

# Frequently Asked Questions

## Safe Accessible Transport program

### Lewisham Station Upgrade

MARCH 2025



Transport for NSW acknowledges the Gadigal and Wangal people of the Eora 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?

- Four lifts to improve access to platforms, underpass and surrounding streets
- Drainage improvements to address flooding in the underpass.
- An accessible parking space and kiss and ride on Thomas Street, a kiss and ride on Victoria Street and an accessible parking space on Hunter Street
- A family accessible toilet within a new station building.
- Hearing loops to assist people with hearing loss.
- Platform levelling, and installation of tactile ground surface indicators to assist passengers who are visually impaired.
- Safety and security improvements including lighting, CCTV, and signage
- Design and placemaking enhancements including Connecting with Country design elements.

#### What benefits would the project deliver?

- Improvements would 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 would deliver improved Disability Standards for Accessible Public Transport (DSAPT) compliance at Lewisham Station, providing equitable access to current and future passengers.
- The project would deliver safety and comfort enhancements for all passengers, which would be developed in response to stakeholder consultation and research.

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

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

- Improved accessibility.
- Enhanced safety.
- Increased comfort and convenience.
- Updated and visually appealing facilities.
- Enhanced connectivity.
- Increased capacity for future patronage.
- Resolution of flooding in the underpass.

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

The Safe Accessible Transport program is focused on improved accessibility and inclusivity in and around existing transport infrastructure. Additional train services are therefore not proposed within this program. Despite this, the improved facilities, convenience and accessibility options proposed would ensure Lewisham Station is well placed to cater for increased services in the future.

### **How does the project benefit cyclists?**

Active transport is supported through the relocation of existing bicycle hoops on Victoria Street and new bicycle hoops near the station access from Thomas Street.

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

The project would consider additional measures including implementation of dedicated shared e-bike parking in consultation with Council and other key stakeholders during the detailed design stage.

### **What improvements would pedestrians see?**

Pedestrians in and around Lewisham Station can expect to see more inclusive facilities and convenience for station passengers and the community.

The new station forecourts being delivered will improve the pedestrian experience by providing additional circulation area and lighting upgrades.

There will also be improvements along the footpath connecting Thomas Street with West Street, with vegetation reduction, additional lighting and improvements to the path to make it more even.

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

As this upgrade is focused on station accessibility, the expected motorist benefits would primarily be for those directly or indirectly using the station.

This includes a new accessible parking space and kiss and ride space on Thomas Street, a kiss and ride space on Victoria Street and an accessible parking space on Hunter Street.

The proposal includes the removal of vehicle access from Railway Terrace onto Victoria Street to accommodate the extended kerb required for the lift access point to Lewisham Station on Victoria Street. The section of Victoria Street between Railway Terrace and Hobbs Street would be converted to operate one-way northbound only.

The removal of access from Railway Terrace onto Victoria Street may inconvenience some road

users, including those accessing Lewisham Station and the adjoining local centre. However, this change would improve safety for pedestrians and cyclists, as well as creating opportunities for placemaking within the local centre.

Overall, the proposed one-way arrangement for Victoria Street is expected to enhance the performance of the Railway Terrace and Victoria Street intersection by diverting vehicles onto alternative routes. Fewer vehicles would use the intersection while pedestrian volumes would remain the same. Opportunities to further improve safety and connectivity for active transport users of the proposal would be considered during detailed design.

Access to private properties, schools, places of worship and commercial enterprises would be maintained throughout the operation of the proposal.

Further detail on impacts can be found in section 6.1.3 of the REF and this can be found on [www.transport.nsw.gov.au/lewisham](http://www.transport.nsw.gov.au/lewisham)

### **Why do we need to upgrade Lewisham Station?**

Lewisham 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 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 therefore ensures all passengers would have access to the station and interchange facilities.

### **How is the project addressing flooding in the underpass?**

The station's underpass has a history of flooding, primarily during periods of heavy rain. The underpass periodically floods to depths in excess of one metre during heavy storms, when the rate of inflow to the underpass exceeds the pit storage capacity and outflow rate.

