INTRODUCTION

The *Government Information (Public Access) Act 2009* (GIPA Act) provides members of the public with a right of access to government information. The GIPA Act replaced the *Freedom of Information Act 1989* (FOI).

Under the GIPA Act, each NSW Government department and agency is required to publish an Agency Information Guide.

This Information Guide provides a general description of:

- our agency's structure and functions
- the way in which our functions affect members of the public
- how members of the public can participate in policy formulation and provide feedback
- the kinds of information we hold, and
- information we make publicly available.

Sydney Metro

Who we are

Sydney Metro is a NSW Government agency, forming part of Transport for NSW and delivering new metro rail services for Sydney.

Transport for NSW (TfNSW) is responsible for strategy, integration, coordination and improving the customer experience. More information on delivery of transport infrastructure and services in NSW is available in the TfNSW Information Guide.

Sydney Metro is Australia's biggest public transport program. The Metro North West Line opened in May 2019. The City and Southwest project is a 30 kilometre extension of metro rail from the end of Metro North West Line at Chatswood under Sydney Harbour, through new CBD stations and south west to Bankstown. It is due to open between Chatswood and the Sydney CBD in 2024. The Sydney Metro West and Sydney Metro Western Sydney Airport projects are also now under construction. By the end of the decade, the network will be expanded to include 46 stations and more than 113 kilometres of world-class metro for Sydney.

Metro means a new generation of world-class fast, safe and reliable trains easily connecting customers to where they want to go. Customers don't need timetables – they just turn up and go.

What we do

- We plan and deliver high-quality Metro infrastructure and places – safely, on time and on budget.
- We oversee a $60 billion+ portfolio of projects.
- We collaborate with our communities and our partners to drive sustainable, city-shaping transformation.
- We work with partners, keeping customers at the centre of everything we do to deliver a world-class, integrated Metro.
- Our financial and commercial focus will drive value-for-money outcomes, and overall business success.
- We will attract, nurture and develop a talented, diverse and innovative workforce who are enabled by fit-for-purpose systems and processes, and highly capable delivery partners.
- We will deliver safe and reliable metro passenger services. This includes planning, building and operating services with our service concession partners.

STRUCTURE AND FUNCTIONS

Coordination of GIPA functions in the Transport cluster

The TfNSW Information Access Unit is responsible for centralised acknowledgement on behalf of, and referral of formal access applications to the agencies within the Transport cluster including Sydney Metro.

TfNSW also provides resources to support Sydney Metro to process and make decisions on applications received. Sydney Metro remains responsible for making decisions regarding the release of its information under the GIPA Act.

The [TfNSW Information Guide](#) provides more detail on access to information in the Transport cluster.

Organisational Structure

Six divisions make up the organisational structure of Sydney Metro.

Customer Operations and Outcomes

Operations is one of the legislative functions of Sydney Metro which includes North West Operations, operating concepts and contracts for Sydney Metro – Western Sydney Airport and Metro West, and operational readiness activities for City and Southwest.

The division is also responsible for outcomes such as planning approvals and environmental compliance, security, sustainability, transport integration, strategy and extensions.

Finance and Commercial

The Finance and Commercial division brings together the finance, commercial, enterprise risk and information technology functions of the organisation into one team who are the stewards of investment that enable Sydney Metro to make informed, connected and sustainable decisions.

The division supports Sydney Metro's strategic objectives through our focus on being resilient, responsible, robust, savvy and engaged with our many internal and external stakeholders.

Legal, Probity and Internal Audit

The Legal, Probity, and Internal Audit (LPIA) division provides advice on all matters relating to legal, probity, audit services and people and culture services within Sydney Metro.

Within the division, LPIA supports the organisation's services, functions, and infrastructure delivery programs. The People and Culture team partners with the business to lead the design, development and implementation of strategies, reforms and plans that will attract, engage, and develop the workforce and build upon a high-performing culture.

The team manages workforce solutions including workforce planning and mobility, organisational design, talent management, people engagement (induction, learning and development, inclusion and diversity and culture), employee and industrial relations, industry participation and workplaces (accommodation and business services).

Office of the Chief Executive

The Office of the Chief Executive is responsible for supporting the Chief Executive in delivering Sydney Metro's projects and operating Sydney Metro.

It sets the overarching governance and strategic framework for Sydney Metro, driving business-wide initiatives and managing strategic government relationships for the organisation and people.

The team manages all reporting requirements and approval processes from Sydney Metro to TfNSW , Infrastructure NSW, the relevant Ministers and Cabinet.

Project Delivery

Metro means a new generation of world-class fast, safe and reliable trains easily connecting our customers to where they want to go. From pre-construction through to start of services, we will safely deliver all rail and precinct infrastructure outcomes to quality, budget, and schedule.

The Project Delivery division oversees and manages a significant portfolio of projects currently in delivery, projects in development, and transitioning from planning into delivery.

The team is responsible for building and maintaining Sydney Metro's engineering, design and delivery capability across integrated project teams and is the centre of excellence for health and safety.

The division consists of integrated project delivery teams, functional groups and support areas working across each project and wider Sydney Metro.

