

Community Communications Strategy Subplan

Sydenham to Bankstown power upgrade and corridor work

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Contents

1. Introduction.....	3
1.1 Purpose	3
1.2 Stakeholder and community objectives	3
1.3 Plan structure and interface with other management plans	3
1.4 Plan authorisation and distribution.....	4
2. About the work	5
2.1 Key messages	5
2.2 Action plan	8
2.3 Monitoring, feedback and reporting	10
3. Stakeholder analysis.....	11

1. Introduction

1.1 Purpose

This Community Communications Strategy Subplan (this subplan) outlines System Connect's communication and engagement approach for communication activities related to construction in the southwest corridor. This includes:

- five traction substations at Randall Street, Marrickville (Dulwich Hill Substation), Hutton Street, Hurlstone Park (Canterbury substation), Lillian Street, Campsie, South Terrace, Punchbowl and The Boulevard, Lakemba
- two padmounts inside the services building at each train station between Sydenham and Bankstown
- high voltage cables the length of the rail corridor between Sydenham and Bankstown
- Underline crossing (ULX) at each of the substation sites.

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

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

The South West corridor work has been assessed and approved via an application under the Environmental Planning and Assessment Act 1979 (EP&A Act), SSI-8256 Sydney Metro City & Southwest Sydenham to Bankstown.

1.2 Stakeholder and community objectives

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

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

1.3 Plan structure and interface with other management plans

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

Table 1 Hierarchy of plans

Sydney Metro	Sydney Metro Overarching Community Communications Strategy
Systems Connect	Stakeholder and Community Engagement Policy
	Community Communications Strategy Line-wide Work (CCS LW)
	Community Communications Strategy Sydney Metro Trains Facility (CCS SMTF)
	Business Management Plan (Line-wide Work overarching BMP)
	Community Communications Subplans to CCS LW: <ul style="list-style-type: none"> • Artarmon power upgrade • Surry Hills power upgrade • Canterbury to Campsie power upgrade • Northern Connection • Southern Connection and SMTF South • Sydenham to Bankstown power upgrade and corridor work

1.4 Plan authorisation and distribution

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

2. About the work

Systems Connect's work in the southwest corridor is largely related to providing power supply for the new Metro. It can be divided into three main categories which include, traction substations, padmounts inside services buildings at train station, and high voltage cables inside the rail corridor.

- The traction substations are located at the following locations:
 - Randall Street, Marrickville – known as Dulwich Hill substation
 - Hutton Street, Hurlstone Park – known as Canterbury substation
 - Lillian Street, Campsie – known as Campsie substation
 - The Boulevard, Lakemba – known as Lakemba substation
 - South Terrace, Punchbowl – known as Punchbowl substation
- There are two pad-mounted 11kV substations planned at each station between Sydenham and Bankstown
- 33kV and 11kV cables will be laid inside the rail corridor between Sydenham and Bankstown, these will be mainly installed inside previously built GST, with some underline rail crossings needed. The cables will be installed almost exclusively inside the rail corridor with the exception of some underground road crossings.

Construction work started in early 2021 and is expected to be completed in 2022.

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

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

Some out of hours work will need to occur, particularly during rail shutdowns.

2.1 Key messages

To ensure consistent and clear messages are delivered, the following key messages have been developed. They will be updated as required.

Sydney Metro power supply overview

- Sydney Metro City & Southwest requires a reliable source of high voltage power to operate the new metro trains and systems.
- There are 11 traction substations required to supply power to Sydney Metro City & Southwest. Five of these will be installed in the metro rail tunnels and six will be installed aboveground, either within the existing rail corridor or in an area adjacent to the metro rail system.
- The Sydney Metro traction power system will be separate to and operate independently from the Sydney Trains network.

South west traction substations

General

- Five aboveground substations will be built along the South West corridor. The substations are located at:
 - Randall Street, Marrickville – known as Dulwich Hill substation
 - Hutton Street, Hurlstone Park – known as Canterbury substation
 - Lillian Street, Campsie – known as Campsie substation
 - The Boulevard, Lakemba – known as Lakemba substation
 - South Terrace, Punchbowl – known as Punchbowl substation
- Traction substations provide power to the overhead wiring seen above the tracks, which is what drives the movement of the trains
- The substations include a façade that aims to help reduce the visual and noise impacts of the substations to the local community.

