



# RAIL INFRASTRUCTURE ALLIANCE EASTERN PORTAL DEVELOPMENT PLAN AMENDMENT (RAIL SERVICES BUILDINGS) – JANUARY 2021 COMMUNITY ENGAGEMENT SUMMARY



# ENGAGING WITH COMMUNITIES

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## INTRODUCTION

The Metro Tunnel will create a new end-to-end rail line from Sunbury to Cranbourne / Pakenham, with high capacity trains and five new underground stations.

The Rail Infrastructure Alliance (RIA), a partnership between John Holland, CPB Contractors, AECOM, Metro Trains Melbourne (MTM) and Rail Projects Victoria (RPV), is building the eastern entrance to the Metro Tunnel in South Yarra (Eastern Portal).

Eastern tunnel entrance works commenced in accordance with RIA's Eastern Portal Development Plan, which was placed on public display in February and March 2019 and approved by the Minister for Planning on 15 May 2019.

RIA's Eastern Portal Development Plan sets out the required above-ground works to construct the eastern tunnel entrance and describes the response to the Urban Design Strategy (UDS) and relevant Environmental Performance Requirements, as defined in the Metro Tunnel Environmental Management Framework.

Further to the Ministerial approval of the Eastern Portal Development Plan in May 2019 and an amendment in June 2020, RIA sought to amend the Development Plan to reflect further design development and consultation outcomes.

This included drafting plans and designs to progress construction of rail services buildings, known as Communications Equipment Rooms (CER) and Signalling Equipment Rooms (SER), on the northern side of the rail corridor to deliver vital communications and signalling infrastructure for the Metro Tunnel. The amendment also included minor design changes and landscaping along the new Lovers Walk.

The draft RIA Eastern Portal Development Plan amendment was placed on public display from Monday 13 July 2020 until 5pm on Friday 31 July 2020.

The feedback received during public display was considered in finalising the amendments to the RIA Eastern Portal Development Plan. An updated plan was submitted to the Minister for Planning for consideration and was approved on 8 January 2021.

## PURPOSE

This Community Engagement Summary provides a summary of the feedback received as part of the community consultation undertaken to support completion of amendments to the RIA Eastern Portal Development Plan.

## OUR ENGAGEMENT FRAMEWORK

RIA delivered its community engagement activities in line with RPV's engagement framework, which can be found on the Metro Tunnel website at [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au). This framework guides all engagement activities for the Metro Tunnel and captures the project's commitment to meaningful consultation with stakeholders and communities during the planning and delivery of the project.

The following core principles guide RIA's engagement:

- **Direct:** Direct engagement is the preferred means of communicating major issues to affected stakeholders and communities
- **Open:** Communication will be open, transparent, inclusive, accessible, accurate and consistent in its content, and will be planned, coordinated and timely in its delivery to all audiences
- **Proactive:** Proactive communications and early engagement are integral parts of all project and operational planning processes to ensure a "no surprises" approach
- **Tailored:** Messages and delivery channels must be tailored to the communication and information needs of their intended audiences.

## EASTERN PORTAL DEVELOPMENT PLAN AMENDMENT – PUBLIC DISPLAY

Draft amendments to RIA’s Eastern Portal Development Plan were released for public display from Monday 13 July 2020 until 5pm on Friday 31 July 2020 via the Metro Tunnel website. This 15-business day public display period provided the community and stakeholders with the opportunity to view and formally comment on proposed amendments to the approved plan.

To overcome the impact of COVID-19 restrictions and reach as many community members as possible, the project team utilised virtual community information sessions, and used a combination of digital and traditional methods for issuing updates.

