

Transport for NSW

Western Harbour Tunnel and Warringah Freeway Upgrade

Noise Insulation Program



November 2022

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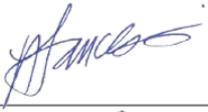
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Glossary

Acute noise impact	A-weighted equivalent continuous traffic noise level of 65 dB(A) or higher for the daytime period (7am to 10pm), or 60 dB(A) or higher for the night-time period (10pm to 7am).
Architectural features	The term given to windows, doors, vents and any other architectural feature covered in the program that may convey noise from outside to inside.
At-property noise treatment (noise treatment)	Refers to architectural acoustic treatments which aim to improve the sound-resistance of properties.
Building	A building may be a sole-occupancy dwelling such as a house, or a multi-occupancy building such as a unit complex or an apartment block.
Class 2 buildings	Defined by the Building Code of Australia as a building containing two or more sole-occupancy units, each being a separate dwelling.
Construction Noise and Vibration Guideline (CNVG)	Construction Noise and Vibration Guideline (CNVG) published by Roads and Maritime Services (now Transport for NSW) in 2016.
Cumulative limit	A total noise level that is 5 dB(A) or more above Transport for NSW's Noise Criteria Guideline criteria in the build year.
dB(A)	A-weighted decibels, an expression of the relative loudness of sound as perceived by the human ear.
Direct line of sight	While not a direct correlation, line of sight can be used as an approximate rule of thumb to estimate a sound path from source to receiver.
Development Near Rail Corridors and Busy Roads – Interim Guideline	Development Near Rail Corridors and Busy Roads – Interim Guideline published by the NSW Department of Planning (now Department of Planning, Industry, and Environment) in 2008.
Environmental Noise Management Manual (ENMM)	Environmental Noise Management Manual (ENMM) published by Roads and Maritime Services (now Transport for NSW) in 2001.
EPA	NSW Environment Protection Authority
Feasible and reasonable	The feasible test relates to whether a solution can be engineered and is practical to build or install, considering issues such as safety, access and maintenance. The reasonable test relates to the overall noise reduction achieved when compared to the social, economic or environmental benefits. A measure may be feasible to install, but it's unreasonable due to the low noise benefit and high cost.
Habitable room	In accordance with the Building Code of Australia, this is defined as areas of the home where people spend most of their time. This may include bedrooms, living rooms, lounge rooms, music rooms, television rooms, dining rooms, studies, playrooms, family rooms and home theatres. Habitable rooms do not include spaces of a specialised nature occupied neither frequently nor for extended periods, such as bathrooms, laundries, water closets, pantries, walk-in wardrobes, corridors, hallways, lobbies, photographic darkrooms or clothes drying rooms. The status of kitchens as habitable rooms is assessed on a case by case basis.

High Activity Area	An area where construction activities are likely to occur for an extended duration or outside standard working hours. They are not defined by the intensity, frequency or duration of noise-generating activities.
L_{Aeq}(period)	Equivalent continuous sound pressure level, the single number sound level that is equivalent in energy to the actual fluctuating sound level of a specific period.
Noise Criteria Guideline (NCG)	Noise Criteria Guideline (NCG) published by Roads and Maritime Services (now Transport for NSW) in 2015
Noise Mitigation Guideline (NMG)	Noise Mitigation Guideline (NMG) published by Roads and Maritime Services (now Transport for NSW) in 2015
NSW Road Noise Policy (RNP)	NSW Road Noise Policy (RNP) published by the NSW Department of Environment, Climate Change and Water (now Environment Protection Authority) in 2011
Owners corporation	The owners corporation of a strata scheme is responsible for maintenance, repair and overall management of the common property.
Program	Noise Insulation Program for the Western Harbour Tunnel and Warringah Freeway Upgrade
Project	Western Harbour Tunnel and Warringah Freeway Upgrade
Property	A property is a sole-occupancy dwelling, such as a house, apartment or unit.
Reasonable exposure	Exposed to at least 45 degree angle of any High Activity Areas from inside a building.
Receiver	Occupant/s of a dwelling impacted by noise
Transport for NSW Complaints Review Panel	Comprised of project senior management and independent project appointments. Responsible for making decisions regarding the Program and acting as the final escalation point for customer issues and complaints.

1 Introduction

1.1 Purpose

This document describes the Noise Insulation Program (the program) for the Western Harbour Tunnel and Warringah Freeway Upgrade (the project). The program involves the delivery of at-property noise treatment (referred to as noise treatment) to mitigate the impact of operational and construction noise at eligible properties.

Due to the large number of properties potentially eligible for noise treatment, the project took a proactive approach in publishing the Noise Insulation Program in late 2020 before planning approval was received. The document was updated following approval of the project by the Minister for Planning and Public Spaces in January 2021.

Transport for NSW is the owner and user of this document which aims to ensure the delivery of noise treatment is equitable, transparent and focused on customer outcomes.

This document may be updated periodically for items such as updating the list of identified buildings as the project progresses. In the instance where changes are required, a copy will be sent to the Planning Secretary of the Department of Planning, Industry and Environment (the Planning Secretary) prior to publication.

1.2 Background

The project involves the creation of a third crossing of Sydney Harbour connecting to the M4-M5 Link at Rozelle and the Warringah Freeway at Cammeray, creating a western bypass of the Sydney CBD. The project is expected to reduce traffic noise for more than 60 per cent of properties near our surface roads once complete. Some parts of the community who live near our permanent facilities and surface road upgrades may notice more noise as a result of an increase in traffic going in and out of the tunnels. Some properties will also experience construction noise while the project is being built.

The project is taking a proactive approach to implement noise mitigation measures as early as possible, including the delivery of noise treatment. Noise treatment involves upgrading windows, doors and seals at existing properties with the aim of improving sound insulation. Transport for NSW is managing the delivery of the program from initial customer engagement through to installation so that the project maintains control over eligibility and treatment and so that customer outcomes are prioritised.

Construction and operational noise impacts are typically assessed separately, and different eligibility criteria are used when assessing properties for noise treatment for each type of noise. Due to the high number of identified properties and the overlap of construction and operational noise impacts, this document describes the approach for providing noise treatment for both types of noise.

1.3 Project area

The Warringah Freeway corridor is located in a densely populated area with a significant footprint of multi-dwelling residential buildings. As one of Sydney's busiest roads, traffic noise from the freeway is a long-standing concern for many local residents. Traffic noise exposure will still remain at an acute level for some properties close to the Warringah Freeway once the project is complete, even though overall traffic noise will reduce for many properties. While noise impacts from the project are not limited to the Warringah Freeway corridor, this area is a key focus of the program due to the high density of receivers potentially affected by operational and construction noise.

Between early 2020 and mid-2021, the program focused on delivering noise treatment for eligible properties within the vicinity the Warringah Freeway corridor between Milsons Point and Naremburn. This area was prioritised due to the need to mitigate the impact of construction noise for local residents during main construction of the Warringah Freeway Upgrade. Engagement with eligible properties near the project area for the Western Harbour Tunnel in Annandale will be carried out from late 2021.

1.4 Guidelines

The project presents a number of unique challenges for the delivery of noise treatment. This includes the unprecedented number of eligible properties and the high proportion of properties located in multi-dwelling (Class 2) buildings, which present additional constraints for installation. A number of existing policies and guidelines have been considered to ensure the program delivers outcomes which are consistent and equitable across the project, while also meeting Transport for NSW’s noise mitigation requirements and feasible and reasonable criteria.

Existing guidelines which have guided the development of the program include:

- Noise Mitigation Guideline, Roads and Maritime Services (2015)
- Noise Criteria Guideline, Roads and Maritime Services (2015)
- Construction Noise and Vibration Guideline, Roads and Maritime Services (2016)
- NSW Road Noise Policy, NSW Department of Environment, Climate Change and Water (2011)
- Development Near Rail Corridors and Busy Roads – Interim Guideline, NSW Department of Planning (2008)
- Environmental Noise Management Manual, Roads and Traffic Authority (2001).

1.5 Minister’s Conditions of Approval

The project received planning approval from the Minister for Planning and Public Spaces in January 2021. The Minister’s Conditions of Approval relevant to the program are listed below.

Table 1. Minister’s Conditions of Approval

Number	Condition	Response
Administrative conditions		
A9	The implementation of the Noise Insulation Program (NIP) does not trigger the following Conditions A24, A30, B1 and B11 ¹ , until such time that construction commences.	In accordance with this condition, it is noted that the program does not trigger the need for independent appointments which are otherwise required to be appointed by the start of construction.

¹ The independent appointments include the project’s Environmental Representative, Acoustic Advisor and Community Complaints Mediator (Conditions A24, A30 and B11).

Number	Condition	Response
Construction vibration mitigation – Heritage		
E81	Before conducting at-property treatment at any heritage item identified in the documents listed in Condition A1, the advice of a suitably qualified and experienced built heritage expert must be obtained and implemented to ensure any such work does not have an adverse impact on the heritage significance of the item.	Addressed in Section 5.5 of this document.
Warringah Freeway Upgrade – Noise mitigation measures		
E84	The proponent must implement the Noise Insulation Program (NIP) developed for the Warringah Freeway Upgrade works. Should the NIP be progressively updated, the updated version must be provided to the Planning Secretary for information. Note: the implementation of temporary or permanent noise mitigation measures in accordance with NIP is considered as low impact work as defined in the definitions table Low Impact Work (d).	Addressed in Section 1.1 of this document.
E85	Landowners whose residential properties are eligible to receive at-property treatment in accordance with the NIP must be advised of the range of options that can be installed at or in their property and given a choice as to which of these they agree to have installed. A copy of all guidelines and procedures that will be used to determine at-property treatment at their residence must be provided to the landowner.	Addressed in Section 1.4 of this document.
E86	The offer for at-property treatment for the application of other noise and vibration mitigation measures does not expire until the out-of-hours works affecting that property are completed, even if the landowner initially refuses the offer.	Addressed in Section 8.6 of this document.
E87	The implementation of at-property treatment does not preclude the application of other noise and vibration mitigation and management measures including temporary and long term accommodation.	Addressed in Section 3.2 of this document.
Operational noise mitigation measures		
E89	The Proponent must prepare an Operational Noise Review (ONR) to confirm noise control measures that would be implemented for the operation of the CSSI. The ONR must be prepared in consultation with the Planning Secretary, relevant council(s), and the EPA and must: (a) confirm the appropriate operational noise objectives and levels for surrounding development, including existing sensitive land user(s); (b) confirm the operational noise predictions based on the final design. Confirmation must be based on an appropriately calibrated noise model (which has incorporated noise monitoring, and concurrent traffic counting, where necessary for calibration purposes). The assessment must specifically include verification of noise levels at all fixed facilities, based on noise monitoring	Addressed in Section 2.3 of this document.

Number	Condition	Response
	<p>undertaken at appropriately identified noise catchment areas surrounding the facilities;</p> <p>(c) confirm the operational noise impacts at adjoining development based on the final design of the CSSI, including operational daytime LAeq, 15 hour and night-time LAeq, 9-hour traffic noise contours;</p> <p>(d) review the suitability of the operational noise mitigation measures identified in the documents listed in Condition A1² and, where necessary, investigate and identify additional noise and vibration mitigation measures required to achieve the noise criteria outlined in the NSW Road Noise Policy (DECCW, 2011) and NSW Noise Policy for Industry (EPA, 2017) as relevant, including the timing of implementation;</p> <p>(e) include a consultation strategy to seek feedback from directly affected landowners on the noise and vibration mitigation measures; and</p> <p>(f) procedures for the management of operational noise and vibration complaints. The ONR must be verified by an independent acoustic expert. The ONR must be undertaken at the Proponent's expense and submitted to the Planning Secretary within 12 months of the commencement of construction unless otherwise agreed by the Planning Secretary. The Proponent must implement the identified noise and vibration control measures and make the ONR publicly available.</p> <p>Note: The design of noise barriers and the like must be undertaken in consultation with the community as part of the Place Design and Landscape Plan required under Condition E177.</p>	
E90	<p>Operational noise mitigation measures as identified in Condition E89 that will not be physically affected by work, must be implemented within six months of submitting the ONR, unless otherwise agreed by the Planning Secretary. Where implementation of operational noise mitigation measures are not proposed to be implemented in accordance with this requirement, the Proponent must submit to the Planning Secretary a report providing justification as to why, along with details of temporary measures that would be implemented to reduce construction noise impacts, until such time that the operational noise mitigation measures are implemented. The report must be endorsed by the AA and submitted to the Planning Secretary within six months of submitting the ONR.</p> <p>Note: Not having finalised detailed design is not sufficient justification for not implementing the proposed mitigation measures.</p>	Addressed in Section 2.3 of this document.
E91	In the absence of an ONR required under Condition E89, the following can be undertaken:	Addressed in Section 2.3 of this document.

