senior Planning Officer

Thomas Minchin  
Rob Sherry  
Brittany Golding  
Alfarid Hussain  
Alex McGuirk  
Bronagh Brbich

**Environment Protection Authority (EPA)**

Unit Head, Regulatory Operations Metro South  
Senior Operations Officer

Aleksandra Young  
Kiah Ostowari

**Inner West Council**

Senior Transport Planner  
Traffic and Transport Planning Manager

Kendall Banfield  
Manod Wickramasinghe

**City of Sydney Council**

Manager, Transport Major Projects  
Traffic and Transport Planner

Elise Webster  
Asad Rajbhoy

**Community**

Community Representative  
Community Representative  
Rozelle Public School – P&C Vice President  
Haberfield Public School Representative  
Haberfield Public School Representative  
Balmain Chamber of Commerce – Vice President  
WestProtects  
Rozelle and Annandale Foreshore Community Group  
White Bay Strata  
Coalition of Glebe Groups  
Leichhardt Against WestConnex – LAW

Sharon Laura  
Martin O'Dea  
Ben Prag  
Sherrill Nixon  
Paul Rupil  
Kate Moriarty  
Liza-Jayne Loch  
Pieter van Zwieten  
Nick O'Dwyer  
Jan Wilson  
Jennifer Aaron  
Christina Valentine  
Catherine Gemmell

**Apologies**

Community Member  
Balmain Chamber of Commerce

Sally Virgoe  
Greg Pattinson

# Meeting Notes

---

## Key Matters Discussed and Presented

### 1. Welcome and Introductions.

1.1. No questions.

### 2. Community and Place: presentation and answers provided by Transport for NSW. Presentation attached.

2.1. Where is the King Street Gateway on slide 3 of the presentation?

2.1.1. The presentation shows publicly announced projects only. The King Street Gateway is not yet approved.

2.2. Could the community be provided with an organisational chart of Transport for NSW to understand the changes that have taken place?

2.2.1. **Post meeting comment:** Transport's organisational structure is available on Transport's website. <https://www.transport.nsw.gov.au/about-us/who-we-are/our-organisation>. The community can continue to contact Transport's community engagement managers regarding WestConnex or network integration projects as per the usual process.

2.3. What is the update on the Network Integration proposals to help alleviate traffic congestion for the Haberfield, Ashfield and Leichhardt areas?

2.3.1. The project team in Transport for NSW (TfNSW) is working with Inner West Council to develop any new solutions and/or to refine any former proposals whilst taking into account the feedback provided by the community from the consultation period last year.

2.4. When should the community expect a Network Integration update?

2.4.1. **Post meeting comment:** Transport is continuing to work with Inner West Council on solutions to ensure key safety issues are addressed whilst ensuring the best possible outcome for the community.

2.5. Are there any external communications or consultations taking place in evaluating the feedback?

2.5.1. Communication is ongoing with experts and councils to assist with the evaluation of the feedback.

2.6. When the Network Integration Proposal was open to the community to comment last year, community members were in lockdown due to COVID-19. There was not enough time for

community consultation. Will you commit to not releasing a proposal for comment while the community is in lockdown this year?

2.6.1. The preference is to have face-to-face meetings to consult with the community, however, it is not possible to know when the COVID-19 lockdown will end.

2.6.2. There will be further consultation with the community as outlined in the consultation summary published in October 2020.

2.7. Will TfNSW also consider smaller changes to help alleviate the bottleneck in traffic?

2.7.1. Yes, TfNSW will also consider smaller changes to help improve the flow of traffic. Any new suggestions which have not already been sent to Transport as part of the community consultation can be emailed to: [NI@Transport.nsw.gov.au](mailto:NI@Transport.nsw.gov.au)

2.8. Have any contracts been awarded for the Network Integration either to consultants or contractors?

2.8.1. **Post meeting comment:** Transport has engaged a company to complete traffic counts.

2.9. Community members ask that TfNSW consider providing more information and communication to the community relating to the active transport networks, both around the Rozelle Interchange and Bridge Road Glebe.

2.9.1. Yes, TfNSW will work on providing more information on active transport networks around Rozelle Interchange and Bridge Road Glebe. Active Transport links is an example of a topic that could be presented in a community forum with a holistic approach to show how the active transport plan integrates with all the different projects.

2.10. Will the M4-M5 Link Tunnels and the Rozelle Interchange Community Reference Groups (CRGs) continue?

2.10.1. No, the CRGs will not continue. Transport has moved to a new operating model which includes a 'place' based approach. Transport will hold a digital town hall which is open to the whole community in the Inner West with a variety of projects and programmes to be presented and discussed in a Q & A forum. The engagement methods used by our individual projects also continue to provide avenues for members of the community or action groups to receive project-specific information that is important to them.

2.11. Comment: Numerous community members and council representatives expressed disappointment at the announcement of the replacement of the WCRG forum with the Town Hall forum. They are concerned about accountability for promises and undertakings made at the meetings.

2.11.1. Response: Accountability will be part of the Town Hall forums as the entire Inner West community will be able to attend.



- 2.11.2. The new digital Town Hall forum will include discussions and presentations regarding multiple projects in a given area. These digital Town Hall forums will be attended by other project teams within Transport, departmental agencies, councils and contractors, as appropriate.
- 2.11.3. As the projects have moved into different phases of the project delivery lifecycle, community engagement needs and requirements have also changed. The development of digital tools has enabled the teams to provide a more targeted digital approach, while still engaging with directly impacted stakeholders through street meetings and other working groups.
- 2.11.4. With digital engagement channels, the project can reach thousands of community members and receive feedback directly from the wider Inner West community, while also targeting residents most impacted. CRG members will be included as part of the larger community forum and are also welcome to continue providing feedback to specific projects and we will continue to respond and engage.
- 2.11.5. Consultation in relation to the Rozelle Parklands is an example of this ongoing project-specific approach to consultation, and it has been very successful.
- 2.12. Comment: Community members expressed disappointment at the discourteous way they have been treated. Members received an email from TfNSW in February 2021 advising them further information about the future forum of CRG meetings would be sent once the plans were finalised.
- 2.12.1. These plans have now been finalised by TfNSW and have been presented to the CRG to communicate these changes.
- 2.12.2. TfNSW acknowledged the communication could have been better managed.
- 2.12.3. TfNSW is very appreciative of the work and time that CRG members have put into the CRGs over the past several years. TfNSW acknowledges that members of the CRGs have spent a considerable amount of time contributing to the function of the groups and thanked all members for their commitment.
- 2.13. Comment: Inner West Council commented that the CRG came about due to Council running the WestConnex Community Liaison forum. Council then lobbied for the CRG to be run by TfNSW. The CRG is not defined by the Conditions of Approval (CoA), yet the Air Quality Community Consultative Committee (AQCCC) is defined by the CoA. Perhaps in future, Department of Planning, Infrastructure and Environment (DPIE) can define the roles of forums in all CoA.
- 2.14. **Post meeting comment by TfNSW:** The Community Reference Group meetings (CRG's) were implemented by Sydney Motorway Corporation in 2017 prior to the project moving over

to TfNSW in 2018. The forum was developed to engage with the community on WestConnex related issues and to provide information about any key milestone on the projects.

2.15. When will the place-based digital forums start?

2.15.1. The place-based digital forums are expected to start before the end of October 2021, pending further COVID-19 developments.

2.16. What happened with the resident who was in the media this week? It was reported that the resident was offered noise cancelling headphones in return for a non-disclosure agreement. This is an example of the project not caring or having respect for the community and holding the community to ransom.

2.16.1. TfNSW cannot discuss individual cases due to privacy issues.

2.17. What is the reason that Community Reference Group (CRG) meetings cannot take place alongside place-based meetings? CRG meetings engage those with strong community ties and community experts who have been engaged with project personnel for a long time. While the Town Hall type meetings would reach communities impacted for educational purposes, they do not have the same ability to hear from those deeply engaged with their communities.

