

# Frequently Asked Questions

## Safe Accessible Transport program

### Macquarie Fields Station Upgrade

AUGUST 2024



Transport for NSW acknowledges the Dharawal people of the Dharawal 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 passenger footbridge, connected by lifts and stairs with increased canopy coverage to the platforms and enhanced connections from Railway Parade.
- Accessible parking spaces, accessible kiss and ride spaces, additional bike parking and a relocated bus stop on Railway Parade.
- Upgraded station forecourt and improved pedestrian connections to the station including a new pedestrian crossing in front of the station entrance and upgrades to the associated footpaths and kerb ramps.
- A new family accessible toilet, a new unisex ambulant toilet, new hearing loops and platform regrading with tactile indicators.
- Safety and security improvements at the station and surrounding precinct including improved 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, including those with additional mobility requirements and other special needs, such as wheelchair users, parents/carers with prams, people with luggage and the elderly.

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

#### What are the benefits for train passengers?

Upon project completion, train passengers will enjoy the following benefits:

- Improved accessibility
- Enhanced safety
- Increased comfort and amenity
- Updated and visually appealing facilities
- Enhanced connectivity
- Increased capacity for future patronage.

#### Will there be increased services as a result of the station upgrade?

The Safe Accessible Transport program rollout is focused upon improved accessibility and inclusivity in and around existing transport infrastructure. Additional train services are therefore not proposed within the parameters of the program.

Despite this, the improved facilities, amenities and accessibility options proposed would ensure that Macquarie Fields Station is well placed to cater for increased services in the future.

#### How does the project benefit cyclists?

Active transport is supported through the provision of new bicycle hoops at the station access from Railway Parade.

The station has been designed in a way to support future connectivity with active transport corridors and other cycling infrastructure.

### **What improvements will pedestrians see?**

Pedestrians at Macquarie Fields Station can expect to see more inclusive amenities and facilities for station passengers and the community.

This includes a new pedestrian crossing across Railway Parade to the station entrance, and associated footpath and kerb ramp upgrades as well as new lighting.

We are continuing to consult the community and Council on improvements to station access points, and path to council car park on corner of Railway Parade and Saywell Road.

### **Will motorists notice any improvements as a result of the station upgrade?**

As this upgrade is focused on station accessibility and amenity, the expected motorist benefits will primarily be for those directly or indirectly using the station. This will include six accessible parking spaces (including one longer accessible parking space to accommodate accessible community transport vehicles) and two accessible kiss and ride spaces.

### **Why do we need to upgrade Macquarie Fields Station?**

Macquarie Fields Station does not currently meet the requirements of the federal Disability Standards for Accessible Public Transport 2002 (DSAPT) for all passengers. Access to the station platform 1 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 therefore ensures all passengers will have access to the station and interchange facilities.

## **PROJECT DELIVERY**

### **How is the project being delivered?**

The upgrade to Macquarie Fields Station is being delivered as part of the NSW Government's 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 and luggage.

### **At what stage is the project?**

Transport developed a concept design for Macquarie Fields Station Upgrade and the project is now in its formal public display period. Feedback was sought on the project earlier this year during the early engagement period. A summary of key feedback and how the project team is addressing it can be found within the Community Update. More detailed information can be found in the Consultation chapter of the Review of Environmental Factors (chapter 5).

The Review of Environmental Factors has been prepared assessing construction and operational impacts of the project on the environment. The community is now invited to have their say.

## **CONSULTATION**

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

Transport has conducted early engagement with local community members, City of Campbelltown Council, businesses, local disability groups and support providers, and the wider community.

Initial feedback on concept designs was sought from the community and key stakeholders including Council and other key stakeholders, together with local community members from 1 to 29 March 2024.

This consultation also involved two community pop up sessions held on 13 March 2024 at Macquarie Fields Station, and 21 March 2024 at Glenquarie Town Centre.

The project received 60 individual feedback submissions from the community during this early engagement period.

Targeted consultation has included meetings with local businesses as well as a People with Disability workshop held on 8 May 2024.

Prior to our early engagement period, we engaged with various groups to develop our concept design. This included people with disability, Aboriginal and Torres Strait Islander peoples and women and girls from the local community.

These engagements included a Safer Cities Program workshop to understand women and girls perceptions of safety, and collaborative Connecting with Country events to understand the unique and enduring relationship between Aboriginal and Torres Strait Islander peoples and their ancestral lands, waters and natural resources. Further detail on what we heard during this stage can be found within the [March 2024 Community Update \(PDF, 1.36 MB\)](#).

### **What has been heard through early engagement with the community?**

Early engagement with the community indicates significant support for the project upgrades proposed. We have engaged with and met City of Campbelltown Council representatives, disability groups, existing Macquarie Fields Station customers and the general public. Consultation will continue throughout the detail design and eventual project construction phases.

### **Is Transport engaging with Council?**

Transport is continuing to engage with City of Campbelltown Council and the project team is in regular contact. Some of the proposed improvements require Council approval and the overall focus is on providing the best possible station improvements for the 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?**

The Review of Environmental Factors will be on public display for a three-week period from 29 August to 18 September 2024. During this period the community will be invited to have their say.

