



Parramatta Light Rail (Stage 1)  
Westmead to Carlingford via Parramatta CBD and Camellia

# Construction Compliance Report #7

February 2022 to July 2022



# Compliance Report Declaration Form



Project Name	Parramatta Light Rail – Stage 1
Project Application Number	SSI 8285
Description of Project	Development for the purpose of the Parramatta Light Rail – Stage 1
Project Address	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dundas, Telopea, Carlingford, Granville and Clyde.
Proponent	Transport for NSW
Title of Compliance Report	Construction Compliance Report # 7 – February to July 2022
Date	27 September 2022

I declare that I have reviewed relevant evidence and prepared the contents of the attached Compliance Report and to the best of my knowledge:

- The Compliance Report has been prepared in accordance with all relevant conditions of consent
- The Compliance Report has been prepared in accordance with the Compliance Reporting Post Approval Requirements
- The findings of the Compliance Report are reported truthfully, accurately and completely
- Due diligence and professional judgement have been exercised in preparing the Compliance Report
- The Compliance Report is an accurate summary of the compliance status of the development.

Notes:

- Under section 10.6 of the *Environmental Planning and Assessment Act 1979* a person must not include false or misleading information (or provide information for inclusion in) a report of monitoring data or an audit report produced to the Minister in connection with an audit if the person knows that the information is false or misleading in a material respect. The proponent of an approved project must not fail to include information in (or provide information for inclusion in) a report of monitoring data or an audit report produced to the Minister in connection with an audit if the person knows that the information is materially relevant to the monitoring or audit. The maximum penalty is, in the case of a corporation, \$1 million and for an individual, \$250,000; and
- The *Crimes Act 1900* contains other offences relating to false and misleading information: section 307B (giving false or misleading information – maximum penalty 2 years' imprisonment of 200 penalty units, or both).

Name of Authorised Reporting Officer	
Title	A/Director Environment & Sustainability – Eastern Harbour & Central River
Signature	
Qualification	Ba. Landscape Management & Conservation (Hons)
Company	Transport for NSW
Company Address	130 George Street, Parramatta

# **Construction Compliance Report #7**

**February to July 2022**

**Parramatta Light Rail – Stage 1 (SSI-8285)**

**PLR-TFNSW-PJT-EE-RPT-000020**

**Revision 0**

**September 2022**



# Executive Summary

This Construction Compliance Report #7 documents Transport for NSW and its Contractors' compliance as required by the project's planning approval granted by the Secretary of the NSW Department of Planning and Environment, DPE (the Secretary). This report covers the period from 1 February 2022 to 31 July 2022.

During the reporting period, the Infrastructure Works (Package 4) contractor continued construction activities across the Parramatta Light Rail (PLR) alignment, completing 100% of the light rail track. The Supply Operate and Maintain (SOM) Works (Package 5) contractor continued construction of the stabling and maintenance facility (SaMF) and commenced construction of the light rail stops. The Hawksbury Road Widening (Package 2) contractor recommenced works in the period at the Childrens Hospital in Westmead.

The following provides a summary of environmental performance during the period:

- On-site environmental performance was generally well managed across the project
- No reportable incidents occurred
- Four (4) non-compliances were raised during the reporting period. A Record Breach was also received from DPE for one of the reported non-compliances.

The total number of complaints received during the reporting period reduced to 290, compared with 355 in the previous reporting period and 474 in the period before that. Of these, 230 complaints were determined to be attributable to project works following investigation.

Summary statistics for each PLR delivery package and TfNSW during the reporting period:

Construction Package	Ongoing Requirements (non-compliances raised)	Notifiable Incidents	ER inspections (Issues/ opportunities for improvement raised)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
Package 1 Road Enabling Works	0 (0)	0	0 (0)	0 (0)	0
Package 2 PLR Westmead Precinct	337 (0)	0	6 (10)	0 (0)	0
Package 3 Early Works Portion 2	0 (0)	0	0 (0)	0 (0)	0
Package 4 Infrastructure Works	449 (0)	0	24 (113)	1 (0)	229
Package 5 Supply, Operate & Maintain Works	287 (2)	0	16 (43)	1 (2)	0
Project Wide TfNSW	140 (2)	0	0 (0)	1 (1)	1
<b>Total</b>	<b>1213 (4)</b>	<b>0</b>	<b>46 (166)</b>	<b>1 (3)</b>	<b>230 (290)</b>
<i>Total from previous period</i>	<i>1497 (3)</i>	<i>2</i>	<i>31 (176)</i>	<i>0 (0)</i>	<i>300 (355)</i>



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## Document control

### Approval and authorisation

Title	Parramatta Light Rail – Stage 1 Construction Compliance Report #7 February to July 2022
Document Reference	PLR-TFNSW-PJT-EE-RPT-000021

### Version status

Revision	Date	Description	Approval/ Reviewer	Declaration
A	16 September 2022	Compliance report for Internal Review	Senior Manager Environment & Sustainability	Not Applicable
0		Compliance report for Submission	Senior Manager Environment & Sustainability	Director – Environment & Sustainability – Eastern Harbour and Central River

# Glossary / Abbreviations

Abbreviation	Expanded text
AA*	The Acoustics Advisor for the CSSI.
Active Transport Link*	An active transport link (pedestrian and cycling) connecting Carlingford to the Parramatta Valley Cycleway at Rydalmere, with bridge crossings at Parramatta River and James Ruse Drive, and ending at Alfred Street, Parramatta
Ancillary facility*	A temporary facility for construction of the project including an office and amenities compound, construction compound, material crushing and screening plant, materials storage compound, maintenance workshop, testing laboratory, material stockpile area car parking compound and truck marshalling facility.
Annoying activities*	As defined in the <i>Interim Construction Noise Guideline (DECC, 2009)</i>
CCR	Construction Compliance Report
CEMP*	Construction Environmental Management Plan
CoA	The Planning Minister's conditions of approval
Completion of construction*	The date upon which all construction works and activities described in the EIS/Submissions Report (incorporating Preferred Infrastructure Report) are completed and all requirements of the Secretary (if any) and the whole of the CSSI has been constructed to the appropriate standard for operation
Construction*	<p>Includes all works required to construct the CSSI as described in the EIS/Submissions Report (incorporating Preferred Infrastructure Report), including commissioning trials of equipment and temporary use of part of the CSSI, but excluding the following low impact work:</p> <ul style="list-style-type: none"> <li>(a) survey works including carrying out general alignment survey, installing survey controls (including installation of global positioning system (GPS)), installing repeater stations, carrying out surveys of existing and future utilities and building and road dilapidation surveys;</li> <li>(b) investigations including investigative drilling, contamination investigations and excavation;</li> <li>(c) establishment of ancillary facilities in approved locations including constructing ancillary facility access roads and providing utilities to the facility;</li> <li>(d) operation of ancillary facilities if the ER has determined the operational activities will have minimal impact on the environment and community;</li> <li>(e) minor clearing and relocation of native vegetation, as identified in the EIS/Submissions Report (incorporating Preferred Infrastructure Report);</li> <li>(f) installation of mitigation measures including erosion and sediment controls, temporary exclusion fencing for sensitive areas and acoustic treatments;</li> <li>(g) property acquisition adjustment works including installation of property fencing, and relocation and adjustments of property utility connections including water supply and electricity;</li> <li>(h) relocation and connection of utilities where the relocation or connection has a minor impact to the environment as determined by the ER;</li> <li>(i) reconfiguration of Robin Thomas Reserve for the purposes of maintaining two sports playing fields;</li> <li>(j) archaeological testing under the <i>Code of practice for archaeological investigation of Aboriginal objects in NSW (DECCW, 2010)</i>, archaeological investigations to inform design or archaeological monitoring undertaken in association with [a]-[i] above to ensure that there is no impact to heritage</li> </ul>



Abbreviation	Expanded text
	<p>items;</p> <p>(k) other activities determined by the ER to have minimal environmental impact which may include construction of minor access roads, temporary relocation of pedestrian and cycle paths and the provision of property access including access and egress to construction ancillary facilities; and</p> <p>(l) maintenance of existing buildings and structures required to facilitate the carrying out of the CSSI.</p> <p>However, where heritage items, or threatened species, populations or ecological communities (within the meaning of the <i>Biodiversity Conservation Act 2016</i>) are affected or potentially affected by any low impact work, that work is construction, unless otherwise determined by the Secretary in consultation with OEH or DPI Fisheries (in the case of impact upon fish, aquatic invertebrates or marine vegetation).</p> <p>Construction does not include site establishment works where such works are included as part of a <b>Site Establishment Management Plan</b> approved under <b>Condition C18</b>.</p>
CSSI*	The Critical State Significant Infrastructure as described in Schedule 1 of this approval, the carrying out of which is approved under the terms of this approval.
CSSI, the	Parramatta Light Rail – Stage 1 (Westmead to Carlingford)
CTP	Compliance Tracking Program
Department*	NSW Department of Planning and Environment
DECC*	Former NSW Department of Environment and Climate Change
DPE	NSW Department of Planning and Environment
Dol*	NSW Department of Industry
DPI*	NSW Department of Primary Industries including DPI Agriculture, DPI Biosecurity and Food Safety, DPI Land and Natural Resources, Dol Water and DPI Fisheries
Eat Street*	That section of Church Street between Palmer and George streets.
EIS*	The Environmental Impact Statement submitted to the Secretary seeking approval to carry out the project described in it, as revised if required by the Secretary under the EP&A Act and including any additional information provided by the Proponent in support of the application for approval of the project.
EMS*	Environmental Management System
Environmental Representative Protocol*	The document of the same title published by the Department (2017)
EP&A Act*	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPA*	NSW Environment Protection Authority
EPL*	Environment Protection Licence under the POEO Act
ER*	The Environmental Representative for the CSSI
Heritage Division*	The Heritage Division of OEH