2.17.1. A number of meetings have been taking place on these projects alongside the CRG meetings, providing people with opportunities to speak with project teams, give direct feedback and read responses. Over time the feedback has been that these meetings were very effective so we believe the projects will continue to be able to engage with impacted residents and people, such as members of this group, in meaningful ways without CRGs. Also, technology has advanced and TfNSW is of the view that these advancements provide an opportunity to run a place based community forum that allows more people in the Inner West to engage with Transport.

**3. M4-M5 Link Tunnels Community Engagement by WestConnex|Transurban. Presentation attached.**

3.1. The Chair directed the presentation to stop after approximately five (5) minutes, as the community reference group members expressed in the group chat they were not interested in hearing about the engagement being undertaken. Members were keen to hear about construction updates.

3.2. The presentation was to highlight to the wider audience all the innovative engagement tools and wide variety of channels both WestConnex and the M4-M5 Link Tunnels team undertake.

3.3. No questions were asked.

**4. Rozelle Interchange Community Engagement by JHCPB. Presentation attached.**

4.1. The Chair directed the presentation to stop after approximately two (2) minutes, as the community reference group members expressed in the group chat they were not interested in

- hearing about the engagement being undertaken. Members were keen to hear about construction.
- 4.2. The presentation was to highlight to the wider audience all the innovative engagement tools and wide variety of channels the Rozelle Interchange contractor uses on the project.
  - 4.3. No questions were asked.
5. **M4-M5 Link Tunnels: update and answers provided by ASBJV. Presentation attached.**
- 5.1. What work is being done currently at the Parramatta Road Ventilation Facility (PRVF)?  
Residents are reporting noise in this area.
    - 5.1.1. The fit-out of PRVF is currently underway with deliveries being made to the location.
    - 5.1.2. In the first week of June there was also some night works at PRVF to replace an axial fan.
  - 5.2. When will tunnelling be complete in Leichhardt, in particular, the road header work that is having noise impacts on residents?
    - 5.2.1. Road header work is expected to be completed in Leichhardt at the end of this year, COVID-19 restrictions permitting.
  - 5.3. Is benching (removing rock on the lower part of the tunnel to allow construction of the road works) of the tunnel as noisy as the heading (excavating the tunnel itself)?
    - 5.3.1. Benching can be as noisy as heading. Benching work progresses more quickly than heading, so the duration of the noisy work is less.
    - 5.3.2. In general terms, the distance covered in a month's work of heading excavation can be accomplished in a week of benching excavation.
  - 5.4. Approximately, how long will excavation take to complete under Hubert Street, Leichhardt?
    - 5.4.1. Roughly a week of work is needed to complete the benching excavation work under Hubert Street.
  - 5.5. Why are residents at Rozelle offered headphones when experiencing noisy conditions, while residents at Leichhardt are not offered headphones; instead they were offered ear plugs by the contractor? There seems to be a difference between each contractor in the way they treat noise complaints.
    - 5.5.1. ASBJV advised on the M4-M5 Link Tunnels Project, they take into account the type of noise disturbance. If a resident experiences sleep disturbances, noise cancelling headphones will not assist the resident. Ear plugs are better suited for sleep disturbances. Noise mitigation is determined on the individual circumstance.
    - 5.5.2. If any resident impacted by noise would like more information about available noise mitigation options for their personal circumstance, they should contact the following phone number 1800 660 248 or via email: [info@m4-m5linktunnels.com.au](mailto:info@m4-m5linktunnels.com.au).

- 5.6. What measures are in place for Year 12 students who may be impacted by noise, particularly as many are at home in lock down during COVID-19?
- 5.6.1. Noise mitigation is and will be considered on a case-by-case basis. The parent or student can get in touch using the phone or email address (above) and the community team will work with residents as to how to best address noise impacts.
- 5.7. Will the projects consider a respite period from construction of one night a week while the COVID-19 lockdown is in progress to give residents a break from tunnelling when they are stuck at home?
- 5.7.1. If residents have special circumstances, they should get in touch with the community team to raise their concerns. The project will consider their concerns and work together where it is possible.
- 5.7.2. Current excavation and construction work is taking place as per the Conditions of Approval. A one day per week shut down of construction is not being considered.
- 5.8. Comment: A community member commented that ASBJV should be proactive in informing the community of the various noise mitigations available such as white noise machines, ear plugs, or temporary relocation.
- 5.9. What steps are being taken to remediate the St Peters' mound after damage occurred during the last heavy rain?
- 5.9.1. The Project Director of WestConnex | Transurban advised that the mound in St Peters is currently being rectified.
- 5.10. What night work is expected to take place in Wattle Street and how long is the work expected to take?
- 5.10.1. Night work on Wattle Street is nearing completion. The contractor has been in direct communication with the affected residents.
- 5.11. Has there been night work and testing at the PRVF?
- 5.11.1. ASBJV have not undertaken any night work at the PRVF.
- 5.11.2. WestConnex | Transurban advised that the PRVF is in use for the M4 tunnel and maintenance works, such as the replacement of an axial fan takes place at night.
- 5.12. Residents surrounding Wattle Street do not get notifications of night works. Is the lack of notification because they are determined to be outside the impacted sound footprint?
- 5.12.1. The maintenance contractor, Fulton Hogan Egis, has a notification programme in relation to maintenance of the PRVF.
- 5.12.2. **Post meeting comment:** Any noisy works that are assessed as requiring notification are managed in accordance with the operations and maintenance contractor's notification

process. If there are any noise complaints around this work, please email:

[info@westconnex.com.au](mailto:info@westconnex.com.au).

5.13. How many properties have been damaged as a result of M4-M5 Link tunnelling construction?

5.13.1. Claims received are managed on a case-by-case basis and are confidential to the specific property owner. The number of claims cannot be provided.

**6. Rozelle Interchange: update and answers provided by JHCPB. Presentation attached**

6.1. Is all landscaping that is being handed back to TfNSW irrigated? A lot of landscaping at Wattle Street has died because it was not irrigated. The residents are concerned that the same might happen when future land is released to Council or other authorities

6.1.1. **Post Meeting comment:** There are three areas that have irrigation lines in for permanent irrigation

6.1.1.1. the green pedestrian bridge between Rozelle Bay Light Rail station and the future park

6.1.1.2. the green walls on the vent outlets

6.1.1.3. the playing fields.

6.1.2. All vegetation has been selected to utilise mostly native species with low water demand. Irrigation is still required during the establishment phase.

6.1.3. JHCPB will irrigate the vegetation by hand from hoses and water carts and replace species, if there is die back, until the site is handed over formally to Transport for NSW. From that point on TfNSW or IWC will maintain the vegetation to ensure it is soundly established.

6.2. Could you provide maps for the vegetation that will be handed back along with who is responsible for its maintenance? The community want to ensure that vegetation is maintained and kept alive and will follow up with the appropriate managing body accordingly. They do not presently know who is responsible for maintaining landscaped areas and parks, etc, after they have been “handed back” post construction.

6.2.1. WestConnex | Transurban Project Director advised that on M4-M5 Link Tunnels this process is part of the completion tasks on the handback of land.

6.3. When the tunnels are open, how will Anzac Bridge handle the additional traffic? Traffic on The Bridge is already at capacity.

6.3.1. There is a team within TfNSW who are currently looking into how traffic will be managed. The builder does not have access to traffic data, nor is it responsible for traffic modelling.

6.4. A number of truck drivers appear to drive over the speed limit and have been observed displaying poor driver behaviour. What is being done to manage poor truck driver behaviour?