² The documents listed in Condition A1 are the Western Harbour Tunnel and Warringah Freeway Upgrade Environmental Impact Statement (2020) and Response to Submissions Report (2020)

Number	Condition	Response
	<p>(a) provision of at-property noise mitigation measures required in the NIP under Condition E84; and</p> <p>(b) construction of the Massey to Amherst Street, Cammeray noise barrier / wall as identified in Appendix C.</p> <p>Note: Notwithstanding the provision of this condition, should the ONR identify the need for further mitigation the Proponent may be required to amend the design of already installed noise mitigation measures.</p>	
Operational noise validation		
E92	<p>Within 12 months of the commencement of operation of the CSSI, the Proponent must undertake monitoring of operational noise to compare actual noise performance of the CSSI against the noise performance predicted in the review of noise mitigation measures as required by Condition E89</p>	<p>Addressed in Section 2.3 of this document.</p>
Operational noise compliance report		
E93	<p>An Operational Noise Compliance Report (ONCR) must be prepared to document the findings of the operational noise monitoring carried out under Condition E92. The ONCR must be prepared in accordance with the Model Validation Guideline (RMS, 16 May 2018 Version 1.1) and must address the following:</p> <p>(a) compliance with the operational noise levels predicted in the review of operational noise mitigation measures required under Condition E89;</p> <p>(b) compliance with the operational noise levels in terms of criteria and noise goals established in the NSW Road Noise Policy (DECCW, 2011) and NSW Noise Policy for Industry (EPA, 2017);</p> <p>(c) methodology, location and frequency of noise monitoring undertaken, including monitoring sites at which CSSI noise levels are ascertained, with specific reference to locations indicative of impacts on receivers;</p> <p>(d) pavement corrections for light and heavy vehicles and an assessment of the acoustic performance of different pavement types over their design life;</p> <p>(e) details of any complaints and enquiries received in relation to operational noise generated by the CSSI between the date of commencement of operation and the date the report was prepared; (f) any required recalibrations of the noise model taking into consideration factors such as noise monitoring and actual traffic numbers and proportions;</p> <p>(g) an assessment of the performance and effectiveness of applied noise mitigation measures together with a review and if necessary, reassessment of mitigation measures; and</p> <p>(h) identification of additional measures to those identified in the review of noise mitigation measures required by Condition E89, that are to be implemented with the objective of meeting the criteria outlined in the NSW Road Noise Policy (DECCW, 2011) and NSW Noise Policy for Industry (EPA, 2017), when these measures are to be</p>	<p>Addressed in Section 2.3 of this document.</p>

Number	Condition	Response
	<p>implemented and how their effectiveness is to be measured and reported to the Planning Secretary and the EPA.</p> <p>The Operational Noise Compliance Report must be submitted to the Planning Secretary and the EPA within 60 days of completing the operational noise monitoring and made publicly available.</p>	
Revised environmental management measures (REMM)		
Non-Aboriginal heritage		
NAH4	<p>Phase: Pre-construction</p> <p>Impact: Ongoing non-Aboriginal heritage impacts</p> <p>Environmental management measures:</p> <p>Should at-property noise treatment be required at a premise that is heritage listed, this will be carried out in a manner to minimise heritage impact, and advice of a heritage conservation architect will be sought prior to undertaking the works. Any treatment will be sympathetic to the heritage values of the item, designed with heritage architect input and be reversible where feasible and reasonable.</p>	Addressed in Section 5.5 of this document.

2 Operational noise

2.1 Overview

Operational noise refers to noise from road traffic associated with the day-to-day operation of the road. The Western Harbour Tunnel and Warringah Freeway Upgrade Environmental Impact Statement (EIS) shows an overall reduction in operational noise impacts for more than 60 per cent of properties near our surface roads once the project is complete. While most properties will receive a reduction in traffic noise as a result of the project being built, noise levels at many properties will remain over the acceptable limits due to existing high levels of traffic noise within the project area.

To understand the expected operational noise impacts from the project, a noise model has been developed to predict the traffic noise levels at properties. The noise model is developed using the Calculation of Road Traffic Noise (CoRTN) method, which is a mathematical model that has been specifically validated under Australian conditions and is accepted as the industry standard by the NSW Government. The noise model takes into account various factors including the road design, pavement types, surrounding terrain, projected traffic volumes and allowances for noise absorption over different surfaces.

A range of measures will be used to reduce the impact of traffic noise for the local community. As a first priority we aim to mitigate operational noise through the road design process using at-source measures such as quieter pavement surfaces or noise barriers and mounds. Where at-source measures have been exhausted or are not feasible and reasonable, noise treatment is used as the final measure to reduce noise impacts for properties which remain over the acceptable noise limits as outlined in the NSW Road Noise Policy.

Detailed information about the noise modelling and assessment process is outlined in the EIS in [Chapter 11: Operational Noise and Vibration](#). The predicted operational traffic noise levels at receiver buildings once construction of the project is complete are provided in [Appendix G: Noise and Vibration Working Paper](#). This also outlines if the buildings have been identified for consideration of noise treatment to mitigate the impact of operational noise according to the noise modelling.

The operational noise impacts from the project will be subject to ongoing review and assessment as the project progresses and the detailed design is finalised.

2.2 Criteria for assessment

Eligibility of properties for operational noise treatment is considered in line with relevant noise assessment guidelines to ensure noise mitigation is applied consistently and equitably across NSW. To determine if a property is eligible, the following triggers are applied from Transport for NSW's Noise Mitigation Guideline in conjunction with the NSW Road Noise Policy:

- The predicted 'build' noise level exceeds the NSW Environment Protection Authority's (EPA) target criterion of $L_{Aeq(15hour)}$ 60 dB(A) for the daytime period (7am to 10pm) or $L_{Aeq(9hour)}$ 55 dB(A) for the night-time period (10pm to 7am) and the increase in traffic noise level attributed to the project is greater than 2 dB(A)
- The predicted cumulative traffic noise level is 5 dB(A) or more above the EPA's noise criteria and the receiver is significantly influenced by project road traffic noise, regardless of the change in noise between 'build' and 'no build' scenarios. The cumulative limit for a redeveloped road corridor is $L_{Aeq(15hour)}$ 65 dB(A) or higher for the daytime period, or $L_{Aeq(9hour)}$ 60 dB(A) or higher for the night-time period

- If the noise level contribution from the project is acute at a residential receiver, the receiver qualifies for consideration of noise mitigation even if noise levels are dominated by traffic noise from another road.

There will be an overlap in properties which meet the above criteria for consideration of operational noise treatment and those which qualify for noise treatment to mitigate construction noise as part of the program.

Potentially eligible buildings

Appendix A provides a list of buildings which have been identified as meeting the criteria for consideration of operational noise treatment as part of the program. They are eligible for further investigation only and as part of this process, Transport for NSW may find the building does not qualify for noise treatment.

The list of buildings in Appendix A has been developed using further detailed noise modelling carried out following the EIS phase of the project. The list is not exhaustive and may change as a result of further assessment of the expected operational noise impacts of the project.

For multi-dwelling buildings, not all properties at these addresses may be eligible for a noise treatment assessment depending on their position in the building and orientation to noise sources (the road). Further investigation including physical inspections may be required to establish where individual properties are situated within the building and whether they meet the criteria for treatment.

2.3 Further assessment

The project will continue to assess the impact of operational noise on the local community as part of its ongoing design development and environmental assessment process. This will be done in accordance with the project's obligations as outlined in the EIS, relevant NSW guidelines and the Minister's Conditions of Approval.

In June 2022, Transport for NSW updated the noise model from information gained through detailed design to inform the program of each property's eligibility for noise treatment.

A list of building addresses for properties that have been identified in the updated noise model is provided in Appendices A, B and C.

Operational Noise Review

The Minister's Conditions of Approval require the project to develop an Operational Noise Review (ONR). The objective of the ONR is to manage operational noise from the project and outline appropriate operational noise mitigation measures to minimise noise impacts to the community. The ONR will be developed as part of the detailed design phase and will include updated noise modelling based on the final design of the project.

In line with the Minister's Conditions of Approval, the ONR is required to be submitted to the Planning Secretary within 12 months after the start of construction unless otherwise agreed by the Planning Secretary.

Until the ONR is developed, the program is approved to be delivered as outlined in condition E91 of the Minister's Conditions of Approval to help reduce the impact of noise as early as possible for eligible properties.

Identified properties

The ONR will identify any buildings or properties within the project area that will be impacted by operational noise, including any properties that may have not been identified in the EIS due to changes during the detailed design phase. If the ONR identifies properties which have not been previously identified and engaged as part of the noise treatment process, the project will contact the property owner to provide noise treatment. Noise treatment is required to be delivered within six months of the ONR being submitted to the Planning Secretary as per condition E90 of the Minister's Conditions of Approval.

Post-construction review

Noise monitoring will be carried out to measure the actual traffic noise impacts within 12 months of the project becoming operational. Noise monitoring will be carried out at representative locations within the project area to confirm the findings of the ONR. If traffic noise levels are found to be greater than acceptable tolerances, consultation would be carried out with affected receivers and additional noise mitigation measures may be applied where feasible and reasonable. This information will be made publicly available through a report known as the Operational Noise Compliance Report.

The project's requirements for operational noise validation monitoring and the Operational Noise Compliance Report are outlined in condition E92 and E93 of the Minister's Conditions of Approval.

2.4 Other Sensitive Receivers

A number of non-residential noise sensitive receivers, known as Other Sensitive Receivers (OSRs), have been identified for consideration of operational noise treatment as part of the EIS noise assessment. These include educational establishments, aged care facilities, childcare facilities, hospitals and places of worship. Transport for NSW will assess OSRs for noise treatment in line with specific criteria for non-residential land uses as outlined in the NSW Road Noise Policy.

Implementation of noise treatment for OSRs will be carried out as early as possible, however this work is subject to further review as part of the project's ongoing design refinement and assessment process. Engagement with eligible OSRs will be carried out progressively as this process continues. Transport for NSW will endeavour to deliver noise treatment within six months of the ONR being submitted to the Planning Secretary as per condition E90 of the Minister's Conditions of Approval.

A list of building addresses for Other Sensitive Receivers is provided in Appendix B.

3 Construction noise

3.1 Overview

Construction noise refers to temporary noise generated from activities associated with building the project, such as the operation of machinery and equipment. The program forms an important part of Transport for NSW's overall strategy to manage the impact of construction noise as part the project. Eligible properties will be prioritised for treatment so that residents benefit from reduced noise as early as possible in the construction program.

3.2 Assumptions

The EIS provides a conservative assessment of the predicted noise impacts during construction and further review and assessment of construction noise impacts will be carried out as the project progresses. Variables that contribute to the uncertainty of construction noise impacts in the early stages of the project include, but are not limited to:

- Detailed design of the road alignment not being finalised
- Detailed design of operational elements and structures not being finalised
- Work schedule, including the extent to which activities can be carried out during standard construction hours
- The plant and machinery to be used
- Traffic arrangements.

