



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

Construction Compliance Report #8

August 2022 – January 2023



Compliance Report Declaration Form


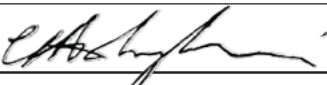
Project Name	Parramatta Light Rail – Stage 1
Project Application Number	SSI 8285
Description of Project	Development for the purpose of the Parramatta Light Rail – Stage 1
Project Address	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dundas, Telopea, Carlingford, Granville and Clyde.
Proponent	Transport for NSW
Title of Compliance Report	Construction Compliance Report #8 – August to January 2023
Date	23 June 2023

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	Director, Environment and Sustainability, Eastern Harbour and Central River
Signature	
Qualification	Bachelor of Engineering (Environmental)
Company	Transport for NSW
Company Address	130 George Street, Parramatta

Construction Compliance Report #8

August to January 2023

Parramatta Light Rail – Stage 1 (SSI-8285)

PLR-TFNSW-PJT-EE-RPT-000023

Revision 1

May 2023

Executive Summary

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 2024.

This Construction Compliance Report #8 documents Transport for NSW and its Contractors’ compliance with the project’s planning approval (Infrastructure Approval SSI-8285) granted by the Secretary of the NSW Department of Planning and Environment, DPE (the Secretary) in May 2018. This report covers the period from 1 August 2022 to 31 January 2023.

During the reporting period, the Infrastructure Works (Package 4) had been substantially completed with the focus on defect rectification and final finishing works across the alignment. Hawksbury Road Widening (Package 2A) works were completed at the entrance to the Children’s Hospital. The Supply Operate and Maintain (SOM) Works (Package 5) contractor continued construction of the stabling and maintenance facility (SaMF) and commenced construction of the traction power substations (TPS) and light rail stops.

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
- Three (3) non-compliances were raised during the reporting period. One non-compliance raised during a previous period remained open during the period.

The total number of complaints received during the reporting period (55) was substantially less, when compared with the previous reporting period (290) and the period before that (355). This is attributed to the substantial completion of the Infrastructure Works (Package 4). Of 55 complaints in total, 34 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	8 (8)	0 (0)	0
Package 3 Early Works Portion 2	0 (0)	0	0 (0)	0 (0)	0
Package 4 Infrastructure Works	449 (0)	0	9 (46)	0 (0)	32
Package 5 SOM Works	287 (3)	0	26 (209)	0 (0)	15
Project Wide TfNSW	140 (0)	0	0 (0)	0 (0)	2
Total	1213 (3)	0	43 (263)	0 (0)	34 (55)
<i>Total from previous period</i>	<i>1213 (4)</i>	<i>0</i>	<i>46 (166)</i>	<i>1 (3)</i>	<i>230 (290)</i>

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Document control

Approval and authorisation

Title	Parramatta Light Rail – Stage 1 Construction Compliance Report #8 August 2022 to January 2023
Document Reference	PLR-TFNSW-PJT-EE-RPT-000023

Version status

Revision	Date	Description	Approval/ Reviewer	Declaration
0	22-May-23	Compliance report for Internal Review	Senior Manager Environment & Sustainability	Not Applicable
1	29-May-23	For issue	Senior Manager Environment & Sustainability	Director, Environment and Sustainability, EHCR

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.
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"> (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; (b) investigations including investigative drilling, contamination investigations and excavation; (c) establishment of ancillary facilities in approved locations including constructing ancillary facility access roads and providing utilities to the facility; (d) operation of ancillary facilities if the ER has determined the operational activities will have minimal impact on the environment and community; (e) minor clearing and relocation of native vegetation, as identified in the EIS/Submissions Report (incorporating Preferred Infrastructure Report); (f) installation of mitigation measures including erosion and sediment controls, temporary exclusion fencing for sensitive areas and acoustic treatments; (g) property acquisition adjustment works including installation of property fencing, and relocation and adjustments of property utility connections including water supply and electricity; (h) relocation and connection of utilities where the relocation or connection has a minor impact to the environment as determined by the ER; (i) reconfiguration of Robin Thomas Reserve for the purposes of maintaining two sports playing fields; (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 items;

Abbreviation	Expanded text
	<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 Site Establishment Management Plan approved under Condition C18.</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
DPE	NSW Department of Planning and Environment
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
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 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 (NSW)</i> , a state agency heritage and conservation register under section 170 of the <i>Heritage Act 1977 (NSW)</i> , 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 (Cth)</i> , and an “Aboriginal object” or “Aboriginal place” as defined in section 5 of the <i>National Parks and Wildlife Act 1974 (NSW)</i> .
Highly Noise Intensive Works*	Rock breaking, rock hammering, sheet piling, pile driving and any similar activity
ICNG*	<i>Interim Construction Noise Guideline (DECC, 2009)</i>
Incident*	<p>An occurrence or set of circumstances that causes or threatens to cause material harm.</p> <p><i>Note: “material harm” is defined in this approval.</i></p>

Abbreviation	Expanded text
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
Non-compliance*	An occurrence, set of circumstances or development that is a breach of this approval but is not an incident.
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"> • commissioning trials of equipment; • temporary use of any part of the CSSI; and • maintenance works. <p><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></p>
PCCR	Pre-Construction Compliance Report
SPiR	Submissions and 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>
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"> • City of Parramatta; and • Cumberland Council
REMMs	Revised Environmental Management and Mitigation Measures
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)
SOM	Supply, Operate and Maintain
TfNSW	Transport for NSW (the Proponent)
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 Condition A1 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 Report is issue number eight (8) of the six-monthly CCR for the Parramatta Light Rail, Stage 1 project. 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, this CCR covers a period of six (6) calendar months (i.e. February to July / August to January) for all active packages.

In this reporting period – August to January 2023, 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 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 addresses a period of 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 2.3	Environmental monitoring results for this reporting period are discussed in Section 2.3.
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 2.2	Complaints received within this reporting period are discussed in Section 2.2.
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 2.4	Results of independent environmental audits and actions taken during this reporting period are discussed in Section 2.4.
A34	(f) A summary of all incidents notified in accordance with Conditions A44 and A46 of this approval	Section 2.5	Notifiable incidents for this reporting period are discussed in Section 2.5.
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 CoA E110 is provided in Section 4 for this reporting period.