Abbreviation	Expanded text
Heritage item*	A place, building, work, relic, archaeological site, tree, movable object or precinct of heritage significance, that is listed under one or more of the following registers: the State Heritage Register under the <i>Heritage Act 1977</i> (NSW), a state agency heritage and conservation register under section 170 of the <i>Heritage Act 1977</i> (NSW), a Local Environmental Plan under the EP&A Act, the World, National or Commonwealth Heritage lists under the <i>Environment Protection and Biodiversity Conservation Act 1999</i> (Cth), and an “Aboriginal object” or “Aboriginal place” as defined in section 5 of the <i>National Parks and Wildlife Act 1974</i> (NSW).
Highly Noise Intensive Works*	Rock breaking, rock hammering, sheet piling, pile driving and any similar activity
ICNG*	<i>Interim Construction Noise Guideline</i> (DECC, 2009)
Incident*	An occurrence or set of circumstances that causes, or threatens to cause material harm. <i>Note: “material harm” is defined in this approval.</i>
Land*	Has the same meaning as the definition of the term in section 1.4 the EP&A Act
Landowner*	Has the same meaning as “owner” in the <i>Local Government Act 1993</i> and in relation to a building means the owner of the building
Material harm*	Is harm that: (a) involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or (b) results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).
Minister*	NSW Minister for Planning
NCA*	Noise catchment area
NML*	Noise management level as derived from the <i>Interim Construction Noise Guideline</i> (DECC, 2009)
Non-compliance*	An occurrence, set of circumstances or development that is a breach of this approval but is not an incident.
NSW Heritage Council*	Heritage Council of NSW
OEH*	NSW Office of Environment and Heritage
OEMP*	Operational Environmental Management Plan
Operation*	The carrying out of the CSSI (whether in full or in part) upon the completion of construction for the applicable stage (if any), excluding the following activities: <ul style="list-style-type: none"> <li>• commissioning trials of equipment;</li> <li>• temporary use of any part of the CSSI; and</li> <li>• maintenance works.</li> </ul> <i>Note: There may be overlap between the carrying out of construction and operation if the phases are staged. Commissioning trials of equipment and temporary use of any part of the CSSI are within the definition of construction.</i>

Abbreviation	Expanded text
Parramatta Strategic Planning Framework*	Planning policies developed by City of Parramatta Council (in consultation with Government Architect NSW) including the Parramatta Strategic Framework, Parramatta City Link Strategy, and Parramatta River Strategy.
PCCR	Pre-Construction Compliance Report
PIR*	The Preferred Infrastructure Report submitted to the Secretary under the EP&A Act (referred to as part of the Submissions Report (including Preferred Infrastructure Report)).
Planning Approval	The Planning Approval includes the Conditions of Approval, the EIS and the Submissions and Preferred Infrastructure Report
PLR	Parramatta Light Rail (Stage 1)
POEO Act*	<i>Protection of the Environment Operations Act 1997 (NSW)</i>
Precinct*	The precincts of Westmead; Parramatta North; Parramatta CBD; Rosehill and Camellia; and Carlingford as described in the EIS and illustrated in Figures 5.2a to 5.2h of Volume 1
Proponent*	The person identified as such in Schedule 1 of this approval
Relevant Council(s)*	Any or all as relevant: <ul style="list-style-type: none"> <li>• City of Parramatta; and</li> <li>• Cumberland Council</li> </ul>
Relevant Road Authority*	The same meaning as the road authorities defined in the <i>Roads Act 1993</i> .
Relic*	Has the same meaning as the definition of the term in section 4 of the <i>Heritage Act 1977 (NSW)</i>
REMMMs	Revised Environmental Management and Mitigation Measures
RMS*	NSW Roads and Maritime Services
Secretary*	Secretary of the NSW Department of Planning and Environment (or nominee, whether nominated before or after the date on which this approval was granted)
Sensitive receiver*	Includes residences, temporary accommodation such as caravan parks and camping grounds, and health care facilities (including nursing homes, hospitals). Also includes the following, when in use: educational institutions (including preschools, schools, universities, TAFE colleges), religious facilities (including churches), child care centres, passive recreation areas, commercial premises (including film and television studios, research facilities, entertainment spaces, restaurants, office premises and retail spaces), and others as identified by the Secretary
SES*	NSW State Emergency Services
SOM	Supply, Operate and Maintain
Submissions Report*	The report comprising the Proponent's response to written submissions received in relation to the application for approval for the CSSI under the EP&A Act. The Proponent has prepared a Submissions Report (incorporating the Preferred Infrastructure Report) for the CSSI
TfNSW	Transport for NSW (the Proponent)
TMC*	Transport Management Centre for NSW



Abbreviation	Expanded text
Tree*	As defined in Australian Standard AS 4970-2009 <i>Protection of trees on development sites</i> .
Unexpected heritage find*	An object or place that is discovered during the carrying out of the CSSI and which may be a heritage item but was not identified in the documents referred to in <b>Condition A1</b> or suspected to be present. An unexpected heritage find does not include human remains.
Work*	All physical work for the purpose of the CSSI including construction

\* As defined in the Infrastructure Approval

# 1 Introduction

## 1.1 Context

This Construction Compliance Report (CCR) has been prepared for Parramatta Light Rail, Stage 1 (the CSSI). The Staging Report (PLR-TFNSW-CBD-PE-RPT-000001) describes the staging of the delivery and operation of the CSSI in compliance with the requirements of the Infrastructure Approval (SSI 8285).

Condition of Approval (CoA) A37 of the Infrastructure Approval requires that the CCR be prepared and submitted to the Secretary for information every six months from the date of commencement of construction for the stage and package of works to which the report applies. The CCR is to be made publicly available by TfNSW in accordance with CoA A33.

## 1.2 Purpose of this report

The purpose of this CCR is to address the requirements of CoA A37 of the Infrastructure Approval. This CCR has been prepared in accordance with the PLR Compliance Tracking Program (CTP). The CTP was issued to Department of Environment and Planning (DPE) by Transport for NSW (TfNSW) on 6 December 2018 and subsequently updated and resubmitted on 16 October 2019.

This is issue number seven (7) of the six-monthly CCR. Subsequent six-monthly CCRs will continue to be prepared and submitted subsequently to this CCR. Transport for NSW and its Contractors are jointly responsible for compliance with the project conditions of approval and other requirements. In accordance with the Staging Report (PLR-TFNSW-CBD-PE-RPT-000001), this CCR is to be submitted every six (6) calendar months (i.e. February to July / August to January) for all active packages.

In this reporting period – February to July 2022, the following delivery packages were active:

- Package 2A – Hawksbury Road widening
- Package 4 – Infrastructure Works
- Package 5 – Supply, Operate and Maintain (SOM) Works
  - Activity A Stabling and Maintenance (SaM) Facility
  - Activity B Remaining elements – Stops, Substations and Testing.

Details of the relevant CoA for construction compliance reporting are provided in Table 1-1, together with a cross-reference to where these requirements are addressed in this CCR. A brief overview of the project is provided in Table 1-2.

Table 1-1 Conditions applicable to the Construction Compliance Report

CoA	Condition Requirements	Document reference	How Addressed
A34	Construction Compliance Reports must be prepared	This document	This Report has been prepared to address this Condition.
A34	and submitted to the Secretary for information every six (6) months from the date of construction for the duration of construction.	Section 1.2	This Report will be written every six calendar months as per the Staging Report. The Report will be submitted to the Secretary for information.

CoA	Condition Requirements	Document reference	How Addressed
A34	The Construction Compliance Reports must include: (a) A results summary and analysis of environmental monitoring	Section 2.4	Environmental monitoring results for this reporting period are discussed in Section 2.4.
A34	(b) The number of complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints	Section 2.3	Complaints received within this reporting period are discussed in Section 2.3.
A34	(c) Details of any review of, and minor amendments made to, the CEMP as a result of construction carried out during the reporting period	Section 3.3	Reporting on the CEMP and any minor amendments undertaken during this reporting period is discussed in Section 3.3.
A34	(d) A register of any reviews of consistency undertaken including outcome	Section 3.4	A register of consistency reviews undertaken during this reporting period is discussed in Section 3.5.
A34	(e) Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit	Section 2.5	Results of independent environmental audits and actions taken during this reporting period are discussed in Section 2.5.
A34	(f) A summary of all incidents notified in accordance with Conditions A44 and A46 of this approval	Section 2.6	Notifiable incidents for this reporting period are discussed in Section 2.6.
A34	(g) Any other matter relating to compliance with the terms of this approval or as requested by the Secretary	Section 4 Business monitoring (CoA E110)	Results from business monitoring required under Condition E110 is provided for this reporting period in Section 4.

Table 1-2 Parramatta Light Rail – Stage 1 overview

<b>Project Name</b>	Parramatta Light Rail – Stage 1
<b>Project Application Number</b>	SSI 8285
<b>Site Address</b>	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford, Granville and Clyde.
<b>Name of Compliance Report</b>	Construction Compliance Report – CCR #7
<b>Dates covered by this Report</b>	February 2022 to July 2022
<b>Summary of project activities that occurred during the reporting period</b>	Packages 2A and 4: Main infrastructure construction across the alignment including: track, landscaping and urban domain works, were substantially completed. Site handover and defect rectification commenced in the period. Package 5: Construction of the stabling and maintenance facility continued and works at the first stops, including installation of canopies.



### 1.3 Parramatta Light Rail project description

Parramatta Light Rail is one of the NSW Government's major infrastructure projects being delivered to serve a growing Sydney.