To enable the early implementation of the program before these details were confirmed, Transport for NSW made conservative assumptions about construction noise impacts to determine which properties may qualify for noise treatment to reduce the impact of construction noise. This provided the opportunity to start the process of delivering noise treatment as early as possible for eligible properties.

The implementation of noise treatment does not preclude the application of other noise and vibration mitigation and management measures for affected properties, such as temporary and long term alternative accommodation.

Information about the expected noise impacts to the local community during construction is outlined in [EIS Chapter 10: Construction Noise and Vibration](#).

3.3 Criteria for assessment

High Activity Areas

A number of High Activity Areas have been identified where properties have been prioritised for assessment. High Activity Areas are where construction activities will be carried out for an extended duration throughout the project and where extensive work will be required outside standard hours. This includes where surface work will be carried out for the Warringah Freeway Upgrade, as extended programs of out-of-hours work will be required for traffic and safety reasons.

Locations where out-of-hours work will be carried out for a limited duration, such as for temporary enabling activities and utility relocations, would not be considered High Activity Areas.

The High Activity Areas have been used to establish eligibility for assessments before details about the final design, work methodology or construction staging are confirmed. They are based on the

reference design, reference construction methodology and concept program and are not defined by intensity, duration or frequency of noise-generating activities.

Screening criteria for noise treatment assessments

Transport for NSW has developed screening criteria to establish if a property is eligible for further investigation as part of the program. Consideration is given to proximity to High Activity Areas, the orientation of individual properties within the building, where affected facades of habitable rooms are located in relation to the work area and whether there is a direct line of sight and reasonable exposure to the High Activity Areas.

The screening criteria include:

- Is the building adjacent to a High Activity Area?
- Is the property within 100 metres of a High Activity Area?
- Is there direct line of sight between the property and a High Activity Area?
- Is the field of view of a High Activity Area (observed from within the property) greater than or equal to 45 degrees?

Physical inspection may be required to confirm if properties meet all of the above criteria and can be considered for treatment.

Transport for NSW has developed the screening criteria in consideration of existing guidelines which apply to the management of construction noise. A distance-based approach has been adopted in line with the Construction Noise and Vibration Guideline (RMS, 2016). For receivers that have a direct line-of-sight to a High Activity Area, the nominated distance of 100 metres corresponds to a noise level of 65 dB(A) ($L_{Aeq,15minute}$) during typical construction activities.

The impact of construction noise would be significantly reduced where the receiver has no direct line-of-sight to a High Activity Area. This is in line with Australian Standard AS 2436-2010 *Guide to noise and vibration control on construction, demolition and maintenance sites* which states noise levels at a receiver location with no line-of-sight to a work area can be 5 to 15 dB(A) less compared to a receiver with direct line-of-sight.

Given the nature of linear construction work, the duration of exposure to construction noise levels above 65 dB(A) ($L_{Aeq,15minute}$) would be significantly reduced at a receiver location that has a restricted angle of view of a High Activity Area compared to a viewpoint at an unobstructed angle.

Potentially eligible buildings

Appendix C provides a list of buildings which have been identified as meeting the criteria for consideration of noise treatment to reduce the impact of construction noise as part of the program. They are eligible for further investigation only and as part of this process they may not be found to qualify for noise treatment.

For multi-dwelling buildings, not all properties at these addresses may be eligible for a noise treatment assessment depending on their position in the building and orientation to High Activity Areas. Further investigation including physical inspections may be required to establish where individual properties are situated within the building and whether they meet the criteria for treatment.

Only properties that have a direct line of sight and reasonable exposure to High Activity Areas will be eligible for a noise treatment assessment, in line with the above criteria. The affected façade must have a habitable room facing the High Activity Area to be considered for noise treatment.

Following further investigation it may be determined a building or property is not eligible for an assessment or treatment. Similarly, the list is not exhaustive, and properties may be added to the list as the project progresses and further details are confirmed about the expected construction impacts.

3.4 Further assessment

The project will continue to assess the impact of noise on the local community as part of the ongoing design development and environmental assessment process. We will contact property owners if there are any changes to their property's eligibility for noise treatment as part of this process.

The construction contractor appointed to build the project will be required to produce environmental management plans including a Construction Noise and Vibration Management Plan, which will outline measures to reduce the impact of noise during their work. Verification and monitoring of construction noise mitigation will be ongoing, and the noise impacts and mitigation measures continually reviewed.

The program only includes the implementation of at-property noise treatment and does not apply to other mitigation measures which would be used to manage noise impacts during construction.

4 Roles and responsibilities

An overview of key roles and their responsibilities in the program is provided below.

Table 2. Overview of roles and responsibilities

Role	Responsibilities
Property owner	<ul style="list-style-type: none"> Engage with Transport for NSW and its delivery partners (if they agree to be involved in the program) Provide access for noise treatment assessments, inspections and installation, where required Agree to the Scope of Work, Works Deed and Completion Certificate for their noise treatment package Communicate with property managers or tenants if required to facilitate access Ongoing maintenance of the treatments once installed (outside any applicable warranties).
Owners corporations	<ul style="list-style-type: none"> Provide access for building inspections Advise what treatments will be permitted for the building Liaise with the project team and participate in meetings Agree to the Scope of Work and Works Deed for properties that require owners corporation consent Facilitate access to common property to allow treatments to be installed.
Transport for NSW Noise Insulation Program team	<ul style="list-style-type: none"> Overall implementation of the program Engaging delivery partners to implement the program including project managers and building contractors Making sure customer outcomes are prioritised and decisions are fair and equitable Liaising with property owners and owners corporations to resolve enquiries and complaints Reviewing Scopes of Work reports Escalation point for customer issues and complaints.
Transport for NSW Noise Insulation Program Complaint Review Panel	<ul style="list-style-type: none"> Act as the final escalation point for customer complaints relating to noise treatment (refer to Appendix F for further details).
Acoustic Specialist Project Managers	<ul style="list-style-type: none"> Point of contact for customers throughout the noise treatment process Carrying out noise treatment assessments and preparing the Scope of Work for eligible properties Management of specialist building contractor/s Escalating issues and enquiries to the Transport for NSW project team when required.

Role	Responsibilities
Specialist building contractors engaged to install noise treatment	<ul style="list-style-type: none"> • Carrying out a check measurement inspection of properties to confirm dimensions and constructability • Installing treatments as per the Scope of Work • Liaising with property owners during the installation process • Signing the Works Deed and Completion Certificate.
Construction contractor/s engaged to build the project	<ul style="list-style-type: none"> • Provide information to Transport for NSW about expected noise impacts to the community as part of the project's ongoing environmental assessment and design development process.
Built heritage specialist	<ul style="list-style-type: none"> • Reviewing the noise treatment proposed for all heritage properties • Providing advice to ensure that any work carried out does not have an adverse impact on the heritage significance of a property and that all works meet the relevant statutory requirements.
Other technical specialists / subject matter experts	<ul style="list-style-type: none"> • Building Code of Australia specialists – Provide advice to Transport for NSW about specific constraints with delivering treatments to Class 2 buildings • Fire protection specialists – Provide advice to Transport for NSW on fire compliance for Class 2 buildings.
Local Councils	<ul style="list-style-type: none"> • Where required, agree to the proposed noise treatment for properties which are heritage-listed.

5 Treatment

5.1 Overview

Noise treatment involves installing architectural acoustic measures which aim to increase the sound insulation of properties. When assessing properties for noise treatment, every property is considered on a case by case basis. Properties are offered a bespoke treatment package depending on a number of factors, including:

- The predicted noise impacts from the project and the property's exposure and orientation to noise sources (i.e. the road)
- Existing condition and features of the property at the time of assessment
- If the eligible façades of the property have habitable rooms and how the rooms are configured
- Any potential constraints to installing treatment, such as safety, access or Building Code of Australia compliance.

This section provides an overview of the steps involved in the noise treatment process and outlines the types of treatments offered.

5.2 Noise treatment assessment

Noise treatment assessments will be carried out at eligible properties by the Acoustic Specialist Project Manager and building contractors to determine which treatments can be provided. The assessment involves a physical inspection to record details about the property, including:

- Taking photos and measurements of existing architectural features such as windows, doors and vents
- Recording details of existing construction materials, glazing/door thickness, depth of reveals, fixtures and furnishings
- Assessing building features such as access, building class and construction type
- Noting any potential constructability issues including the health and safety of workers and residents during installation and the presence of potentially hazardous materials.

The assessment is a physical inspection of the property only and does not involve any noise monitoring.

Following the noise treatment assessment, a Scope of Work report will be prepared outlining Transport for NSW's proposed treatment solutions for the property.

5.3 Treatment options

Eligible properties will receive a tailored package of treatments. Noise treatment may only be required for certain façades of the property, such as the side/s facing the road.

Treatments are only applied to the eligible façades of 'habitable' rooms, such as bedrooms and living areas. This is in line with the NSW Road Noise Policy which applies to all road infrastructure projects in NSW. Rooms that are not considered habitable include garages, storage areas, bathrooms, laundries, toilets, balconies or pantries. Kitchens will only be considered for treatment if

they open to a habitable room (with no dividing door) or if they are used as a dining room. The status of habitable rooms will be determined at the time of the noise treatment assessment.

All noise treatment selections will be discussed and agreed with each individual property owner and it is at their discretion if they wish to accept or decline any of the proposed noise treatments.

The below table provides a summary of the noise treatment types which may be offered to eligible properties to mitigate construction and operational noise. A table outlining further details of the treatments offered is provided in Appendix D.

Table 3. Overview of treatment types

Treatment type	Description
<p>Secondary treatment for windows and doors</p>	<p>Secondary treatment involves installing a secondary system within the reveal of an existing window or door to give a minimum 50 millimetre air gap. This is sometimes known as ‘wide air gap double glazing’.</p> <p>Secondary treatment provides the best noise reduction when compared to primary treatment. To ensure they are offered the highest level of treatment in terms of acoustic performance, eligible properties impacted by construction noise will be offered secondary treatment as a first priority.</p> <p>If property owners decline secondary treatment, they will be required to agree to a disclaimer acknowledging Transport for NSW recommended secondary treatment for the best acoustic performance and is indemnified from any noise impact resulting from declining it.</p>
<p>Primary treatment for windows and doors</p>	<p>Primary treatment involves removing the existing window or door and installing a new window or door. Transport for NSW would aim to provide a like-for-like replacement of the existing element to maintain a consistent look and feel where possible.</p> <p>Primary treatment provides less noise reduction compared to secondary treatment. However, it would still be expected to provide a noticeable noise reduction.</p> <p>Primary treatment may not be feasible for all properties due to constraints such as access, safety and Building Code of Australia compliance. This will be determined as part of the noise treatment assessment process. If primary treatment is not feasible, property owners may choose secondary treatment as an alternative which would also provide the best noise reduction.</p>
<p>Window and door seals</p>	<p>If existing window and door seals are unsatisfactory from an acoustic perspective, Transport for NSW would consider upgrading them to new acoustic rubber seals to improve the acoustic performance of existing windows and doors.</p>
<p>Sealing vents</p>	<p>Sealing existing wall vents is carried out to help reduce the transmission of noise into eligible habitable rooms.</p>

Treatment type	Description
Mechanical ventilation	<p>Mechanical ventilation is provided to maintain non-comfort fresh air flow when doors and windows are closed.</p> <p>The program will continue offering Mechanical ventilation to Class 1 Buildings (i.e. single-dwelling detached houses) in accordance with the Building Code of Australia (BCA) to uphold the precedence established by this Program and the Transport for NSW Noise Abatement Program (NAP).</p> <p>Transport for NSW concluded its investigation in September 2022 for potentially installing Mechanical ventilation in Class 2 (i.e multi-occupancy) and Class 3/9 (Other Sensitive Receiver) buildings in accordance with the BCA and determined that it was not considered reasonable or feasible from a time and cost perspective.</p> <p>Treatments offered as part of the program do not impede the original functionality of the elements to be upgraded. This ensures that natural ventilation flows is able to be consistently maintained through the treated elements even after the NIP team have provided either primary or secondary treatments.</p> <p>If property owners of Class 1 Buildings accept mechanical ventilation as part of their treatment package, they would be responsible for ongoing maintenance costs such as electricity supply and part replacement (outside any applicable warranties).</p> <p>Mechanical ventilation is the only solution considered to provide non-comfort fresh air intake whilst the element is in closed position. Comfort conditioning (i.e. air-conditioners) is not offered as part of the program as the program is in a non-regional locality and the the higher ongoing maintenance and operational costs.</p>

The noise treatments described above are indicative only as they are subject to Transport for NSW's feasible and reasonable criteria and other limitations as outlined in Section 6 of this document. Properties may not qualify for all noise treatments listed above. As part of the noise treatment assessment process, we may find there are no feasible and reasonable noise treatment options that can be provided for the property.