Property and Place

Property and Place is a new division which will allow Sydney Metro to adapt our business model to take a larger and more active stake in precincts.

The team will build on Sydney Metro's strong placemaking and development experience, refining and expanding opportunities for innovative public-private development partnerships.

THE WAY IN WHICH OUR FUNCTIONS AFFECT MEMBERS OF THE PUBLIC

Sydney Metro is identified as a key part of the NSW Government's infrastructure program.

Sydney Metro plays an important part in supporting both economic and social outcomes for the State, which will define urban amenity across Greater Sydney for generations to come.

Our role is to plan, build, operate and optimise the Metro customer journey.

Sydney Metro provides a range of high value benefits to the Greater Sydney area and NSW including:

- Transport benefits – providing a step change in the capacity and customer experience of the Sydney public transport network.

- Placemaking and city-building benefits – supporting the most urbanised area in Australia through increasing connectivity, which in turn increases economic productivity and land use efficiency.

Sydney Metro's vision is built on six *Future Transport 2056* outcomes:

- Customer focused – Every customer experience will be seamless, interactive, and personalised by technology and big data

- Successful places – The liveability, amenity and economic success of communities and places are enhanced by transport

- A strong economy – The transport system powers NSW's future $1.4 trillion economy, and enables economic activity across the State

- Safety and performance – Every customer enjoys safe travel across a high performing, efficient network

- Accessible services – Transport enables everyone to get the most out of life, wherever they live and whatever their age, ability or personal circumstances

- Sustainable – The transport system is economically and environmentally sustainable, affordable for customers, and supports emissions reductions

PUBLIC PARTICIPATION AND FEEDBACK

Engagement with our stakeholders is critical for Sydney Metro, especially in designing and delivering infrastructure and services which meet multi-disciplinary Government outcomes.

Successful engagement is essential in genuinely delivering with the customer at the centre, and in activating precincts and places that are attractive hubs within their local communities

Sydney Metro has been consulting with communities since 2011, undertaking early consultation along the project corridors. Communities are provided with information about the proposals and given the opportunity to provide feedback. Additionally, the public is consulted in the development of the Sydney Metro Corporate Plan.

Consultation with communities impacted or interested by construction includes:

- Distributing project updates
- Visiting properties affected by acquisition or located next to stations
- Hosting community information displays
- Hosting information displays at relevant festivals ie; Sydney Royal Easter Show
- Handing out information flyers and talking to customers at stations
- Informing station design using customer focus groups
- Seeking feedback on alternative transport arrangements during construction periods via online surveys
- Hosting planning focus meetings with local councils and government agencies
- Meeting with community groups, relevant government agencies and key stakeholders.

Sydney Metro will continue to work closely with the community and key stakeholders to understand any issues of concern.

Environmental Impact Statements are also displayed at public exhibitions, allowing community and stakeholders to have their say.

Sydney Metro has 'Get in touch' numbers and email addresses available and also has Facebook and Twitter accounts to deliver messages and milestones.

TYPE OF INFORMATION HELD

Sydney Metro keeps records associated with its functions.

Sydney Metro also routinely collects information from its customers for administrative, planning and reporting purposes.

Sydney Metro is required to comply with the *Privacy and Personal Information Protection Act 1998* (NSW) (PPIP Act) and the *Health Records and Information Privacy Act 2002* (NSW) (HRIP Act) when dealing with the personal and health information of its customers, employees and partners. More information about how Sydney Metro handles personal information is available in the Sydney Metro Privacy Management Plan.

Information made publicly available

The following categories of information provide a sample of what is made publicly available on the Sydney Metro website:

Information about the Sydney Metro projects including overview, rail line and station construction updates, education about the projects with links to resources and information about how to get in touch with Sydney Metro or make a complaint.

The Sydney Metro website has a document library section, where the public can search for documents available on the website, including the corporate plan, media releases and reports about various aspects of the Sydney Metro projects.

Open access Information

Open access information is a category of information explained further below under '*Information we must disclose'*. Sydney Metro's open access information includes:

- The Sydney Metro Agency Information Guide (this publication).

- Sydney Metro Annual Reports as published

- Information about Sydney Metro in documents tabled in Parliament, other than documents tabled by order of either House of Parliament.

- Sydney Metro policy documents

- The Sydney Metro disclosure log of access applications

- Register of Sydney Metro government contracts (as required for publication by Division 5 of the GIPA Act)

- The Sydney Metro record of the open access information (if any) that the agency does not make publicly available on the basis of an overriding public interest against disclosure

- Covid 19 – Travel advice and information

For further information, please contact the Information Access Unit by phone on 02 9549 9904 or by email to information@transport.nsw.gov.au.

Open Data Policy

The Transport cluster open data practice is aligned to the NSW Government Open Data Policy and seeks to make appropriate government data available to industry and the community. Open data supports the open government principles of transparency, participation, collaboration and innovation. It augments the proactive release of information required under the GIPA Act.

TfNSW is committed to embedding open data principles at all levels of the cluster, as this can lead to faster, smarter, more responsive service delivery. It promotes the development of new businesses and industries that can make use of government data, facilitates data sharing between government agencies and enhances our own awareness, understanding and use of information.