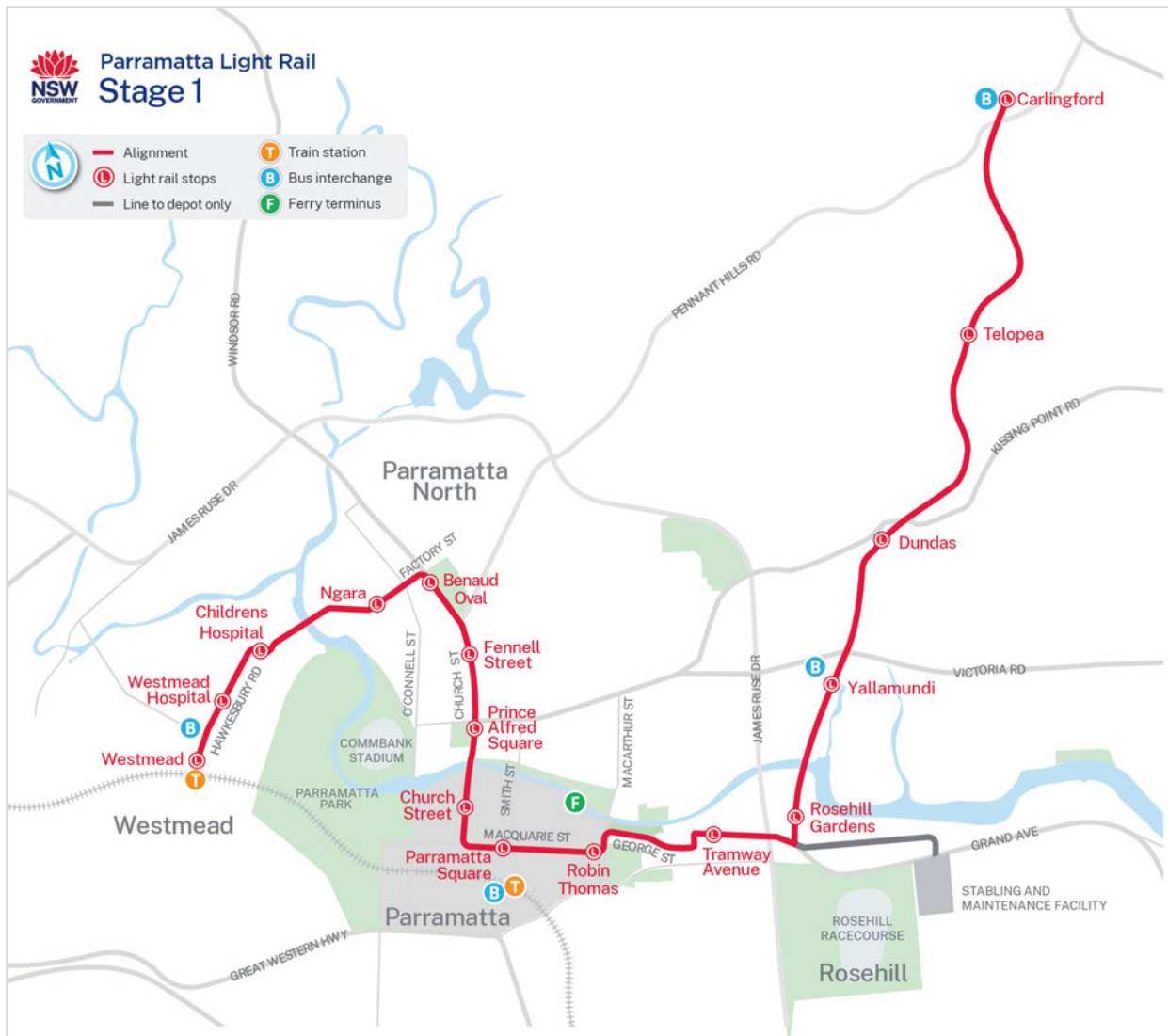
Parramatta Light Rail – Stage 1 ('the CSSI') will connect Westmead to Carlingford via Parramatta Central Business District (CBD) and Camellia. The CSSI is expected to be operational in late 2023.

The project will create new communities, connect great places and help both local residents and visitors move around and explore what the region has to offer. The route will link Parramatta's CBD and train station to a number of key locations, including the Westmead Precinct, the Cumberland Hospital Precinct, Bankwest Stadium, the Camellia Town Centre, the Parramatta Powerhouse and Riverside Theatre arts and cultural precinct, the private and social housing redevelopment at Telopea, the Rosehill Gardens Racecourse and the three Western Sydney University campuses.

In summary, the key features of the project include:

- A new dual track light rail network of approximately twelve (12) kilometres in length, including approximately seven (7) kilometres within the existing road corridor and approximately five (5) kilometres within the existing Carlingford Line and Sandown Line, replacing current heavy rail services
- Sixteen (16) stops that are fully accessible and integrated into the urban environment including a terminus stop at each end of Westmead and Carlingford
- High frequency 'turn-up-and-go' services operating seven days a week from 5am to 1am. Weekday services will operate approximately every 7.5 minutes in the peak period between 7am and 7pm
- Modern and comfortable air-conditioned light rail vehicles, nominally 45 metres long and driver-operated, each carrying up to 300 passengers.
- Intermodal interchanges with existing public transport services at Westmead terminus, Parramatta CBD and the Carlingford terminus
- Creation of two light rail and pedestrian zones (no general vehicle access) within the Parramatta CBD along Church Street (generally between Market Street and Macquarie Street) and along Macquarie Street (generally between Horwood Place and Smith Street)
- A Stabling and Maintenance (SaM) Facility located in Camellia for light rail vehicles to be stabled, cleaned and maintained
- New bridge structures along the alignment including over James Ruse Drive and Clay Cliff Creek, Parramatta River (near the Cumberland Hospital), Kissing Point Road and Vineyard Creek, Rydalmere
- Alterations to the existing road network including line marking, additional traffic lanes and turning lanes, new traffic signals, and changes to traffic flows
- Relocation and protection of existing utilities
- Public domain and urban design works along the corridor and at Stop precincts
- Closure of the heavy rail line between Carlingford and Clyde
- Active transport corridors and additional urban design features along sections of the alignment and within Stop precincts
- Integration with the Opal Electronic Ticketing System (ETS)
- Real time information in light rail vehicles and at Stops via visual displays and audio.

An overview of Parramatta Light Rail route is shown in **Figure 1-1**.



### 1.3.1 Statutory Context

Stage 1 was subject to environmental impact assessment under the *Environmental Planning and Assessment Act 1979* (EP&A Act). It is classified as Critical State Significant Infrastructure (CSSI). Detailed environmental impact assessments have been carried out and approved by the Minister for Planning. The Planning Approval for the project is described in Section 1.3.2.

### 1.3.2 Parramatta Light Rail Planning Approval

The Environmental Impact Statement (EIS) assessed impacts for Parramatta Light Rail Stage 1 (Westmead to Carlingford). This covered the light rail and associated works including road enabling work. It was approved by the Minister for Planning on 29 May 2018. The Infrastructure Approval was subsequently modified under Section 5.25 of the EP&A Act on 21 December 2018 (MOD 1) and 25 January 2019 (MOD 2).

The planning approval (Infrastructure Approval SSI 8285) and related environmental assessment documents are located at Department of Planning and Environment Major Projects website:

[http://majorprojects.planning.nsw.gov.au/index.pl?action=view\\_job&job\\_id=8285](http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=8285)





Figure 1-1 Aerial image of Bidgee Bidgee Bridge and the Tramway Avenue light rail stop in the Rosehill Precinct (TfNSW, July 2022)



## 1.4 Project Staging

Parramatta Light Rail – Stage 1 is staged in accordance with CoA A13. Stages are described in the PLR Staging Report (PLR-TFNSW-CBD-PE-RPT-000001) and are summarised in Table 1-3.

Table 1-3 Parramatta Light Rail – Stage 1 staging

Stage	Package	Contractor	Project location	Description
Enabling Stage	1 – Road Enabling Works	Diona Ward Joint Venture	O'Connell Street, North Parramatta and George Street, Parramatta	Complete. Local road network improvements and adjustments to maintain performance of the local road network during the light rail construction and operation. Works include increasing the capacity of O'Connell Street and George Street to accommodate the loss of road capacity on Church Street and Macquarie Street. Also Robin Thomas Reserve playing fields reconfiguration works.
Enabling Stage	2A – Hawkesbury Road Widening	Health Infrastructure (Ford Civil Contractors)	Hawkesbury Road, Westmead	Ongoing. The widening of the north-western side of Hawkesbury Road including piling to accommodate for future NSW Health development, within Westmead Hospital land as well as entrance to Childrens Hospital.
Enabling Stage	2B – Cumberland Hospital (East Campus) demolition	Health Infrastructure (Renascent)	Cumberland Hospital (East Campus) Fleet Street, North Parramatta	Complete. Demolition of buildings within the Cumberland Hospital (East Campus) area.
Enabling Stage	2C – Cumberland Hospital (West Campus) demolition	Health Infrastructure (Donnelley Constructions)	Cumberland Hospital (West Campus) Hainsworth Street, Westmead	Complete. Demolition of buildings within the Cumberland Hospital (West Campus) area.
Enabling Stage	3 – Early Works Portion 2	Ventia	6-8 Grand Avenue, Camellia	Complete. Remediation (capping) of the site at 6-8 Grand Avenue, Camellia. This is the allocated site for the Stabling and Maintenance (SaM) Facility.
Infrastructure Delivery	4 – Infrastructure Works	Parramatta Connect (CPB and Downer Joint Venture)	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford, Granville and Clyde.	Ongoing. Design and construction of civil works, public domain and light rail infrastructure up to road level / top of rail and to the top of the concrete slab at Stops, including provision of all Utility Services (excluding high-voltage power supply and cabling for rail systems), and decommissioning of the Carlingford T6 Line.

Stage	Package	Contractor	Project location	Description
Supply, Operation & Maintain (SOM)	5A – Stabling and Maintenance Facility	Great River City Light Rail Consortium	Land in the suburbs of Rosehill and Camellia	Ongoing. Design and construction of the SaM Facility, including all light rail operations, customer service and asset management.
Supply, Operation & Maintain (SOM)	5B – Remaining elements such as Stops and Substations and Testing	Great River City Light Rail Consortium	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford.	Ongoing. Design and construction of light rail systems, high-voltage power supply and Stops above slab level, the supply of LRVs, the design and construction of the SaM Facility, including all light rail operations, customer service and asset management.

## 1.5 Approval documentation

Documentation relevant to the CSSI CCR includes:

- Parramatta Light Rail (Stage 1) Environmental Impact Statement (EIS) (Transport for NSW 2017)
- Parramatta Light Rail (Stage 1) Submissions and Preferred Infrastructure Report (SPIR) (Transport for NSW 2018)
- Infrastructure Approval SSI-8285 (approved by the Minister for Planning on 29 May 2018)
- Infrastructure Approval Modification SSI-8285 (approved by the Delegate to Minister for Planning on 21 December 2018)
- Infrastructure Approval Modification SSI-8285 (approved by the Delegate to Minister for Planning on 25 January 2019).





