

Meeting Minutes

North Community Liaison Group (CLG)

Date	16/04/2021	Time	10:00-11:30am
Chair	Mike Marasco	Meeting no.	8
Location	Montmorency Eltham RSL	Minute taker	Jacinta Booth

Attendees

Attendees			
Name	Organisation	Name	Organisation
Mike Marasco (MM)	Independent Chair	Jacinta Booth (JB)	NELP
Michelle Giovas (MG)	Friends of Banyule	Jim Needham (JN)	NELP
Katie George (KG)	Community Representative	Toni Clark (TC)	NELP
Allan Hunter (AH)	Community Representative	Matt Abdallah (MA)	CPB
Paul Bellis (PB)	Banyule Council	Carlene Rutledge (CR)	CPB
Nat Pearson (NP)	NELP	Glen Preema (GP)	CPB
Apologies			
Name	Organisation	Name	Organisation
Remo Marinucci (RM)	Community Representative	Michelle Molinaro (MMo)	Community Representative
John Pompei (JP)	Community Representative	Mick Marcevski (MMa)	DoT
Sarah Maguire (SM)	Watsonia Traders Association	Simon Chao (SC)	VicRoads
Adriano Murone (AM)	Community Representative	Matt Pochroj (MP)	CPB
Stephen Paul (SP)	Community Representative	Greg Sandford (GS)	CPB

Key discussion points/decisions

Owner	Action
Mike Marasco (MM)	<p>Welcome and outstanding business</p> <ul style="list-style-type: none"> ● MM welcomes the group. ● MM advises all outstanding matters from the previous meeting have been addressed. ● NP confirms when the MOU has been finalised, further information will be provided to the group. ● MM advises KG's action regarding speaking to residents in order to pass their details onto CPB, has not been completed however an issue was identified in the process. ● KG advises their property was impacted with their gas being disconnected. Notification went out some weeks prior stating residents would be notified on the day this was to occur however, this didn't happen. As a result, people's gas was disconnected, and they weren't aware of issue until they went to their letterbox and read instructions on how to reconnect their gas. KG called Big Build as part of the complaints process, complaint was referred incorrectly to CPB. Recognises there is a problem with how complaints are filtering through to NELP and can be referred to the wrong area. Has not heard anything further from NELP regarding this complaint. ● KG adds we need to get the complaints process right including how complaints are resolved and make it clear to people impacted by the project, who's responsible for what before we move into the main works. ● TC said this falls under her brief as she manages the Contact Centre. Advises NELP has recently employed someone who will oversee all of our processes and will audit the complaints management process. Adds this is a good example of how we can improve and welcomes the feedback. ● TC to liaise with JN and CR and follow up with KG regarding complaint and overall complaints management process. ● JB to email CPBs bullying and harassment policies SP in response to his question raised at the previous meeting. ● CR reiterates CPB has very rigorous protocols in place for bullying and harassment. ● NP explains SP raised this in the context of what had happened with federal government bullying their own staff and wanted to ensure contractor employees were protected. ● MM confirms minutes from previous meeting have been read and adopted. ● MM notes several apologies. ● MM introduces CPB to give their works update.
Carle Rutledge (CR), Matt Abdallah (MA), & Glen Preema (GP), CPB	<p>CPB Works Update</p> <ul style="list-style-type: none"> ● CR gives an overview of the update and introduces presenters and the areas they look after. ● MA gives an update on utility relocations in the Borlase area including the PRS construction and pipe track works, water relocations, gas works and drainage and sewer works.

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	<ul style="list-style-type: none"> ● MG asks MA whether CPB is barrelling Banyule creek as part of these works. ● MA advises there is drainage works for Banyule Creek diversion. ● MA gives an update on other works in the area including the opening of Drysdale Street on the Lower Plenty Road end, relocating the bus stop at the end of Drysdale St and the extension of a construction compound car park to alleviate workers parking on streets. ● MA explains the large water main installation works which are progressing. Works on Borlase Street from Monday 16 March. Borlase and Drysdale St intersection closed on Monday 22 March. ● MA provides more detailed summary of water works occurring and upcoming at Borlase for April and May included in the notification that was distributed on 7 April. This includes drainage works for creek diversions, PRS construction works, water relocations and Moonwatha St water main connection and road closure. ● MG asks for clarification on where Banyule creek flows in relation to the blue line indicated on the map. ● MA explains the creek flows under Drysdale Street through to Borlase Reserve side Creek. ● CR adds the creek is being trenched and confirms the structure has not changed and is currently going through a pipe. ● CR to give MG some more info offline and photos of the Banyule creek. ● KG explains that people general think extended hours are standard hours, when there is a need for extra works it would be good to have a follow up notification. ● CR explains that information about out of hours works is included in notifications leading up to works. CPB will notify residents by email, DLs etc. to give them a heads up that the works they have mentioned are going ahead. ● KG adds that a reminder notification a couple days out and confirmation on the morning works are happening would work well. Notification isn't given to residents when works that were expected to start don't go ahead. ● CR explains that sometimes this is out of their control as subcontractors can change things at the last minute. ● MA gives an update on electricity works including the relocation of overhead power poles and power poles on Greensborough Road, Lower Plenty Road and Creek Bend Reserve and the installation of underground power lines and replacement poles on Drysdale Street. ● MA outlines the nightworks for utility relocations on Greensborough Road north of Erskin Road including gas works and relocation of electricity infrastructure. These works are on track for completion in August. ● MG raises concern about the lights along Greensborough Road for the night works, she was travelling South bound, close to Yallambie Road and found them to be quite blinding. ● CR advises these lights are needed and are directed away from residents and more to the road. Adds that CPB has a road safety auditor and safety surveillance officer that visit these works to check these types of things. ● CR advises she will mention this to the supervisor.