Table 1-2 Parramatta Light Rail – Stage 1 overview

Project Name	Parramatta Light Rail – Stage 1
Project Application Number	SSI 8285
Site Address	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford, Granville and Clyde.
Name of Compliance Report	Construction Compliance Report – CCR #8
Dates covered by this Report	August 2022 to January 2023
Summary of project activities that occurred during the reporting period	Package 4: The main infrastructure construction across the alignment including: track, landscaping and urban domain works were substantially completed. Site handover and defect rectification continued in the period. Package 5: Construction of the stabling and maintenance facility continued, construction of the traction power substations (TPS) commenced and works at the light rail stops, including installation of canopies, continued.

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 2024.

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 Precinct, CommBank 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.

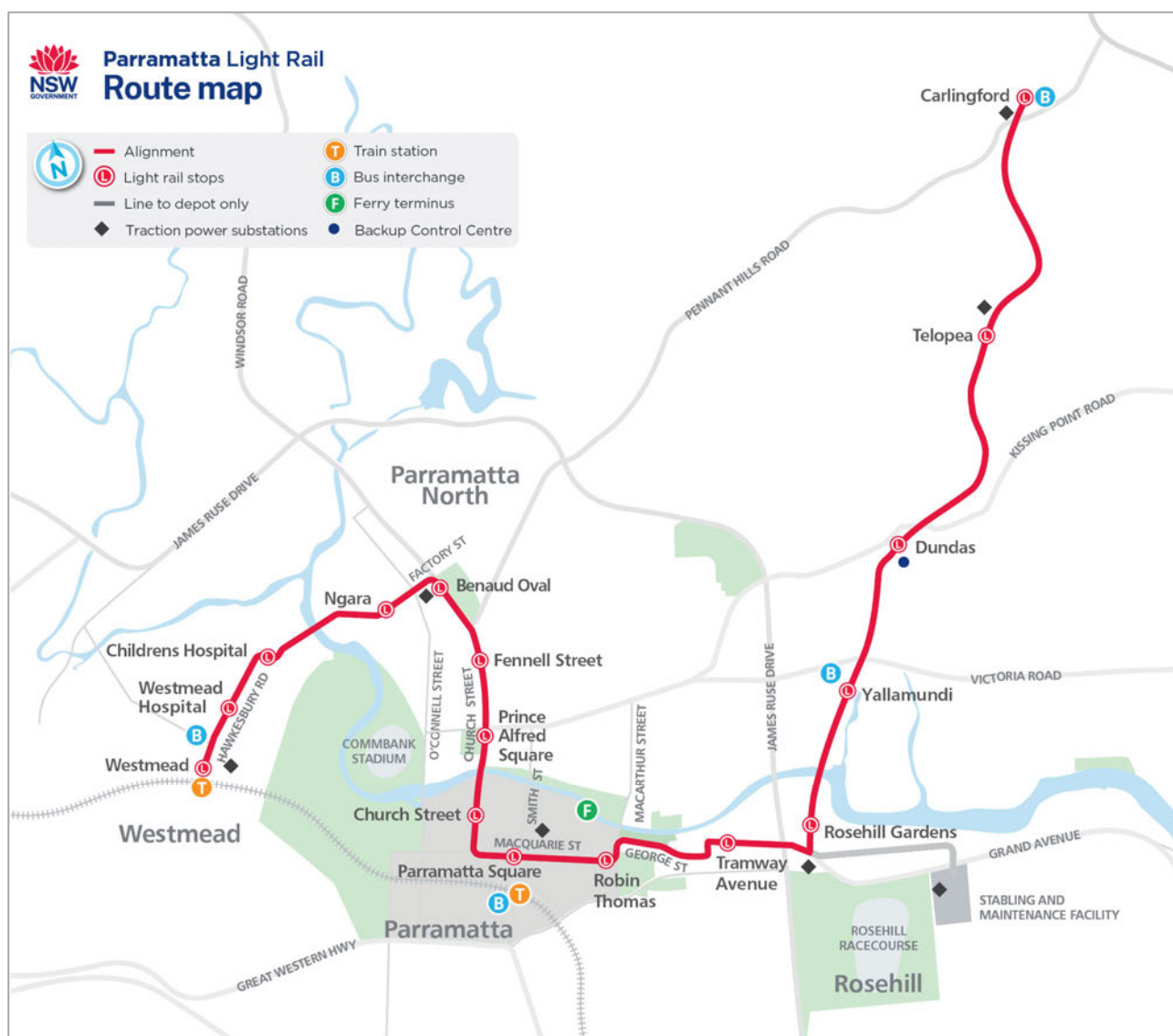


Figure 1-1 Parramatta Light Rail – Stage 1 route

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.

1.3.2 Parramatta Light Rail Planning Approval

The Environmental Impact Statement (EIS) assessed impacts for Parramatta Light Rail Stage 1 (Westmead to Carlingford), including construction and operation of light rail and associated works including road enabling work. It was approved by the Minister for Planning on 29 May 2018. The Infrastructure Approval SSI-8285 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



Figure 1-2 Aerial image of Church Street in North Parramatta and the Fennell Street light rail stop in construction by the SOM Works (Package 5) contractor (TfNSW, February 2023)

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	Complete. 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 Children's 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.	Substantially complete. 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 1-3 Aerial image of Lennox Bridge on Church Street after substantial completion of the Infrastructure Works (Package 4) including business activation facilities (TfNSW, February 2023)



Figure 1-4 Aerial image of Cumberland Hospital Precinct (east) and Childrens Hospital stop in construction by the SOM Works (Package 5) contractor (TfNSW, February 2023)

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. Construction completed 5 October 2022.
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 Complaints

The project received a total of 55 complaints during the reporting period (compared to 290 complaints in the last period). Of these, 34 complaints were determined to be attributable to project works following investigation.

Complaints during the reporting period were largely dominated by worker behaviour (20%), property damage (16%), and out of hours works (15%) totalling over half of all complaints during the period. Other complaints included day noise (13%), amenity (11%), safety (9%), and traffic (5%). Figure 2-1 provides a detailed breakdown of complaints by type for the period.

The number of complaints during this period significantly reduced in comparison to previous periods, likely due to the Infrastructure Works (Package 4) being mostly complete and the SOM Works (Package 5) construction being primarily focused at specific locations such as SaMF, light rail stops and TPS sites.

