Small Business Owners Engagement Plan

North Strathfield Electrical Kiosk Works

November 2025 | Version: 1

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Author:	Julian Latouche
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1 Introduction

1.1 Document purpose

This Small Business Owners Engagement Plan describes the approach Sydney Metro will take to engage with small business owners located adjacent to North Strathfield Electrical Kiosk Works (the works).

This plan is intended to meet the Minister's Condition of Approval D70 under SSI-10038 which states:

Small Business Owners Engagement Plan(s) must be implemented in accordance with the **Overarching Community Communication Strategy** to minimise impact on small businesses adjacent to major construction sites during construction of Stage 1 of the CSSI. These plans must be prepared and submitted to the Planning Secretary for information before construction at the relevant construction site.

For the purposes of this plan:
A 'small business' is defined as a business that employs fewer than 20.
(Source: Australian Bureau of Statistics)

1.2 Objectives

The objectives of this plan are to:

- Establish consultative guidance that will assist Sydney Metro to minimise project impacts on small businesses by highlighting specific needs and requirements.
- Ensure all small businesses adjacent to the works are identified early and that the project team gains a clear understanding of any unique requirements.
- Provide information that may be used to support identified small businesses in the lead up to and during construction.
- Detail the approach Sydney Metro will use to engage with small business owners and understand the impacts on these businesses from any construction work related to the North Strathfield Electrical Kiosk Works.
- Propose a mechanism for small businesses to inform Sydney Metro if they are being adversely impacted and for Sydney Metro to minimise or eliminate these impacts by addressing the cause through investigation, validation and remedy.

1.3 Relationship to other Plans

The Overarching Community Communication Strategy (OCCS) is used to guide Sydney Metro's approach to stakeholder and community liaison during construction and to address the requirements of each project's planning approval. The OCCS will be implemented throughout the construction of each of Sydney Metro's projects and for 12 months following the completion of construction.

This plan is intended as an additional layer of guidance for small business engagement and does not replace best practice management, and mitigation measures for businesses as outlined in the Overarching Community Communication Strategy and contract-specific Community Communication Strategies.

This plan is also supported by a Construction Complaints Management System which outlines the framework for managing complaints, enquiries and escalation processes throughout the project lifecycle.

Figure 1 – Communication strategy hierarchy

2 Engagement

2.1 Approach

Sydney Metro's approach to engaging with small and adjacent businesses is to:

- Introduce a single point of contact for small businesses - through a dedicated Place Manager - who will proactively doorknock and consult with business owners and commit to respond quickly to any issues or complaints raised by that business.
- Gain an understanding of the business owners' concerns about potential disruptions to their businesses.
- Provide businesses with information about the project, the local scope and proposed timing of the works.
- Provide businesses with information about construction progress and the steps taken to minimise potential impacts.
- Ensure the project team understands the operational requirements and sensitivities of small businesses around each work area.
- Where a small business has indicated they are being adversely impacted by the enabling works, the Place Manager shall investigate this complaint by liaising with the Project Team.
- Where it is determined that the works are causing an actual adverse impact, a remedy to this impact will be developed between the Place Manager and the Project Team.
- The Place Manager will inform the small business owner about the remedy that the project will implement and provide a follow-up call to the business owner to ensure the remedy worked satisfactorily.
- Assist small businesses to identify opportunities available to participate in mentoring, education, events and/or promotion programs via local council and/or NSW Government agencies, including any relevant Sydney Metro activities.

This will be supported by stakeholder engagement activities outlined in the project Community Communications Plan and the Overarching Community Communications Strategy.

2.2 Communication Tools

Sydney Metro uses a range of communication and engagement tools in accordance with the Overarching Community Communication Strategy to ensure project information reaches small and adjacent businesses likely to be impacted by the project. Using a variety of tools provides our communities with options to engage with the project in ways that suit their needs and business activities.

Specific communication tools include:

- Personal communication via dedicated Place Managers who are responsible for ensuring that any business consultation is documented and communicated to the relevant members of the Project Team.
- Surveys to understand their business requirements including operating hours, main delivery times, reliance on foot traffic, any signage or advertising that may be impacted, customer origin, and other information specific to the business that will need to be considered in early works planning.
- Notifications including maps to keep businesses informed, explaining the purpose of the works, what they can expect, and any potential impacts (delivered in paper or electronic format).
- Newsletters to provide a look-ahead to properties within 500 metres of the construction site (delivered in paper or electronic format).
- Fact sheets (where suitable) to provide detail on aspects of the work and the project.

- Distribution and access to information will be maintained on the Sydney Metro website, disseminated via project distribution email lists and accessible via the Metro Connect app.

This will be supported by stakeholder engagement activities outlined in the project's Community Communications Plan and the Overarching Community Communications Strategy.