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	<ul style="list-style-type: none"> ● GP gives update on electricity works on old Greensborough Road which includes power pole installation, overhead line, and trenching work (day works) which commenced on 12 April and will be ongoing for up to 6 weeks. Explains the works, changes to pedestrian and cyclist access, arrangements for rubbish collection and community engagement. ● GP explains that during works, two-way access will be maintained on old Greensborough Road except for two days when it will be closed. ● MG asked whether the road will be closed to all traffic. ● GP confirms it will be closed to traffic but not residents. ● CR explains originally the subcontractor wanted to close the road for the entire time, there will be less impact to residents closing the road for two-days. ● CR explains community engagement around old Greensborough Road works. CPB have had lots of conversations with adjacent residents and local businesses, they have been well engaged for some time and will continue to be around this piece of work. No complaints have been received. ● GP explains the gas main relocation service investigations to inform design and methodology for gas works in Watsonia later this year. Will be a mix of day and night works but mostly day. Lists the locations in Greensborough and Yallambie where these investigations will take place. Explains what works will occur during relocation. ● MG asks for clarification on the location of the gas main relocation. ● GP advises there are three different gas mains, connection of these mains will be disrupted due to the North East Link so the networks need to be reconfigured on both sides. This will take place near Watsonia Height Primary School. ● CR adds these investigations are to help inform design and what methodology to use. CPB have flagged with council that these works will be close to residents so this will be considered during the planning. The relocation works likely won't occur until next year. ● KG asks how long this piece of work will take. ● GP advises around 5-6 months. ● JN reiterates the works occurring next week are only investigative works for up to four week and will be less impactful. The main gas relocation works will come later. ● MG asks whether these works are still part of early works. ● GP explains CPB are doing the design and NELP decides whether CPB will carry out the work ● KG asks whether investigative works are only a few days here and there. ● GP confirms they are and gives an outline of what the investigative works entail. Although we don't have a final design for the project, there is a route to which CPB work within and they are also guided by APA, the gas mains asset owner. ● KG asks whether investigative works are expected to be completed by May. ● GP confirms works will be completed by end of May/early June. ● KG asks if these investigative works are to inform final design?

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	<ul style="list-style-type: none"> ● CR explains these services investigations are to occur first and the 6 month piece of works happening later this year/early next year are the gas relocations works which are still part of early works not the PPP. ● GP explains the relocation of this gas main was not originally in CPB's scope, NELP asked if CPB could carry this out as part of early works. ● CR gives Ford Park sports upgrades update. Works are on track for completion in August. Outlines what works are taking place and what has already been completed. Works notification was issued on the 9 April. Advises there will be extended weekend work hours from 18 April until late June. Low impact works will occur on Sundays 7am to 5pm within the fully enclosed building structure. ● CR gives Binnak Park sports upgrades update. Works are on track for completion in August. Outlines what works are taking place and what has already been completed. Works notification was issued 9 April. Advises there will be extended weekend work hours from 18 April until late June. Low impact works will occur on Sundays 7am to 5pm within the fully enclosed building structure. ● CR adds these sporting facilities are really taking shape and have received some good feedback from the community. ● CR provides a summary of complaints for utility relocation nightworks on Greensborough Road over the last 6 months. Explains the table shows complaints for noise and vibration only and are mostly reactive complaints from people we may not have contacted previously and also some of the more regular contacts who didn't initially opt for relocation. ● CR explains the respite and relocations assistance program has resulted in fewer complaints than expected. January and February was the peak of our gas and electricity works where we had the highest number of complaints which was expected. ● CR gives an update on community engagement and notifications for all utility relocation work areas. ● MG asks about proactive respite relocation and how the area is calculated. ● CR explains there is a dedicated relocation advisor who interfaces with all of the nightworks. Residents who we know are in areas where there will be nightworks are contacted, if we don't have their details, we leave a DL card to remind people of the works coming up and let them know they are eligible for respite relocation. ● CR adds eligible homes are based on noise modelling contouring which is completed and assessed by our environmental management team in the most impacted areas. Noise assessment show the number of properties being impacted by works. Those who choose to stay can contact advisor and ask to be relocated. ● CR also gives an update the UDLP M80 telecommunications tower public consultation, this is underway throughout April. ● JN adds the UDLP for the M80 telecommunication tower is a 21-day public exhibition on Engage Vic website which started on the 7 April. A handful of submissions have been received so far. ● CR reminds the groups of the community touch points. ● MG asks why the group didn't meet at the Watsonia hub.