Figure 1-2 Aerial image of Lennox Bridge/Church Street after substantial completion of the Infrastructure Works (Package 4) in Parramatta (TfNSW, July 2022)



Figure 1-3 Aerial image of Robin Thomas stop after substantial completion of the Infrastructure Works (Package 4) (TfNSW, July 2022)



## 2 Project status update

### 2.1 Project activities

#### 2.1.1 Overview

Project works are proceeding generally in accordance with the construction program. Table 2-1 summaries the status of each of the Packages for the reporting period.

Table 2-1 Status of Construction Packages during the reporting period

Package	Contractor	Status
1 – Road Enabling Works	Diona Ward Joint Venture	Construction* commenced 26 March 2019 substantially completed Q2 2020.  Construction works re-commenced on 27 January 2021 for Robin Thomas Reserve Playing Fields reconfiguration and correction work at Woolpack Hotel. Construction completed 5 June 2021
2A – Hawkesbury Road Widening	Health Infrastructure (Ford Civil Contractors)	Construction* commenced 15 August 2019 and was substantially completed 1 June 2020.  Construction works re-commenced on 6 June 2022 for works at the entrance to the Children's Hospital at Westmead.
2B – Cumberland Hospital (East Campus) demolition	Health Infrastructure (Renascent)	Construction* commenced 19 February 2020 Construction completed 11 June 2020
2C – Cumberland Hospital (West Campus) demolition	Health Infrastructure (Donnelley Constructions)	Construction* commenced 19 February 2020. Construction was on hold from February 2020 and re-commenced in December 2020.  Construction completed 22 December 2020
3 – Early Works Portion	Ventia	Construction* commenced 26 September 2019 Construction completed 24 September 2021 (noting EPA site auditor sign-off of the LTEMP occurred during the period)
4 – Infrastructure Works	Parramatta Connect	Construction* commenced 5 January 2020  Construction ongoing during reporting period for the entire alignment. Handover of parts of the alignment to SOM occurred in the period.
5A – Supply Operate and Maintain (SOM) Works - SaM Facility	Great River City Light Rail	Construction* commenced 24 September 2021 following handover from Early Works contractor.
5B – SOM Works - Remaining elements such as Stops and Substations and Testing	Great River City Light Rail	Construction* commenced 1 February 2022 following handover from Infrastructure Works contractor.

\* Refer to the definition of 'Construction' in the glossary in accordance with the Conditions of Approval as issued by the Secretary.



## 2.2 Previous Report actions

There were no open actions from the previous Construction Compliance Report (#6) August 2021 to January 2022 that were closed in this reporting period or remain open in this reporting period.

## 2.3 Complaints

The project received a total of 290 complaints during the reporting period (compared to 355 complaints in the last period). Of these, complaints 230 were determined to be attributable to project works following investigation.

Complaints during the reporting period were largely dominated by out of hours noise (28%), property damage (13%), worker behaviour (11%) totalling over half of all complaints during the period. Other complaints included parking (9%), safety (8%), day noise (7%) and access (7%). Figure 2-1 provides a detailed breakdown of complaints by type.

The Infrastructure Works (Package 4) contractor generated the vast majority of complaints (totalling 99.7% of all complaints attributable to the project during the period). Of these, 94 were noise & vibration related (representing 41% of all complaints attributable to the project). Proportionally, the percentage of property damage was around the same and worker behaviour related complaints increased in the period when compared with the last period.

In summary there were:

- Zero (0) complaints against the Road Enabling (Package 1), Westmead Precinct (Package 2) and the Early Works (Package 3) contractors
- Two hundred and twenty nine (229) complaints against the Infrastructure Works (Package 4) contractor
- Zero (0) complaints against Supply, Operate & Maintain (SOM) Works (Package 5) contractor
- One (1) complaint directly attributed to TfNSW
- Sixty (60) complaints which were not relevant to the Project.

Works in the Westmead and North Parramatta precincts generated the most complaints during the reporting period (157), representing 68% of all complaints attributable to the project. The breakdown of the complaints for each precinct is shown in Figure 2-2.

Complaints have been actioned and resolved in accordance with the Complaints Management System. There are no matters which are currently subject to independent mediation. A copy of the complaint register is provided to DPE on a fortnightly basis.

A number of strategies were adopted by the Infrastructure Works (Package 4) contractor to reduce the recurrence of complaints including:

- Regular engagement with stakeholders to establish expectations on the program of works including for Out of Hours Works and access changes
- Prompt investigation of complaints and response to stakeholders
- Development of receiver-specific solutions in response to noise complaints including moulded earplugs, noise cancelling headphones, supermarket vouchers and alternative accommodation
- Training and reminders are given at worksite prestart meetings to address location-specific worker behaviour issues
- Regular delivery of toolbox training to the workforce within the theme of 'Be a Good Neighbour'.

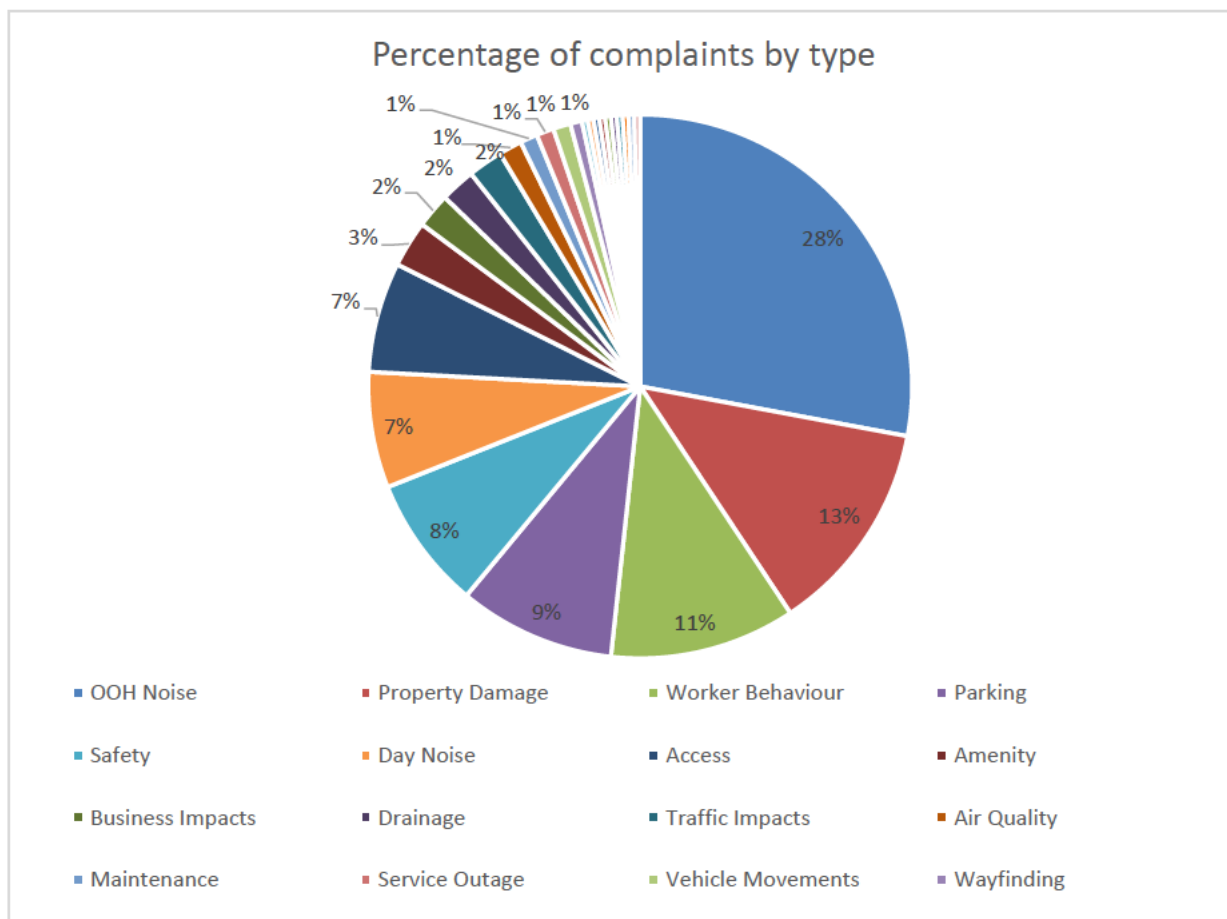


Figure 2-1 Number of complaints per month for the project by type of complaint

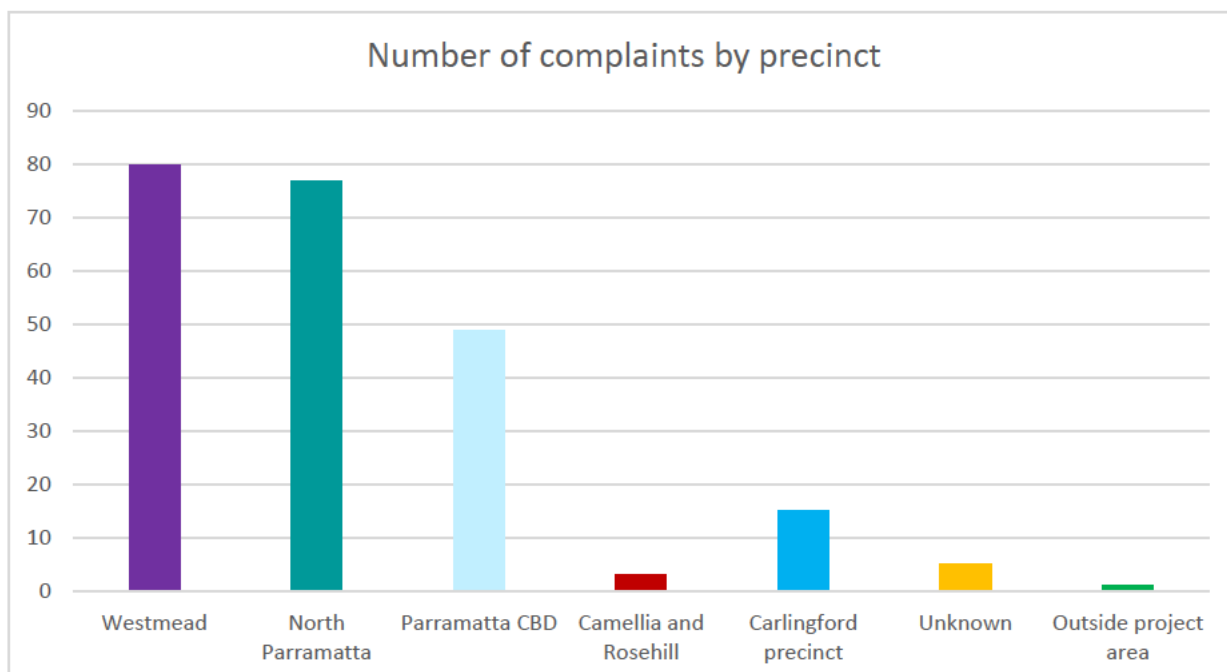


Figure 2-2 Number of complaints by precinct

Survey results from business monitoring during the reporting period is provided in Section 4 in accordance with the Business Activation Plan required under CoA E110.