In summary there were:

- Zero (0) complaints against the Road Enabling (Package 1), Westmead Precinct (Package 2) and the Early Works (Package 3) contractors
- Eighteen (18) complaints against the Infrastructure Works (Package 4) contractor
- Fourteen (14) complaints against Supply, Operate & Maintain (SOM) Works (Package 5) contractor
- Two (2) complaint directly attributed to TfNSW and the project in general
- Twenty-one (21) complaints which were not relevant to the Project.

In terms of the distribution of complaints based on location, the number of complaints received between each of the project precincts was relatively consistent with slightly more in the Carlingford Precinct noting that this covers a larger length of the alignment, and the Camellia/Rosehill Precinct receiving less noting that this precinct is largely industrial. The breakdown of the complaints for each precinct for the period 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 monthly basis, or as requested.

A number of strategies have been adopted by the project to reduce the number of complaints being received from the community, including:

- Regular engagement with stakeholders to establish expectations on the program of works including for out of hours works, parking 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
- Prompt review and investigation of property damage complaints
- Minimising the occurrence of out of hours works
- Using appropriate noise controls
- Regular delivery of toolbox training to the workforce.

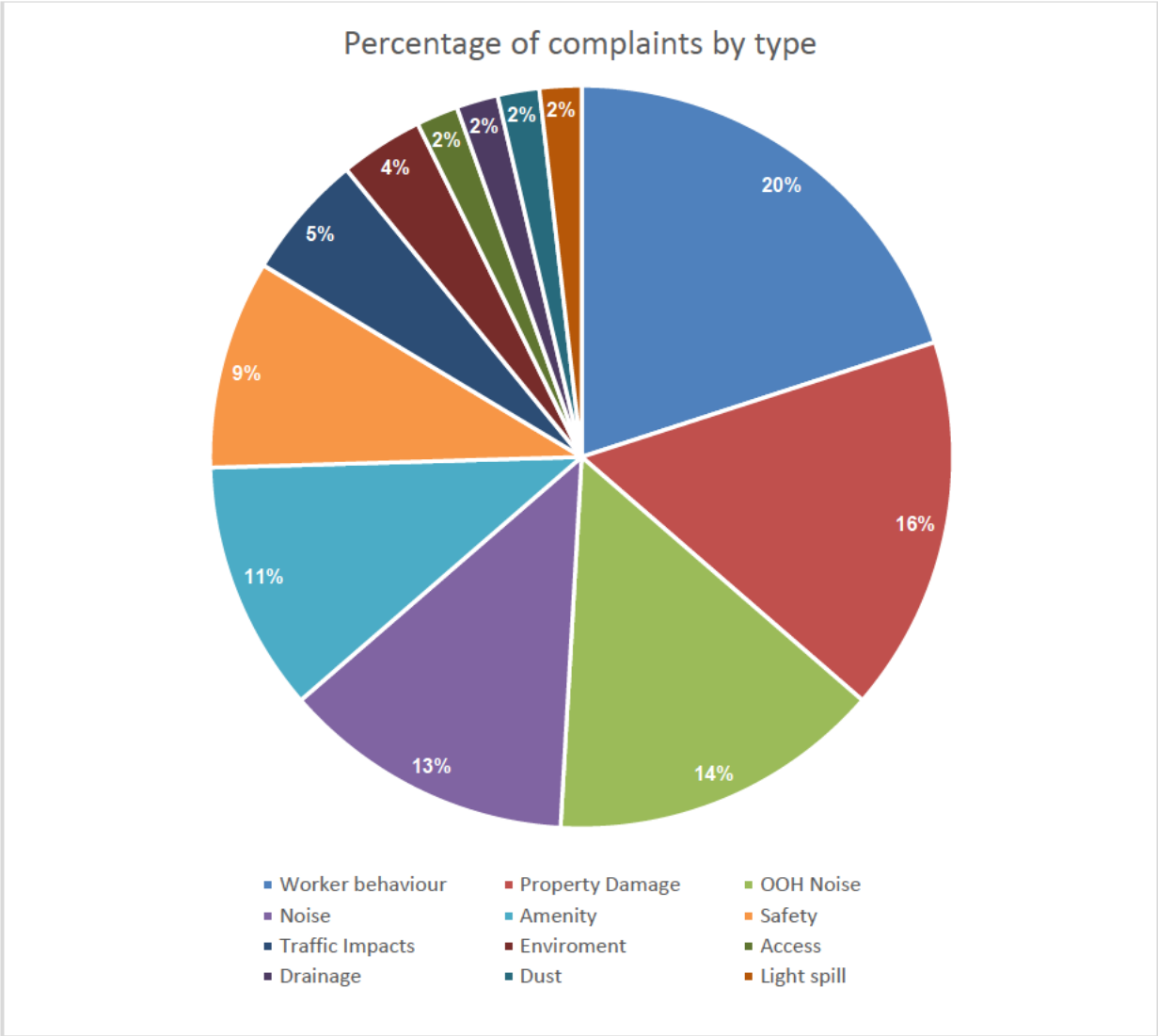


Figure 2-1 Distribution of complaints by type of complaint for the period

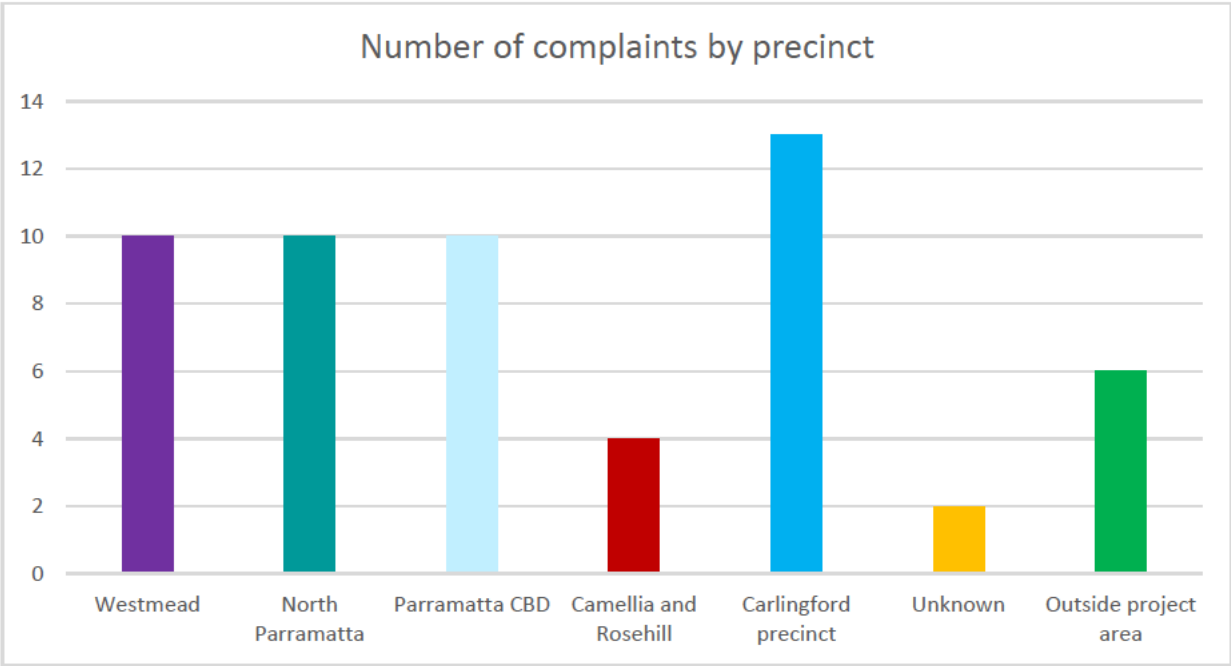


Figure 2-2 Number of complaints by precinct

2.3 Environmental monitoring

Environmental monitoring is used to review potential environmental risks caused by project activities. Monitoring 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 package-specific CEMPs. 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 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.

2.3.1 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 September and October in the reporting period. As of October 2022, the Construction Phase sampling of the Water Quality Monitoring program was no longer undertaken as all drainage works were completed and areas of the project alignment sealed. In the event of an incident, dewatering works, or commencement of major defect works, further water quality monitoring may be carried out as deemed necessary.

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

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

Date	Type	Type of results	Wet / Dry	Exceedances
07/09/2022	Monitoring during construction	Laboratory	Wet	None
07/10/2022	Monitoring during construction	Laboratory	Wet	Exceedance of ANZECC Guideline Trigger Values for turbidity noted, however the downstream result (CC2) was less than the upstream result and therefore compliant.

2.3.2 Discharge water quality monitoring

Each of the main works contractors have been awarded Environmental Protection Licences (EPLs) from the NSW Environmental Protection Authority (EPA) which allow discharge of water from the worksite in accordance with the licence conditions.

The Infrastructure Works (Package 4) (EPL 21347) did not discharge water from sediment basins and settling containers, as defined by the EPL, in the period. There were a number of water discharges from the SOM Works (Package 5) (EPL 21606) to manage water at the stabling and maintenance facility. Monitoring is required prior to each of the discharge events in accordance with the licence conditions.