The Proposal has been designed to reduce the risk of flooding by improving drainage. We propose to improve drainage through a range of measures, including track drainage improvements, improvements to the function of pipes and pits, and additional storm water detention capacity.

### **Will the leaking awning on Railway Terrace/Victoria Street be fixed?**

Transport is proposing to replace the existing awnings in this location with a single new awning which would extend over the existing stairs and new lift shaft. This single awning would resolve any existing leakage issues.

## **PROJECT DELIVERY**

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

The upgrade to Lewisham 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?**

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

- The project website and complete a feedback form online via [www.transport.nsw.gov.au/lewisham](http://www.transport.nsw.gov.au/lewisham)
- The [Have Your Say webpage](#)
- Call the projects infoline 1800 684 490
- Email [projects@transport.nsw.gov.au](mailto:projects@transport.nsw.gov.au)

- Two community consultation sessions being held in April 2025

## **CONSULTATION**

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

- Early targeted engagement with Aboriginal and Torres Strait Islander community members was undertaken in late 2023. Collaborative Connecting with Country events were held to understand the unique and enduring relationship between Aboriginal and Torres Strait Islander peoples and their ancestral lands, waters and natural resources.
- Safer Cities workshops were undertaken with local women and girls to understand perceptions of safety in the area. Transport also analysed existing public transport passenger feedback, complaints and enquiries to gather community sentiment to inform the concept designs.
- Targeted early stakeholder engagement to support concept design development was undertaken with People with a Disability in May, June and July 2024.
- 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 30 July to 18 August 2024. This consultation also involved two community pop up sessions held on 4 August 2024 at Flour Mill Markets, Summer Hill, and 15 August 2024 at Thomas Street forecourt, Lewisham Station.
- Targeted consultation has included meetings with local businesses as well as People with Disability workshops held on 26 and 27 June 2024. The project has received 63 individual feedback submissions during this early engagement period.

- Early engagement with local community members, Inner West Council, businesses, local disability groups and support providers, and the wider community was completed in 2024.

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

A summary of key themes heard during early engagement can be found in Chapter 5 of the REF.

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

Transport has been engaging with Inner West Council since development of the project started and we will continue to engage with council throughout project design and delivery to ensure best outcomes for passengers and the wider community.

### **How will consultation occur?**

Project information will be provided, and the community will be 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.

### **When will consultation occur?**

The Review of Environmental Factors is on public display from 25 March to 22 April 2025. During this period the community is invited to review the planning documentation and have their say.

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

Community pop-up sessions will be held on:

- Thursday 3 April from 4pm to 6pm, Lewisham Station, corner Victoria St and Railway Terrace, and
- Sunday 6 April from 9am to 1pm at Flour Mill Markets, Summer Hill.

### **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 will continue to engage 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. Register to be 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 [www.transport.nsw.gov.au/lewisham](http://www.transport.nsw.gov.au/lewisham)

## **CONSTRUCTION**

### **When would construction begin?**

Subject to planning approval, site establishment and construction is expected to commence from early 2026. Overall construction is expected to take around 18 to 24 months to complete.

Notifications be distributed to the local community and will be available online to inform the community of 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 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 around 18 to 24 months in total, there would only be short periods of time where the community is likely to be affected by work related impacts.

### **Would trains still operate during the Lewisham Station upgrade works, or would there be replacement buses running?**

Lewisham Station will continue to operate during construction. For the safety of staff and to minimise impacts on customers, most of the work will be completed during existing scheduled trackwork weekends. There may be temporary impacts to the underpass during scheduled trackwork weekends to facilitate construction, with pedestrian detours in place.

### **Where would the construction site be located?**

The construction area will be in and around the rail corridor in the vicinity of the existing station. A temporary site compound is required, which would include a small site office and staff facilities, and a storage area for safe storage of plant, materials and other equipment. The primary site is proposed to be in Thomas Street, with additional material laydown/storage areas in Alfred Street and/or Longport Street. Establishment of the construction compound on Thomas Street would result in the temporary loss of two time-restricted parking spaces on Thomas Street.