- 6.4.1. All spoil truck locations are monitored. These trucks are also monitored when they are emptying their load. Speed is not monitored due to lack of technology. Spoil trucks have GPS tracking.
- 6.4.2. If anyone observes poor driving behaviour by a truck displaying the 'M4-M5 Link Tunnels' or 'Rozelle Interchange' sticker please provide the contractor with the truck details so it can be investigated further.
- 6.4.3. Trucks can be reported to: 1800 660 248 or via email: [info@m4-m5linktunnels.com.au](mailto:info@m4-m5linktunnels.com.au) or [info@rozelleinterchange.com.au](mailto:info@rozelleinterchange.com.au)
- 6.5. Could truck drivers be reminded to drive safely, so children are safe when walking to school during school hours and school zones at Catherine, Norton and James streets, Leichhardt?
- 6.5.1. Yes, school hours, school zones and school locations will be communicated to the truck drivers at inductions and reminded at toolbox meetings that the drivers attend.
- 6.6. Why is the Green Link bridge overpass so large? Concern was expressed about the scale of the overpass and the impact on residents.
- 6.6.1. The bridge is big because it has to hold trees and soil in addition to the expected pedestrian and cyclist community usage. It is a link between the parklands and the light rail and Annandale.
- 6.6.2. Designers have tried to keep the weight and size of the bridge to a minimum. There was a design modification. It was acknowledged that the bridge is a large structure.
- 6.7. Can an update be provided on how the bridge will look when completed?
- 6.7.1. The Urban Design and Landscape Plan (UDLP) outlines how the landscaping and bridge will look. Website link: <https://caportal.com.au/tfnsw/wcxri-udlp/downloads>
- 6.8. Community members commented that there were many trees removed for this project.
- 6.8.1. The trees that were removed, had to be removed for the project to proceed.
- 6.8.2. TfNSW holds the contractor accountable for tree removal and each tree removal must be justified.
- 6.8.3. There will be more trees planted than the number of trees removed. This is a requirement of the Conditions of Approval.
- 6.9. The Green Link Bridge does not look aesthetic pleasing to some members of the community. In Melbourne, artwork has been incorporated into the bridge to make it look more aesthetically pleasing. Will the same undertaking occur for this bridge?
- 6.9.1. No, there are no plans to install artwork.
- 6.9.2. The design was created by an urban designer and then endorsed by the Urban Design Review panel. Urban design experts sit on the panel. The design was finally approved by DPIE.

6.9.3. The contractor is not involved with the design of the bridge, the contractor is required to build to the design.

## 7. Questions & Answers

7.1. Is TfNSW confident that concerns raised and follow up of the concerns will all be addressed via the quarterly forums?

7.1.1. TfNSW advised some topics will be addressed through quarterly forums while other topics will be addressed directly by the project teams, who will continue to engage on project specific issues.

7.2. Comments: Community members and council representatives expressed opposition to the CRG process being abolished for a number of reasons including that the community cannot be represented as a whole by representatives at town hall meetings. Many groups in the community have been operating for a long time seeking community feedback and bringing that feedback to the CRG meetings. When the process is based on individual feedback the community will lose sight of the overall impact and collective voices cannot be heard. The community expressed concern that those involved in project delivery (such as contractors, Transport for NSW and WestConnex | Transurban) will not be kept accountable for promises made to the community.

## 8. Questions from the chat not answered at the meeting.

8.1. Could the contractors collaborate to have one online tunnelling tool that shows progress of both the M4-M5 Link Tunnels project and the Rozelle Interchange?

8.1.1. **Post meeting comment:** As tunnelling is nearing completion on the M4-M5 Link Tunnels, these tools will not be combined this late in the process.

## 9. Other business

9.1. The Independent Chair noted that this is the last CRG meeting in the present format. He acknowledged and thanked the community members for their time and commitment to the CRG process over the years and for their efforts in bringing the concerns of their communities to these meetings. The Independent Chair also acknowledged the work that the project teams put into the presentations for the meetings and in attending the meetings to answer questions and provide information to the community.

9.2. The Chat (attached) has been included for members but will not be published on the website.

**Meeting closed at 8:12pm**

These minutes were accepted on 31 August 2021 by

A handwritten signature in dark ink, reading "Steve Lancken". The signature is fluid and cursive, with the first name "Steve" and last name "Lancken" clearly distinguishable.

Stephen Lancken

Independent Chair



## ACTIONS ARISING

Item	Actions Arising	Timeframe	Responsibility / Status Update	Response
2.2	Could the community be provided with an organisational chart of Transport for NSW to understand the changes that have taken place?		TFNSW	Answered in notes
2.4	When should the community expect a Network Integration update?		TFNSW	Answered in notes
2.8	Have any contracts been awarded for the Network Integration either to consultants or contractors?		TFNSW	Answered in notes
5.10	What night work is expected to take place in Wattle Street and how long is the work expected to take?		ASBJV	Answered in notes
5.12	Residents surrounding Wattle Street do not get notifications of night works. Is the lack of notification because they are determined to be far outside the impacted sound footprint?		WCX/Transurban	Answered in notes
6.1	Is all landscaping that is being handed back to TfNSW irrigated? A lot of landscaping at Wattle Street has died because it was not irrigated.		JHCPB	Answered in notes
6.2	Could you provide maps for the vegetation that will be handed back along with who is responsible for its maintenance? The community want to ensure that vegetation is maintained and kept alive and will follow up with the appropriate managing body accordingly. They do not presently know who is responsible for maintaining landscaped areas		WCX/Transurban	Answered in notes

	and parks etc after they have been “handed back” post construction.			
8.1	Could the contractors collaborate to have one online tunnelling tool that shows progress of both the M4-M5 Link Tunnels project and the Rozelle Interchange?		TFNSW	Answered in notes



# Transport for NSW - Community & Place

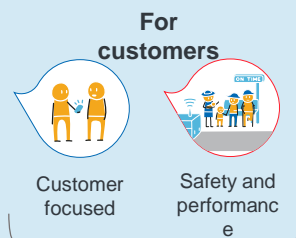


# How it all fits together

## TRANSPORT

Future Transport 2056

40 years



**For the people of Transport**

10-year Blueprint

10 years



Transport Strategy on a Page 2020-2024

4 years



# Inner West Projects



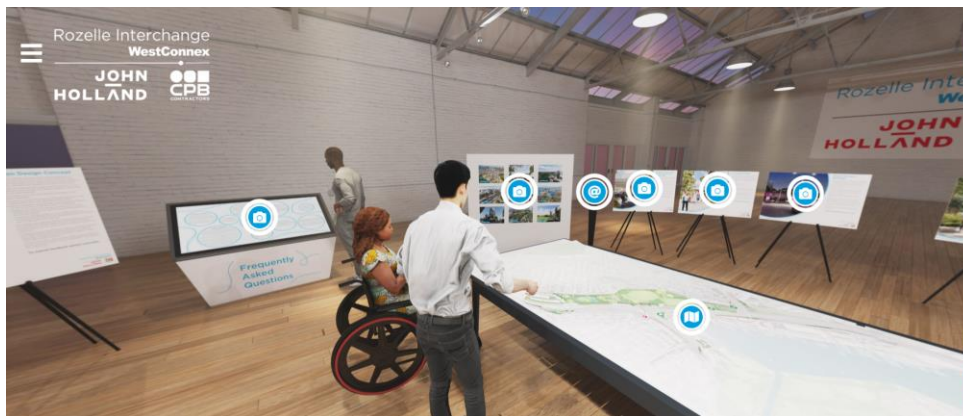
\*Project locations are indicative only



## Inner West place strategy

- Opportunity to hear about all Transport projects and initiatives happening in Inner West
- May include other government agencies/projects in the area
- Council will be invited to be involved
- Transport Community Forums open up the opportunity for more community members to engage with us
- Attend community events and local festivals
- Project specific engagement will continue

# Transport Community Forum



## Haberfield, Ashfield and Leichhardt LOCAL NETWORK IMPROVEMENTS

[Map](#) [Documents](#) [Images and videos](#) [FAQs](#) [Contact](#)

### Map comment

Consultation on these projects has now closed.

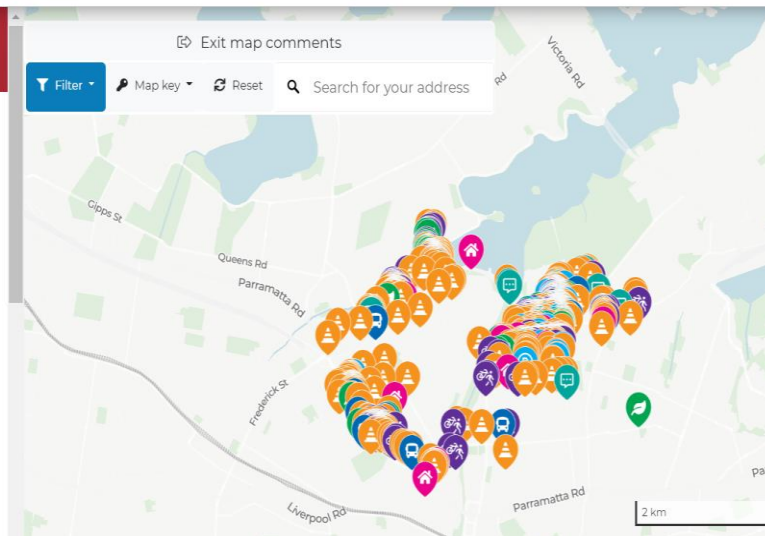
Transport for NSW have prepared a Consultation and Submissions Report outlining the changes made in response to consultation.