A summary of the monitoring data from water discharges is provided in Table 2-3.

There were no exceedances of the discharge criteria during the reporting period, and as such, it has been determined that the project has not had a detrimental impact on the NSW Water Quality Objectives.

Table 2-3 Summary of discharge water quality monitoring data for the period

Month	Number of monitoring events		Water sources	Discharge location	Criteria assessed	Range (R) and Average (Ave)		No. of exceedances
	Days Discharged	Monitoring Events	(i.e. list of water sources, doesn't have to be specific numbers per location)		Oil, pH and Turbidity (NTU)	pH	Turbidity (NTU)	(i.e. did any of the monitoring events exceed the criteria)
Aug-22	9	29	SaMF (retention tanks, drainage sumps and blue tanks)	Stormwater	Oil, pH and Turbidity (NTU)	R:7.1-8.5 Ave:8.1	R:0.3-38.2 Ave:11.5	Nil
Sep-22	7	27	SaMF (retention tanks, wheel lathe, tracks, blue tanks)	Stormwater	Oil, pH and Turbidity (NTU)	R:7.3-8.5 Ave:8.14	R:1.4-46.3 Ave:21	Nil
Oct-22	9	31	SaMF (retention tanks, drainage sumps)	Stormwater	Oil, pH and Turbidity (NTU)	R:6.6-8.5 Ave:7.2	R:0.26-47.5 Ave:19.1	Nil
Nov-22	7	19	SaMF (retention tanks, drainage dumps, wheel lathe, tracks and blue tanks)	Stormwater	Oil, pH and Turbidity (NTU)	R:6.6-8.3 Ave:7.7	R:0.1-39.7 Ave:19.2	Nil
Dec-22	6	11	SaMF (retention tanks, drainage sumps, wheel lathe and service roads)	Stormwater	Oil, pH and Turbidity (NTU)	R:7.1-8.4 Ave:7.8	R:1.3-14.2 Ave:5.8	Nil
Jan-23	6	16	SaMF (retention tanks, wheel lathe, bogie wash and blue tanks)	Stormwater	Oil, pH and Turbidity (NTU)	R:6.6-8.2 Ave:7.6	R:0.8-28.6 Ave:9.6	Nil

2.3.3 Air quality monitoring

Depositional dust monitoring is carried out at the stabling and maintenance facility in accordance with the SOM Works (Package 5) Construction Air Quality Management Sub-plan. The air quality monitoring data includes monitoring of total insoluble matter.

A summary of the depositional dust monitoring for the reporting period is provided in Table 2-4.

Table 2-4 Summary of air quality monitoring data for the period

Date	Location	Parameter	Units	Target	Monitored	No. of exceedances
July and August 2022	SaMF	Insoluble matter	g/m ² /month	4	3.6 (Data for 43 days from 20/07/22 to 01/09/22)	Nil
September and October 2022	SaMF	Insoluble matter	g/m ² /month	4	2.1 (Data for 39 days from 01/09/22 to 10/10/22)	Nil
November 2022	SaMF	Insoluble matter	g/m ² /month	4	0.8	Nil
December and January 2022	SaMF	Insoluble matter	g/m ² /month	4	1.4	Nil

2.3.4 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, nine (9) standard hours noise monitoring events were undertaken by the Infrastructure Works (Package 4) contractor in accordance with CoA C16 requirements. No exceedances of predicted values were identified.

Four (4) continuous noise monitors established in June 2020 at medical facilities in Westmead that have been identified as sensitive receivers (see Table 2-6). 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, three (3) out of hours noise monitoring events were undertaken by the SOM Works (Package 5) contractor during the Ngara stop canopy lift, TPS6 unit delivery and installation and during rail milling / signalling works. No exceedances of predicted values identified.