The level of noise reduction achieved differs for each property and depends on the treatments used and the existing construction and condition of the property. Transport for NSW does not carry out noise monitoring at properties to measure the effectiveness of treatments.

5.4 Cost and compensation

Property owners would not be required to provide any financial contribution as part of the program, other than being responsible for ongoing maintenance costs.

Noise treatment aims to mitigate the impact of noise for building occupants and is not intended to be a form of compensation against noise impacts. Financial compensation would not be offered in lieu of receiving noise treatment. Property owners who choose to install noise treatment at their own expense are unable to receive reimbursement from Transport for NSW.

All noise treatment offers are reviewed by Transport for NSW to ensure they are consistent and equitable in line with our guidelines. Transport for NSW would not provide compensation to property

owners if they choose to engage their own legal or other technical specialists to review their noise treatment offers.

5.5 Heritage-listed properties

The program has identified properties that qualify for a noise treatment assessment which are potentially heritage-listed. To ensure the program meets requirements for installing noise treatment at heritage properties in accordance with Condition E81 of the Minister's Condition of Approval, an independent heritage specialist will be engaged to:

- Assess the heritage status of the individual property
- Assess the proposed noise treatments
- Determine the program's regulatory requirements relating to the proposed treatments
- Advise if the program can install the proposed treatments, and if not, propose alternative treatments.

Once the program receives a detailed report from the heritage specialist addressing the above points, Transport for NSW will consult with relevant stakeholders including the local council to ensure the proposed noise treatments are in line with heritage requirements. The timing for the delivery of noise treatment to heritage properties may vary subject to the advice received from the heritage specialist.

Treatment for heritage properties will be carried out in a manner to minimise heritage impact. Any treatment will be sympathetic to the heritage values of the item, designed with heritage architect input and be reversible where feasible and reasonable.

A list of eligible properties identified as having heritage significance is provided in Appendix E.

6 Limitations

There are a number of potential constraints and limitations which may affect the noise treatments that can be offered. Some potential limitations to treating eligible properties may include access, health and safety for workers during installation, Building Code of Australia compliance and the age and condition of the property.

All treatment offers must meet Transport for NSW's feasible and reasonable assessment. Examples of why treatment may not be feasible include:

- Treatment is unable to be installed in compliance with current building standards and guidelines including the Building Code of Australia
- Treatment is unable to be installed due to the existing construction or condition of the property
- The property already has existing noise mitigation in place that meets Transport for NSW's requirements (i.e. if the property already has adequate window glazing)
- The property was previously provided with noise treatment on eligible façades as part of Transport for NSW's Noise Abatement Program or other projects
- There are limitations due to local planning controls
- The property has been built with noise mitigation to satisfy the requirements of the *State Environment Planning Policy (Infrastructure) 2007* (this will be assessed on a case by case basis)
- The property has commercial, tourism and visitor or non-conforming land uses.

Treatment may not be reasonable because:

- External or internal access to building elements is restricted
- Hazardous materials are present that could affect the installation, Transport for NSW or its subcontractors or the resident
- Treatment would not provide a noticeable noise reduction
- Treatment is not cost effective for the noise reduction it achieves.

The above limitations will be considered by the project in identifying suitable treatment options for eligible properties.

A large number of properties have been identified in the project area which are in multi-dwelling (Class 2) buildings. Installation of noise treatment for these buildings can be complex due to constraints such as building height, access limitations and more stringent requirements under the Building Code of Australia. Transport for NSW will work closely with owners corporations of strata buildings to determine which noise treatments can be provided to eligible properties while meeting our feasible and reasonable assessment.

Noise treatment would not be provided for any new developments that are proposed after the project receives planning approval.

7 Process

The table below provides a summary of the steps involved in providing noise treatment.

Consultation with property owners and owners corporations takes place throughout each stage of the noise treatment process. For properties that are not occupied by the owner (such as investment properties), engagement with tenants is expected to be facilitated by the owner or property manager where required.

Communication and engagement is outlined in more detail in Section 8 of this document.

Table 4. Noise treatment process overview

	Step	Action required			
		Project team	Property owner	Owners Corporation ³	Tenants
1.	Property identified as eligible for a noise treatment assessment	✓			Property owner responsible for facilitating engagement with tenants as required to enable property access.
2.	Inspection of common areas of strata buildings (if required)	✓		✓	
3.	Noise treatment assessment carried out at the property by acoustic specialist and building contractor	✓	✓		
4.	Proposed treatment package prepared by acoustic specialist	✓			
5.	Proposed treatment package reviewed by Transport for NSW	✓			
6.	Scope of Work signed by customer	✓	✓	✓	
7.	Works Deed signed for work to proceed	✓	✓	✓	
8.	Treatments installed by specialist builder	✓	✓		
9.	Completion Certificate signed confirming work is complete	✓	✓	✓	

³ If required for strata plan buildings

8 Communication and engagement approach

Communication and engagement with property owners plays an integral role in the delivery of noise treatment as part of the program. This section provides an overview of the communication activities that will be carried out.

8.1 Objectives

The communication objectives for the program are to:

- Inform property owners who are eligible for a noise treatment assessment and explain the process, including what treatments can be implemented (if any), delivery timeframes and next steps
- Encourage uptake of assessments and treatment by property owners
- Provide a central point of contact with the project team
- Provide regular and targeted information to keep property owners informed during the process.

8.2 Key messages

The following key messages will be used during communication and engagement activities for the program:

- We will carry out noise treatment assessments at eligible properties to confirm if any of our treatments can reduce the impact of noise
- The assessment typically takes around one hour and includes examining and taking photos of existing features of the property such as windows, doors and access
- Eligible properties will be offered a specific treatment package depending on the age, construction and style of the property as well as the expected noise impact
- There will be no cost to property owners for noise treatment assessments or treatment
- The process for providing noise treatment involves a number of steps. It can take several months from the initial noise treatment assessment until installation is complete
- The Noise Insulation Program for the Western Harbour Tunnel and Warringah Freeway Upgrade is available to view at nswroads.work/whtportal-noise.

8.3 Stakeholders

Key stakeholders for the program include:

- Owners and residents of properties identified as potentially eligible for noise treatment
- Owners corporations of strata buildings
- Delivery partners engaged by Transport for NSW to implement the program
- Transport for NSW Project Team
- Transport for NSW Complaints Review Panel
- Local Councils.

8.4 Engagement process

Noise treatment is typically an extensive process which can take some time to negotiate and implement, particularly for multi-dwelling buildings with owners corporations. It can take several months from the noise treatment assessment until treatments are installed.

The below table outlines the communication mechanisms that will be used to contact the stakeholders involved in the program.

Table 5. Engagement process for owners corporations and strata managers

Stage	Tools	Purpose
Owners corporations and strata managers		
First contact (Letter 1)	Letter via mail	<ul style="list-style-type: none"> Introduce the project and provide an overview of the program Advise some units in complex have been identified for a noise treatment assessment Offer a building inspection of common areas to assess features such as access and storage Provide project contact details
Reminder letter (Letter 2) <i>Two weeks after Letter 1</i>	Letter via mail	<ul style="list-style-type: none"> Remind the owners corporation to book a building inspection Provide project contact details
Reminder letter (Letter 3) <i>One week after Letter 2</i>	Letter via mail	<ul style="list-style-type: none"> Remind the owners corporation to book a building inspection Advise the owners corporation they can contact the project at any point in the future if they would like to take up the inspection offer Provide project contact details
Building inspection	Direct contact via phone and email	<ul style="list-style-type: none"> Carry out an inspection of common areas at a time arranged with the owners corporation
Meeting with key representatives of the owners corporation	In person at Transport for NSW's office or via video conference	<ul style="list-style-type: none"> Facilitate a discussion between the project team and key decision-makers representing the owners corporation Explain the noise treatment process and answer any questions Advise what details are needed from the owners corporation to facilitate noise treatment Encourage the owners corporation to progress with noise treatment so eligible properties benefit from reduced noise as early as possible
Scope of Work	Scope of Work via email or mail	<ul style="list-style-type: none"> Seek agreement on the proposed Scope of Work for eligible properties (if owners corporation approval is required)

Stage	Tools	Purpose
Works Deed	Letter and Deed via email or mail	<ul style="list-style-type: none"> Seek signature on the Works Deed for eligible properties (if owners corporation approval is required)
Completion certificate	Letter and Deed via email or mail	<ul style="list-style-type: none"> Seek signature on the Completion Certificate for eligible properties (if owners corporation approval is required).

Table 6. Engagement process for property owners

Stage	Tools	Purpose
Property owners		
First contact (Letter 1)	<p>Door knock for owner occupied properties (subject to COVID-19 health and safety precautions outlined in Section 8.10)</p> <p>Or</p> <p>Letter via mail for investment properties</p>	<ul style="list-style-type: none"> Introduce the project and provide an overview of the program Advise property has been identified as potentially eligible and offer to carry out a noise treatment assessment Provide project contact details.
Reminder letter (Letter 2) <i>Two weeks after Letter 1</i>	Letter via mail	<ul style="list-style-type: none"> Remind property owners to book a noise treatment assessment Provide project contact details
Reminder letter (Letter 3) <i>One week after Letter 2</i>	<p>Door knock for owner occupied properties</p> <p>Or</p> <p>Letter via mail for investment properties</p>	<ul style="list-style-type: none"> Remind property owners to book a noise treatment assessment Advise the owner can contact the project at any point in the future if they would like to take up the noise treatment assessment offer Provide project contact details
Doorknock	Doorknock by project team representatives	<ul style="list-style-type: none"> Reach property owners who have not yet responded to letters offering a noise treatment assessment If the property is tenanted, the tenant will be asked to pass on details to their landlord and/or property manager
Noise treatment assessment	Direct contact via phone and email	<ul style="list-style-type: none"> Carry out a noise treatment assessment for the property at a time arranged with the owner

Stage	Tools	Purpose
Treatment package offer to eligible properties	Letter and Scope of Work via email or mail (customer's preference)	<ul style="list-style-type: none"> Confirm the project will proceed with noise treatment and seek agreement from the property owner on their Scope of Work
Works Deed	Letter and Deed via email or mail (customer's preference)	<ul style="list-style-type: none"> Confirm the project will proceed with noise treatment and seek signatures on the Deed to progress to installation Note: Signatures required from all owners listed on the title of the property as well as Owners Corporation if in a strata building
Installation	Direct contact via phone and email	<ul style="list-style-type: none"> Installation of noise treatment as per Scope of Work
Post-installation	Letter and Completion Certificate	<ul style="list-style-type: none"> Owner to sign a Completion Certificate confirming noise treatments have been installed by the builder
Post-installation rectification (if required)	Direct contact via phone and email	<ul style="list-style-type: none"> Where noise treatments are faulty or the workmanship is not satisfactory, rectification work will be carried out within six weeks, subject to property access
Post-installation	Survey	<ul style="list-style-type: none"> Seek feedback from property owners on the noise treatment process and effectiveness of noise treatment for future improvement.