[View the Consultation and Submissions Report](#)

If you have any questions please contact the project team at [ni@transport.nsw.gov.au](mailto:ni@transport.nsw.gov.au) or phone 1800 951 212

Comment map closed as of  
25 May 2020.

However, you can view all comments received during consultation using the map to the right.



# Face to face engagement





# Project engagement



M4-M5 Link Tunnels

Work notification | 12 July 2021

## Air quality monitoring station installation work - Wattle Street, Haberfield

The M4-M5 Link Tunnels will construct an ambient air quality monitoring station on Wattle Street near Ramsay Street, Haberfield.

### What we're doing

This work is scheduled to occur over two (2) weeks including two (2) night shifts from Monday, 19 July 2021.

Night work is scheduled for Monday 19 July and Friday 23 July between 9.00pm and 6.00am.

A concrete footing will be constructed on the southern verge of Wattle Street, approximately 50 metres west of Ramsay Street, Haberfield. A fence will be installed around the footing and an ambient air quality monitoring station will be installed on the footing at a later date.

The station will monitor air quality and will remain in place for at least three (3) years. The monitoring results will be recorded and published online and be accessible via the WestConnex website.

### How this affects you

There may be some noise associated with the excavation work for the concrete footing. The project is committed to minimising construction impacts on surrounding residents by:

- scheduling high noise activities as early as possible
- consulting with directly impacted residents ahead of the work
- installing noise blankets around the work area where possible
- using non-tonal reversing beepers and instructing workers to keep noise to a minimum
- turning off equipment and vehicles when not in use
- directing noisy equipment away from residences where possible.

No vegetation will be removed as part of this work.

### When

From Monday 19 July 2021 for up to two weeks

### Hours of operation

Dayshift: 7.00am to 6.00pm  
Nightshift: 9.00pm to 6.00am

### Where

Wattle Street, Haberfield (southern verge approximately 50 metres west of Ramsay Street).

For more information phone toll free 1800 660 248 or email [info@m4-m5linktunnels.com.au](mailto:info@m4-m5linktunnels.com.au)

### We speak your language

Need an interpreter?  
Call the Translating and Interpreting Service on 131 450.

Notification No.MT321

Constructed by



1800 660 248

[info@m4-m5linktunnels.com.au](mailto:info@m4-m5linktunnels.com.au)

[westconnex.com.au](http://westconnex.com.au)

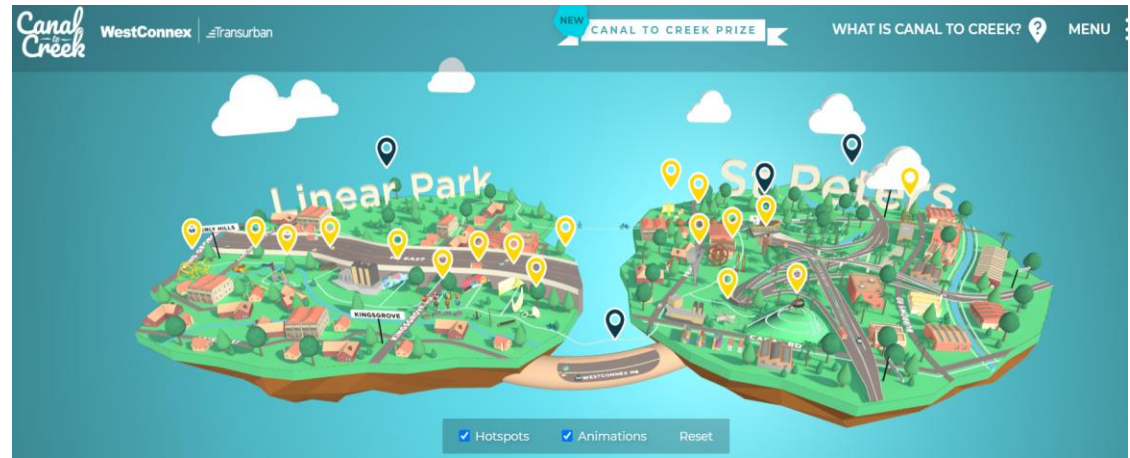
WestConnex | Transurban

Explore WestConnex

Plan your journey

Roads & Projects

WestConnex is a 33km traffic-light-free motorway network that is getting Sydney moving now and into the future



Rozelle Interchange  
INTERACTIVE CONSTRUCTION PORTAL

Register for updates

Contact



Construction work

Tunnelling work

About the Project

Previous notifications

## Construction notifications

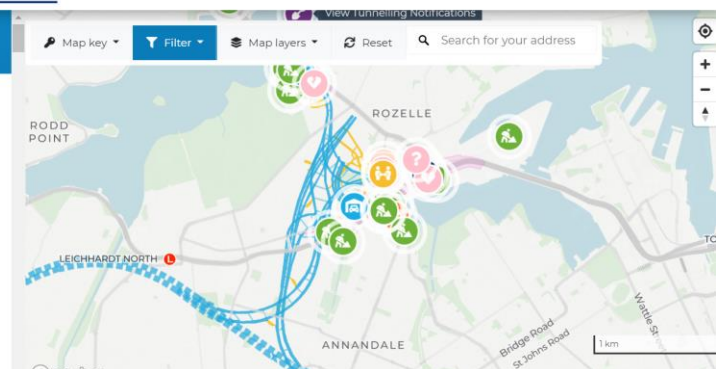
Show all locations

View tunnelling notifications

### New Victoria Road Bridge - ongoing construction

Notification no. #C309

- Rozelle
- 12 February 2021 - ongoing
- Weekdays 7:00 AM - 6:00 PM
- Saturdays 8:00 AM - 6:00 PM
- Notified noisy nights 7:00 PM - 6:00 AM
- Day and night work
- High noise



# Next Steps

- The first digital engagement session will be held before the end of October 2021.
- Hold first round of regular face-to-face engagement opportunities (post-COVID restrictions).
- Continue ongoing project engagement for Rozelle Interchange and M4-M5 Link tunnels.

# M4-M5 Link Tunnels Community Engagement





### **Street meetings**

- ASB held street meetings with the highest impacted streets ahead of excavation.

### **Project tours**

- ASB hosted a tunnel tour for a group of highly impacted community members.

### **Community Engagement Survey**

- ASB undertook a survey for residents across the alignment to identify preferred communications methods and interests.

### **Targeted micro engagement**

- As required, WestConnex | Transurban have engaged directly with individual community members to assess their concerns, to complement the engagement undertaken by ASB. This engagement is tailored and specific to the needs of each individual.

### **Newgate Annual Sentiment Research**

- WestConnex | Transurban carry out annual large-scale research to gauge community sentiment and key issues along the project corridor.

# Engagement to date

From September 2018 to date

WestConnex

Transurban

**267**

Doorknocks carried out to anywhere between a handful and 50 properties at a time

**13**

Community Information Sessions hosted

**667**

Face to face meetings held

**215**

Visitors to the Community Information Centre



- Over 220,034 notifications/ newsletters distributed
- 6,962 enquiries responded to (phone and email)
- 3,304 proactive phone and email contacts initiated
- 766 project related complaints responded to
- Monthly tunnel updates sent via email to 3,500 subscribers
- Participated in 10 WestConnex CRGs
- 3 AQCCC meetings – minimum four times a year.