Construction

- Construction of the substations includes:
 - Excavation, including rock hammering at some sites

Sydenham to Bankstown power upgrade and corridor work

- Tree removal and trimming
- Piling at some sites
- Installing conduits and drainage
- Formwork reinforcement and concrete pouring
- Transporting the substations to the site
- Lifting the substation modules into place
- Connecting the substation equipment to the bulk power and high voltage cables
- Installing the substation facade
- Testing and commissioning
- Landscaping.
- Some residents may be temporarily disconnected from their power supply during the work, impacted residents will be contacted and provided with an alternative power supply.
- There will be temporary removal of street parking along local routes taken by the substation modules on their way to the substation sites, along with some changes to street furniture. Residents will be updated as planning progresses.

Consultation

- Community consultation has been carried out with local residents in Campsie, Canterbury, Dulwich Hill and Punchbowl and Lakemba to inform the preferred façade design and landscaping. Residents will be notified of the outcomes of consultation once the design is finalised.

Landscaping

- In line with our environmental approval we will develop a tree replacement strategy in consultation with Council to determine the best way to replace any trees that need to be removed.
- We will also landscape the site in order to mitigate the visual impacts of the substation. This will include floristically diverse, colourful gardens, with medium to low shrubs and ground cover. Plants selected will be low maintenance and drought tolerant.

Padmounts

- Systems Connect is installing two pad-mounted substations inside the services building at each train station between Sydenham and Bankstown.
- Pad-mounted substations are approximately six metres long and three metres wide. They will be manufactured and fitted out offsite, then lifted into place.
- The station contractors are responsible for civil work, Systems Connect is responsible for lifting the padmounts into place, connection and testing and commissioning.
- The pad-mounted substations will provide low voltage power to train stations, service buildings and rail systems equipment.
- For optimum performance, the pad-mounted substations need to be located near the equipment they are supplying.

High voltage cables

- Systems Connect is installing 33kV and 11kV cabling inside the rail corridor between Sydenham and Bankstown. Most of the cables will be installed inside previously constructed GST (Galvanised Steel Troughing), some of these cables will need to be installed under road crossings.
- This work will be completed during rail possessions and where possible during standard construction hours.
- Underline crossings will be needed at each of the substation sites, these will be completed during rail possession weekends.

Noise and vibration during construction

- In some locations there will be periods of loud noise from the work.
- At times, these activities may need to take place outside standard construction hours and during rail possessions.
- We understand the disturbance and inconvenience that construction can cause and will take every possible step to minimise noise, such as switching off equipment when not in use and using non-tonal reversing beepers on vehicles.

- We will work with residents to manage out of hours work through consultation, respite and alternative accommodation offers.

Access, traffic and vegetation

- Temporary traffic changes will be required at some locations for the safety of workers, pedestrians, motorists and the community. These are expected to include:
 - lane closures
 - reduced parking
 - local road closures
 - changes to local business and resident access
 - delivery of oversized vehicles.
- 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 as much as possible
- Trees will need to be removed as part of this work. Systems Connect will replace trees in line with the project's Planning Approval.
- We will consult with City of Canterbury Bankstown and Inner West councils on tree replacement and traffic management, as required.

EMF

- All electrical equipment, including home appliances, creates electrical and magnetic fields (EMF). The design, construction, and operation of the power supply system will be carried out in accordance with standard industry guidelines and codes of practice. The project will comply with appropriate Australian and international standards on EMF, including the reference levels in the International Commission on Non-Ionising Radiation Protection (ICNIRP) guidelines

Operation

- There will be no permanent staff at the substations when they are in operation.
- It is expected that the substations will need to be accessed about twice a month for maintenance purposes.
- In case of a fault in the substation, an alert will be triggered for Sydney Metro.
- In cases of emergency residents should call 000.

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 our distribution list for updates on this work. To be included on our stakeholder lists please contact 1800 171 386 or email sydneymetro@transport.nsw.gov.au

How to learn more

- By phone on 1800 171 386
- By email: linewidemetro@transport.nsw.gov.au

2.2 Action plan

Consultation tools and techniques have been designed to engage with key stakeholders and the local community adjacent to the substations.

Table 2 Consultation tools and techniques

Tool	Who	When	Why	Detail	Accountability
Key stakeholder briefings	Representatives of Inner West and Canterbury Council Businesses as required	Monthly meetings and as needed	Provide updates on construction and manage any issues that may arise.	In consultation with SM and other SW contractors	Systems Connect/Sydney Metro
SW Metro coordination meetings	Other SM contractors along the alignment	Fortnightly coordination meetings and as needed	Coordinate activities and manage issues as they arise.	In consultation with SM	Systems Connect/Sydney Metro/SW contractors
Sydney Metro monthly notifications	Residents 200 metres either side of the south west metro alignment	Monthly and as required	Provide updates on construction	Coordinated and distributed by South West Metro.	Managed by the SW Metro team, in consultation with contractors on the alignment
AA and respite offers	As required by OOHW approvals	As required	Provide respite and AA to residents highly impacted by work	As outlined in OOHW approval and coordinated with other SW Metro contractors	Systems Connect/Sydney Metro
Doorslips, individual briefings and strata briefings as required	Residents and businesses directly impacted by construction	As required	Provide specific information about construction impacts	As required during periods of high impact work	Systems Connect
Specific notifications	Residents and businesses impacted by specific types of	As required	Monthly notifications may not be enough for high impact activities such as substation and padmount lifts. Work	As required during periods of high impact work	Systems Connect

