



Sydenham to Bankstown

Making way for Sydney Metro

Southwest Link update

December 2025



Southwest Link buses are keeping passengers moving between Sydenham and Bankstown, helping you get to where you need to go.

In this Southwest Link newsletter, find information about:

- Metro's construction progress and train testing
- Improvements made using passenger feedback
- Our Southwest Link team
- Tips for summer travel.

Southwest Link bus service frequency



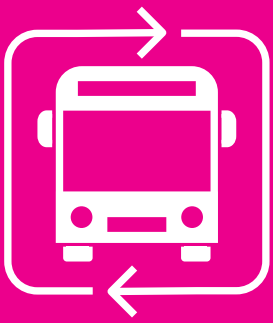
Every 2 to 4 minutes
during peak periods



At least every 10 minutes
across most of the day



At least every 15 minutes
late at night



Southwest Link update

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Thank you!

Recently, we passed 12-months since the T3 Line closed –so we wanted to say thanks for your patience and understanding through the Metro upgrade.

We know our buses add time and complexity to your daily commute. Your patience and understanding means a lot to everyone working behind the scenes on Southwest Link.

We also want you to know that we hear your feedback –loud and clear. Every comment and suggestion helps us improve how we run Southwest Link.



City & Southwest Metro

Southwest Metro project accelerates to next testing stage

High-speed testing on the Southwest Metro line began in early November, marking a major step toward turnup-and-go services between Sydenham and Bankstown.

Trains will now reach speeds of up to 100km/h, progressing from earlier low speed testing of up to 25km/h which started in April this year.

Local communities will notice increased activity as testing ramps up, with a target of 9,000 hours and 30,000kms of combined testing before opening.

When services launch next year, metro trains will run every four minutes during peak times –15 per hour, compared to eight trains an hour on the former T3 Line.

Passengers will enjoy faster, more frequent trips:

- Marrickville to Gadigal: 12 minutes (saving 12 minutes)
- Bankstown to Central: 28 minutes (saving 6 minutes)
- Campsie to Macquarie University: 44 minutes (saving 17 minutes)
- Lakemba to Victoria Cross: 37 minutes (saving 24 minutes)

Station upgrades are about 75% complete, with painting, tiling, Opal gate installation, and fitting of Sydney Metro's signature 'N' signage underway.

Testing of platform screen doors, gap fillers, and communication systems –such as displays, CCTV and hearing loops –is progressing across all 11 stations.

The Sydney Metro team extends its thanks to the community for their patience as the metro project progresses –particularly communities and local businesses impacted by construction work, and passengers using Southwest Link.



Southwest Metro high speed testing



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You spoke – we listened!

Based on your feedback and suggestions, we have made improvements to our stops, services, and precincts to make them safer and easier to access.. These adjustments are all part of our commitment to deliver a better travel experience for passengers using Southwest Link.

Road and interchange improvements

Significant road repairs have been undertaken on Southwest Link routes across Bankstown, Wiley Park, Lakemba, and Belmore –ensuring a smoother and safer ride for passengers and local communities.

We have also invested in the Bankstown interchange and surrounding roads to ensure Southwest Link buses can enter service smoothly and efficiently.

Road conditions will continue to be monitored throughout the metro conversion period.

Bankstown Bus Interchange



Before



After

Bridge Road, Belmore



Before



After

The Boulevard, Wiley Park



Before



After

Cleaner bus stops

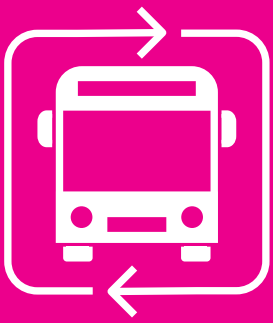
We have worked with local Councils to improve the cleanliness of our bus stops.

Additional rubbish and recycling bins have been installed, and frequent collections help ensure Southwest Link stops remain clean, comfortable, and safe.

Did you know?

Since Southwest Link started in September 2024:

- 111 pink buses have carried around 40,000 passengers per day across 3 routes between Sydenham & Bankstown. That's more than 16 million passenger trips!
- We've recruited and trained over 220 bus drivers
- 30 marshals are helping passengers at Bankstown, Campsie, Sydenham, Dulwich Hill, Canterbury, Belmore, Marrickville, Lakemba, Wiley Park.



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Undercover seats at Lakemba and Canterbury

We recently installed additional seats at Lakemba and Canterbury. This means all Southwest Link stops now have seating options that are undercover and protected from the elements.

Extra bike hoops at Sydenham

In July, we installed 30 additional bike hoops at Sydenham Station to provide secure parking for another 60+ bikes.

This increase supports the surge in people riding to Sydenham from across the Inner West and offers a great alternative to get around while the T3 Line is closed.

Sydenham's bike parking includes both secure parking inside the shed -including space for non-standard bikes- and bike hoops near the Sydenham Road entrance.