Open Data principles are embedded across the Transport cluster by:

- Engaging with industry and the community to understand their needs for transport data

- Prioritising for release any high-value datasets, especially those identified through industry and community engagement

- Releasing data under open licence wherever possible

- Protecting data where required on the grounds of privacy, security, confidentiality legal privilege or public interest

The Transport Open Data Policy applies to Sydney Metro, and is represented within a wide range of transport data available via the TfNSW Open Data Hub, which includes public transport and roads real-time data, statistical data and timetable data.

HOW TO ACCESS INFORMATION WE HOLD

The GIPA Act provides members of the public with a right to access government information.

There are four ways that members of the public can access government information held by Sydney Metro under the GIPA Act.

- Mandatory proactive release (open access information)

- Authorised proactive release

- Informal release

- Access applications.

Information We Must Disclose

Information classified as open access information must be made publicly available, unless it is not in the public interest to do so.

Information Proactively Released

Sydney Metro is required to have a program for the proactive release of government information.

Proactive disclosure is the manner in which Sydney Metro considers making information publicly available where appropriate. The proactive disclosure of information helps provide the public with greater access to government held information.

Sydney Metro is a member of the Transport Cluster Proactive Disclosure Committee that meets regularly to consider and recommend information suitable for proactive disclosure. The Committee is chaired on a rotating basis by a senior Transport cluster executive in order to convey to staff the importance of proactive disclosure as part of day to day business.

Information proactively disclosed by Sydney Metro is made available on our website.

If information sought is not available on the Sydney Metro website, members of the public can suggest that information be proactively disclosed (if held).

Please forward any suggestions to the Information Access Unit by email to information@transport.nsw.gov.au

Informal requests for Information

Members of the public can request information from Sydney Metro on any topic of interest. If the information is clearly in the public interest to disclose, it will be supplied free of charge.

Sydney Metro may attach conditions to the informal disclosure of information. For example, we may provide access on a view-only basis where the requested information is sensitive and should remain confidential but is relevant to the person making the request.

Under the GIPA Act, a right of review only applies for formal applications.

If you would like to make an informal request for information, please contact the Information Access Unit on (02) 9549 9904 or by email to information@transport.nsw.gov.au.

Formal access applications

In some cases, requests for information held by Sydney Metro will need to be made through the formal access application process.

To make a formal application for information held by Sydney Metro, an access application must:

- be in writing and addressed to the agency

- clearly indicate that it is a formal access application made under the GIPA Act

- provide a payment of $30 (by cheque or credit card)

- provide a postal address for correspondence in connection with an application

- include such information as is reasonably necessary to enable the government information applied for to be identified

If your application does not meet the above requirements, it will be invalid and the application will not be processed. However, in order to help you make a valid application, we will contact you to provide advice and assistance.

You may make an online application for information.

OR

You may send your application by post with a payment by cheque or money order to:

Information Access Unit

Transport for NSW

PO Box K659

Haymarket NSW 1240

If you would like to make an access application, please see How to apply and FAQs on the TfNSW website.

Formal access application fees and charges

Apart from the $30 application fee, the GIPA Act allows Sydney Metro to impose a charge of $30 per hour in order to process an application. The application fee counts towards the first hour of processing.

In processing a formal access application, Sydney Metro is required to ensure that it is dealt with efficiently and provides access to information requested at the lowest reasonable cost.

A 50% discount in processing charges will apply if an applicant demonstrates they fall within any of the following categories:

- A member of the public suffering financial hardship

- The information applied for is of special benefit to the public

- The holder of a current Pensioner Concession Card

- Full-time students

- Non-profit organisations

Please note that the 50% discount applies only to processing charges and not to the $30 application fee.

If applying for your own personal information, Sydney Metro cannot charge for the first 20 hours of processing.

For further information about fees and charges, please see the Fees and Charges section on our website, or contact the Information Access Unit on (02) 9549 9904 or by email to information@transport.nsw.gov.au.

Requests for personal information can also be made under the PPIP Act 1998.

Review rights

You have the right to request a review of certain decisions made by Sydney Metro in response to a formal access application. For further information, please view the NSW Information and Privacy Commission's publication 'Your review rights under the GIPA Act'.

Information for which there is a specified cost

Sydney Metro does not currently hold any information that falls within this category. If any information in this category becomes available in the future, Sydney Metro will include a dedicated section on our website, which describes the type or types of information that can be requested and the cost for this information.

CONTACT US

For further information relating to the disclosure of government information held by Sydney Metro, the Information Access Unit can be contacted on the details below:

Post	Information Access Unit
	Transport for NSW
	PO Box K659
	Haymarket NSW 1240.
Email	information@transport.nsw.gov.au
Phone	02 9549 9904

For more information about the GIPA Act and your right to access information (including review rights) contact the NSW Information and Privacy Commission:

Post	GPO Box 7011
	Sydney NSW 2001
Email	ipcinfo@ipc.nsw.gov.au
Web	http://www.ipc.nsw.gov.au
Phone	**1800 472 679**

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