8.5 Engagement with owners corporations

For properties in strata buildings, engagement will be required with the owners corporation to enable treatment to be installed. Noise treatment would require permission from the owners corporation where it affects common property and Transport for NSW will not be able to progress with noise treatment if their approval is not provided. Transport for NSW will offer to meet with owners corporations and their representatives to discuss which noise treatments will be provided, agree the next steps and answer any outstanding questions and concerns.

To facilitate the noise treatment process, the following would be required from owners corporations:

- A nominated point of contact to engage with the program on behalf of the owners corporation, such as the strata manager
- Completion of forms including a building inspection booking form and treatment consent form
- Confirmation of which noise treatments are permissible for the building
- Confirmation of the owners corporation's approval process for Scope of Work and Works Deed documents
- Participation in meetings as required to resolve any outstanding issues
- Specific details about the building and potential constraints to noise treatment. This may include hazardous material registers, details of development applications and information about access for builders including lifts and stairs.

If the owners corporation is not responsive to communication attempts from the program team, property owners will be notified and encouraged to follow up directly with their owners corporation representatives. All reasonable attempts will be made by the program team to facilitate engagement with owners corporations to ensure eligible properties receive their noise treatment in a timely manner.

8.6 Outstanding offers

The project team will work with stakeholders to ensure treatment offers are agreed to as early as possible. Multiple attempts will be made to encourage eligible property owners to engage in the process above, and all communication attempts will be recorded. If property owners do not respond to letters offering a noise treatment assessment, the property will be doorknocked. If contact can't be made with owners of investment properties, the project will ask tenants to provide landlord and/or property manager contact details. The project will make at least three attempts at contacting property owners or owners corporations.

If not accepted initially by the property owner, the offers of a noise treatment assessment, Scope of Work or Works Deed will remain open until the project is operational. The owner can contact the project at any time to accept their offer and resume the process. For properties being treated for construction noise only, the offer of treatment will remain valid until the completion of out-of-hours work that impacts the property.

A final contact attempt will be made at least six months before the project is complete.

9 Complaints management

Complaints are an important feedback mechanism and include any interaction with a community member or stakeholder who expresses dissatisfaction with the Project, construction activities, personnel, or government policy.

Each complaint will be treated as an individual matter, and we will work with the complainant to resolve their issue.

9.1 Receiving complaints, feedback and enquiries

The following communication tools will be used for receiving complaints, feedback and enquiries from the community:

Tools	Purpose	Details
Community information line (9am to 5pm, Monday to Friday)	The 1800 telephone number will enable the local community to have a means to access the project team. The 1800 number will be monitored Monday to Friday 9am to 5pm. When 1800 number is not being monitored, facilities are provided for a voicemail message to be left and the project team will respond. All communication materials will include the community 1800 information line number.	1800 312 772
Email address	The email address will allow the local community to have access to the project team. All communication materials will include the email address.	nip@transport.nsw.gov.au
Customer feedback post box	The postal address will allow the local community to access the project team in another format. All communication materials will include the postal address.	Transport for NSW Noise Insulation Program Locked Bag 928 North Sydney NSW 2059

Tools	Purpose	Details
Face-to-face	Stakeholders may approach the project team to express their dissatisfaction. All interactions are escalated to the NIP Community and Stakeholder Engagement team.	-
Website	In addition to being a tool for the dissemination of information, the website will also have a feedback mechanism, which will allow the local community to write to the project team.	nswroads.work/wfuportal nswroads.work/whtportal
Complaints register	Consultation Manager, online complaints register, will be used to track the recording, investigation and handling of all community enquiries and matters raised. All enquiries and complaints will be recorded in Consultation Manager.	-

9.2 Complaint escalation process

Although complaints may be managed appropriately and resolved, the complainant may not agree with the outcome. Where a complainant indicates they are unsatisfied with the actions taken, the process that has been undertaken or the complaint cannot be satisfactorily resolved and at the request of the complainant, the complaint will be escalated to Transport for NSW's Complaint Review Panel.

The below table identifies a series of escalation points should there be a dispute about eligibility for an assessment, eligibility for a treatment or the type of treatment being offered.

Table 7. Complaint escalation process

Step	Details
1. Customer complaint	The customer raises a complaint directly with the Transport for NSW project team or with one of the delivery partners engaged as part of the program (such as the project manager or building contractor).
2. Delivery partner	If the delivery partner is unable to resolve the issue directly with the customer, they will escalate the complaint to Transport for NSW's project team.

Step	Details
3. Transport for NSW project team	The Transport for NSW project team will review the complaint and provide a response. If the customer is unsatisfied with the response and requests further escalation, the project team will submit the complaint to the program's Complaint Review Panel for review.
4. Complaint Review Panel	The Complaint Review Panel will review the details of the complaint at a meeting and decide if it endorses the project team's response. If the panel does not endorse the project team's response, the panel may make an alternative recommendation to resolve the complaint. Further information about the panel is provided in Appendix F.
5. Final decision	Following review by the panel, a final decision will be determined and communicated to the customer. There will be no further avenues for the complaint to be escalated at the project level.

Refer to Appendix C for more information on the Complaints Review Panel.

10 Evaluation and recording

10.1 Evaluation

To help understand the effectiveness of noise treatment during the construction phase of the project, property owners will be invited to provide feedback via a survey. The survey results will help Transport for NSW and agencies in developing noise mitigation for future projects. Responses would be recorded in line with Transport for NSW's privacy policy. Data collected would be used for internal review and evaluation purposes only and would not be distributed publically.

10.2 Privacy and records

All correspondence will be recorded in line with Transport for NSW's privacy policy. All personal information collected as part of the program will be retained by Transport for NSW and this information will be shared with our delivery partners for communication and engagement purposes only. We will not disclose personal details to third parties unless authorised by law.

Providing personal information is voluntary, but if property owners do not consent to providing their details this may impact Transport for NSW's ability to provide noise treatment. Members of the public may request to access their personal information held by Transport for NSW at any time.

Every effort will be made to contact eligible properties to encourage uptake, and a record of all communication attempts will be maintained.

11 Other information

11.1 Health and safety during COVID-19

The safety of the community and workforce is Transport for NSW's highest priority. Delivery of the program will continue with health and safety precautions in place, Transport for NSW staff and delivery partners will use appropriate hygiene and physical distancing measures while implementing the program.

12 Next steps

Transport for NSW started implementing the program in early 2020 following the public exhibition of the EIS. Due to the volume of properties identified for noise treatment, the program is being delivered progressively and eligible property owners are being contacted in stages. The program is being delivered in line with the processes and procedures outlined in this document and in accordance with the project's requirements under the Minister's Conditions of Approval.

This document may be updated periodically as required, such as to update the list of identified buildings as part of the project's ongoing design and environmental assessment process.

13 Appendix A – Eligible buildings

The buildings listed below have been identified as eligible for consideration and / or operational noise treatment. This list has been updated from the EIS following additional modelling and assessment, and is subject to change as part of the project’s ongoing design refinement and environmental assessment process.

The table also includes Other Sensitive Receivers (OSRs) which qualify for a noise treatment assessment to reduce the impact of operational traffic noise.

Properties meeting the criteria within the buildings listed below are only eligible for a noise treatment assessment and possible treatments cannot be determined until the property is assessed.

The following buildings that have been identified as having potential heritage significance (conservation area or heritage item). Noise treatment for heritage properties will be delivered in accordance with the project’s heritage requirements as outlined in Section 5.5.

For multi-dwelling buildings, only some properties may qualify for a noise treatment assessment depending on their position in the building. Only properties which meet the criteria outlined in Section 2.2 will be considered for treatment.

Properties with an asterisk (*) have also been identified for noise treatment as part of the Operational Noise and Vibration Review (ONVR) for the M4-M5 Link Rozelle Interchange project. These properties will be offered treatment in accordance with the Rozelle Interchange ONVR or the Western Harbour Tunnel and Warringah Freeway Upgrade Noise Insulation Program (whichever is the higher level of treatment).

Table 8. Building addresses eligible for further investigation to mitigate construction and/or operation noise

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
ANNANDALE					
1 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
3 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
5 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
7 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
9 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
11 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
29 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
31 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
33 BAYVIEW CRESCENT ANNANDALE*	Yes	No	No	No	Yes
7 CHAPMAN ROAD ANNANDALE	Yes	No	Yes	No	No
191 JOHNSTON STREET ANNANDALE*	Yes	No	No	Yes	Yes
193 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
195 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
196-212 JOHNSTON STREET ANNANDALE	Yes	No	Yes	No	Yes
197 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
201 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
203 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
205 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
207 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
209 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
211 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
213 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
214 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
215 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
216 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
218 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
219 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
220 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
221 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
222 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
223 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
224 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
225 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
226 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
227 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
228 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
229 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
230 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
231 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
232 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
233 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
233A JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
234 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
235 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
236 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
237 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
239 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
241 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
242 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
243 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
244 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
245 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
246 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
247 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
248 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
249 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
251 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
251A JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
251B JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
252 JOHNSTON STREET ANNANDALE	Yes	No	Yes	No	Yes
253 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
255 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
257 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
258 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
259 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
260 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
262 JOHNSTON STREET ANNANDALE*	Yes	No	No	Yes	Yes
263 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
264 JOHNSTON STREET ANNANDALE*	Yes	No	No	Yes	Yes
265 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
266 JOHNSTON STREET ANNANDALE*	Yes	No	No	Yes	Yes
267 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
268 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
269 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
270 JOHNSTON STREET ANNANDALE*	Yes	No	No	Yes	Yes
271 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
272 JOHNSTON STREET ANNANDALE*	Yes	No	No	Yes	Yes
273 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
274 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
275 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
276 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
277 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	Yes
278 JOHNSTON STREET ANNANDALE	Yes	No	No	No	Yes
279 JOHNSTON STREET ANNANDALE	Yes	No	Yes	No	Yes
280 JOHNSTON STREET ANNANDALE	Yes	No	No	No	Yes
282 JOHNSTON STREET ANNANDALE	Yes	No	No	No	Yes
284 JOHNSTON STREET ANNANDALE	Yes	No	No	No	Yes
284A JOHNSTON STREET ANNANDALE	Yes	No	No	No	Yes
300 JOHNSTON STREET ANNANDALE*	Yes	No	No	No	No

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
2 KENTVILLE AVENUE ANNANDALE*	Yes	No	No	No	Yes
4 KENTVILLE AVENUE ANNANDALE	Yes	No	No	No	Yes
6 KENTVILLE AVENUE ANNANDALE	Yes	No	No	No	Yes
8 KENTVILLE AVENUE ANNANDALE*	Yes	No	No	No	Yes
10 KENTVILLE AVENUE ANNANDALE*	Yes	No	No	No	Yes
12 KENTVILLE AVENUE ANNANDALE*	Yes	No	No	No	Yes
4 PRITCHARD STREET ANNANDALE*	Yes	No	No	No	Yes
6 PRITCHARD STREET ANNANDALE*	Yes	No	No	No	Yes
8 PRITCHARD STREET ANNANDALE*	Yes	No	No	No	Yes
10 PRITCHARD STREET ANNANDALE*	Yes	No	No	No	Yes
12 PRITCHARD STREET ANNANDALE*	Yes	No	No	No	Yes
10 RAILWAY PARADE ANNANDALE*	Yes	No	No	No	Yes
12 RAILWAY PARADE ANNANDALE*	Yes	No	No	No	Yes
14 RAILWAY PARADE ANNANDALE*	Yes	No	No	No	Yes
16 RAILWAY PARADE ANNANDALE*	Yes	No	No	No	Yes
CAMMERAY					
1 AMHERST STREET CAMMERAY	Yes				
3 AMHERST STREET CAMMERAY			Yes	Yes	
11 AMHERST STREET CAMMERAY	Yes	Yes			
45 AMHERST STREET CAMMERAY	Yes	Yes			
2 ANZAC AVENUE CAMMERAY			Yes		