## Overview

- Provides grants for community initiatives delivering a sustainable legacy with lasting benefits to the local economy, community or natural environment
- Up to \$10,000 grant funding available to eligible organisations along the WestConnex corridor
- 604 applications received to date
- 302 successful applications
- 89 of the 302 applications were from the M4-M5 Link Tunnels corridor.



Sydney Heritage Fleet

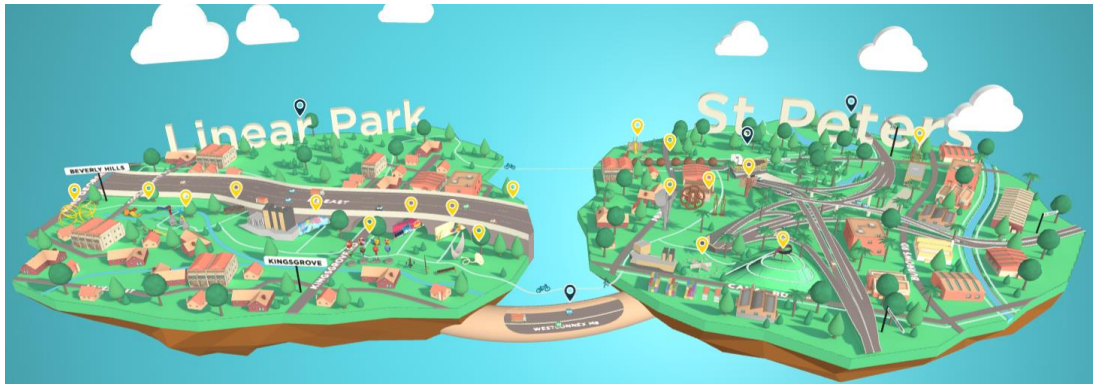


St Fiacre's Primary School,  
Leichhardt



Shepherd Centre at Newtown

- Canal to Creek is a diverse program of 18 signature artworks between St Peters and Beverly Hills
- Artworks include contemporary sculpture, artist-design playgrounds, large-scale murals and an immersive lighting installation
- *Canaltocreek.com* is an online, interactive portal that allows teachers, students and art lovers to engage with these incredible artworks no matter where they are.





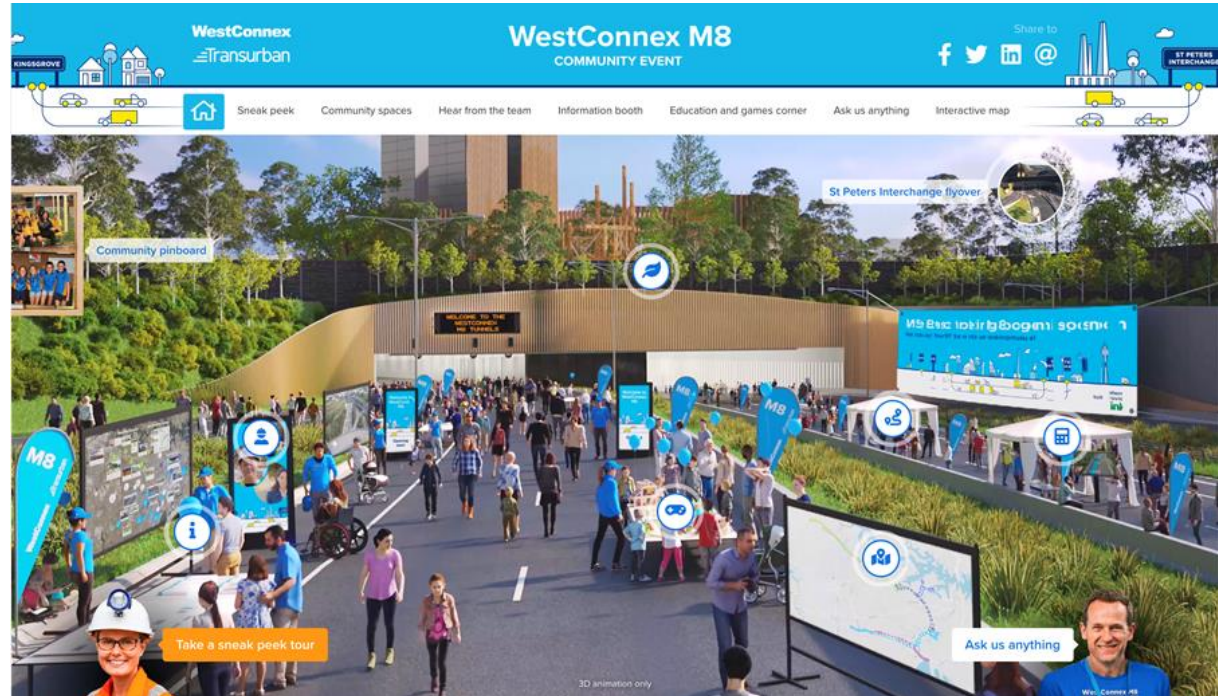
# Innovative engagement

## M8 Virtual opening

WestConnex

Transurban

- Launched a virtual experience for the opening of WestConnex M8
- Accessed by over 46,000 people
- Total of 55,000 visits
- Average time on portal – 3:52
- Reached over 70 countries.



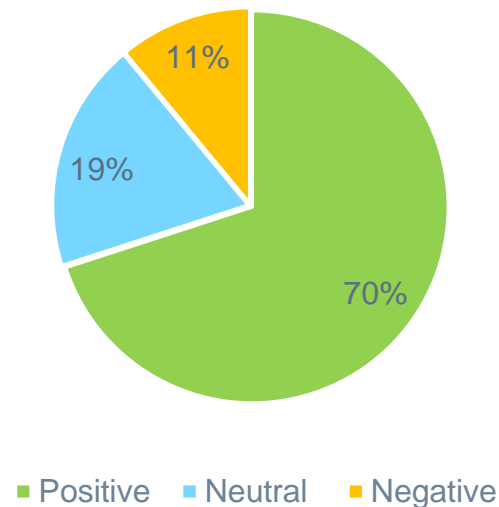
### Engineering Link Group – workshop

- WestConnex have partnered with the Engineering Link Group (TELG) from 2017 – 2023 to deliver annual, hands-on engineering workshops for both students and teachers
- A workshop was held with 30 students on 31 May 2021 at the M4-M5 Link Tunnels Community Information Centre with more are planned.



- Weekly construction update on all WestConnex social media channels
- Strong social media following
- Responded to over 140 stakeholders via social media
- Top performing content:
  - M4-M5 Link Tunnels construction updates
  - Travel time savings
  - Lighting up WestConnex (bridges/ portal lighting)
- 70% positive sentiment on social media across Facebook, LinkedIn and Twitter
- 11% negative sentiment
- 19% neutral sentiment.

## M4-M5 Link Tunnels social media sentiment





# M4-M5 Link Tunnels construction update content

February – June 2021

WestConnex

Transurban


**WestConnex**  
June 30 at 11:44 AM · 🌐

Deep underneath Sydney the M4-M5 Link Tunnels Project continues to take shape.

- ✔ Twin 7.5 km tunnels connecting the M4 with the M8:
- ✔ Up to 4 lanes in both directions
- ✔ And future proofed for connections to the Rozelle Interchange Project.

The M4-M5 Link Tunnels will open in 2023.

Find out more here: <https://bit.ly/3WCXM4M5>




**WestConnex**  
April 16 · 🌐

We're breaking new ground on WestConnex!

Today's tunnel breakthrough for the M4-M5 Link Tunnels was a world first with not one, but two roadheaders simultaneously carving through sandstone to connect two sections of the mainline tunnels between St Peters Interchange and Annandale.

We're another step closer to completing this 'missing link' which will connect the M4 and M8 tunnels to create an underground bypass of the Sydney CBD.


Find out more about the WestConnex project here: <https://bit.ly/3WCXM4M5>



**WestConnex**  
May 31 · 🌐

WestConnex will change the way Sydney moves, but we're also creating a legacy that goes beyond roads.

So far as part of the WestConnex project we have delivered more than 400 apprenticeships, 23,000 hours of nationally accredited training on the M4-M5 Link Tunnels project, and over 2,000 contracts signed with NSW suppliers across the WestConnex project.