2.3 Contact and information points:

- Project website - www.sydneymetro.info
- Sydney Metro CA Portal - Sydney Metro West | Transport for NSW
- Sydney Metro Connect App
- Facebook - www.facebook.com/SydneyMetro
- 24-hour community information line - 1800 612 173
- Postal address - PO Box K659, Haymarket, NSW 1240
- Community email address - sydneymetrowest@transport.nsw.gov.au
- Briefings to strata managers, building owners, council officers and local business chambers
- Mitigation measures to respond to reasonable requirements of the business
- Stakeholder database to record interactions with the business and to record business information collected in the business surveys.

2.4 Small businesses within vicinity of the work area

The eastern side of the North Strathfield station site is bordered by Queen Street which has two cafés as well as a number of office spaces and light commercial businesses such as a construction business, a care provider, a private tutoring centre, a speech and language therapist, a massage shop, a hairdresser, a pet accessories shop, a computer shop, a graphic design business and a funeral director.

Figure 2: Small Businesses within 200 meters of North Strathfield Electrical Kiosk Works

2.5 Evaluation

Sydney Metro will evaluate the performance and effectiveness of the Small Business Owners Engagement Plan as required in accordance with the measures outlined in the Overarching Community Communication Plan.

Throughout the works, complaints and enquiries received from local businesses will be monitored and:

- Repeat issues will be addressed with the Project Team to further mitigate on site where possible;
- Communication tools, methods and the provision of information to small business will be reassessed to further clarify the construction activities, expected duration and measures in place to minimise impacts.

Lessons learnt will be captured using reviews and regular feedback from businesses and incorporated into the review of this strategy.

3 Small and adjacent business identification and issues mapping

Table 1: Small businesses within 200 metres of the North Strathfield metro station site

Small businesses	Issues/interests	Mitigation measures	Communication tools
• Focus Care • C3 Education • Banter Speech and Language • 107 Chill Massage • Concord Pets • StudioD: Hair Salon • The Hannam Group • Café 93 on Queen • Queen St Café • Express Clearances • JMR Graphic Design • Trevor Lee and Sons Funeral	• General construction impacts including noise and vibration, dust, construction traffic and parking impacts • Banter Speech and language very sensitive to noise impacts and car parking • Concord pets interested in night work noise as dogs stay there overnight • Funeral director is interested in minimising access and noise impacts	• Frequent and clear communication with advance notice detailing work times and durations • Personal contact when street-based work is close to businesses, especially Banter Speech and Language • Business access will be maintained at all times • Open communication about any temporary changes to local road network and access routes • Clear and maintained traffic control measures • Conduct noise and other environmental monitoring • Traffic management plans, traffic control plans to ensure road safety	• Letter drop and electronic updates including newsletters, notifications, monthly updates • Direct contact in advance of any potentially impacting activities • Place Manger personal contact to understand business situations • Business Identification survey • Regular notifications (letterbox and email) • Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation • Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services • Toolbox talks and regular site checks and management

4 North Strathfield Business Analysis – Syscon Electrical Kiosk Works

Business	Address	Contact Info	Operating hours	Impact to business	Feedback from business
Focus Care	30 Waratah St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 9am - 5pm **Sat-Sun:** Closed	Works may impact driveway access and business parking. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
C3 Education	117/119 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 12:30pm - 7pm **Sat:** 9am – 6pm **Sun:** Closed	Works may impact business parking. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
Banter Speech and Language	115 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 8:30am – 5:30pm **Sat: 7:30**am – 2:30pm **Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
107 Chill Massage	107 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Phone:** [redacted]	**Mon - Sun:** 10am – 8pm	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.

Concord Pets	105 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon:** Closed **Tues - Fri:** 9:30am – 5:30pm **Sat - Sun:** 9:30am – 4pm	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
StudioD: Hair Salon	91 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Sat:** 10am-6pm **Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
The Hannam Group	93 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 7am - 6pm **Sat - Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
Café 93 on Queen	93 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 6am - 3pm **Sat:** 7am – 2pm **Sun:** 8am - 2pm	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.

Queen St Café	87 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 7am - 4pm **Sat:** 8am – 2pm **Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
Express Clearances	81/83 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 9am - 5pm **Sat - Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
JMR Graphic Design	85 Queen St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 8am – 5:30pm **Sat - Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.
Trevor Lee and Sons Funeral	115 Wellbank St, North Strathfield NSW 2137	**Contact Name:** [redacted] **Email:** [redacted]	**Mon - Fri:** 9am - 5pm **Sat - Sun:** Closed	No direct impact to business. Will advise of work periods and provide notifications when approved.	No feedback raised during site establishment doorknock and works notification.