## 2.4 Environmental monitoring

Environmental monitoring is used to review potential environmental risks caused by project activity. It allows the project to assess and evaluate receiving environment trends and ensure installed controls are appropriate and effective.

A range of environmental monitoring is required by the CoA throughout the duration of construction of the project. These measures are listed in the CEMP. The results of the monitoring programs are described in this section. The relevant contractors monthly reports provide further details of construction environmental monitoring carried out on behalf of the Parramatta Light Rail project.

Survey results from business monitoring during the reporting period is provided in Section 4 in accordance with the Business Activation Plan required under CoA E110.

### 2.4.1 Water quality (turbidity) monitoring

This condition is not triggered for Stage 1 (Packages 1 to 3) and Stage 3 (Package 5) of the CSSI. Water quality monitoring was undertaken by Stage 2 (Package 4) during the reporting period.

In accordance with the Infrastructure Works (Package 4) Construction Soil and Water Management Plan, construction-phase surface water quality monitoring is undertaken quarterly and after wet-weather (exceeding 20 mm in 24 hours) events during the reporting period. A summary of the key parameter results is provided in Table 2-2.

Table 2-2 Summary of water quality (turbidity) monitoring data for the period

Location	Average Acidity (pH) 5.5-8.5	Average Electrical Conductivity (µS/cm) LR: 125–2200 E: None	Average Turbidity (Nephelometric Turbidity Unit) 6-50
A'becketts Creek (AC1)	Inaccessible	Inaccessible	Inaccessible
A'becketts Creek (AC2)	Inaccessible	Inaccessible	Inaccessible
Clay Cliff Creek (CC1)	8.09	1560	69
Clay Cliff Creek (CC2)	7.93	4239	56
Domain Creek (DC1)	7.71	386	38
Parramatta River (PR1)	7.62	478	48
Parramatta River (PR2)	7.75	431	60
Parramatta River (PR3)	7.59	408	46
Parramatta River (PR4)	7.69	1331	46
Parramatta River (PR5)	7.60	9662	48
Parramatta River (PR6)	7.61	9498	45
Subiaco Creek (SC1)	7.68	5234	55
Vineyard Creek (VY1)	7.67	515	89
Vineyard Creek (VY2)	7.63	514	82

ANZECC Waterway types: LR: Lowland River (PR1, PR2, PR3, PR4, VY1, VY2); E: Estuary (CC1, CC2, SC1, AC1, AC2, PR5, PR6).

Water quality monitoring undertaken during the period identified exceedances of the ANZECC trigger levels, particularly turbidity, due to significant rainfall occurring in the days prior to and during monitoring. For example, in February 2022, monitoring was undertaken during a 118.0 mm 3-day rainfall event. While trigger levels were exceeded the downstream result did not vary by 20% or more from the upstream control sample. Therefore, further investigation was not undertaken as the result was not attributed to project construction activities. During the reporting period, monitoring did not identify any significant adverse impacts as a result of the Package 4 works.

#### 2.4.2 Noise monitoring

The focus of noise monitoring is to confirm predicted noise levels and monitoring in accordance with the relevant contractor Noise and Vibration Monitoring Programs.

During the reporting period, 54 monitoring events were undertaken by Package 4 in accordance with CoA C16 requirements. Two exceedances of predicted values were identified however in both instances, the exceedances were not attributable to the project. Of the 54 monitoring events:

- Forty-eight (48) events conducted during standard hours
- Zero (0) events conducted during Out of Hours Period 1
- Six (6) events conducted during Out of Hours Period 2.

There were also four (4) continuous noise monitors established in June 2020 at medical facilities in Westmead that have been identified as sensitive receivers (see Table 2-3). In consultation with the Health Administration Corporation (HAC), monitoring was ongoing during the period up to 7 July 2022. Continuous monitoring was undertaken to ensure the noise levels remain under 65dBA. On 7 July 2022, in consultation with HAC and the Acoustics Adviser, the continuous noise monitors were decommissioned as the main infrastructure works were substantially complete.

During the reporting period, noise monitoring was also undertaken by Package 5 during out of hours works for the Church Street canopy installation. Construction works were inaudible at the nearest residential receiver.

#### 2.4.3 Vibration monitoring

In accordance with CoA C16, Package 4 conducted continuous vibration monitoring at three (3) locations at medical facilities in Westmead that have been identified as sensitive receivers (see Table 2-3). Where the alerts were triggered and determined to be attributable to the project, works were modified/adjusted to reduce the risk of vibration impacts. On 7 July 2022, in consultation with HAC and the Acoustics Adviser, the continuous vibration monitors were decommissioned as the main infrastructure works were substantially complete.

Table 2-3 HAC noise and vibration monitor locations

Organisation	Monitor Type	Location
Westmead Institute for Medical Reach	Vibration Monitor	HAL incubators
		Microscopy Labs
	Noise Monitor	Sleep Lab
		Brain Dynamics Centre
Children's Medical Research Institute	Vibration Monitor	Microscopy Labs
	Noise Monitor	Labs (Level 1)
Cumberland Hospital	Vibration Monitor	Clinical psychology rooms
	Noise Monitor	

Note: The calibration of the monitoring equipment is checked in the field before and after the noise measurement period per Standards Australia AS/IEC 60942:2004/IEC 60942:2003—Electroacoustic – Sound Calibrators.



#### 2.4.4 Grey-headed Flying-fox monitoring

Grey-headed Flying-fox monitoring was completed on five occasions during the reporting period. The monitoring results are presented in Figure 2-3. The monitoring occurred on:

- 13 February 2022 (Ecosure, Summer 2022). Report dated 23 February 2022
- 28 February 2022 (PLR-TFNSW-PJT-BI-RPT-000030). Report dated 15 March 2022
- 31 March 2022 (PLR-TFNSW-PJT-BI-RPT-000031). Report dated 21 April 2022
- 1 May 2022 (Ecosure, Autumn 2022). Report dated 26 May 2022
- 16 July 2022 (Ecosure, Winter 2022). Report dated 4 August 2022

No monitoring was required in June 2022 due to minimal construction works and nil impacts within 300m of the Grey-Headed Flying-Fox camp throughout the period.

The control camps at Gladesville and Clyde are monitored quarterly. The data for these two camps was obtained in February (Summer) 2022, May (Autumn) 2022 and July (Winter) 2022. Monitoring of extents in Parramatta Park, Gladesville and Clyde camps were similar to previous monitoring, with less flying-foxes continuing to be recorded at the Clyde camp in Autumn and Winter. The low numbers of flying-foxes at the Clyde control camp is not considered project related.

Due to the main infrastructure works being substantially complete in the reporting period, the Grey-headed Flying-fox monitoring program was updated to modify the monitoring frequency. Quarterly monitoring by suitability qualified ecologists (Ecosure) continued as well as activity-based monitoring by Contractors as required.

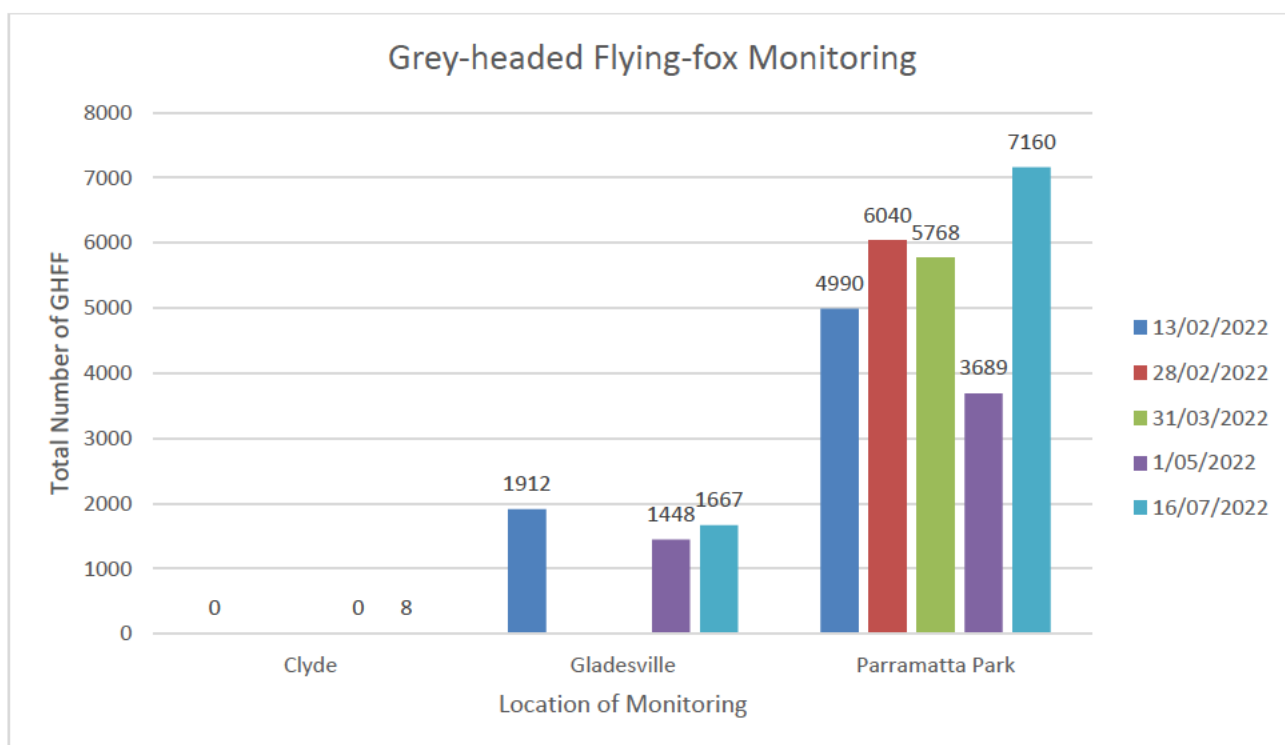


Figure 2-3 Grey-headed Flying-fox monitoring results for the reporting period

The Grey-headed Flying-fox monitoring has been compared to the baseline and historical data on Parramatta Park. The total number of Grey-headed Flying-foxes is generally consistent with the baseline monitoring data (Figure 2-4) and behaviour of the Grey-headed Flying-fox of migrating north in winter.