# Rozelle Interchange community engagement

# Our communications commitment

- Our required community engagement includes:
  - identifying people and organisations to be consulted
  - set out procedures and mechanisms for regular distribution of accessible information
  - identify opportunities to provide information regularly, updated construction activities and milestones and schedules
  - provide for the formation of issue or location based community forums that focus on key environmental management issues of concern to the relevant community(s)

# Communications - evolving

- We go above and beyond our requirements.
- As the project has progressed our approach to communications and engagement has evolved and improved.
- We have adapted our methods to ensure that affected residents, businesses and stakeholders have direct access to the information and technical experts when they need it.
- The more we get to know the community the more personalised our communications methods are.

# Engagement – resident meetings

Meeting	Where	When	Invited
Callan Street tunnelling meeting (x2)	Online	Oct/ November 2020	Whole street (55 properties)
Moodie, Waterloo & Cambridge streets tunnelling meeting	Online	March 2021	110 properties
Hutcheson Street tunnelling meeting (x 2)	CIC	May 2021	76 properties
WestProtects meeting	CIC	Bi-monthly	3 members
Leichhardt tunnelling meeting	Online	August 2021	Approx. 150 properties
Brenan Street tree planting meeting	Online	Early 2021	4 residents



**LET'S BE CONSIDERATE  
OF OUR NEIGHBOURS  
AS WE ARRIVE AND  
LEAVE SITE.**

- ✓ KEEP NOISE TO A MINIMUM
- ✓ PARK RESPECTFULLY
- ✓ ADHERE TO ROAD RULES



care. innovate. deliver.





# Engagement – other

Meeting	Where	When	Invited
Individual resident meetings	Online	As required	
UDLP Virtual information session	Online	August 2020	124 people
Ice cream van	Easton Park, Callan Park & Railway Parade	Dec 2020	All residents 250+ attended
Rozelle Parklands working group			8 stakeholders in attendance including DPIE, IWC, NSW Office of Sport and community members
Ask the Project series (coming)	CIC Iron Cove	Saturday morning Bi-monthly	General public
Inner West Council meeting	Online	Bi-monthly	Representatives IWC, JHCPB & TfNSW

# Communication - portal

Surface work - <https://caportal.com.au/tfnsw/wcxri>

Construction work ▼ Tunnelling work ▼ About the Project ▼ Previous notifications ▼

The Crescent East - July construction update

Notification no. #498

Annandale

01 July 2021 - ongoing

Weekdays 7:00 AM - 6:00 PM

Saturdays 8:00 AM - 6:00 PM

Day work

High noise

Johnston Street - July construction update

Notification no. #499

Annandale

01 July 2021 - ongoing

Weekdays 7:00 AM - 6:00 PM

Saturdays 8:00 AM - 6:00 PM

Day work

High noise

Traffic changes

Pedestrian changes

Cyclist changes

Whites Creek Link - July construction update

Notification no. #500

Annandale, Lilyfield

01 July 2021 - ongoing

Map key ▼ Filter ▼ Map layers ▼ Reset Search for your address

Tunnel tool - <https://caportal.com.au/tfnsw/wcxri/wa-tunnels>

Moodie, Oxford, Waterloo and Cambridge streets

Notification no. #493

Summary ▼

Iron Cove, Rozelle

01 November 2019 - ongoing

Tunnelling

Where the work's taking place >

What's happening >

Equipment and impacts >

How we're tunnelling >

Hours of operation >

Noise and vibration >

Map key ▼ Map layers ▼ Reset Search for your address

Traffic tunnels

Support tunnels

Tunnelling progress

Expected tunneling location from mid July until late August

Current tunneling location until late July

Expected tunneling location from late July until late August


Tunnelling direction

Approximate roadheader location

# Communication - portal

Urban Design and Landscape Plan- <https://caportal.com.au/tfns/wcxri>

## Urban Design and Landscape Plan



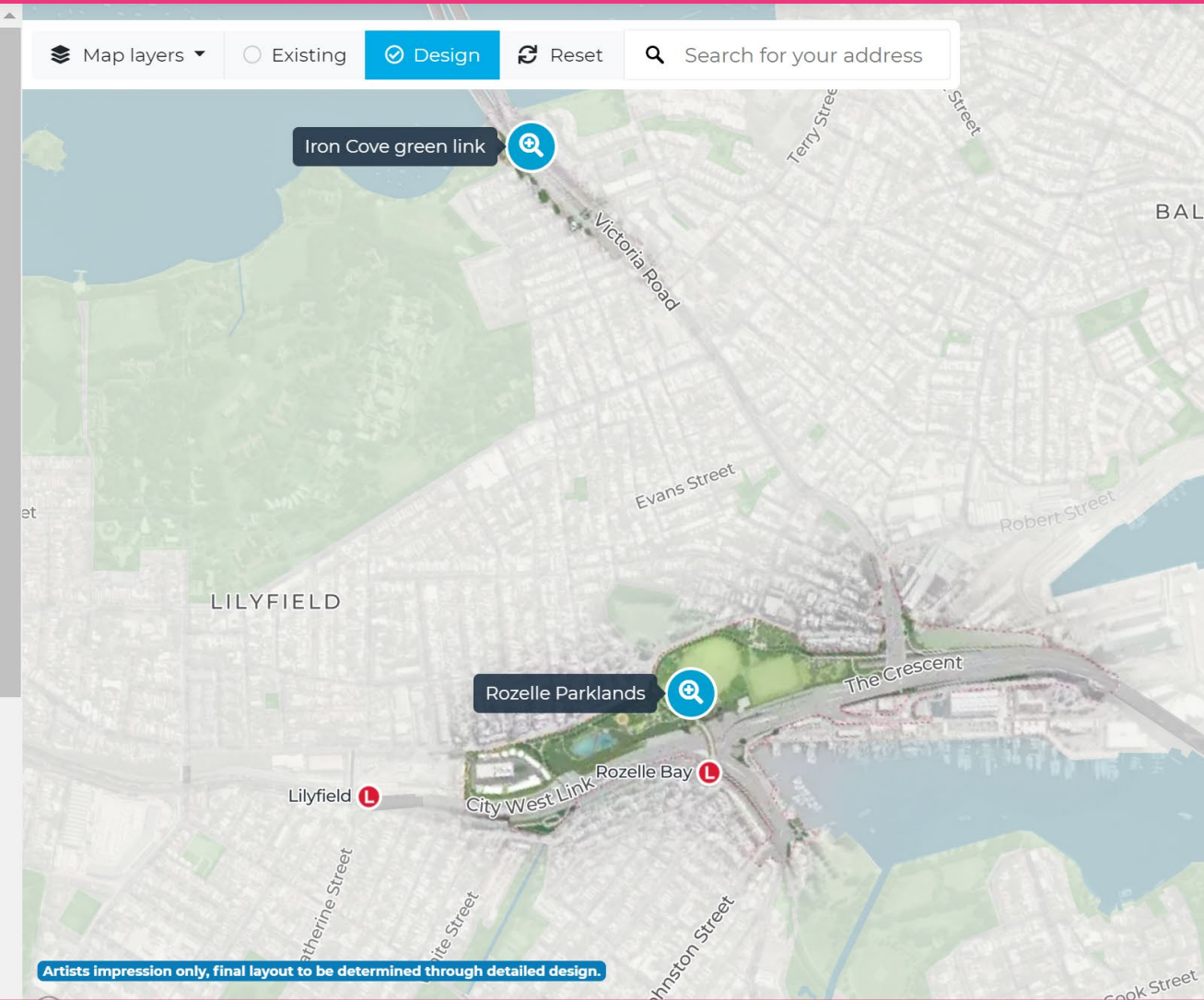
A primary objective for the Rozelle Interchange Project is to restore a vibrant and healthy landscape throughout Rozelle and create a destination city park at the former railyards site.

The Project will enhance the Victoria Road corridor at Iron Cove and make a significant contribution to the liveability and greening of this part of The Bays Precinct.

**KEY FEATURES** >

**PARKLAND FOREST** >

**VILLAGE GREEN** >





# Communication - updates

## Weekly Wednesday email update – 4500 ppl

Individual updates sent to:

- Rozelle, Lilyfield & Annandale
- Iron Cove

Information is combination of required information (project approvals) and interest pieces. We try to keep the information different, interesting and relevant.