During the reporting period the independent acoustics advisor undertook 10 site inspections with associated noise monitoring events as required, as outlined in Table 2-5. The findings were reported to the relevant contractor for action.

Table 2-5 AA site inspections and noise monitoring events during the period

Date	Location	Contractor	Activity	Findings
05-Aug-22	Tramway Ave	Infrastructure Works	Pavement hammering	Lack of noise blankets. Works ceased and blankets implemented.
23-Aug-22	Dundas Station	SOM Works	Crane for canopy install	No additional mitigation controls required.
05-Sep-22	Factory St / Church St	Infrastructure Works	Excavation	Lack of noise blankets / noise enclosure setup. Works ceased and blankets implemented.
13-Sep-22	TPS 6-Teloepa	SOM Works	Bored piling – Auger shaking was the principal noise	Auger shaking produced 80dB(A) max at 30m. OFI – Acoustic Blankets could be implemented to screen nearest residential areas, however not critical for daytime works.
27-Sep-22	Tramway Ave and Prince Alfred Square	Infrastructure Works	High pressure water spraying and paver removal	No additional mitigation controls required.
10-Oct-22	Children's Hospital, Westmead	SOM Works	Canopy installation close to residences	Action – Non tonal (broadband) reversing alarms to be utilised for any OOHW activities. This action was closed out on 11-Oct-22.
14-Oct-22	Stop-Teloepa	SOM Works	Canopy installation (OOHW)	No additional mitigation controls required. Average sound levels, LAeq(1Min) not significantly impacted by the activities however the LAmix level exhibited some short-term spikes.
12-Nov-22	Stop-Teloepa	SOM Works	Canopy installation (OOHW)	No additional mitigation controls required. Rattle guns were not used to reduce noise.
11-Dec-22	Teloepa TPS 6	SOM Works	Delivery of TPS Unit (OOHW)	Three opportunities for improvement were raised relating to Plant manoeuvring, Minimising use of air brakes and generator use. These were responded to.
24-Jan-23	Site wide	SOM Works	Minimal activity	No additional mitigation controls required (verbally notified to SOM works).

2.3.5 Vibration monitoring

In accordance with CoA C16, the Infrastructure Works (Package 4) contractor conducted continuous vibration monitoring at three (3) locations at medical facilities in Westmead that have been identified as sensitive receivers (see Table 2-6). 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 2-6 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.

2.3.6 Grey-headed Flying-fox monitoring

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

- 16 July 2022 (Ecosure, Winter 2022). Report dated 4 August 2022
- 29 October 2022 (Ecosure, Spring 2022). Report dated 14 November 2022
- 12 February 2023 (Ecosure, Summer 2023). Report dated 22 February 2023.

The control camps at Gladesville and Clyde are also monitored quarterly. Monitoring of extents in Parramatta Park, Gladesville and Clyde camps were similar to previous monitoring. 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 previous 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.

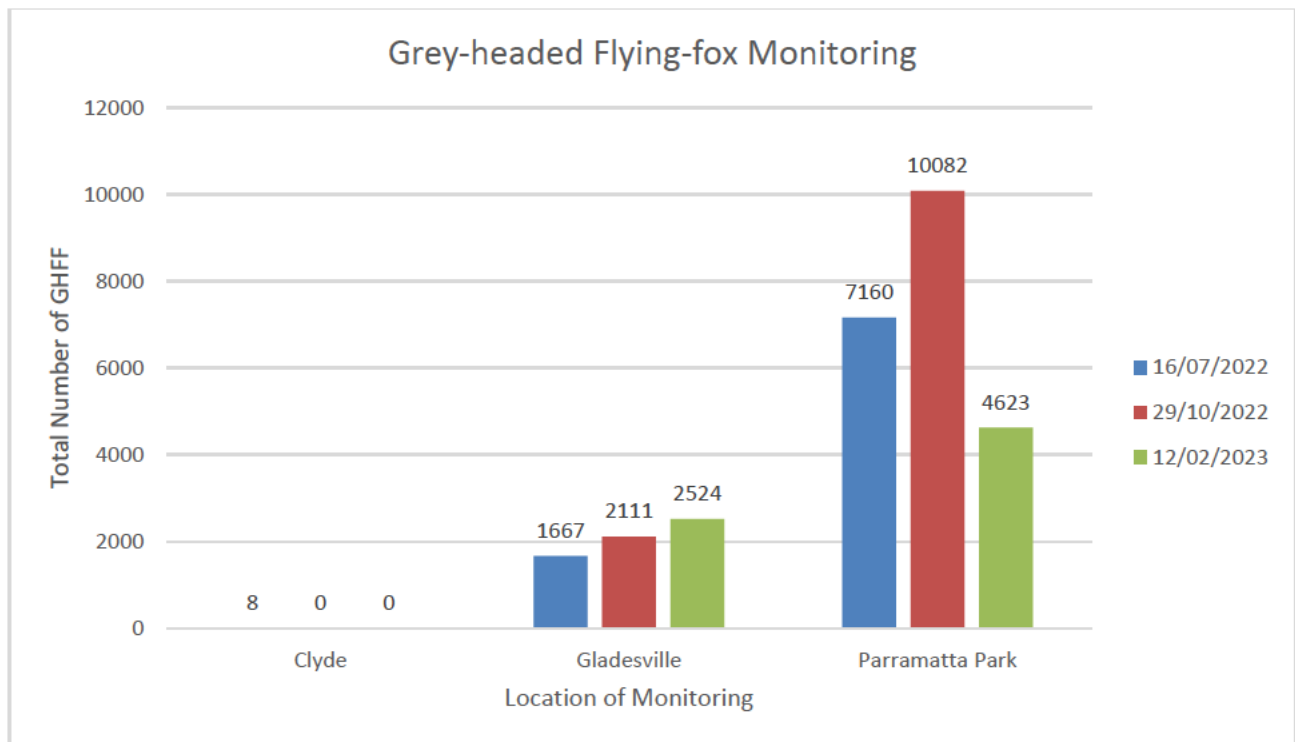


Figure 2-3 Grey-headed Flying-fox monitoring results for the reporting period

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.