Tool	Who	When	Why	Detail	Accountability
	work.		carried out outside of the rail corridor will need specific notifications.		
Website	All community	Ongoing	Notifications to be placed on SM website for all users to access.	Information available online throughout the work.	Systems Connect/Sydney Metro

2.3 Monitoring, feedback and reporting

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

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

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

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

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

3. Stakeholder analysis

Table 3 below identifies stakeholders, key issues and mitigation measures to minimise impacts.

Stakeholders impacted by the work include sensitive receivers, residents, motorists, commuters and businesses directly adjacent to the South West Metro, in particular residents close to the five traction substations.

Table 3 Stakeholders, key issues and mitigation measures

Stakeholder	Key issue/s	Mitigation	Timing
Transport operators: Sydney Buses, Private bus operators, Roads and Maritime Services (RMS), Sydney Trains	<ul style="list-style-type: none"> • Bus stop relocation • Road closures • Traffic diversions • Reduced parking • Oversized deliveries. 	<ul style="list-style-type: none"> • Regular consultation and coordination via the TTLG and Transport Coordination Group (TCG) • As required, Systems Connect follows directions of the TCG in coordination with the bus transport companies • Directional signage and/or traffic controllers positioned at bus stops to assist passengers at bus stops • Approved TMP and TCP. 	<ul style="list-style-type: none"> • Before start of work and as required.
Interface contractors: Downer, HSE and SSJ	<ul style="list-style-type: none"> • Interface work • Road closures • High noise work • Reduced parking and traffic changes 	<ul style="list-style-type: none"> • Fortnightly meetings • Coordinated communication including, but not limited to monthly notifications and respite offers. 	<ul style="list-style-type: none"> • Ongoing throughout work.
Councils: City of Canterbury Bankstown Council and Inner West Council	<ul style="list-style-type: none"> • Traffic changes • Permit applications • Reduced parking • Road closures • Oversized deliveries • Reduced parking • Impacts to their LGA and the people who live in them. 	<ul style="list-style-type: none"> • Monthly meetings with Councils and individual briefings as required. • Permits obtained from Councils • Approved TMP, TCP and ROLs obtained • Community notifications and progress updates provided as needed • 1800 171 386 (24/7) project contact number. 	<ul style="list-style-type: none"> • Monthly and as required.
Emergency services	<ul style="list-style-type: none"> • Access during 	<ul style="list-style-type: none"> • Regular consultation via the TTLG and TMG 	<ul style="list-style-type: none"> • Before start of work and as required.

Stakeholder	Key issue/s	Mitigation	Timing
NSW Ambulance, Fire & Rescue NSW, NSW Police	<ul style="list-style-type: none"> emergencies Understanding of changed traffic conditions. 	<ul style="list-style-type: none"> Systems Connect will follow the State Emergency and Rescue Management Act 1989 to support emergency management activities Approved TMP and TCP Individual briefings/emails as required. 	
Traffic and Transport Liaison Group (TTLG) Traffic Management Centre+	<ul style="list-style-type: none"> Traffic changes 	<ul style="list-style-type: none"> Regular briefings and consultation. 	<ul style="list-style-type: none"> Before start of work and as required
Pedestrians	<ul style="list-style-type: none"> Access to footpaths 	<ul style="list-style-type: none"> If existing footpaths cannot be maintained, alternative paths and signage provided Appropriate barriers, fencing, signage in place Approved TMP and TCP 1800 171 386 (24/7) project contact number. 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Schools and child care centres	<ul style="list-style-type: none"> Noise, traffic and safety 	<ul style="list-style-type: none"> Email updates and individual briefings as required Traffic controllers and directional signage Approved TMP and TCP 1800 171 386 (24/7) project contact number Noisy work near schools to be scheduled outside of school hours where possible. 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Motorists	<ul style="list-style-type: none"> Road access and safety 	<ul style="list-style-type: none"> Onsite traffic controllers Directional signage Barriers and crash prevention controls Approved TMP, TCP and ROLs Door knocks, EDMS and doorslips to update the community on road closures and changes to parking. 1800 171 386 (24/7) project contact number. 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration
Services and utility asset owners and managers, including, but not limited to: Sydney Water, Ausgrid, Telstra, Optus,	<ul style="list-style-type: none"> Impact / damage to existing utilities and services Utilities and service 	<ul style="list-style-type: none"> Regular consultation and coordination and approvals as required. 	<ul style="list-style-type: none"> Prior to work commencing on site and ongoing throughout work duration