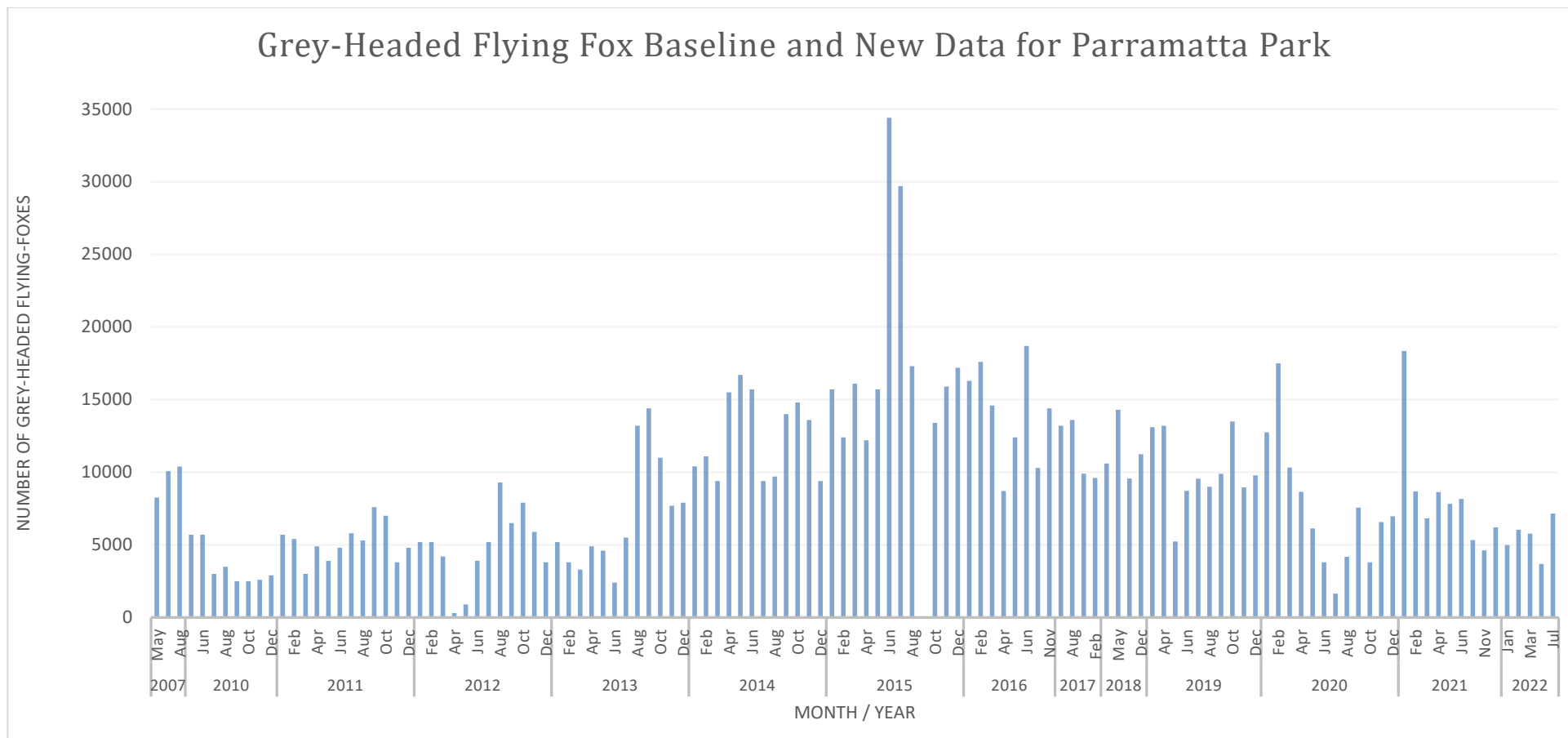


Figure 2-4 Grey-headed Flying-fox monitoring results for the reporting period against baseline and historical data (Source: Royal Botanical Gardens Martin J 2018 & Smith A 2018; NFFMP; TfNSW and Ecosure 2019, 2020, 2021, 2022)

### 2.4.5 Other – Heritage Finds

There were no Heritage Finds reported during the reporting period.

## 2.5 Independent environmental audits findings

One independent environmental audit was conducted during the reporting period in accordance with the Environmental Audit Program (PLR-TFNSW-PJT-EE-PRG-000001). The independent environmental audit was conducted from 3 to 23 March 2022 and covered all active PLR works packages, i.e., Packages 4 and 5, for works from March 2021 to February 2022.

There were no non-compliances or associated corrective actions raised during the audit and three opportunities for improvement identified. Refer to Table 2-4 for details of environmental audit findings.

Table 2-4 Independent Environmental Audit 2021/22 findings

Date	Auditee	Finding	Action / Resolution	Current Status
3 to 23 Mar 2022	TfNSW	Ensure compliance with the complaint response deadlines are correctly recorded in the complaints management system.	The complaint response information has been corrected in the complaints management system.	Completed 17-Mar-2022
3 to 23 Mar 2022	Package 5	EMS 07 should cross reference to Section 7 of the CEMP, and Section 7.2 of the CEMP needs to make it clear that the licence holder is GRCLR and GRCLR is responsible for notifying the EPA.	The CEMP and the Incident Notification Reporting and Investigation Procedure have been updated to address EPL requirements; and the CEMP has been updated to reference GRCLR as the EPL holder responsible for notifying the EPA in the event of a pollution incident. The CEMP has been endorsed by the Environment Representative and submitted to DPE for information.	Completed 14-Jun-2022
3 to 23 Mar 2022	Package 5	The SaMF Erosion and Sediment Control Plan should be kept up to date and issued to all parties and the agreed plan should be fully implemented.	Revision 4 of the SaMF ECM-ESCP was generated to align with on-site actions and was endorsed by the Environment Representative on 05 May 2022. The ECM-ESCP has been issued to all construction supervisors and subcontractors for implementation. The ECM-ESCPs are live documents and are reviewed and updated on a regular basis.	Completed 05-May-2022

## 2.6 Environmental incidents

There were no notifiable environmental incidents (as defined in the Planning Approval – refer to the Glossary) during the reporting period.

## 3 Construction compliance

### 3.1 Conditions of approval compliance table

Compliance tracking software used for the project allows for evidence to be submitted against a condition. This was made available to the Environmental Representative (ER). The status of each compliance requirement applicable during the reporting period has been recorded in accordance with the descriptors in Table 3-1 below.

Table 3-1 Compliance status descriptors

Status	Description
Compliant	The proponent has collected sufficient verifiable evidence to demonstrate that all elements of the requirement have been complied with.
Non-compliant	The proponent has identified a non-compliance with one or more elements of the requirement.
Not triggered	A requirement has an activation or timing trigger that has not been met at the phase of the development when the compliance assessment is undertaken, therefore an assessment of compliance is not relevant. Not triggered also applies to requirements that are identified as 'not applicable' in the Staging Report.

### 3.2 Non-compliances

#### 3.2.1 Open Non-Compliances from the Previous Reporting Period

There was zero (0) open non-compliance from the previous reporting period.

#### 3.2.2 This reporting period

There were four (4) non-compliances raised during the reporting period (see Table 3-2 and Table 3-3 for details). There is one non-conformance for Package 5 with open actions remaining at the end of the reporting period.