Email not looking right or not seeing images? [Click here](#)

Rozelle Interchange

WestConnex

JOHN HOLLAND

CPB

Rozelle Interchange weekly update

A LOOK AT WHAT'S HAPPENING NEXT WEEK

Weekly work update | Rozelle, Lilyfield & Annandale | week beginning 19 July

Date published: 14 Jul 2021

Good afternoon

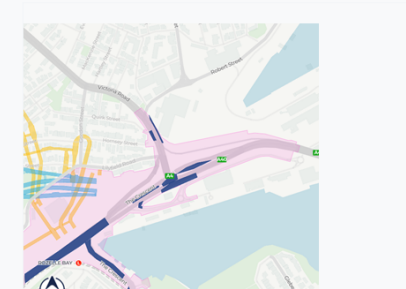
This update provides information about our noisy night work scheduled for next week in Rozelle, Lilyfield and Annandale.

There's also information in this update on:

- Our temporary work area on Gordon Street
- Opening the new pedestrian and cyclist path - Whites Creek Bridge - at the intersection of The Crescent and City West Link

If you're viewing this update on a smartphone or tablet, please click on any map or image to enlarge it for a closer look. For further information about our ongoing construction activities across our sites, please visit the [construction portal](#).

### Noisy night work next week



Noisy night work next week | week beginning 19 July

- Annandale, Rozelle, Lilyfield
- 19 Jul 2021 - 23 Jul 2021

View on portal map

## Monthly & Quarterly updates

Email not looking right or not seeing images? [Click here](#)

Rozelle Interchange

WestConnex

JOHN HOLLAND

CPB

Rozelle Interchange

QUARTERLY PROJECT UPDATE — JULY 2021



The Rozelle Interchange is starting to take shape. This email provides you with a photo gallery of the progress made to date as work continues at significant pace across the sites.

We acknowledge this work continues to have an impact on many local residents, and we thank you for your patience and cooperation so far. As always, we hope you're staying safe and well during the most recent government restrictions.

Please wait 10-15 seconds when opening this email for the images to load.



# Emails - reach

Quarterly seasonal updates			
Email	reach	open rate	click through rate to construction portal
Quarterly seasonal update - July 2021	4357 residents	118.54%	0.10%
Quarterly seasonal update - April 2021	2209 residents	94.66%	0.27%

# Feedback from residents

“Hi there, I just wanted to thank you for your emails regarding the road works updates. They are so valuable especially for people like me who doesn't know the area well and would become totally lost however with your updates, I can find another way to get to the place I wanted to go. Keep up the wonderful work,” Cheers **Stephanie**

“Dear Team, I think you're doing a difficult job well. Thanks for the update. It is extremely professionally done, informative and of great help to all. We live at XXXXXX over the Iron cove tunnel exit and appreciate your care and information.” **Nick**

“Hi, I'd just like to say thank you for the fantastic and very detailed emails you provide via the email newsletters you send out. Is there an estimated completion date to the Rozelle Interchange works?”  
Thanks, **Darren**

# Feedback from residents

## Northbound lane closure on The Crescent, Annandale

Hi Team Transport,

I have had a lot of positive feedback from residents about how agile the project was with moving the lane closure forward a week with the COVID restrictions and lockdown.

Many residents expressed that it was good to see the project use the opportunity when traffic congestion wasn't at peak to complete the work early and avoid delays and extensions at the other end.

Thanks

Elke  
(JHCPB Community Engagement Team)

## Proposed Ausgrid power outage July

"Hi, Thanks for requesting the power outage be postponed. Sensible." **Judy**



# Communication – street specific

## Friday Hutcheson Street update

Rozelle Interchange  
WestConnex  
JOHN HOLLAND CPB

Rozelle Interchange  
QUARTERLY PROJECT UPDATE - JULY 2021

Western Harbour Tunnel weekly update (16 July)  
Date published: 16 Jul 2021

Dear residents

This email is to let you of all the upcoming work activities in your area.

Western Harbour Tunnel upcoming tunnelling activities

From Monday 19 July the roadheader will continue to excavate the second tunnel alignment (pink section) beneath properties on Foucart Street. Considering the current tunnel progression, we expect to continue excavation in the pink section until Monday 2 August.

From Monday 2 August we will start excavation of the third tunnel alignment (orange section) beneath properties on Foucart Street. We expect to excavate the orange section until Monday 9 August.

Noise and vibration impacts from tunnelling are generally most noticeable when we're closest to a property, increasing on approach and reducing as we move away.



Expected tunnelling sequence and timeframe (subject to change)

- Tunnelling progress to date\*
- Expected tunnelling location from Monday 19 July until Monday 2 August
- Expected tunnelling location from Monday 2 August until Monday 9 August
- Rozelle Interchange tunnels - to be excavated at a later date
- Tunnelling direction
- Roadheader location

## Work specific updates

Rozelle Interchange  
WestConnex  
JOHN HOLLAND CPB

Rozelle Interchange tunnelling update

Final notice - Local road resurfacing work Thursday 8 July  
Date published: 7 Jul 2021

Good afternoon everyone

We hope you are staying safe and well.

This is a reminder about upcoming work to resurface on Yara Avenue with new asphalt. Work is confirmed for:

Thursday 8 July- Yara Avenue



Yara Avenue – 8 July  
Legend

- Parking removal
- Road closure
- Work area

In order to carry out this work, parking will be removed on both sides of each street before the date listed above. If cars are not removed by this date, asphaltting work cannot proceed. **24-hour traffic control** is currently in place to start removing on-street parking as it becomes available.

Please note, there will be no vehicle access to these areas for the duration of the work.

Pedestrian access to your property will be maintained at all times. If you require vehicle access on the dates listed above, please get in touch with the project team as soon as possible.



Questions?