Our engagement approach is outlined in the table below.

| Mailouts and media  | Online / Digital   | Interactions  |
|---|--|---|
| Letterbox drop on 13 July 2020 to 2,400 dwellings advising of the public display of the draft amendment. Residents received a postcard containing information about the proposed planning amendment and information sessions. The postcard also invited the community to participate in an online survey seeking feedback on the proposed amendments. | Public display of the draft RIA Development Plan on the Engage Victoria website, including the opportunity to provide feedback via an online survey, from Monday 13 July 2020 to Friday 31 July 2020.          | Four 50-minute virtual drop-in community information sessions held via Zoom – two on 18 July and two on 22 July. A facilitator welcomed participants to each session, which included presentations from RIA’s planning and design teams, followed by Q&As and a general discussion. |
| Reminders in the June and July Eastern Portal monthly construction updates.   | Social media posts on Metro Tunnel Project Twitter and Facebook accounts featuring links to the draft plan and online survey, and advising of the time and location of virtual community information sessions. | Engagement with nearby property owners in William Street and Chambers Street.   |
| Public notice advertisements published in <i>The Age</i> and <i>Herald Sun</i> on 13 July 2020.   | E-news update sent on 13 July to Metro Tunnel Project subscribers.   | Briefings provided to South Yarra Community Reference Group (CRG).  |

## ENGAGEMENT SNAPSHOT

The table below provides a breakdown of key interactions with the community.

|  |  |  |
|--|--|--|
| <p><b>11</b></p> <p>Submissions during public display</p>  | <p><b>28</b></p> <p>Interactions at virtual information sessions</p>   | <p><b>3</b></p> <p>Meetings with frontline landowners to discuss direct impacts</p>                        |
| <p><b>2,400</b></p> <p>Letterbox drops to dwellings surrounding South Yarra station advising of the public display of the Development Plan amendment</p> | <p><b>4,800</b></p> <p>Residents reached via public display reminders in the June and July Eastern Portal construction updates</p> | <p><b>1,154</b></p> <p>Visits to Engage Victoria website</p>   |
| <p><b>188</b></p> <p>Visits to Metro Tunnel Project's development plans webpage</p>  | <p><b>404</b></p> <p>Metro Tunnel Project webpage news item views</p>  | <p><b>20,607</b></p> <p>Social media page interactions (page impressions, reactions, comments, shares)</p> |
| <p><b>1,449</b></p> <p>Metro Tunnel Project e-news recipients</p>  | <p><b>31,044</b></p> <p>Total interactions with the community and key stakeholders</p>   |  |

## COMMUNITY FEEDBACK

The table below outlines a summary of the specific issues raised in relation to the Eastern Portal Development Plan amendment.

| Comments   | Project team response   |
|--|---|
| <p><b>Proposed rail services buildings on the northern side of the rail corridor and associated works</b></p> <ul style="list-style-type: none"> <li>• Concern about amount of land allocated for rail services buildings, driveway and car parks within the compound</li> <li>• Suggestion to locate the rail services buildings in another area, such as the apex where the Sandringham line meets other lines between South Yarra Siding Reserve and South Yarra Station or within the rail corridor on top of the tunnel entrance with access from William Street bridge</li> <li>• Query as to whether the rail services buildings could be built underground</li> <li>• Concern about the proximity of the rail services buildings and associated electrical infrastructure to residential properties</li> <li>• Concern about extent and height of high security fencing between the rail services buildings and nearby homes</li> <li>• Request to change the positioning of the buildings and driveway within the compound to create space between residential properties and rail services buildings</li> <li>• Request to discuss alternative fencing arrangement and landscaping within bordering properties to screen high boundary fence and rail services buildings.</li> </ul> | <ul style="list-style-type: none"> <li>• As this area will provide infrastructure that is vital to the running of the network, there are a number of requirements associated with this rail infrastructure that must be provided and are not responsive to feedback, such as security and access</li> <li>• RIA has considered views from the community and has worked directly with key stakeholders including the City of Stonnington to discuss elements of the design that can incorporate feedback. This includes the treatment of fencing and structures, colours and materials and landscaping</li> <li>• This essential infrastructure needs to be situated near the Eastern Portal entrance. The vacant land to the south of 8 William Street has been selected due to its close proximity to the railway corridor, limited impact to existing and new public realms (South Yarra Siding Reserve and the new Promenade, respectively), the land size and access requirements, which included vehicle modelling to ensure safe vehicle and pedestrian movements throughout the compound</li> <li>• The rail services buildings have been designed to limit the impact on the surrounding area</li> <li>• The rail services buildings will be positioned a minimum of two metres away from the property boundary fence</li> <li>• Electromagnetic emissions or electromagnetic fields (EMF) are a natural by-product of electricity. They occur around all electrical items, including those in our homes, workplaces and naturally through the earth's magnetic field and thunderstorms</li> <li>• The CER/SER buildings will access the same power that runs through street power lines. The electromagnetic emissions from the CER/SER buildings should be no greater than the levels already produced in the area</li> <li>• Trees and shrubs can be planted within bordering properties to screen the boundary fence, however they cannot encroach into the compound. RIA will continue to discuss boundary fence treatments and landscaping with the landowners of neighbouring properties.</li> </ul> |