Table 3-2 Non-compliances and compliance loads during this Reporting Period

Construction Package	Non-Compliances raised during Reporting Period	Currently open non-compliances	Compliance load at end of Reporting Period
Road Enabling Works	0	0	17
Westmead Precinct	0	0	1
Early Works	0	0	4
Infrastructure Works	0	0	26
SOM Works	2	1	1
TfNSW	2	0	11
<b>Total</b>	<b>4</b>	<b>0</b>	<b>61</b>



Table 3-3 Details of non-compliances during the reporting period (February to July 2022)

Date of occurrence	Date Identified to TfNSW	CoA / REMMs ID	Package	Summary	Actions	Status
18-Feb-22	18-Feb-22	CoA C3	Package 5	<p>INX Report 248713</p> <p>Subcontractor pumping water out from pit/excavation without required project team permit.</p>	<ul style="list-style-type: none"> <li>• Toolbox subcontractor team on procedures for dewatering excavations.</li> <li>• Update ECM to describe dewatering requirements and issue to subcontractor.</li> </ul>	Closed
09-Mar-22	09-Mar-22	CoA A23 & CoA A29	TfNSW	<p>INX Report 248848.</p> <p>The February 2022 ER Monthly Report and February 2022 AA Monthly Report was submitted to the Secretary 9 days after the end of the reporting period, instead of the required 7 days.</p>	<ul style="list-style-type: none"> <li>• Self-report to Secretary.</li> </ul>	Closed
20-May-22	20-May-22	CoA A43	TfNSW	<p>INX Report 250308</p> <p>Late submission of the Parramatta Light Rail Stage 1 Annual Environmental Audit No. 3 (2021/2022)</p> <p>DPE subsequently issued Record Breach (INX Report 250686)</p>	<ul style="list-style-type: none"> <li>• Self-report to Secretary.</li> </ul>	Closed

Date of occurrence	Date Identified to TfNSW	CoA / REMMs ID	Package	Summary	Actions	Status
01-May-22	01-May-22	CoA E49	Package 5	<p>INX Report 248848.</p> <p>Non-compliance with Project Approval (SSI-8285) Condition E49 relating to the implementation of noise mitigation measures identified in the Operational Noise and Vibration Review (ONVR) within eighteen months of the commencement of construction.</p>	<ul style="list-style-type: none"> <li>Finalise ONVR and submit to DPE for approval.</li> <li>Prepare communications materials and submit to TfNSW in advance of ONVR approval so implementation can commence as soon as possible.</li> <li>GRCLR to nominate a due date for delivery of all property treatments and monitor in a schedule (Gantt chart).</li> <li>GRCLR to develop Environmental Alert to explain ONVR complexities and timings for the benefit of similar infrastructure projects.</li> <li>Working group established with TfNSW to review and monitor the roll out of ONVR consultation strategy and at-property treatments</li> <li>Implement noise mitigation measures in accordance with the ONVR.</li> </ul>	In Progress

### 3.3 Construction Environmental Management Plan

The Construction Environmental Management Plan (CEMP) is the key management tool in relation to environmental performance during the design and construction phases. The CEMP outlines the Contractor's approach to minimising and managing environmental risks associated with the construction phase of the project. The CEMP is a dynamic document that is reviewed and amended to incorporate additional requirements as required, including changes to the project team, organisational structure and responsibilities or as improvements to procedures and methodologies develop.

Detailed environmental management Sub-plans have also been prepared as part of the CEMP. Key environmental elements have been identified for the project through the environmental assessment and approval processes. Sub-plans outlines the aspects, impacts, safeguards and monitoring requirements for each key environmental element, nominate who is responsible for implementing controls and provide the frequency/timing of implementation.

Table 3-4 identifies when each Package CEMP (and Sub-plans if required under the Planning Approval) was approved by DPE and any subsequent amendments (as required).

Table 3-4 Package specific CEMP approval and minor revised updates

Package	Secretary CEMP Approval Date	Review / Amendment Comments
Package 1: Road Enabling Works	5 March 2019 22 January 2021	No update occurred during the reporting period.
Package 2: Westmead Precinct Works	13 August 2019 – Activity A 7 February 2020 – Activity B & C	Following Secretary approval, minor amendments were made to the CEMP and Subplans to incorporate modifications to the entrance of The Childrens Hospital at Westmead and submitted to the Secretary for information on 6 June 2022.
Package 3: Portion 2 Early Works	5 September 2019	No update occurred during the reporting period.
Package 4: Infrastructure Works	21 November 2019 (Heritage MP approved 20 October 2020)	No update occurred during the reporting period.
Package 5: Supply, Operate and Maintain (SOM) Works	9 March 2021 – Activity A 7 July 2021 – Activity B	Minor amendments were made to the management plans during reporting period and submitted to the Secretary on 2 August 2022 following award of Environment Protection Licence (EPL) No. 21606 to GRCLR.

### 3.4 Environment Protection Licences

Where the PLR project undertakes activities which are Scheduled Activities under the *Protection of the Environment Operations Act* (1997), the Principal Contractors are required to obtain the relevant Environment Protection Licences (EPLs). The SOM Works contractor obtained an EPL on 14 December 2021, EPL no. 21606 available on the EPA's public register at:

<https://apps.epa.nsw.gov.au/prpoeoapp/Detail.aspx?instid=21606&id=21606&option=licence&searchrange=licence&range=POEO%20licence&prp=no&status=Issued>.

Table 3-5 lists the EPLs that have been active for the project during the reporting period.



Table 3-5 Status of Parramatta Light Rail Environment Protection Licences

Licensee	Construction Package	Activity Type	EPL #	Status
Parramatta Connect	Package 4	Railway activities - railway infrastructure construction	21347	Issued 3 January 2020, and currently active
Great River City Light Rail	Package 5	Railway activities - railway infrastructure construction	21606	Issued 14 December 2021, and currently active

This CCR does not document compliance against EPLs. This is carried out by licence holders.

### 3.5 Consistency assessment and environmental reviews

Consistency assessments and environmental reviews were approved for the project under the TfNSW Environmental Management System. Where required, the reviews were endorsed by the Environmental Representative in accordance with Condition A12 (Appendix A1). Approved documents have been provided to the ERs in accordance with Condition A24(b).

Table 3-6 provides a register of consistency reviews undertaken during the reporting period.

Date	Package	Title	Summary	Outcome
10-Feb-22	Infrastructure Works	Out of boundary road tie-in and street furniture (Area 2) PCPLR-ER-077	Road tie-in and street furniture works required outside of the Approved Project Boundary to accommodate Light Rail.	Approved (flexibility provisions endorsed by TfNSW)
24-Feb-22	Infrastructure Works	Minor Road Networks Changes, Research Road, Westmead (Area 1) PCPLR-ER-084	Research Road in Westmead, requires road levels to be adjusted to tie in with the new footpath and road constructed on Hawkesbury Road.	Approved (flexibility provisions endorsed by TfNSW)
14-Mar-22	Infrastructure Works	Centenary Square Rectification Works (Area 2) PCPLR-ER-083	Pavement rectification within Centenary Square in areas of previously approved PCPLR works and new areas where non-PCPLR works have occurred.	Approved (flexibility provisions endorsed by TfNSW)
31-Mar-22	Infrastructure Works	Out of boundary bus works (Area 2) PCPLR-ER-079	Minor road network changes including off corridor works, car parking and bus stops in Phillip Street and Smith Street.	Approved (flexibility provisions endorsed by TfNSW)
15-Jul-22	SOM Works	Utilities installation TPS 6, Telopea GRCLR-ER-004	Installation of 11 kV conduits and cables for TPS6 power supply.	Approved (flexibility provisions endorsed by TfNSW/ER)

# 4 Business monitoring

## 4.1 Realise Business

Transport for NSW's business advisory support service Realise Business have continued working with local businesses throughout this period.

This includes developing online sales and marketing collateral, identifying Government financial support packages and assisting business to plan for the recovery.

Being aware of business owners' mental wellbeing and staying healthy during this challenging time was a top priority. Our advisors connected businesses with 'New Access' a free mental health coaching program facilitated by mental health trained coaches with a small business background.

As of 31 August 2022, over 200 businesses have signed up for advisory support with Realise Business.

## 4.2 Support for small business – Advertising

As part of a targeted 'Support Local' area marketing campaign, a monthly advert was placed in the local paper, The Parramatta Times and promoted on the PLR Facebook page.

The Parramatta Times is distributed to over 110 strategic locations across the Parramatta LGA and a digital version is also available. Readership exceeds 50,000 per edition with 10,000 hard copies printed.

**Parramatta Light Rail**

# Support your local business

 <p><b>NOVOTEL</b> Prices start from \$189 per night. Treat yourself and the whole family to a well-earned break at Novotel Sydney Parramatta. Offer includes accommodation, parking and free buffet breakfast (kids included). *Conditions apply, offer subject to availability. 350 Church Street, Parramatta ☎ 9530 4999 ☞ novotel.com.au ☞ Valid to 31 August 2022</p>	 <p><b>THE BODY SPACE</b> 25% off all full-body treatments. This premier laser and beauty clinic in Western Sydney features fully qualified therapists who are focused on achieving optimum results. With personalised skin analysis and consultation services, The Body Space offers treatment packages to suit any need or budget. 350 Church Street, Parramatta ☎ 1300 002639 or 9508 4458 ☞ thebodyspace.com.au ☞ Valid to 31 August 2022</p>	 <p><b>KUKUL'S</b> 25% off all takeaway dine-in platters. It began with a dash of fate, a chance meeting of two friends and a sprinkling of rich Portuguese-Cajunese culinary lineage. Kukul's offers a bold, eclectic fusion of cultural flavours crafted to tantalise the taste buds. 1/20 Victoria Road, North Parramatta ☎ 9890 1342 ☞ kukul.com.au ☞ Valid to 31 August 2022</p>
 <p><b>WOK ASIAN RECIPE</b> 10% off pick-up when ordered via the website. Wok Asian Recipe offers a wide range of authentic and traditional Thai dishes, with chefs serving up delicious Thai cuisine that embodies a full richness of colour, flavour and aroma. These are not just meals to enjoy, but delightful works of art. 444 Church Street, Parramatta ☎ 9530 5323 ☞ wokasianrecipe.com.au ☞ Valid to 31 August 2022</p>	 <p><b>GAMES CORNER</b> Spend over \$100 to receive a 5% discount. A casual and friendly gaming environment that offers a range of popular board games, such as Monopoly and Risk. Choose from a wide selection of board, card, role-playing, video, and educational games, as well as toys and pop culture merchandise, at reasonable prices. 5/459 Church Street, Parramatta ☎ thegamescorner.com.au ☎ 9577 3473 ☞ Valid to 31 August 2022</p>	 <p><b>THE MAP CENTRE</b> 10% discount off any product. Start exploring the world today with a great range of maps, including topographic, 3D and international maps, as well as compasses, atlases, guides and more. 440 Church Street, North Parramatta ☎ 9890 2080 ☞ themapcentre.com.au ☞ Valid to 31 August 2022</p>

**Shop at North Parramatta - Yes, we are open!**  
Shopping locally can save you time and money, and is a great way to build relationships with people in your local community.  
Support businesses along the Parramatta Light Rail and enjoy these fantastic benefits.  
Transport for NSW is proudly supporting local businesses during construction of the Parramatta Light Rail.  
Visit [parramattalightrail.nsw.gov.au/businesses](http://parramattalightrail.nsw.gov.au/businesses) to find out more.