# WestConnex

M4-M5 Link Tunnels

## Project update

29 July 2021

**WestConnex** M4-M5 Link Tunnels



# Tunnelling progress – July 2021



Northcote Street  
tunnelling site

Remaining excavation

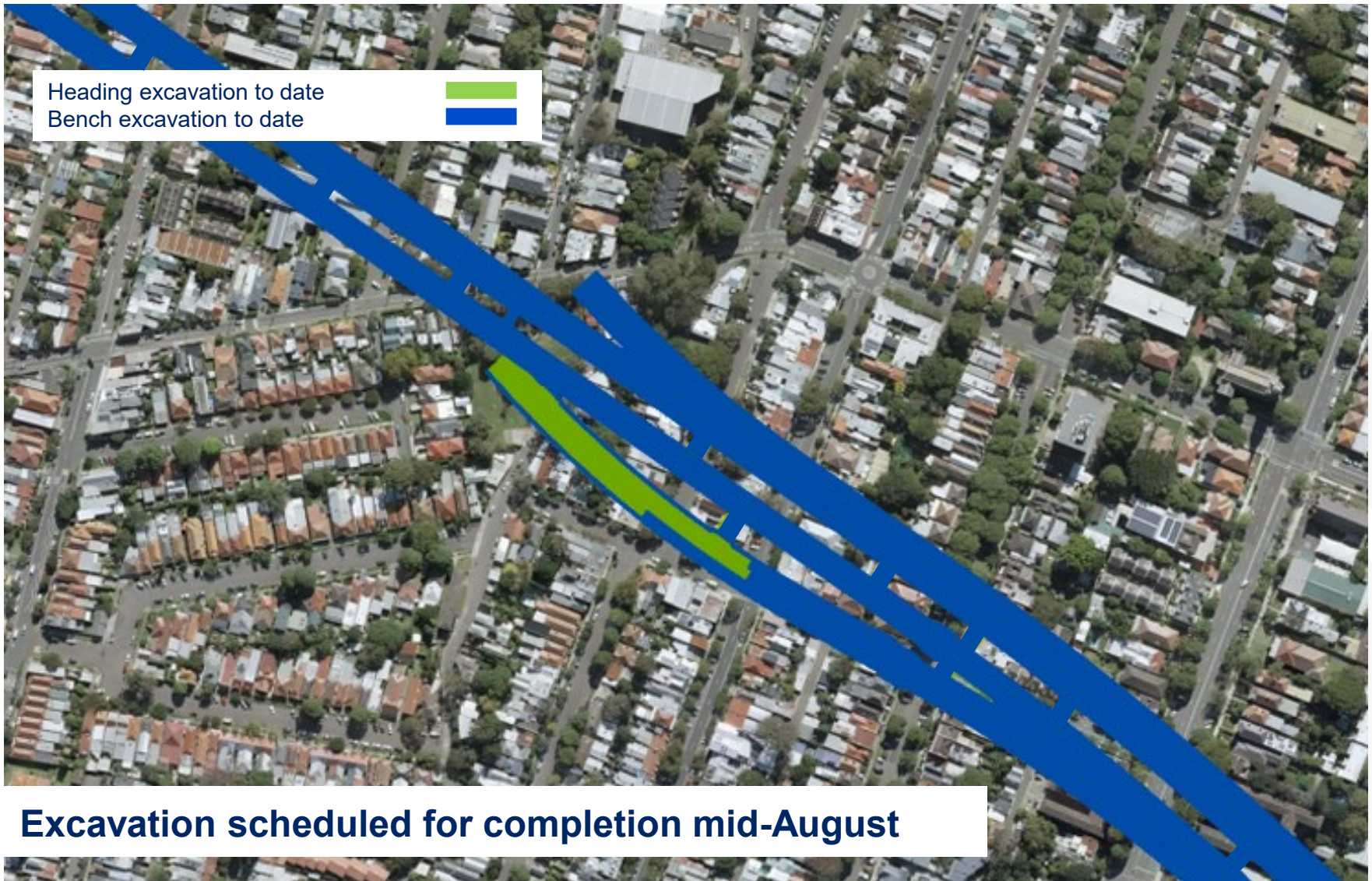
Pymont Bridge  
Road tunnel site

- ~97% of tunnel top heading excavated
- ~92% of bench excavated
- ~60% of in-tunnel civil work complete
- ~25% M&E work complete

Campbell Road  
civil and tunnel site



# Remaining excavation – Annandale/Leichhardt





# Remaining excavation - Leichhardt



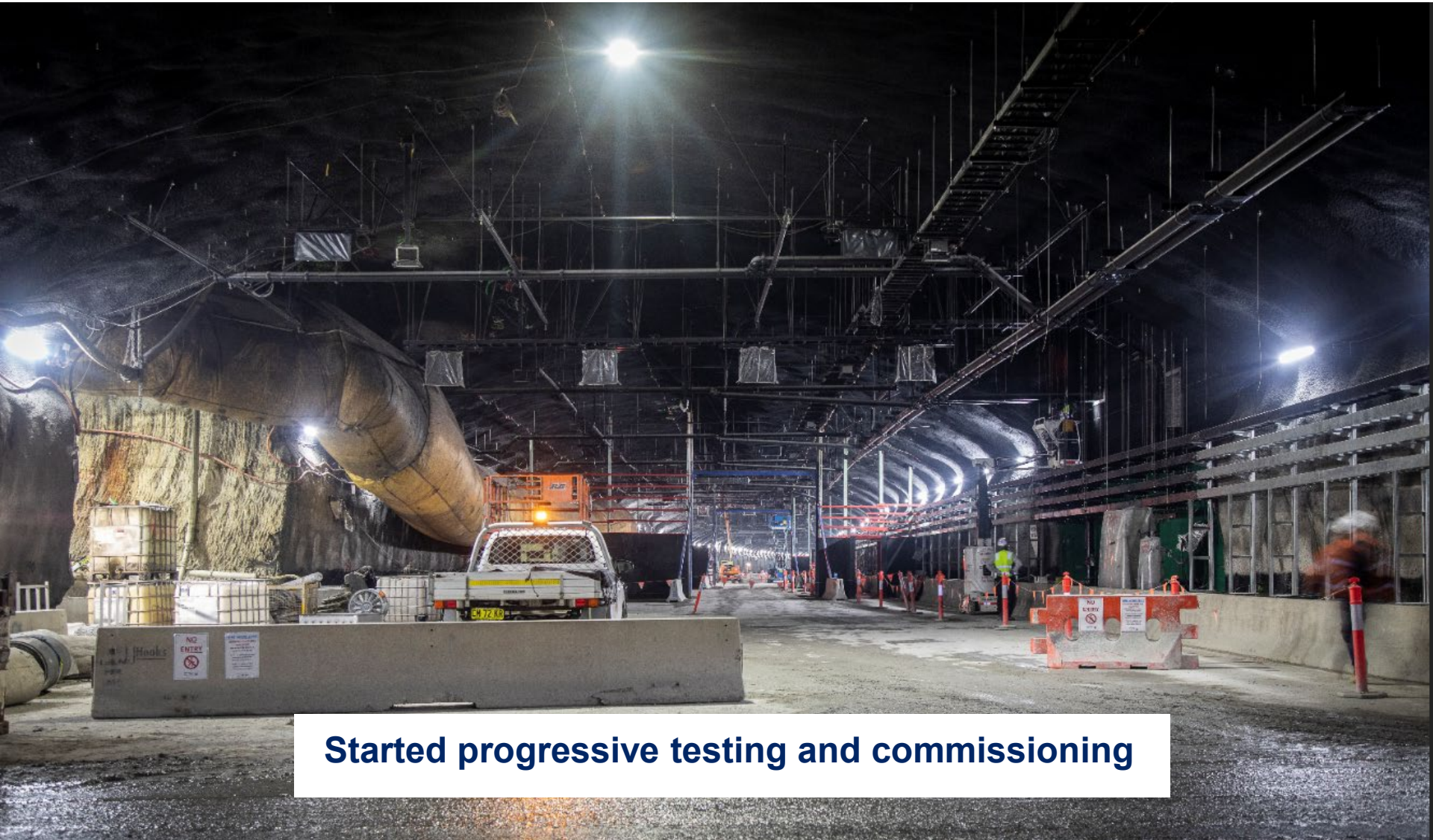


**Civil fit out ~ 60% complete**





# M&E fit out ~ 25% complete



**Started progressive testing and commissioning**

# Surface work - Haberfield

- Footpath restoration complete in early August
- New road signs being installed
- Ramp fit out ongoing





# Surface work – St Peters

- Campbell Road Ventilation Facility progressing
- Cladding trials complete in June
- New road signs and services being installed



# M4-M5 Link Tunnels

How to contact us

Phone **1800 660 248**

Email **[info@m4-m5linktunnels.com.au](mailto:info@m4-m5linktunnels.com.au)**

# Rozelle Interchange update



# Rozelle Interchange – Rozelle Rail yards

Rozelle Interchange  
WestConnex

**JOHN  
HOLLAND** | **CPB**  
CONTRACTORS





# Rozelle Interchange – Annandale

Rozelle Interchange  
WestConnex

**JOHN  
HOLLAND** | **CPB**  
CONTRACTORS





# Rozelle Interchange – Annandale

## PLAN AHEAD

## TRAFFIC ALERT

Traffic delays expected due to temporary lane closure on The Crescent, Annandale

From Saturday 10 July 2021 the left hand Northbound lane on The Crescent (between Johnston Street and City west link) will be closed. This lane will remain closed for approximately six weeks to facilitate road and bridge construction during the day instead of at night. Motorists are encouraged to take other routes, as this closure will increase morning and evening peak travel times.

It is strongly recommended motorists travelling to the City via the Anzac Bridge use other routes and avoid peak hour, where possible.

For more information on these changes scan the QR code or go to [www.rozelleinterchange.com.au/thecrescent](http://www.rozelleinterchange.com.au/thecrescent)

We thank you for your ongoing patience as we carry out this work.





# Rozelle Interchange – Iron Cove

Rozelle Interchange  
WestConnex

**JOHN  
HOLLAND** | **CPB  
CONTRACTORS**





# Rozelle Interchange – Tunnels

Rozelle Interchange  
WestConnex

**JOHN  
HOLLAND** | **CPB**  
CONTRACTORS



# Questions?