### **How would pedestrians be managed during construction?**

There may be temporary pedestrian management and detours around work areas due to construction work on platforms, in the underpass and at station entry points. The community and

passengers will be kept informed of changes to pedestrian access via signage, community notifications and station announcements. Traffic control will be on site to assist when needed, particularly when there are large vehicle movements or deliveries.

### **What are impacts on footpaths during construction?**

There will likely be temporary closures of footpaths on the northern and southern sides of the station to accommodate construction. Transport will work closely with the contractor and Council to reduce impacts wherever possible.

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

Bus services are not expected to be significantly impacted by the construction work. The bus stop on Railway Terrace may be temporarily relocated to enable road closures or construction work. Changes to access will be signposted, included in community notifications, and service information updated as necessary.

### **What impacts would there be on parking during construction?**

During construction there may be a temporary reduction of parking due to delivery of materials, construction activity, workers parking on nearby streets, and the establishment of a temporary construction compound at Thomas Street.

The establishment of a construction compound on Thomas Street will result in the loss of two kerbside parking spaces on Thomas Street. Additionally, to accommodate temporary construction activities, up to nine time-restricted parking spaces will be unavailable on Victoria Street and Hunter Street during construction.

### **Would 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.

The design which has been assessed requires the removal of two trees in the Thomas Street forecourt, including a Crepe Myrtle Indian Summer and a River Tea Tree. This is subject to



detailed design, which may change impacts to surrounding trees and vegetation.

If the tree removal is required, the two removed trees will be replaced with eight new trees to be planted in the local area, in accordance with Transport's Tree and Hollow Replacement Guidelines.

The proposal also includes transplanting a Canary Island Date Palm from along the rail corridor on Thomas Street to the centre of the newly configured Thomas Street forecourt.

### **What visual impacts would occur during construction?**

During construction, there will be temporary visual impacts around both station entrances, particularly at Thomas Street with the establishment of the temporary site compound.

You may notice the installation of hoarding and covered fencing to reduce the visual impacts of the work being carried out.

### **What noise and vibration impacts are expected and how would these be managed?**

At times, noise and vibration may be felt by residents and businesses nearby the station. This could occur when equipment such as jackhammers or concrete-saws are in use.

Increased noise impacts are expected over scheduled trackwork weekends.

Transport will impose restrictions and mitigation measures to improve comfort for nearby residents, schools, places of worship and businesses, and work will be carefully planned to reduce cumulative impacts.

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

Residents, schools, places of worship and businesses will continue to be kept informed via community notifications and door knocking.

## **AFTER COMPLETION**

### **Will there be changes to traffic movements?**

The station upgrade work is focused on accessibility improvements and some operational impacts to motorists are expected.

The upgrade includes the removal of vehicle access from Railway Terrace onto Victoria Street to accommodate the extended kerb required for the lift access point to Lewisham Station on Victoria Street. The section of Victoria Street between Railway Terrace and Hobbs Street would operate with a one-way northbound traffic direction. Further detail on impacts can be found in section 6.1.3 of the REF which can be viewed at [www.transport.nsw.gov.au/lewisham](http://www.transport.nsw.gov.au/lewisham).

### **What are the overall impacts on parking?**

With the introduction of an accessible kiss and ride and accessible parking on Thomas Street, a kiss and ride on Victoria Street and an accessible parking space on Hunter Street, there will be a loss of seven time-restricted parking spaces. Four spaces are likely to be impacted on Victoria Street, one on Hunter Street and two on Thomas Street.

The loss of these parking spaces would commence during construction and will become permanent during operation. Overall, the loss of seven time-restricted parking spaces will have a minor impact on parking supply within the Lewisham Station precinct. A desktop review of aerial imagery and site observation of existing parking in the area surrounding the station identified that time-restricted and unrestricted parking is available within the local road network to the north and south of the station.

### **Visual impacts**

Residents, schools, places of worship and businesses facing Lewisham Station may be moderately impacted due to the new construction and relocation of services. Opportunities to reduce this impact will be considered wherever possible during detailed design work.

## MISCELLANEOUS

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

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

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**



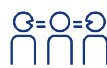
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