Stakeholder	Key issue/s	Mitigation	Timing
Jemena, Alinta, Origin Energy, AGL Energy, NBNSCo	owners/operators needing to work on their assets		
<p>Businesses</p> <p>See Appendix A for known business. The table has been developed as part of a desktop study, it is expected that COVID19 lockdowns in south west Sydney will have impacted businesses significantly, as a result business information will be updated as work near businesses approaches.</p> <p>Further information about working with local businesses can be found in the Business Management Plan.</p>	<ul style="list-style-type: none"> • Access • Disruption to business from construction – including site lines and visibility for businesses and their customers. • Noise, and dust 	<ul style="list-style-type: none"> • Individual briefings (as required) to businesses impacted by the work • Work notifications provided detailing what to expect, and who to contact if they have questions or complaints • Project inductions, site specific briefings and ‘tool box talks’ • Negotiate any impacts to access with mitigation measures such as alternative parking • Regular ‘check ins’ with business operators to gauge sentiment, feedback • Regular consultation and coordination with contractors and others working in the area • Approved TMP and TCP • 1800 171 386 (24/7) project contact number. 	<ul style="list-style-type: none"> • Prior to work commencing on site and ongoing throughout work duration
<p>Residents (general)</p> <p>Monthly notifications to be distributed 200 metres from the rail corridor by South West Metro</p>	<ul style="list-style-type: none"> • Noise, nightwork, dust, traffic disruption, access to properties 	<ul style="list-style-type: none"> • Door knocks, individual briefings (as required) (to be adjusted as appropriate while COVID-19 restrictions are in place) • Work notifications coordinated with South West Metro provided detailing what to expect, and who to contact if they have questions or complaints • Doorslips advising of localised impacts • Project inductions, site specific briefings and ‘tool box talks’ • Clear key messages about who is doing work in the area and who to contact • Specific notifications for high impact work or work outside the rail corridor • Negotiate alternatives to reduced or denied access with mitigation measures such as alternative parking 	<ul style="list-style-type: none"> • Notification distributed minimum seven days prior to work starting on site and then monthly • Door knocks/door slip follow work progress • Enquiries and complaints will be responded to according to the procedures outlined in the construction complaints management system

Stakeholder	Key issue/s	Mitigation	Timing
		arrangements <ul style="list-style-type: none"> • Respite and alternative accommodation offers • Approved TMP and TCP • Systems Connect Line-wide Work CCS and this subplan • 1800 171 386 (24/7) project contact number. 	
Residents, businesses and property owners close to the substations and padmounts (refer Appendix 1)	<ul style="list-style-type: none"> • Construction impacts including noise, nightwork, dust, traffic disruption, access to properties • Building / driveway access • Substation and padmount lifts • Power outages • Road closures • Temporary parking changes • Visual amenity 	<ul style="list-style-type: none"> • Consultation regarding façade design • Door slips and door knocks as needed • Phone calls to residents who have previously expressed interest in the substations • Regular email updates • Specific notifications for high impact work such as substation and padmount lifts • Ongoing discussions about façade design and landscaping at the sites. • 1800 171 386 (24/7) project contact number and email. 	Systems Connect
General community including businesses	<ul style="list-style-type: none"> • Construction Impacts • General project information. 	<ul style="list-style-type: none"> • Monthly notifications available online • 1800 171 386 (24/7) project contact number and email. 	Systems Connect

Appendix A Business stakeholders

This stakeholder list has been developed as part of a desktop study, it is expected that COVID19 lockdowns in south west Sydney will have impacted businesses significantly, as a result business information, such as opening hours and key concerns will be gathered updated as work close to businesses approaches.