| Comments  | Project team response  |
|---|--|
| <p><b>Proposed building and fencing treatments for rail services buildings</b></p> <ul style="list-style-type: none"> <li>• Suggestions to incorporate a form of screening to conceal the rail services buildings, such as solid fencing around, or landscaping within, the compound</li> <li>• Concern over potential for heat effects caused by buildings and hard surfaces</li> <li>• Suggestion to use less industrial style or more “residential type materials” on rail services buildings.</li> </ul>  | <ul style="list-style-type: none"> <li>• The colour of the rail services buildings is proposed to be a light grey/off-white colour to help protect the equipment inside from heat and to suit the surrounding area</li> <li>• The new boundary fence needs to meet the requirements of the future site operator, Metro Trains Melbourne, including security and safety standards</li> <li>• There is an opportunity for landowners to provide feedback on elements of the boundary fencing shared with residential properties. RIA will continue to work with the landowners to understand their preferences</li> <li>• A new semi-permeable, architecturally treated screen will be installed along the perimeter of the compound to provide an attractive interface with Lovers Walk and Chambers Street and to soften the area.</li> </ul>                                |
| <p><b>Minor design changes and landscaping along the new Lovers Walk</b></p> <ul style="list-style-type: none"> <li>• General support for design and landscaping approach</li> <li>• Request for pre-existing non-native tree species such as the Canary Island Date Palms, Oaks and Elms to be reinstated</li> <li>• Request for a solid fence between Lovers Walk and the railway line to provide noise attenuation for nearby residents</li> <li>• Request for trees and landscaping to be added in Chambers Street between Oxford Street and the railway line.</li> </ul> | <ul style="list-style-type: none"> <li>• Landscaping has been proposed along the Lovers Walk boundary, within the compound where possible and on the William Street and Chambers Street corners</li> <li>• The positioning and location of the rail services buildings and visually permeable fencing around the compound seeks to ensure the safety of the area and retain sightlines between Chambers Street and along Lovers Walk. It also improves the general area of Lovers Walk through the addition of landscaping and widening of the pathway for pedestrian use where possible</li> <li>• The area between Chambers and Oxford streets is outside the scope of the project</li> <li>• Design of proposed screens and fences along the walkway will enhance visibility and lighting</li> <li>• A noise attenuation wall is not proposed for Lovers Walk.</li> </ul> |

| Additional comments  | Project team response   |
|--|---|
| <p><b>Metro Tunnel entrance</b></p> <ul style="list-style-type: none"> <li>Request for South Yarra station to be linked to the Metro Tunnel entrance.</li> </ul>   | <ul style="list-style-type: none"> <li>This is outside the scope of RIA's development plan.</li> </ul>                    |
| <p><b>Osborne Street design</b></p> <ul style="list-style-type: none"> <li>Feedback about the design of Osborne Street reserve and requests for increased vegetation to screen rail services buildings and apartment tower from view lines of Osborne Street properties</li> <li>Request for more detail on lighting</li> <li>Request for screening of Osborne Street bridge and accompanying access ramp</li> <li>Request for planting along Osborne Street to be consistent with the streetscape.</li> </ul> | <ul style="list-style-type: none"> <li>Osborne Street is outside the scope of this Development Plan amendment.</li> </ul> |



## ENGAGEMENT WITH RESIDENTS IN IMMEDIATE AREA

The project team engaged with landowners and residents from neighbouring properties prior to and during public display.

