

Frequently Asked Questions

Safe Accessible Transport program

Chester Hill Station Upgrade

April 2024



Transport for NSW acknowledges the Cabrogal and Wangal people of the Dhurug Nation as the Traditional Custodians of the lands on which we work and pays respect to Elders past and present.

Frequently Asked Questions

PROJECT SCOPE

What are the key features of the project?

- A new lift, stairs and concourse connecting Chester Hill Road to the station platform.
- An accessible parking space, an accessible kiss and ride space, additional bike parking and upgrades to the existing bus stops on Chester Hill Road and Waldron Road.
- Continuous canopy coverage from the station entry to both Boarding Assistance Zones and canopy replacement along Chester Hill Road.
- A new family accessible toilet, a new ambulant toilet, new hearing loops, platform regrading and tactile indicators.
- Safety improvements including lighting, CCTV, and wayfinding signage.
- Placemaking enhancements that consider Connecting with Country.

What benefits will the project deliver?

Improvements will be designed to support our diverse passengers, such as people with disabilities, parents or carers with prams, the elderly, and women and girls.

The project will deliver improved Disability Standards for Accessible Public Transport (DSAPT) compliance and universal access arrangements at Chester Hill Station, providing equitable access to current and future passengers.

Social inclusion will be increased through improved access to public transportation for all passengers, especially people with disability, limited mobility, parents/carers with prams thus enabling access to healthcare, education, and job opportunities.

Why do we need to upgrade Chester Hill Station?

Chester Hill Station is not accessible and does not meet the requirements of the federal Disability Standards for Accessible Public Transport 2002 (DSAPT) for all passengers. Access to the station platforms is only available via stairs.

As an operator of public transport under the Disability Discrimination Act 1992 (DDA), Transport for NSW is required to upgrade the station and ensure equitable access is provided for all passengers.

The standards set out minimum accessibility requirements for public transport providers and ensure that people with disability have equivalent access to public transport services.

The upgrade ensures all passengers will have access to the station and interchange facilities.

PROJECT DELIVERY

How is the project being delivered?

The upgrade to Chester Hill Station is being delivered as part of the NSW Government's \$300m election commitment to ongoing

accessibility upgrades across the network as part of the Safe Accessible Transport program.

The program is a NSW Government initiative dedicated to enhancing safe access to public transport precincts. It aims to improve passenger experience and make it more convenient for all, especially people with disability, the elderly, and people with prams.

At what stage is the project?

Transport for NSW has developed a concept design for Chester Hill Station Upgrade. We are now seeking initial feedback from the community and key stakeholders. Feedback can be provided between 29 April and 27 May 2024.

Feedback will be responded to within the Review of Environmental Factors, which the community will be invited to have their say on in the coming months.

CONSULTATION

What is the project's history and what consultation has been undertaken so far?

Early stakeholder engagement on the program was undertaken with people with a disability in early 2022.

Site investigations and survey work were completed in January 2023.

Early targeted engagement with Aboriginal and Torres Strait Islander community members and local women and girls, was undertaken in February and March 2023 respectively.

These engagements included Safer Cities Program workshops to understand women and girls perceptions of safety, and collaborative Connecting to Country events to understand the unique and enduring relationship between Aboriginal and Torres Strait Islander peoples and their ancestral lands, waters and natural resources.

Transport for NSW has also analysed existing public transport passenger feedback, complaints and enquiries to gather community sentiment to inform the concept designs.

We have now commenced early engagement with local community members, Canterbury Bankstown Council, businesses, local disability groups and support providers and the wider community.

How will consultation occur?

The community will be informed and invited to have their say via project updates, a dedicated project webpage, and in person events.

Key stakeholder groups will be contacted directly, while passengers and the local community will receive notifications in their letterbox and handed out at stations, and via signage at the station and at neighbouring stations.

The community is invited to sign up to a project distribution list to ensure they're kept informed as the project progresses.

Individual briefings and design workshops will be held with key stakeholders to inform design development.

When will consultation occur?

Early community engagement will run for a 4-week period from 29 April and 27 May 2024. Following this, the Review of Environmental Factors and accompanying specialist reports will be developed, and the community will once again be invited to review and have their say later this year.

Will you be holding community pop-up sessions?

- A community pop-up session will be held on: **Thursday 9 May** from **3pm to 6pm** at Nugent Park, Chester Hill Road, near the bus stop Chester Hill Station.
- **Thursday 23 May** from **11.30am to 1.30pm** at Chester Hill Library and Knowledge Centre.

What happens with my feedback?

Feedback received during early engagement will be considered by the project team and responded to within the Review of Environmental Factors, which is expected to be placed on public display in the coming months. The community will be notified when the report is available with an opportunity to provide feedback.

How will the community be kept informed?

Transport for NSW is committed to engaging with the community and keeping the community informed as the project progresses. Register to be kept informed by contacting the project team.

The project website will also be regularly updated as the design and planning progresses.

When will construction begin?

Subject to planning approval, site establishment and construction is expected to commence in late - 2024 and take around 18 months to complete.

Why does the upgrade take so long?

Major projects in and around the rail corridor like station upgrades are complex and require careful planning.

Preparation work needs to be completed before the new lifts can be installed. This includes service relocation, excavation, piling and platform work and installing new electrical services underneath the tracks.

For the safety of the community and workers, and minimise disruptions to train services, major construction activities are required to be completed during scheduled trackwork weekends when trains are not running. This means station upgrades generally take longer to build than other construction projects outside the rail corridor.

What will construction impacts be?

There may be temporary impacts to parking, kiss and ride and bus stop facilities during construction. Impacts are subject to the development of the design, and the community would be informed well ahead of any changes to existing facilities.

MISCELLANEOUS

Where can more information be found about the project?

For more project information visit www.transport.nsw.gov.au/chester-hill

Project upgrades and feedback can also be received by contacting 1800 684 490 or at projects@transport.nsw.gov.au

Contact us



Project Infoline **1800 684 490**
24-hour Construction Response Line
1800 775 465



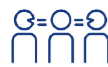
projects@transport.nsw.gov.au



yoursay.transport.nsw.gov.au/chester-hill



Visit the online portal at
transport.nsw.gov.au/chester-hill



Interpreter service

For languages other than English call 131 450
Arabic • Cantonese • Vietnamese • Mandarin

لطلب خدمة الترجمة الشفهية للغات غير الإنجليزية اتصل
بالرقم 131 450

獲取英語以外的其他語言傳譯協助服務可以致電131 450

Để có dịch vụ thông ngôn cho các ngôn ngữ khác tiếng Anh, gọi số 131 450

获取英语以外的其他语言口译协助服务可以致电131 450