Better timetable planning

Earlier this year, we trialled new Bluetooth technology on Southwest Link services to count passenger numbers.

The technology aims to provide insights about passenger demand and travel patterns, which helps us allocate services more efficiently.

Following the success of the trial, from 4 December 2025 the technology will be rolled out across Southwest Link services.



More shelter at Sydenham

In late November, another marquee was installed at Sydenham to provide Southwest Link passengers with improved shelter and comfort.

The shelters help protect commuters from sun and wet weather, reduce crowding under the existing shelters, and create a more accessible and safe waiting environment – especially during peak periods.

Support for business

In August, we introduced 12P parking to Lower Railway Parade, Sydenham to help local businesses maintain parking access for their staff, delivery drivers, and clients.

The temporary change addresses an important need for businesses impacted by nearby bus marshalling areas, while also providing generous parking for commuters accessing the Sydenham Station precinct.



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Explore your local area by bike

Summer is here - what better time to join the many others and discover the Southwest Link bike riding routes?

These routes offer a great way to reach Sydenham, Tempe, and Redfern by bike. Most use existing cycleways, shared paths, and quiet streets - follow the pink Southwest Link bike signs.

Find maps and details here: **Southwest Link Active Transport**

Getting you ready to ride in 2026

We'll be at Sydenham, Marrickville, Dulwich Hill, and Hurlstone Park stations in the New Year to offer you tips and tricks for an easier ride - including free bike tune-ups!

Don't miss out - sign up for our updates now to get the latest info when it lands:

Subscribe to Southwest Link service updates.

Thanks to all our frontline staff!

A big thank you to all our bus drivers and bus marshals who keep Southwest Link running as smoothly as possible each day.

Whether it's helping passengers find the right bus, answering questions, or navigating busy roads in heavy traffic, the Southwest Link team are there rain, hail or shine.

Thanks for all you efforts!



Great work Etel!

For Southwest Link passengers at Dulwich Hill, bus marshal Etel Haramina needs no introduction.

Etel's bright and kind energy has greeted passengers at Dulwich Hill since day one of Southwest Link.

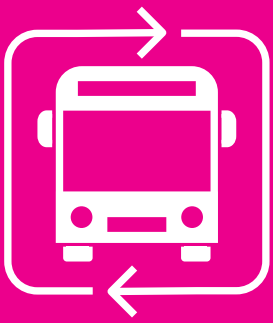
Following countless compliments about her hard work and warm approach, Etel's efforts were recently recognised in the NSW Parliament with a Community Recognition Statement.

The statement - which was presented by Member for Summer Hill, Jo Haylen MP, recognised Etel's kindness and positive energy and thanked her for her contributions to the local community.

Great work Etel, and thanks again!



Jo Haylen MP, Member for Summer Hill, Etel Haramina, Bus Marshal and Howard Collins, Coordinator-General



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Southwest Link Summer Tips

Sydney summers can be unpredictable – scorching one day, stormy the next. As we approach the warmer months, here are some easy ways to stay safe and comfortable on your Southwest Link journey.

When it is hot

- **Seek shade:** All Southwest Link stops have marquees or nearby awnings to provide you with cover. A hat or umbrella helps too.
- **Stay hydrated:** Remember to carry water or electrolyte drinks; insulated bottles keep them cooler longer.
- **Dress for the weather:** Wear light, breathable clothing and use sunscreen, sunglasses, and a wide-brim hat for UV protection.
- **Ask for help:** If you feel faint or dizzy let your driver or the marshal know – help can be arranged quickly.

When it is wet

- **Share the shelter:** Undercover areas fill quickly during rain. Offer space to those who need it most, like older passengers or parents with prams.
- **Fold umbrellas at the door:** Storing your umbrella in a cover or folding and pointing it down before boarding helps keeps the floor dry and prevent slips.
- **Mind the splash zone:** Step back from the kerb when buses pull in; puddles can collect near the kerb and can catch you off-guard.
- **Watch your step and hold on:** Wear shoes with grip and use handrails when traveling. Wet roads can mean sudden stops.

Thanks for your patience this Summer as we keep services running safely and reliably.

Summer timetables

Like all public transport services across Sydney, Southwest Link will run to a slightly reduced summer timetable from 25 December through to 26 January.

Make sure you plan ahead using transport apps or the Trip Planner to ensure you're up to date with any timetable changes that may effect your journey.

Contact us

For enquiries, complaints or feedback, our team will remain available via the contact details below.



Project Infoline **131 500**



southwestlink@transport.nsw.gov.au

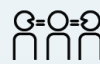


<https://transportnsw.info/southwest-link>



Sydney Metro

24-hour community info line: **1800 171 386**



Interpreter service

For languages other than English call **131 450**
Arabic • Greek • Hindi • Mandarin • Vietnamese

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