Engagement with these landowners and residents provided opportunities to discuss and seek feedback on the proposed changes to the approved development plan and outline key timings, fence treatment options and next steps in the process.

## PREVIOUS ENGAGEMENT

Extensive community engagement was undertaken in late 2018 and early 2019 to inform preparation of design concepts, test ideas and seek feedback on key community interests and concerns, outline which design elements were fixed and why, and deliver a transparent process. Engagement activities undertaken during this time included community pop ups, design workshops and briefings prior to public display.

The Eastern Portal Development Plan was released for public display from 4 February 2019 to 22 February 2019 via the Metro Tunnel Project website and was approved by the Minister for Planning on 15 May 2019.

RIA sought to amend the Eastern Portal Development Plan in early 2020, to reflect further design development and consultation outcomes.

Amendments to the Eastern Portal Development Plan were prepared to reflect changes that occurred during the design development process in consultation with the City of Stonnington, other key stakeholders and the community.

Proposed changes to the Development Plan focused on:

- New public open space and associated landscaping along Arthur Street
- Amendments to the design solution along Osborne Street and the Osborne Street Reserve
- Minor design changes to the William Street bridge and the William Street pocket park
- Minor updates to provide further information on aspects of the approved design that were refined as part of the design development process.

The draft RIA Eastern Portal Development Plan amendment was placed on public display from Monday 17 February 2020 to Friday 6 March 2020. An updated plan was approved by the Minister for Planning on 15 June 2020.

For more information about the Eastern Portal Development Plan and previous engagement please visit [metrotunnel.vic.gov.au](https://metrotunnel.vic.gov.au)

## ONGOING ENGAGEMENT

In addition to consultation undertaken with the community, RIA has undertaken extensive stakeholder consultation to guide preparation of the Eastern Portal Development Plan and draft amendments to the Development Plan prior to and following the public display and submission process. This involved consultation with the Metro Tunnel Development Plan Review Committee (DPRC) and the Metro Tunnel Urban Design and Architecture Advisory Panel (UDAAP). We have also sought feedback from Local Government, service providers and stakeholder groups.

As part of the design process, we will continue to engage with key stakeholders including:

- City of Stonnington
- Department of Environment, Land, Water and Planning (DELWP)
- Department of Transport (DoT), including Transport for Victoria (TfV), Public Transport Victoria (PTV) and VicRoads
- Department of Treasury and Finance (DTF)
- Environment Protection Authority (EPA)
- Heritage Victoria (HV)
- Melbourne Water
- Metro Tunnel Development Plan Review Committee (DPRC)
- Metro Tunnel Urban Design and Architectural Advisory Panel (UDAAP) including the Office of the Victorian Government Architect (OVGA)
- Metro Tunnel Traffic and Transport Working Group
- VicTrack
- Metro Trains Melbourne (MTM)
- South Yarra Community Reference Group (CRG)
- Toorak Road Traders Association
- Chapel Street Precinct Association
- Our interface delivery partners, Cross Yarra Partnership (CYP) and Rail Systems Alliance (RSA).

# NEXT STEPS

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The Minister for Planning approved the RIA Eastern Portal Development Plan amendment on 8 January 2021.


RIA is continuing to progress through the design process for the Eastern Portal precinct. We will continue to engage with the local community and seek feedback where possible throughout this process.

The project team will also continue to engage with key project and government stakeholders, including the City of Stonnington, as we seek to finalise detailed designs.

## More information

To find out more about the Metro Tunnel Project:

 [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au)

 1800 105 105 (24 hours a day, 7 days a week)

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It should be noted that this information is current at the time of printing, however due to unforeseen circumstances, changes may occur. Please visit [railprojects.vic.gov.au](http://railprojects.vic.gov.au) for the latest updates.