Business name	Notes	Risk	Consultation
Campsie RSL Club 25 Anglo Rd, Campsie	Close to Campsie substation. Work closely with the RSL to provide alternative parking to residents and facilitate construction	High	Phone call Notification Meetings as required
Punchbowl child care center	Close to Punchbowl substation. With closely to avoid impacts to children from construction noise.	High	Phone call Notification Meeting to discuss substation lift Meetings as required
Unified lawyers – Marrickville Station	Close to Marrickville Station, unlikely to be significantly impacted by work as the padmount lift if likely to occur outside of office hours.	Low	Phone call Notification Door knock
Eye dealers optometrist – Marrickville Station	Close to Marrickville Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
Dear Delicious Dulwich Hill	Close to Dulwich Hill Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
Wolf Stone – Dulwich Hill	Close to Dulwich Hill Station, may be impacted by padmount lift.	Low/medium	Phone call Notification

Business name	Notes	Risk	Consultation
			Door knock
Kylon Eatery & Specialty Coffee - Hurlstone Park	Close to Hurlstone Park Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
Saint Lucifer – Hurlstone Park	Close to Hurlstone Park Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
John Perkins & Co – Hurlstone Park	Close to Hurlstone Park Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
Liquor Emporium – Hurlstone Park	Close to Hurlstone Park Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
The Charles corner, Canterbury	Close to Canterbury Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
Sun Ho Restaurant 25 Anglo Rd, Campsie	Close to Campsie Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock
The Salvation Army Campsie Corps 23 Anglo Rd, Campsie - 02 9718 7933	Close to Campsie Station, unlikely to be impacted by padmount lift.	Low	Phone call Notification Door knock

Business name	Notes	Risk	Consultation
Service Australia – parking on Lillian Lane 19/21 Anglo Rd, Campsie Kiyong Belani	Close to Campsie Station, unlikely to be impacted by padmount lift as it will occur during standard construction hours.	Low/Medium	Phone call Notification Door knock
Dodds Pharmacy 17 Anglo Rd, Campsie	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Campsie Super Fresh – deliveries through Lillian Lane 11 Anglo Rd, Campsie	Close to Campsie Station, may be impacted by padmount lift.	Medium	Phone call Notification Door knock
Chinese Dumpling Hut 1/199 Beamish St, Campsie	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Captain Cash Loans 199 Beamish St, Campsie	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Alan Lo Chemist Owner and Pharmacist - Angela Song	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Philip Hong Optometrist Anglo Rd, Campsie	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock

Business name	Notes	Risk	Consultation
Chris Koulinos Registered Accountant (02) 971 88622	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Cignall Tobacco Anzac Mall Tobacconist (02) 9789 6162	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Fruit D'Licious Tom (owner) M: 0401 577 297	Close to Campsie Station, may be impacted by padmount lift.	Low/Medium	Phone call Notification Door knock
Apartment block 13-15 Anglo Road Carpark access via Lillian Lane	Close to Campsie Station, access to carpark via Lillian Lane, likely to be impacted by padmount lift.	High	Phone call Notification Door knock/doorslip Poster in building Translated material.
Campsie Medical Centre and Dentist Rhonda – Practice Manager 02 97877724 campsie@healius.com.au Carpark access via Lillian Lane	Close to Campsie Station, access to carpark via Lillian Lane, likely to be impacted by padmount lift.	High	Phone call Notification Door knock/doorslip Meeting if required
King Tobacconist – Belmore	Close to Belmore Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip

Business name	Notes	Risk	Consultation
Bubble tea store, Belmore	Close to Belmore Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Belmore Hotel, Belmore	Close to Belmore Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Factory Second Furniture – Belmore	Close to Belmore Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Lakemba Newsagency	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Bright world travel – Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Hut Bazar fruit and mixed business – Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Hut Bazar halal butcher – Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Desi Paikari Bazar – Lakemba	Close to Lakemba Station, may be impacted by	Low/medium	Phone call

Business name	Notes	Risk	Consultation
	padmount lift.		Notification Door knock/doorslip
Egyptian gifts – Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Bongo Bazar – Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Daily shopping Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Bangladesh Palace – Lakemba	Close to Lakemba Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Wiley Park public school	Close to Wiley Park Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Yum Lebanese Pizza – Punchbowl	Close to Punchbowl Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Punchbowl Plu Fitness 24/7	Close to Punchbowl Station, may be impacted by padmount lift.	Low/medium	Phone call Notification

Business name	Notes	Risk	Consultation
			Door knock/doorslip
King Tobacconist Punchbowl	Close to Punchbowl Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
The Kebab Brothers Punchbowl	Close to Punchbowl Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Cignall Tobacconist Bankstown	Close to Bankstown Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Yum Me Bankstown	Close to Bankstown Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Rumore's Pharmacy Bankstown	Close to Bankstown Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Salam Barber Bankstown	Close to Bankstown Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip
Jasmin Noir Bankstown	Close to Bankstown Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip

Business name	Notes	Risk	Consultation
Catwalk Nails and Beauty Bankstown	Close to Bankstown Station, may be impacted by padmount lift.	Low/medium	Phone call Notification Door knock/doorslip