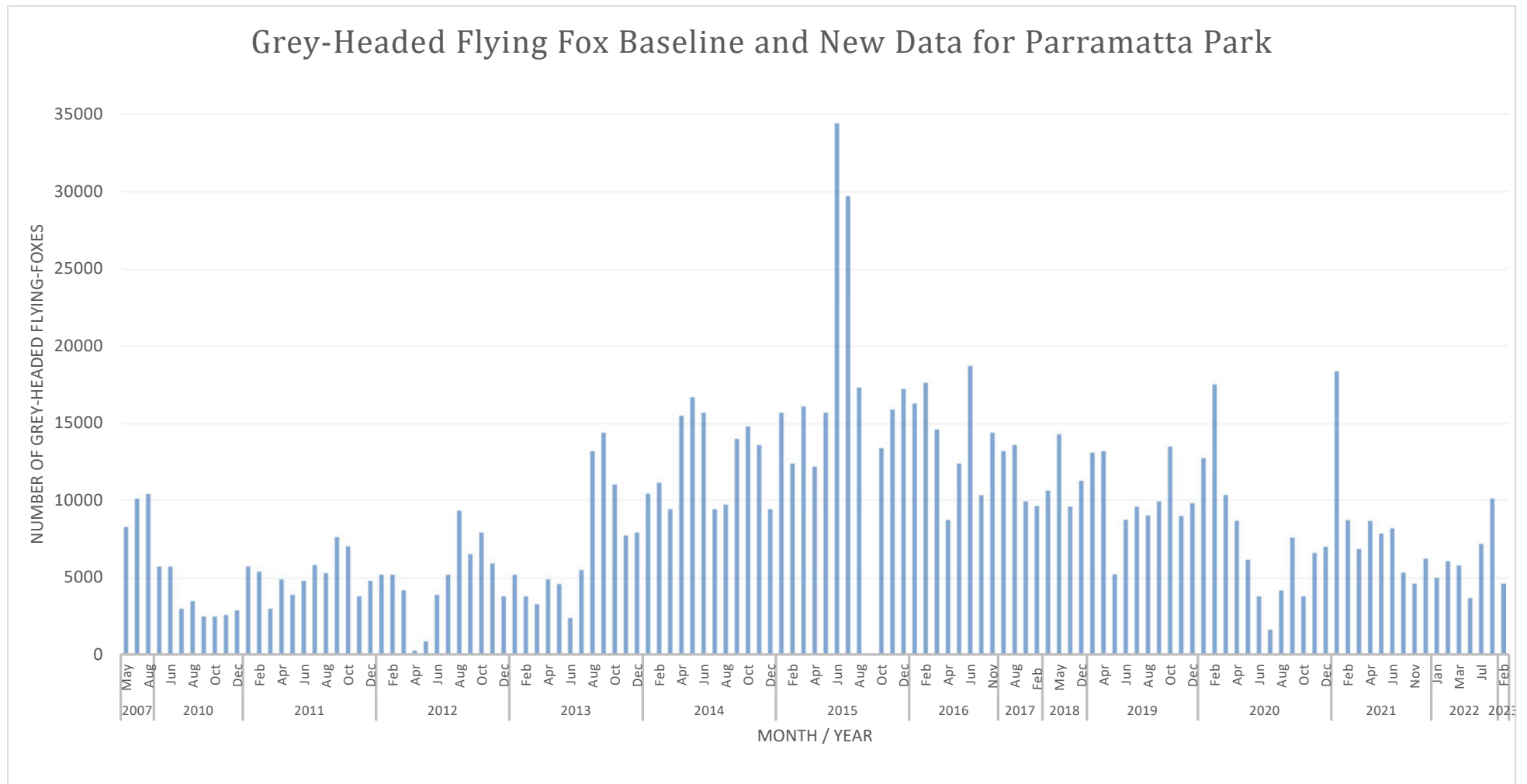


Figure 2-4 Grey-headed Flying-fox monitoring results for the reporting period against baseline and historical data (Source: Royal Botanical Gardens Martin J 2018 & Smith A 2018; NFFMP; TfNSW and Ecosure 2019, 2020, 2021, 2022, 2023)

2.3.7 Other – Heritage Finds

There were no Heritage Finds reported during the reporting period.

2.4 Independent environmental audits findings

The most recent independent environmental audit (required annually) was conducted for Packages 4 and 5 in the previous reporting period in accordance with the Environmental Audit Program (PLR-TFNSW-PJT-EE-PRG-000001). There were no independent environmental audits during the reporting period August 2022 to January 2023.

2.5 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.

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 one non-conformance for the SOM Works (Package 5) contractor with open actions remaining at the end of the reporting period in relation to a non-compliance with CoA E49, refer to Table 3-3 for details/status.

3.2.2 This reporting period

There were three (3) non-compliances raised during the reporting period (see Table 3-2 and Table 3-3 for details). There is one non-conformance for SOM Works (Package 5) contractor 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	3	1	4
TfNSW	0	0	11
Total	3	0	64

Table 3-3 Details of non-compliances during the reporting period (August 2022 to January 2023)

Date of occurrence	Date Identified to TfNSW	CoA / REMMs ID	Package	Summary	Actions	Status
20-Oct-22	20-Oct-22	CoA C18	SOM Works (Package 5)	INX Report 252945 Minor Ancillary Facilities (MAF) (site sheds) established at four (4) Light Rail stops prior to MAF checklist being endorsed by the Environmental Representative (ER).	<ul style="list-style-type: none"> MAF checklists were developed for these locations and endorsed by the ER on 26/10/2022. GRCLR Environmental team members to attend regular construction meetings to provide environmental requirements for upcoming works. 	Closed
08-Sep-22	08-Sep-22	CoA C1	SOM Works (Package 5)	INX Report 252586 Works conducted at the Stabling and Maintenance Facility (SAMF) inconsistent with the endorsed Environmental Control Map (ECM).	<ul style="list-style-type: none"> Works immediately stopped Consistency assessment was developed by GRCLR and subsequently approved by the TfNSW Delegated Authority. ECM for the SAMF was amended to include the additional scope of works and associated management measures and was endorsed by the ER. Key construction team members at the SAMF toolboxed. 	Closed
Sep-Dec 2022	08-Mar-22	C16	SOM Works (Package 5)	Compliance Monitoring Report (noise and vibration) not issued to stakeholders and the Secretary within the timeframes specified in the Monitoring Program.	<ul style="list-style-type: none"> January 2023 construction monitoring report covers this period. January 2023 Construction Monitoring Program (Noise and Vibration) issued to City of Parramatta Council and the Secretary for information. 	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> <p>DPE investigation ongoing.</p>	<ul style="list-style-type: none"> Finalise ONVR and submit to DPE for approval. Complete. Prepare communications materials and submit to TfNSW in advance of ONVR approval so implementation can commence as soon as possible. Complete. GRCLR to nominate a due date for delivery of all property treatments and monitor in a schedule. Complete. GRCLR to develop Environmental Alert to explain ONVR complexities and timings for the benefit of similar infrastructure projects. Ongoing. Working group established with TfNSW to review and monitor the roll out of ONVR consultation strategy and at-property treatments. Ongoing. Implement noise mitigation measures in accordance with the ONVR. Ongoing. 	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 outline 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	No update occurred during the reporting period.