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
33 ANZAC AVENUE CAMMERAY	Yes	Yes			
6 ARMSTRONG STREET CAMMERAY	Yes				
8 ARMSTRONG STREET CAMMERAY	Yes				
10 ARMSTRONG STREET CAMMERAY	Yes				
13-21 ARMSTRONG STREET CAMMERAY	Yes				
14 ARMSTRONG STREET CAMMERAY	Yes				
16 ARMSTRONG STREET CAMMERAY	Yes				
18 ARMSTRONG STREET CAMMERAY	Yes				
36 BELLEVUE STREET CAMMERAY		Yes			
38 BELLEVUE STREET CAMMERAY	Yes	Yes		Yes	
40 BELLEVUE STREET CAMMERAY	Yes	Yes		Yes	Yes
42 BELLEVUE STREET CAMMERAY	Yes	Yes		Yes	Yes
44 BELLEVUE STREET CAMMERAY	Yes	Yes		Yes	Yes
55 BELLEVUE STREET CAMMERAY	Yes	Yes		Yes	
57 BELLEVUE STREET CAMMERAY	Yes	Yes		Yes	Yes
2 BELLS AVENUE CAMMERAY	Yes	Yes			
1 CAMMERAY AVENUE CAMMERAY	Yes	Yes			
3 CAMMERAY AVENUE CAMMERAY	Yes	Yes			
7 CAMMERAY AVENUE CAMMERAY	Yes	Yes			
9 CAMMERAY AVENUE CAMMERAY	Yes	Yes			
11 CAMMERAY AVENUE CAMMERAY	Yes	Yes			

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
13 CAMMERAY AVENUE CAMMERAY	Yes	Yes			
5 CARTER STREET CAMMERAY			Yes	Yes	
10 EDWIN STREET CAMMERAY	Yes				
12 EDWIN STREET CAMMERAY	Yes				
14 EDWIN STREET CAMMERAY	Yes				
195 ERNEST STREET CAMMERAY	Yes				
215 ERNEST STREET CAMMERAY	Yes				
229 ERNEST STREET CAMMERAY	Yes				
231 ERNEST STREET CAMMERAY	Yes				
233-237 ERNEST STREET CAMMERAY	Yes	Yes			
243-245 ERNEST STREET CAMMERAY	Yes	Yes			
247-249 ERNEST STREET CAMMERAY	Yes	Yes			
16 JENKINS STREET CAMMERAY	Yes				
43 JENKINS STREET CAMMERAY	Yes				
57 JENKINS STREET CAMMERAY	Yes				
22-26 JENKINS STREET CAMMERAY	Yes				
6 MASSEY STREET CAMMERAY			Yes		
12 MASSEY STREET CAMMERAY	Yes				
14 MASSEY STREET CAMMERAY	Yes				
15 MASSEY STREET CAMMERAY	Yes				
16 MASSEY STREET CAMMERAY	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
1 METCALFE STREET CAMMERAY	Yes				
3 METCALFE STREET CAMMERAY	Yes				
7 METCALFE STREET CAMMERAY	Yes				
11 METCALFE STREET CAMMERAY	Yes				
285 MILLER STREET CAMMERAY	Yes				
291 MILLER STREET CAMMERAY	Yes				
331 MILLER STREET CAMMRAY	Yes				
332 MILLER STREET CAMMERAY	Yes				
365 MILLER STREET CAMMERAY	Yes	Yes			
370 MILLER STREET CAMMERAY	Yes				
374-376 MILLER STREET CAMMERAY	Yes				
378 MILLER STREET CAMMERAY	Yes				
382 MILLER STREET CAMMERAY	Yes				
390 MILLER STREET CAMMERAY	Yes				
450-476 MILLER STREET CAMMERAY	Yes		Yes		
2 MOODIE STREET CAMMERAY	Yes				
4 MOODIE STREET CAMMERAY	Yes				
16 MOODIE STREET CAMMERAY	Yes	Yes			
16A MOODIE STREET CAMMERAY	Yes	Yes			
20 MOODIE STREET CAMMERAY	Yes	Yes			
24 MOODIE STREET CAMMERAY	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
2 MORDEN STREET CAMMERAY	Yes	Yes		Yes	
2A MORDEN STREET CAMMERAY		Yes		Yes	
4 MORDEN STREET CAMMERAY	Yes	Yes		Yes	
5 MORDEN STREET CAMMERAY		Yes		Yes	
6 MORDEN STREET CAMMERAY	Yes	Yes		Yes	
7 MORDEN STREET CAMMERAY		Yes		Yes	Yes
9 MORDEN STREET CAMMERAY		Yes			Yes
11 MORDEN STREET CAMMERAY		Yes		Yes	Yes
15 MORDEN STREET CAMMERAY	Yes	Yes			Yes
1 PALMER STREET CAMMERAY	Yes				
3B PALMER STREET CAMMERAY	Yes				
5 PALMER STREET CAMMERAY	Yes				
68 PALMER STREET CAMMERAY			Yes	Yes	
36-38 ROSALIND STREET CAMMERAY	Yes				
39 ROSALIND STREET CAMMERAY	Yes				
40-44 ROSALIND STREET CAMMERAY	Yes	Yes			
73-75 ROSALIND STREET CAMMERAY	Yes	Yes			
77 ROSALIND STREET CAMMERAY	Yes	Yes			
79 ROSALIND STREET CAMMERAY	Yes	Yes			
81 ROSALIND STREET CAMMERAY	Yes	Yes			
204 SEXTON PLACE CAMMERAY	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
206 SEXTON PLACE CAMMERAY	Yes				
208 SEXTON PLACE CAMMERAY	Yes				
8 TARELLA PLACE CAMMERAY	Yes				
6 WARRINGA ROAD CAMMERAY		Yes		Yes	Yes
8 WARRINGA ROAD CAMMERAY		Yes		Yes	Yes
10 WARRINGA ROAD CAMMERAY		Yes		Yes	Yes
229 WEST STREET CAMMERAY	Yes				
231 WEST STREET CAMMERAY	Yes				
233 WEST STREET CAMMERAY	Yes				
235 WEST STREET CAMMERAY	Yes				
237 WEST STREET CAMMERAY	Yes				
268 WEST STREET CAMMERAY	Yes				
274 WEST STREET CAMMERAY	Yes				
CROWS NEST					
2 BROOK STREET CROWS NEST	Yes				
4 BROOK STREET CROWS NEST	Yes				
5 BROOK STREET CROWS NEST	Yes				
6 BROOK STREET CROWS NEST	Yes				
7 BROOK STREET CROWS NEST	Yes				
8 BROOK STREET CROWS NEST	Yes				
9 BROOK STREET CROWS NEST	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
10 BROOK STREET CROWS NEST	Yes				
11 BROOK STREET CROWS NEST	Yes				
18A BROOK STREET CROWS NEST	Yes				
18B BROOK STREET CROWS NEST	Yes				
18C BROOK STREET CROWS NEST	Yes				
28 BROOK STREET CROWS NEST	Yes				
146 CHANDOS STREET CROWS NEST	Yes			Yes	Yes
160 CHANDOS STREET CROWS NEST	Yes				
162 CHANDOS STREET CROWS NEST	Yes				
164 CHANDOS STREET CROWS NEST	Yes				
166 CHANDOS STREET CROWS NEST	Yes			Yes	
168 CHANDOS STREET CROWS NEST	Yes				
170 CHANDOS STREET CROWS NEST	Yes				
172 CHANDOS STREET CROWS NEST	Yes				
174 CHANDOS STREET CROWS NEST	Yes			Yes	
152 FALCON STREET CROWS NEST	Yes				
168 FALCON STREET CROWS NEST	Yes				
170 FALCON STREET CROWS NEST	Yes				
187 CHANDOS STREET CROWS NEST	Yes				Yes
201A CHANDOS STREET CROWS NEST	Yes				
211 CHANDOS STREET CROWS NEST	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
213 CHANDOS STREET CROWS NEST	Yes				
215 CHANDOS STREET CROWS NEST	Yes				Yes
22-24 DONNELLY ROAD CROWS NEST	Yes				
24A DONNELLY ROAD CROWS NEST	Yes				
24B DONNELLY ROAD CROWS NEST	Yes				
135 ERNEST STREET CROWS NEST			Yes		
1 JENKINS LANE CROWS NEST	Yes				
3 JENKINS LANE CROWS NEST	Yes				
5 JENKINS LANE CROWS NEST	Yes				
7 JENKINS LANE CROWS NEST	Yes				
9 JENKINS LANE CROWS NEST	Yes				
1 MATTHEW LANE CROWS NEST	Yes				
3 MATTHEW LANE CROWS NEST	Yes			Yes	
366 MILLER STREET CROWS NEST	Yes				
8 RODBOROUGH AVENUE CROWS NEST			Yes		
13 WHEATLEIGH STREET CROWS NEST	Yes				
31 WHEATLEIGH STREET CROWS NEST	Yes				
KIRRIBILLI					
5 BROUGHTON STREET KIRRIBILLI			Yes	Yes	
7 BROUGHTON STREET KIRRIBILLI			Yes	Yes	
21 BROUGHTON STREET KIRRIBILLI	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
23 BROUGHTON STREET KIRRIBILLI	Yes				
27-29 BROUGHTON STREET KIRRIBILLI	Yes				
29 BURTON STREET KIRRIBILLI			Yes	Yes	
85-87 CARABELLA STREET KIRRIBILLI			Yes	Yes	
35 FITZROY STREET KIRRIBILLI	Yes				
60 JEFFREYS STREET KIRRIBILLI	Yes				
1 MCDOUGALL STREET KIRRIBILLI	Yes				
2 MCDOUGALL STREET KIRRIBILLI	Yes	Yes			
4 MCDOUGALL STREET KIRRIBILLI	Yes	Yes			
6 MCDOUGALL STREET KIRRIBILLI	Yes				
8 MCDOUGALL STREET KIRRIBILLI	Yes				
3-11 MCDOUGALL STREET KIRRIBILLI	Yes			Yes	
48 UPPER PITT STREET KIRRIBILLI	Yes				
50 UPPER PITT STREET KIRRIBILLI	Yes				
46-48 WILLOUGHBY STREET KIRRIBILLI			Yes	Yes	
LAVENDER BAY					
34 ARTHUR STREET LAVENDER BAY	Yes				
36 ARTHUR STREET LAVENDER BAY	Yes				
19 MACKENZIE STREET LAVENDER BAY			Yes	Yes	
1 MIDDLEMISS STREET LAVENDER BAY	Yes				
10 WALKER STREET LAVENDER BAY			Yes		