### **Will you be holding community pop-up sessions?**

Community pop-up sessions will be held on:

- Wednesday 4 September from 12pm to 2pm at Glenquarie Town Centre, and
- Sunday 15 September from 8am to 1pm at Campbelltown Handmade and Homegrown Market.

### **What happens with my feedback?**

All feedback received during the Review of Environmental Factors public display period will be considered by the project team.

After this consideration, Transport will determine whether the Proposal should proceed as proposed and will inform the community and stakeholders of this decision within a Determination Report. This report will respond to community and stakeholder feedback and capture any changes to occur as a result of consultation, as well as any new conditions of approval for the project.

If the Proposal is determined to proceed, Transport would continue to consult with the community and stakeholders prior to and during construction.

### **How will the community be kept informed?**

Transport is committed to engaging with the community and keeping the community informed as the project progresses. The Community can register to be kept informed by contacting the project team at [projects@transport.nsw.gov.au](mailto:projects@transport.nsw.gov.au).

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

## **CONSTRUCTION**

### **When will construction begin?**

Subject to planning approval, site establishment and construction is expected to commence in late

2024 with main work expected from early 2025. Overall construction is expected to take 18 months to complete.

Notifications would be distributed and signage displayed to inform the community ahead of time for any planned works.

### **Why does the upgrade take so long?**

Major projects in and around the rail corridor such as 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 to 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.

Even though the overall works timeframe is 18 months in total, there will only be short periods of time where the community is likely to be affected by work related impacts.

### **Will trains still operate during construction of the Macquarie Fields Station Upgrade, or will there be replacement buses running?**

Macquarie Fields Station will continue to operate during construction. For the safety of staff and to minimise impacts on customers, the majority of work will be completed during existing scheduled trackwork weekends.

### **Where will the construction site be?**

A construction area including temporary site shed will be setup on Railway Parade, on land next to the railway line and directly opposite the carparking area on the corner of Railway Parade and Saywell Road.

### **How will passengers be managed during construction?**

There may be temporary pedestrian management and detours around work areas due to construction work in the station forecourt and on

platforms. Community would be kept informed of changes to pedestrian movement via signage, community notifications and station announcements.

### **Will there be impacts to bus stops during construction?**

Bus services are not expected to be significantly impacted by the construction work. The bus stop may be temporarily relocated due to short-term road closures or construction of the new entry/forecourt. Changes to access will be signposted and service providers will be notified.

### **Will there be any impacts to surrounding trees or vegetation during construction work?**

Transport recognises the value that local communities and authorities place on natural landscapes, open spaces and heritage features.

It is expected that five trees along Railway Parade will be removed as a result of this proposal. They will be replaced with 12 trees in accordance with Transport's environmental guidelines and planning approval conditions. This work is not expected have a significant impact on the local ecology of the area.

## **WHAT CONSTRUCTION IMPACTS SHOULD I EXPECT?**

### **Traffic and transport**

During construction, you may notice more vehicles travelling to and from the station. The number of vehicles will increase during the scheduled trackwork weekends when most of the construction work will take place.

At times, construction work could require temporary partial closures and diversions of roads and footpaths around the station to complete work safely. Transport will inform residents and customers in advance of any changes to road or station operations.

### **Parking**

During construction there may be a temporary loss of parking to due to the delivery of materials, construction work and workers parking on nearby streets. Additionally, construction workers at times may be able to use the public transport system to travel to the station, meaning workers' parking requirements may be reduced.

## Visual impacts

During construction, temporary visual impacts will be experienced by customers and nearby residents on Railway Parade.

You may notice the installation of screens and barriers to reduce the visual impacts of the work being carried out.

## Noise and vibration

At times, noise and short bursts of vibrations may be felt by residents living close to the station. This could occur when equipment such as chainsaws, chippers, jackhammers or concrete saws are in use.

Transport will work to impose restrictions to improve amenity for nearby residents and work will be carefully planned to reduce cumulative impacts.

Additional mitigation measures will be implemented for potentially affected residents throughout construction, subject to confirmation during detailed design.

## AFTER COMPLETION WHAT OPERATIONAL IMPACTS SHOULD I EXPECT?

### Traffic and transport

The proposed pedestrian crossing on Railway Parade will improve pedestrian movements and result in minimal impacts to drivers.

## Parking

Once the upgrade is completed, there will be a minor loss of parking spaces on Railway Parade, however due to the large volume of untimed parking spaces in the area this impact is mitigated.

## Visual

Residents at the northern end of Railway Parade will be moderately impacted due to the new pedestrian footbridge and lift shafts.

Opportunities to reduce this impact will be considered wherever possible during detail design work.

## MISCELLANEOUS

### Where can more information be found about the project?

For more project information visit [www.transport.nsw.gov.au/macquariefields](http://www.transport.nsw.gov.au/macquariefields).

Project upgrades and feedback can also be received by contacting 1800 684 490 or at [projects@transport.nsw.gov.au](mailto:projects@transport.nsw.gov.au).

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## Contact us



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



**[projects@transport.nsw.gov.au](mailto:projects@transport.nsw.gov.au)**



**[yoursay.transport.nsw.gov.au/  
macquariefields](http://yoursay.transport.nsw.gov.au/macquariefields)**



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