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.

Table 3-6 Consistency reviews undertaken during the reporting period

Date	Package	Title	Summary	Outcome
09-Sep-22	SOM Works	Temporary access to eastern neighbours of SaMF GRCLR-ER-007	Use of temporary land adjacent to the SaMF to allow the installation of a retaining wall and fence.	Approved (flexibility provisions endorsed by TfNSW/ER)
25-Oct-22	SOM Works	Utilities installation TPS 1, Westmead GRCLR-ER-006	Installation of 11 kV conduits and cables for TPS1 power supply.	Approved (flexibility provisions endorsed by TfNSW/ER)
09-Nov-22	SOM Works	Tree pruning for delivery of TPS 6, Telopea GRCLR-ER-008	Due to its size, the delivery of the TPS6 unit has been determined to require pruning of trees outside of the Approved Project boundary, along Adderton Road, Telopea	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 reporting 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 January 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.



Transport for NSW

Spring into action and shop local

From Carlingford to Camellia, Westmead to Parramatta – there is plenty to discover.

Transport for NSW is proudly supporting local businesses along the Parramatta Light Rail alignment.

Visit parramattalightrail.nsw.gov.au to find out more.



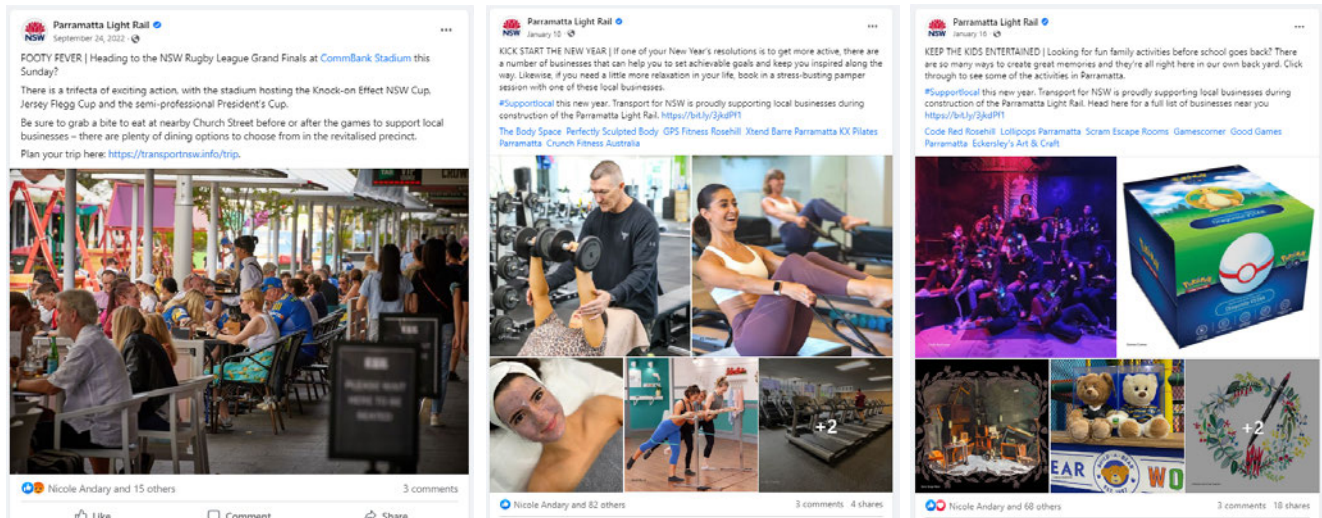
From **Carlingford** to **Camellia** and **Westmead** to **Parramatta**, including the vibrant **Church Street** dining precinct – support your local businesses.

Transport for NSW is proudly supporting local businesses during construction of the Parramatta Light Rail. Visit 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.



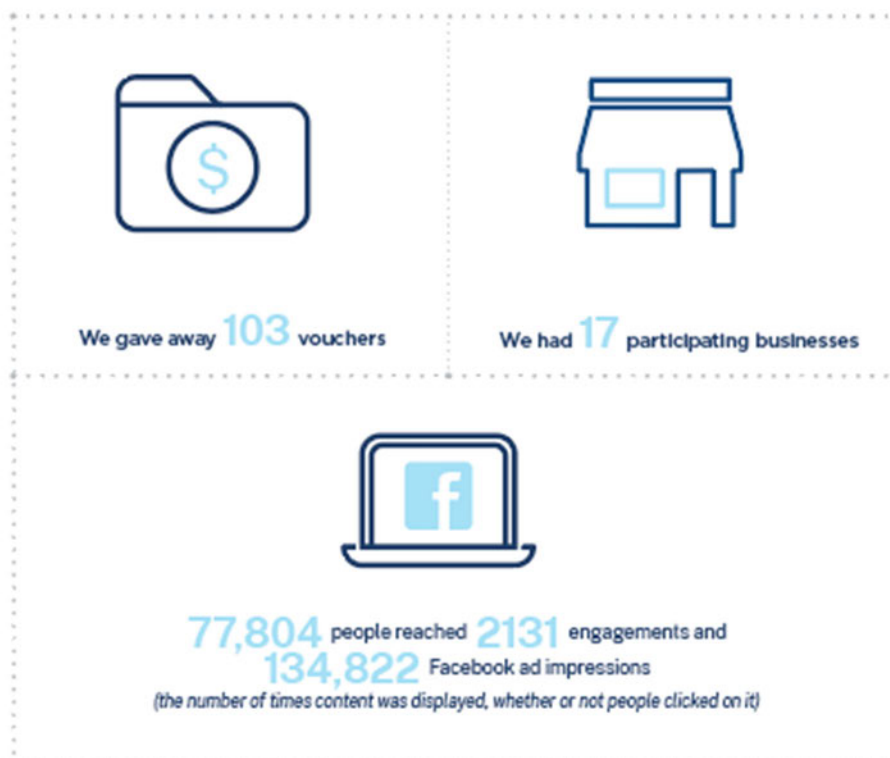
4.4 Beat the Winder Blues Campaign – 4 July to 31 August 2022

To drive foot traffic and encourage 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





Transport for NSW

Beat the winter blues

Shop local along the Parramatta Light Rail

4 July – 31 August 2022





Parramatta Light Rail

August 12, 2022 · 48

FREE DESSERT | We're supporting local businesses along the Parramatta Light Rail with exciting giveaways for customers during winter.