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
MILSONS POINT					
38 ALFRED STREET SOUTH MILSONS POINT	Yes				
48-50 ALFRED STREET SOUTH MILSONS POINT	Yes			Yes	
70 ALFRED STREET SOUTH MILSONS POINT	Yes				
80 ALFRED STREET SOUTH MILSONS POINT	Yes				
88 ALFRED STREET SOUTH MILSONS POINT	Yes				
98 ALFRED STREET SOUTH MILSONS PONT	Yes				
100 ALFRED STREET SOUTH MILSONS POINT			Yes	Yes	
102 ALFRED STREET SOUTH MILSONS POINT	Yes				
110 ALFRED STREET SOUTH MILSONS POINT	Yes				
118 ALFRED STREET SOUTH MILSONS POINT	Yes				
2 DIND STREET MILSONS POINT	Yes				
30 GLEN STREET MILSONS POINT	Yes				
37 GLEN STREET MILSONS POINT	Yes				
55 LAVENDER STREET MILSONS POINT	Yes				
NAREMBURN					
17 DODDS STREET NAREMBURN	Yes				
18 DODDS STREET NAREMBURN	Yes				
1 DONNELLY ROAD NAREMBURN	Yes				
3 DONNELLY ROAD NAREMBURN	Yes				
5 DONNELLY ROAD NAREMBURN	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
7 DONNELLY ROAD NAREMBURN			Yes		
1A DONNELLY ROAD NAREMBURN	Yes				
31-33 DONNELLY ROAD NAREMBURN	Yes				
43 DONNELLY ROAD NAREMBURN			Yes	Yes	
2 MERRENBURN AVENUE NAREMBURN	Yes				
4 MERRENBURN AVENUE NAREMBURN	Yes				
6 MERRENBURN AVENUE NAREMBURN	Yes				
8 MERRENBURN AVENUE NAREMBURN	Yes				
8A MERRENBURN AVENUE NAREMBURN	Yes				
9 MERRENBURN AVENUE NAREMBURN	Yes				
10 MERRENBURN AVENUE NAREMBURN	Yes				
11 MERRENBURN AVENUE NAREMBURN	Yes				
12 MERRENBURN AVENUE NAREMBURN	Yes				
13 MERRENBURN AVENUE NAREMBURN	Yes				
14 MERRENBURN AVENUE NAREMBURN	Yes				
15 MERRENBURN AVENUE NAREMBURN	Yes				
17 MERRENBURN AVENUE NAREMBURN	Yes				
19 MERRENBURN AVENUE NAREMBURN	Yes				
32 MERRENBURN AVENUE NAREMBURN	Yes				
35-37 MERRENBURN AVENUE NAREMBURN			Yes		
36 MERRENBURN AVENUE NAREMBURN	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
14 MERRENBURN AVENUE NAREMBURN	Yes				
14A MERRENBURN AVENUE NAREMBURN	Yes				
2A PALMBER STREET NAREMBURN	Yes				
6 PALMER STREET NAREMBURN	Yes				
163 WILLOUGHBY ROAD NAREMBURN	Yes				
205 WILLOUGHBY ROAD NAREMBURN			Yes	Yes	
207 WILLOUGHBY ROAD NAREMBURN	Yes				
NEUTRAL BAY					
317 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
319 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
323 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
325 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
337 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
339A ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
341 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
343 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
345 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
357 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
359 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
361 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
369 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
373 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
387 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
389 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
389A ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
393 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
433 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
437 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
439 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes	No	Yes	
441 ALFRED STREET NORTH NEUTRAL BAY	Yes	Yes			
175 BEN BOYD ROAD NEUTRAL BAY			Yes		
18 BENT STREET NEUTRAL BAY	Yes				
20 BENT STREET NEUTRAL BAY	Yes				
88 BENT STREET NEUTRAL BAY	Yes				
2 EATON STREET NEUTRAL BAY	Yes	Yes			
291 ERNEST STREET NEUTRAL BAY	Yes				
293-295 ERNEST STREET NEUTRAL BAY	Yes	Yes			
297 ERNEST STREET NEUTRAL BAY	Yes	Yes			
311 ERNEST STREET NEUTRAL BAY	Yes				
313 ERNEST STREET NEUTRAL BAY		Yes			
317 ERNEST STEET NEUTRAL BAY	Yes	Yes		Yes	
319 ERNEST STREET NEUTRAL BAY		Yes		Yes	

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
321 ERNEST STREET NEUTRAL BAY		Yes		Yes	
323 ERNEST STREET NEUTRAL BAY		Yes		Yes	
325 ERNEST STREET NEUTRAL BAY		Yes		Yes	
185 FALCON STREET NEUTRAL BAY	Yes				
185A FALCON STREET NEUTRAL BAY	Yes				
1 KURRABA ROAD NEUTRAL BAY	Yes	Yes		Yes	
2 KURRABA ROAD NEUTRAL BAY	Yes	Yes		Yes	
3 KURRABA ROAD NEUTRAL BAY	Yes	Yes			Yes
4 KURRABA ROAD NEUTRAL BAY	Yes	Yes		Yes	
11 LINDSAY STREET NEUTRAL BAY			Yes		
1 MCINTOSH LANE NEUTRAL BAY		Yes			
3 MERLIN STREET NEUTRAL BAY		Yes			
4 MERLIN STREET NEUTRAL BAY	Yes	Yes			
6 MERLIN STREET NEUTRAL BAY		Yes			
7 MERLIN STREET NEUTRAL BAY		Yes			
8A MERLIN STREET NEUTRAL BAY	Yes	Yes			
8B MERLIN STREET NEUTRAL BAY	Yes	Yes			
8C MERLIN STREET NEUTRAL BAY	Yes	Yes			
9 MERLIN STREET NEUTRAL BAY		Yes			
10A MERLIN STREET NEUTRAL BAY	Yes	Yes			
10B MERLIN STREET NEUTRAL BAY	Yes	Yes			

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
12-14 MERLIN STREET NEUTRAL BAY	Yes	Yes			
19 MERLIN STREET NEUTRAL BAY	Yes				
21 MERLIN STREET NEUTRAL BAY	Yes				
27 MERLIN STREET NEUTRAL BAY	Yes				
74 MERLIN STREET NEUTRAL BAY	Yes				
76 MERLIN STREET NEUTRAL BAY	Yes	Yes			
2 MILITARY ROAD NEUTRAL BAY	Yes				
4 MILITARY ROAD NEUTRAL BAY	Yes				
6 MILITARY ROAD NEUTRAL BAY	Yes				
10 MILITARY ROAD NEUTRAL BAY	Yes				
2B MONTPELIER STREET NEUTRAL BAY			Yes		
2 ROSE AVENUE NEUTRAL BAY	Yes				
2 WINTER AVENUE NEUTRAL BAY	Yes	Yes		Yes	
6 WYAGDON STREET NEUTRAL BAY	Yes	Yes			
7 WYAGDON STREET NEUTRAL BAY	Yes	Yes			
8 WYAGDON STREET NEUTRAL BAY	Yes	Yes			
9 WYAGDON STREET NEUTRAL BAY	Yes	Yes			
11 WYAGDON STREET NEUTRAL BAY	Yes				
15 WYAGDON STREET NEUTRAL BAY	Yes	Yes			
2 YEO STREET NEUTRAL BAY			Yes		
NORTH SYDNEY					

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
263-269 ALFRED STREET NORTH NORTH SYDNEY	Yes	Yes			
15 ANGELO STREET NORTH SYDNEY			Yes	Yes	
80 ARTHUR STREET NORTH SYDNEY			Yes		
132 ARTHUR STREET NORTH SYDNEY			Yes		
1 BARDSLEY GARDENS NORTH SYDNEY	Yes				
7 BARDSLEY GARDENS NORTH SYDNEY	Yes				
88 BERRY STREET NORTH SYDNEY	Yes	Yes			
79-81 BERRY STREET NORTH SYDNEY	Yes				
17 BLUE STREET NORTH SYDNEY			Yes		
1 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
2 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
3 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
4 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
5 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
6 BRAY STREET NORTH SYDNEY	Yes	Yes			
7 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
8 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
9 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
10 BRAY STREET NORTH SYDNEY	Yes	Yes		Yes	
11 BRAY STREET NORTH SYDNEY	Yes			Yes	
11A BRAY STREET NORTH SYDNEY	Yes			Yes	

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
15 BRAY STREET NORTH SYDNEY	Yes			Yes	
21 BRAY STREET NORTH SYDNEY	Yes				Yes
4 CLARK ROAD NORTH SYDNEY	Yes		Yes		
20 CLARK ROAD NORTH SYDNEY	Yes				Yes
3 CUNNINGHAM STREET NORTH SYDNEY			Yes		
22 DORIS STREET NORTH SYDNEY	Yes				
127 FALCON STREET NORTH SYDNEY			Yes	Yes	
180 FALCON STREET NORTH SYDNEY			Yes		
182 FALCON STREET NORTH SYDNEY	Yes			Yes	
184 FALCON STREET NORTH SYDNEY	Yes			Yes	
186 FALCON STREET NORTH SYDNEY	Yes			Yes	
188 FALCON STREET NORTH SYDNEY	Yes			Yes	
204 FALCON STREET NORTH SYDNEY	Yes				
206 FALCON STREET NORTH SYDNEY	Yes				
208 FALCON STREET NORTH SYDNEY	Yes				
210 FALCON STREET NORTH SYDNEY	Yes				
212 FALCON STREET NORTH SYDNEY	Yes				
214 FALCON STREET NORTH SYDNEY	Yes				
216 FALCON STREET NORTH SYDNEY	Yes			Yes	
236 FALCON STREET NORTH SYDNEY	Yes				
238-246 FALCON STREET NORTH SYDNEY	Yes	Yes			

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
5 FIG TREE LANE NORTH SYDNEY			Yes	Yes	
2 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
4 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
6 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
8 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
10 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
11 HAMPDEN STREET NORTH SYDNEY	Yes				
12 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
14 HAMPDEN STREET NORTH SYDNEY	Yes			Yes	
15 HAMPDEN STREET NORTH SYDNEY	Yes				
16 HAMPDEN STREET NORTH SYDNEY	Yes	Yes			
17 HAMPDEN STREET NORTH SYDNEY	Yes	Yes			
26 HIGH STREET NORTH SYDNEY	Yes				
28 HIGH STREET NORTH SYDNEY	Yes				
30 HIGH STREET NORTH SYDNEY	Yes				
32 HIGH STREET NORTH SYDNEY	Yes				
36 HIGH STREET NORTH SYDNEY	Yes				
38 HIGH STREET NORTH SYDNEY	Yes				
40 HIGH STREET NORTH SYDNEY	Yes				
42 HIGH STREET NORTH SYDNEY	Yes				
44 HIGH STREET NORTH SYDNEY	Yes				

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
46 HIGH STREET NORTH SYDNEY	Yes				
48 HIGH STREET NORTH SYDNEY	Yes				
50 HIGH STREET NORTH SYDNEY	Yes				
52 HIGH STREET NORTH SYDNEY	Yes				
53 HIGH STREET NORTH SYDNEY	Yes				
54 HIGH STREET NORTH SYDNEY	Yes				
26A HIGH STREET NORTH SYDNEY	Yes	Yes			
26B HIGH STREET NORTH SYDNEY	Yes	Yes			
49-51 HIGH STREET NORTH SYDNEY	Yes	Yes			
4 LITTLE ALFRED STREET NORTH NORTH SYDNEY	Yes				
34 MCLAREN STREET NORTH SYDNEY			Yes		
39 MCLAREN STREET NORTH SYDNEY	Yes				
45 MCLAREN STREET NORTH SYDNEY	Yes				
54 MCLAREN STREET NORTH SYDNEY			Yes		
75 MILLER STREET NORTH SYDNEY			Yes		
221 MILLER STREET NORTH SYDNEY	Yes				
229 MILLER STREET NORTH SYDNEY	Yes				
237 MILLER STREET NORTH SYDNEY	Yes				
255 MILLER STREET NORTH SYDNEY			Yes		
263 MILLER STREET NORTH SYDNEY			Yes		
264 MILLER STREET NORTH SYDNEY			Yes	Yes	