**Parramatta Light Rail**

# Support your local business

 <p><b>MR CUPPA COFFEE HOUSE</b> Buy any sandwich or wrap and get a small coffee for \$2. The perfect spot for a caffeine pick-up or house-baked treat. Serving up Campus coffee and a brand new menu with healthy dishes, Mr Cuppa invites you to stop by and say hello to the friendly staff. 57 Macquarie Street, Parramatta ☎ 0431 130 773 ☞ mr-cuppa-coffee-house.business.site ☞ Valid to 31 October 2022</p>	 <p><b>BEANS &amp; BITES</b> Get 10% off your online or phone order (pick up only). \$5 delivery within a 5km radius. Beans &amp; Bites believes that passion is behind the art of food and life. Discover a new passion for food in a friendly and relaxing atmosphere, and enjoy vivid flavours produced with fresh, local ingredients. 29 Phillip Street, Parramatta ☎ 0431 433 209 ☞ beansandbites.com.au ☞ Valid to 31 October 2022</p>
 <p><b>MICHAEL'S HAIR &amp; BEAUTY</b> Receive a FREE in-salon protein treatment with every hair appointment (valued at \$40). This award-winning salon in Parramatta offers a full-service hair and beauty salon experience at competitive prices. 477A Church Street, Parramatta ☎ 9530 6490 ☞ facebook.com/michaelshairandbeauty ☞ Valid to 31 October 2022</p>	 <p><b>LICHAA MENSWEAR</b> 20% off any item in-store (excludes sale items). Lichaa Menswear carries an extensive range of clothing and formal wear at reasonable prices, including brands such as Sandro Italia, Pierre Cardin, English Laundry, Canora, Orogen and more. 235 Church Street, Parramatta ☎ 9535 0543 ☞ facebook.com/lichaamenswear ☞ Valid to 31 October 2022</p>

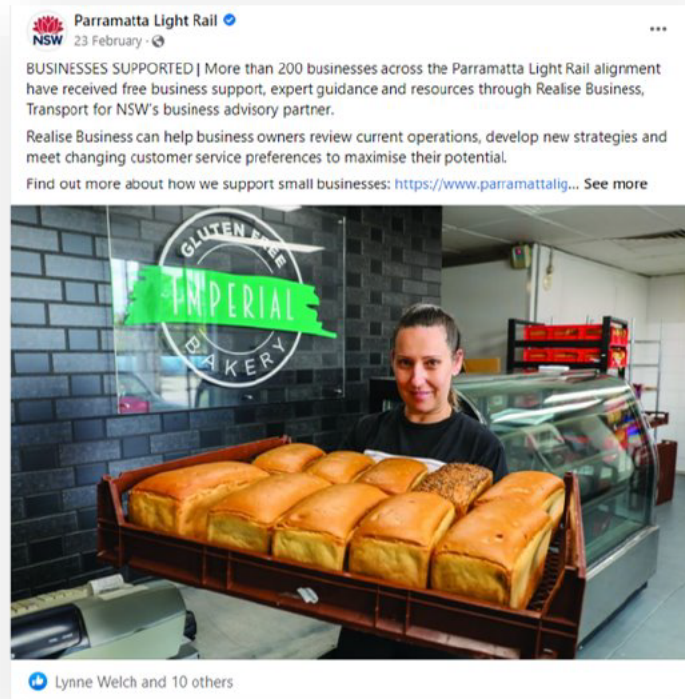
**Shop in Parramatta - Yes, we are open!**  
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Visit [parramattalightrail.nsw.gov.au/businesses](http://parramattalightrail.nsw.gov.au/businesses) to find out more.





### 4.3 Support for small business – Social media

As part of our commitment to supporting businesses via Social Media, regular Facebook posts are shared, supporting businesses and events.



### 4.4 Small business month – 1 to 31 March 2022

Parramatta Light Rail supported businesses during Small Business Month through a range of free giveaways to attract local customers into businesses along the alignment.

Customers who shopped along the Parramatta Light Rail alignment were eligible for free local giveaways at participating businesses.



Campaign Results	
Reach (newspaper advertising, email blasts, newsletters)	69,438
Social Media	174,063
Flyers and posters	5,000

## 4.5 Restaurant guide

The guide is now in its fifth edition, with the 2022 Restaurant Guide, released in March 2022 including over 60 participating businesses.

The Guide was distributed with the Parramatta Light Rail newsletter to over 60,000 letter boxes and has also been handed out at pop-up engagement sessions.



**Nutrition Station**  
Your high-protein and nutrient-rich food and smoothie destination.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.nutritionstation.com.au

**Parramatta Leagues Club**  
Parramatta Leagues Club has been a community destination for entertainment, socialising and dining for over 100 years. Three floor, unique venues, wheelchair accessible. The Club is located in the heart of the city.  
14-15 Philip Street, Parramatta  
0453 086 105  
www.parramattaleaguesclub.com.au

**Pho Mai**  
Authentic Vietnamese food in a cosy dining setting. Pho Mai Parramatta offers all the classic Vietnamese food with a twist. Make your own bowls, soups, and salads. Perfect for lunch or dinner. Open 7 days a week.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105

**Restaurant 367**  
Restaurant 367 is a multi-cuisine restaurant in Church Street offering one of the largest Indian menus in the area. 100 percent of the menu is available in gluten-free options suitable for celiac. Being Sydney's first restaurant to be endorsed by Celiac Australia.  
367 Church Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Rio Asian Perpet**  
Savory Asian food with a twist. A new style food, inspired by the Asian street food.  
367 Church Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Rio Brazilian Restaurant**  
Rio Brazilian Restaurant is a multi-cuisine restaurant offering Brazilian, Italian, and Asian food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**River Cafe**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Sambouk Lebanese Snack Bar**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**San Chuan**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Subway**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Sushi Mata**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Thai Lao**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**The Coffee Emporium**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**The Crown Hotel**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**The Edge Supplement Nutrition**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**The Meat & Wine Co**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**The Souvlaki Country**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Finer Bar & Grill**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Map - Parramatta CBD**  
Explore the precinct's restaurants, bars and cafes.

**Tram Cafe & Eatery**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Valencia Grill & Tapas Bar**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Venue's Chilli Chicken**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Venue's Steakhouse**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Xpress Mart**  
A multi-cuisine restaurant offering a variety of food. The restaurant is located in the heart of the city.  
Shop 14, 15 Philip Street, Parramatta  
0453 086 105  
www.restaurant367.com.au

**Need somewhere to stay?**  
Try these easy accommodation options:

**175 ONE HOTELS & APARTMENTS**  
175 One Hotels & Apartments, Parramatta  
0453 086 105  
www.175onehotels.com.au

**MERITON SUITES**  
Meriton Suites, Parramatta  
0453 086 105  
www.meriton.com.au

**NOVOTEL SYDNEY PARRAMATTA**  
Novotel Sydney Parramatta, Parramatta  
0453 086 105  
www.novotel.com.au

**PAIRKROYAL PARRAMATTA**  
Parkroyal Parramatta, Parramatta  
0453 086 105  
www.parkroyal.com.au

**SKYVIL HOTELS SUITES**  
Skyville Hotels Suites, Parramatta  
0453 086 105  
www.skyville.com.au





## 4.6 Heritage exhibition – A journey through time

Locals and visitors were invited to discover Parramatta's rich history and learn about the remarkable artefacts that were uncovered and preserved during construction of the Parramatta Light Rail. TfNSW and its contractor, Parramatta Connect established a Heritage Exhibition: *A Journey Through Time*, at the Parramatta Heritage and Visitors Information Centre which opened on 7 April 2022.

The exhibition featured a series of information panels and display of a selection of artefacts unearthed during PLR archaeological investigations, including information for both Aboriginal and non-Aboriginal archaeology. Over 1,000 visitors attended during the three months of opening. Content is also displayed digitally at: <https://www.parramattalightrail.nsw.gov.au/exhibition>.



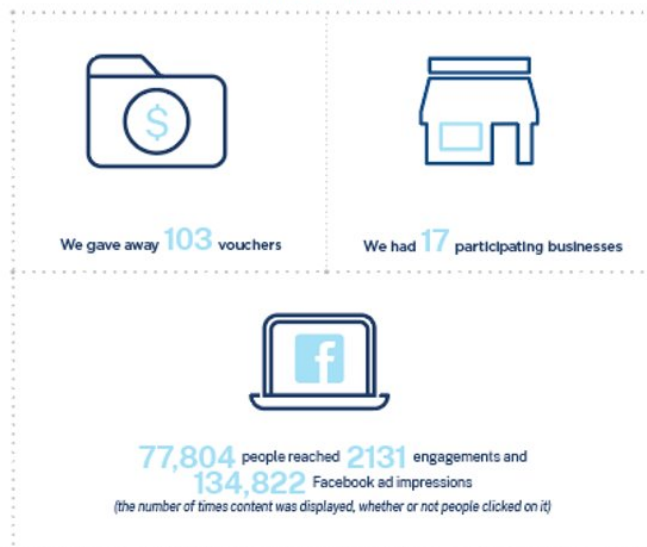
## 4.7 Beat the Winter Blues Campaign

To encourage people to come back to Parramatta and shop along the alignment Parramatta Light Rail ran a Beat the Winter Blues campaign through social media.



Parramatta Light Rail winter campaign 2022 snapshot  
4 July – 31 August 2022

This is what we did



## 4.8 Eat Street Uncovered

### October 2021 to June 2022

Following the substantial completion of the Infrastructure Works (Package 4) between Lennox Bridge and George Street in the Parramatta CBD, TfNSW established an activation called 'Eat Street Uncovered'. Activation elements included vibrant and colourful music, lighting, outdoor seating, games and events, and was supported by a targeted local advertising campaign. The launch coincided with the reopening of public spaces in NSW and the completion of the new outdoor dining structures installed by the project, which provided a fantastic opportunity for the public to enjoy the revitalised dining and entertainment precinct and support local businesses. The Eat Street Uncovered activation was progressively demobilised in August 2022.

END OF REPORT