Be one of the first 10 people to buy a dessert **Bay Vista Dessert Bar & Cafe** on Parramatta's Church Street to receive a \$20 voucher for your next visit on us.

Offer valid for the first 10 people only.

Transport for NSW is supporting local businesses along the Parramatta Light Rail alignment with offers and giveaways this winter. Find out more: <https://www.parramattalightrail.nsw.gov.au/activate>.



Nicole Andary and 21 others · 1 comment · 6 shares

Like · Comment · Share



Parramatta Light Rail

August 11, 2022 · 47

FINAL GIVEAWAYS! There's one last chance to score free giveaways and support local businesses along the Parramatta Light Rail alignment before our winter campaign ends today.


Visit our pop-up stall at the **Parramatta Farmers Market** located at Centenary Square between 7.30am and 2.30pm today and you could score a \$10 voucher for **Peter Vynn's Score** on Parramatta's Church Street, as well as a number of other top giveaways. So come and say hi and help support local businesses.

Voucher recipients will be randomly selected throughout the day.

Thank you everyone who has participated in our winter campaign to support local businesses. Find out more: www.parramattalightrail.nsw.gov.au/activate



Nicole Andary, Sarah Shaw and 14 others · 1 comment · 1 share




Parramatta Light Rail

August 11, 2022 · 47

FREE COFFEE! Head a pick-me-up today? Buy a coffee from **Courtyard Dining & Espresso** in Telopea to receive a FREE small coffee voucher for your next visit on us.

Offer available for the first 50 people only.

Transport for NSW is supporting local businesses along the Parramatta Light Rail alignment with offers and giveaways this winter. Find out more: <https://www.parramattalightrail.nsw.gov.au/activate>.



Nicole Andary and 14 others · 1 share

Like · Comment · Share

4.5 Small business month – 1 to 30 November 2022

Throughout Small Business Month, Parramatta Light Rail ran a social media campaign which allowed the community to connect with local businesses. PLR also worked with Realise Business to produce short videos highlighting the business support given to businesses.

Campaign Results	
Reach (newspaper advertising, email blasts, newsletters)	32,946
Social Media	82,325
Engagements	5,925

Transport for NSW

Celebrating Small Business Month

Shop along the Parramatta Light Rail from Westmead to Carlingford and support your local businesses.

This is one of the many ways the project continues to promote and assist businesses during light rail construction.

Visit parramattalightrail.nsw.gov.au/businesses to find out more.




Parramatta Light Rail

November 4, 2022

SPOTLIGHT ON SMALL BUSINESS | "Floristry is basically sculpture with flowers," says Penny from Telopea's **Penny & Twine Florist** who trained in fine arts but shifted her focus to floristry after a stint in the corporate world left her wanting more beauty in her days. "I love that we get to commemorate some wonderful events in people's lives or, if it's a sad occasion, provide some level of comfort."

When choosing flowers, Penny recommends having a colour palette in mind then... See more



Nicole Andary, Sarah Shaw and 180 others


Parramatta Light Rail

November 10, 2022

SPOTLIGHT ON SMALL BUSINESS | The Parramatta Light Rail project continues to support and promote businesses along the Westmead to Carlingford alignment through various initiatives, including its engagement with business advisory group, Realise Business since 2018.

Jackson's Café on Church Street, North Parramatta, is one of more than 200 small businesses that has worked with Realise Business to grow. Head to our website to find out how: <https://bit.ly/RE53405>

November is Small Business Month so we're getting to know some of the people behind the small businesses from Westmead to Carlingford. #NSWSmallBizMonth



Jackson Shaw and 20 others

1 comment · 6 shares

Parramatta Light Rail

November 2, 2022

SPOTLIGHT ON SMALL BUSINESS | November is Small Business Month as we're getting to know some of the people behind the small businesses from Westmead to Carlingford.

It's time to hear of a business that looks after four generations of the same family, but then Springfield Pharmacy on Station Street is not your regular business.

Owned and run by Andy for the past 23 years, the Pharmacist and his team know most of their customers and are keen to foster a strong sense of community.


"I would say we know 95% of the people who walk through our door by name," Andy says.

"We have a lot of lovely people here and we've got to know them all. One family we have served has four generations – the great-grandson is 31 and his great-grandmother is 100. We look after the whole family."

This warm sense of community even extends to the group of small businesses that call Dundas home.

"We're hoping that the light rail will bring more people to our group of shops... it's a real village vibe. You wouldn't come here for an evening one only come here for a purpose, so when the light rail opens it will make it much easier for customers to get to us."

#NSWSmallBizMonth



Nicole Andary, Eve Young and 100 others

7 comments · 7 shares

Like · Comment · Share

4.6 Church Street Activation

October 2022 to January 2023

As part of Transport for NSW's commitment to holding summer activations, the Church Street Activation was designed to encourage families to head outdoors, support local businesses and enjoy the Parramatta CBD while construction on the Parramatta Light Rail continues.

The Church Street Activation was rolled out in three main stages commencing in October 2022 and being removed at the end of January 2023:

Stage 1 – Outdoor dinning spaces

- Picnic Tables and Planter Boxes were placed on Lennox Bridge for the community to enjoy.

Stage 2 – Christmas Activation, Entertainment & Activities

- Leading up to the Christmas period PLR organise Santa Visits, face painters, balloon artists, bubble artists, busking, playland and interactive toys for the community to enjoy free of charge.

Stage 3 – Live mural painting

- Christmas elements were removed, and four (4) large painting murals were installed
- Kids activities continued during the school holidays up to Australia Day public holiday.

See the next page for a collection of photographs from the Church Street Activation.