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
270 MILLER STREET NORTH SYDNEY			Yes		
282 MILLER STREET NORTH SYDNEY	Yes				
288-290 MILLER STREET NORTH SYDNEY	Yes				
292 MILLER STREET NORTH SYDNEY			Yes		
296 MILLER STREET NORTH SYDNEY	Yes				
298 MILLER STREET NORTH SYDNEY	Yes				
300 MILLER STREET NORTH SYDNEY	Yes				
302 MILLER STREET NORTH SYDNEY	Yes				
304 MILLER STREET NORTH SYDNEY	Yes				
306 MILLER STREET NORTH SYDNEY	Yes				
308 MILLER STREET NORTH SYDNEY	Yes				
310 MILLER STREET NORTH SYDNEY			Yes		
312 MILLER STREET NORTH SYDNEY	Yes				
314 MILLER STREET NORTH SYDNEY	Yes				
316 MILLER STREET NORTH SYDNEY	Yes				
4 NEUTRAL STREET NORTH SYDNEY	Yes				Yes
6 NEUTRAL STREET NORTH SYDNEY	Yes				Yes
20 NEUTRAL STREET NORTH SYDNEY	Yes			Yes	Yes
93 PACIFIC HIGHWAY NORTH SYDNEY	Yes				
36 RIDGE STREET NORTH SYDNEY			Yes		
40 RIDGE STREET NORTH SYDNEY			Yes	Yes	

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
59-61 RIDGE STREET NORTH SYDNEY	Yes	Yes			
63 RIDGE STREET NORTH SYDNEY	Yes			Yes	
71 RIDGE STREET NORTH SYDNEY			Yes		
73 RIDGE STREET NORTH SYDNEY			Yes	Yes	
75-77 RIDGE STREET NORTH SYDNEY			Yes	Yes	
79 RIDGE STREET NORTH SYDNEY			Yes	Yes	
81 RIDGE STREET NORTH SYDNEY			Yes	Yes	
83 RIDGE STREET NORTH SYDNEY	Yes			Yes	
85 RIDGE STREET NORTH SYDNEY	Yes	Yes		Yes	
87 RIDGE STREET NORTH SYDNEY	Yes	Yes		Yes	
89 RIDGE STREET NORTH SYDNEY	Yes	Yes		Yes	
91 RIDGE STREET NORTH SYDNEY		Yes		Yes	
93 RIDGE STREET NORTH SYDNEY	Yes	Yes		Yes	
95 RIDGE STREET NORTH SYDNEY	Yes	Yes		Yes	
95A RIDGE STREET NORTH SYDNEY	Yes	Yes			
138 WALKER STREET NORTH SYDNEY	Yes				
141 WALKER STREET NORTH SYDNEY			Yes		
144 WALKER STREET NORTH SYDNEY	Yes				
146 WALKER STREET NORTH SYDNEY	Yes				
148 WALKER STREET NORTH SYDNEY	Yes				
150 WALKER STREET NORTH SYDNEY	Yes			Yes	

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
152 WALKER STREET NORTH SYDNEY	Yes				
168 WALKER STREET NORTH SYDNEY	Yes				
171 WALKER STREET NORTH SYDNEY	Yes	Yes			
173 WALKER STREET NORTH SYDNEY	Yes				
175 WALKER STREET NORTH SYDNEY	Yes				
176 WALKER STREET NORTH SYDNEY			Yes	Yes	
177 WALKER STREET NORTH SYDNEY	Yes				
179 WALKER STREET NORTH SYDNEY	Yes				
185 WALKER STREET NORTH SYDNEY	Yes			Yes	
191-195 WALKER STREET NORTH SYDNEY	Yes	Yes			
197 WALKER STREET NORTH SYDNEY	Yes	Yes			
199 WALKER STREET NORTH SYDNEY	Yes				
201-203 WALKER STREET NORTH SYDNEY			Yes		
205 WALKER STREET NORTH SYDNEY	Yes			Yes	
207 WALKER STREET NORTH SYDNEY	Yes		Yes	Yes	
209 WALKER STREET NORTH SYDNEY	Yes			Yes	
1 WHALING ROAD NORTH SYDNEY	Yes	Yes		Yes	
2 WHALING ROAD NORTH SYDNEY	Yes	Yes		Yes	
3 WHALING ROAD NORTH SYDNEY	Yes	Yes		Yes	
4A WHALING ROAD NORTH SYDNEY	Yes	Yes		Yes	
4G WHALING ROAD NORTH SYDNEY	Yes	Yes			

OFFICIAL

Property address	Operational eligible	Construction eligible	Other Sensitive Receiver	Heritage item	Heritage Conservation Area
5 WHALING ROAD NORTH SYDNEY	Yes	Yes		Yes	
7 WHALING ROAD NORTH SYDNEY	Yes			Yes	
9 WHALING ROAD NORTH SYDNEY	Yes	Yes		Yes	
11 WHALING ROAD NORTH SYDNEY	Yes			Yes	
15 WHALING ROAD NORTH SYDNEY	Yes			Yes	
17 WHALING ROAD NORTH SYDNEY	Yes			Yes	Yes
19 WHALING ROAD NORTH SYDNEY	Yes			Yes	Yes
21 WHALING ROAD NORTH SYDNEY	Yes			Yes	Yes
23 WHALING ROAD NORTH SYDNEY	Yes			Yes	Yes
33 WHALING ROAD NORTH SYDNEY	Yes				Yes
50 WHALING ROAD NORTH SYDNEY	Yes				

Key

* Properties with an asterisk (*) have also been identified for noise treatment as part of the Operational Noise and Vibration Review (ONVR) for the M4-M5 Link Rozelle Interchange project. These properties will be offered treatment in accordance with the Rozelle Interchange ONVR or the Western Harbour Tunnel and Warringah Freeway Upgrade Noise Insulation Program (whichever is the higher level of treatment).

14 Appendix B – Noise treatment table

The below table outlines the noise treatments which will be offered to eligible properties as part of the program. The table does not relate to eligibility for noise treatment as this is determined according to the eligibility criteria outlined in this document. All noise treatments are subject to Transport for NSW's feasible and reasonable assessment and other limitations, such as Building Code of Australia compliance and restrictions for Class 2 buildings. Noise treatment will only be offered for the eligible façades of habitable rooms only. Treatment is only recommended if it can provide a noticeable improvement in noise reduction (3 dBA or more) than the existing element.

The noise treatments outlined below will be offered for eligible, brick veneer or double brick buildings. Noise treatment for other structures (i.e. lightweight) will be considered on a case by case basis and in accordance with the feasible and reasonable assessment.

Table 9. Noise treatment table (brick veneer or double brick buildings)

Treatment type	Operational noise ¹				Construction noise
	Category 1 1-5 dB(A) exceedance	Category 2 6-8 dB(A) exceedance	Category 3 9-11 dB(A) exceedance	Category 4 >12 dB(A) exceedance	
Windows and sliding doors	<p>If window area is less than 20 per cent of the floor area of the room:</p> <ul style="list-style-type: none"> Replace primary with 6.5mm laminated glass OR Install mechanical ventilation² <p>If window area is more than 20 per cent of the floor area of the room:</p> <ul style="list-style-type: none"> Replace primary with 6.5mm laminated glass AND Install mechanical ventilation² 	<ul style="list-style-type: none"> Install secondary system with 6.38mm laminated glass³ OR Replace primary with 8.5mm laminated glass (if secondary system is not feasible and reasonable) OR Install 10mm acrylic panel with gap maximised to suit existing (Class 1 buildings only⁴) 	<ul style="list-style-type: none"> Install secondary system with 6.38mm laminated glass³ OR Replace primary with 10.5mm laminated glass (if secondary system is not feasible and reasonable) OR Install 10mm acrylic panel with gap maximised to suit (Class 1 buildings only⁴) 	<ul style="list-style-type: none"> Install secondary system with 10.38mm laminated glass³ OR Replace primary with 10.5mm laminated glass⁵ (if secondary system is not feasible and reasonable) 	
External timber entry doors	<p>New doors not applicable. Install new seals as required.</p>	<p>Treat external entry timber doors:</p> <ul style="list-style-type: none"> If existing door is hollow, replace with 40mm solid core door and new seals. If existing door is solid and less than 35mm, replace with 40mm solid core door and install new seals. If existing door is solid and more than 35mm, install new seals. 			
Seals	<ul style="list-style-type: none"> Install new seals for eligible windows and doors where feasible Seal eligible existing vents (function of existing vents to be assessed and offset as required) 				
Mechanical ventilation	<p>As above depending on floor area and window treatment.</p>	<p>Install mechanical ventilation²</p>			
Acoustic curtains	<p>Not applicable</p>				<p>Provide acoustic curtains⁶</p>

¹ Categories 1-4 are based on exceedance of the project's target traffic noise criteria as outlined in the NSW Road Noise Policy.

² Fresh air mechanical ventilation (MV) is subject to Building Code of Australia compliance. Currently only offered for Class 1 buildings.

³ Thickness of secondary window glazing may be altered to maximise overall noise performance of the secondary window system.

⁴ Acrylic panels cannot be installed in Class 2 (multi-dwelling) buildings due to non-combustible requirements as per Building Code of Australia Part C1.9.

⁵ For properties eligible for construction impact or Category 4, secondary treatment would be prioritised as this provides the best acoustic outcome. However primary replacement of doors and windows will be considered by Transport for NSW if secondary treatment is declined. In these cases a disclaimer must be accepted by the property owner.

⁶ Acoustic curtains are only offered when no other noise treatment is deemed feasible and reasonable or owners declined any form of noise treatment to the windows or sliding doors which are eligible only under the construction impact category.

15 Appendix C – Complaint review panel

Overview

Transport for NSW has established a Complaint Review Panel (the panel) for the delivery of at-property noise treatment as part of the Western Harbour Tunnel and Warringah Freeway Upgrade Noise Insulation Program (the program).

The purpose of the panel is to review complaints and disputes from customers while ensuring outcomes are equitable, transparent and customer-focused. The panel is the final escalation point for customer complaints about noise treatment at the project level.

The program's complaint escalation process is outlined in Section 8.7 of this document.

Panel membership

Members of the panel will include Transport for NSW project team members, senior project leadership and independent advisors. As the panel will be responsible for reviewing complaints from both the Western Harbour Tunnel and Warringah Freeway Upgrade projects, the panel members will be appointed from the relevant projects depending on which project the complaint has originated from.

The panel members will include:

- Transport for NSW representatives
- Project-specific independent appointments:
 - Community Complaints Mediator
 - Independent Acoustic Advisor.
- Other subject matter experts or technical advisors, if required to provide specialist advice to the panel.

The panel will be responsible for making customer-focused decisions that are fair and equitable, taking into consideration all customers across the project.

Requests for escalation

Customers can contact the Transport for NSW project team for the Noise Insulation Program to request escalation of a complaint to the panel:

- **Phone:** 1800 312 772 (9am to 5pm, Monday to Friday)
- **Email:** nip@transport.nsw.gov.au
- **Mail:** Transport for NSW, Locked Bag 928, North Sydney NSW 2059

Liaison with customers in relation to the panel review process will be via the program's Communication and Stakeholder Engagement team and/or the Community Complaints Mediator. Customers will not directly engage with the panel as part of the review.

Meetings

The panel will meet to review customer complaints as required. Panel members may nominate delegates to attend in their place if they are unavailable to attend a meeting. During the meeting, panel members will review all the details of the complaint including any relevant technical details

and prior engagement with the customer. Panel members will review specialist technical advice on the matters raised, while taking into account the need for consistent customer outcomes across the project.

At the conclusion of the meeting, the panel will either endorse the project team's position or recommend an alternative solution to resolve the complaint. This will be the final decision on the complaint.

Post review

If the panel endorses the project team's previous position, there will be no further avenues for the complaint to be escalated at the project level.

The project's Community Complaints Mediator will be available to liaise with the customer on completion of the panel review process. The Community Complaints Mediator is independent of the design and construction personnel and their appointment has been approved by the Planning Secretary in accordance with the Minister's Conditions of Approval.

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