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	<ul style="list-style-type: none"> ● TC advises we couldn't meet at the hub as there are still capacity limits in place which would mean the hub would be closed to the community during the meeting. This isn't ideal at the moment as there have been a lot of visitors. ● KG thanks CPB for the complaints numbers and adds it would be helpful to understand how successful the resolution has been around those complaints and the themes. ● CR advises they will give an overview of complaints for other areas at the next CLG. ● MG is interested about complaints regarding property access, dust or waste. Would like to know what the issues are. ● KG noticed there's a massive stockpile in Borlase Reserve, is this clean fill. ● MA explains it is clean fill. ● KG ask about dust control as there have been some complaints around impacts of dust on properties and people not being able to have their windows open ● MA explains they are still following up management plans in terms of managing stockpiles and dust suppression, we will keep an eye on this. ● CR adds there is live monitoring of dust, vibration, and noise on site. ● MG asks if there a stock pile height limit. ● MA explains there is no limit as such, a stock pile is naturally left to settle and with this one in particular, there's nothing around it so it is safe. ● CR reiterates CPB will present another complaints analysis at the next meeting for some of the other works area. ● NP adds it could be similar to what Chris does for the South CLG. ● CR thanks the group. ● MM introduces NT to give the Bulleen Park & Ride update.
Toni Clark (TC), NELP	<p>Student Engagement Program update</p> <ul style="list-style-type: none"> ● TC gives an overview of what she will be covering in the presentation. ● TC explains there is a team at NELP along with GHD contractors who are developing a long-term strategy of engagement with schools from primary, secondary and tech schools around the project corridor. Notes it will be an ongoing relationship with schools. ● TC outlines what will be involved in the program and the type of things that students will have access to. The program will also raise awareness of how infrastructure works and what jobs are available to students in the future. New opportunities will be on offer that students previously weren't aware of. ● TC explains the program focuses on SHTEAM; Science, Humanities, Technology, Engineering, Art and Math. The program had added humanities because it's important to include not only theoretical but also social impacts too. ● TC notes the program will also align with other Big Build Schools Engagement Programs. ● CR adds the West Gate Tunnel Project program is really great. Builds interest for the project and wanting to get into construction.

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	<ul style="list-style-type: none"> ● TC explains we recently undertook a Mini Tunnel Boring Machine (TBM) activity with some local primary schools. Outlines what was involved in the activity including a naming competition for two of the TBMs digging part of the Yarra East Main Sewer (YEMS). Adds one TBM was named Izzy after one of the female engineers working on the project, the other two names and winners of the competition will be announced soon. ● TC explains the tech school partnership, NELP is collaborating with three schools in the area and Banyule council to support and develop content for a Future Transport Inquiry. Students will learn to identify transport problems and explore solutions on how to fix them. ● TC advises there will be a Skills, Jobs and Careers outlet within our Watsonia hub. The Government has developed a new body called Apprentices Victoria, and they will have a presence at the hub and a pop-up at the Bulleen Office. All people are welcome, this will likely start mid-year. ● TC explains NELP had co-funded Australia's first tunnelling training facility called the Victorian Tunnelling Centre (VTC) which is on Warrigal Road in Chadstone. The facility is operated by Holmesglen Institute and 5000 students a year will attend. Apprenticeships and traineeships will be created for NELP and other Big Build projects. Can organise a tour for the CLG groups. ● TC advises there is a new school engagement email, provides the contact details. ● MG and KG requested a tour of WGTP, interested to see the site and understand the impacts of living next to launch site. ● NP to follow-up. ● MG suggests it might be a good idea to have a dedicated NELP complaints number rather than the existing 1800 number. As NELP is a large project and works are ramping up, there is likely to be a lot of complaints. ● TC to add this into the contact centre audit.
Noel Treacy (NT), NELP	<p>Bulleen Park & Ride update</p> <ul style="list-style-type: none"> ● NT gives an overview of what he will cover in the presentation. ● NT provides context of the location of where the park and ride will be built and notes although it is in the south it's still important for the North group to be across it. ● NT explains why an Urban Design Landscape Plan (UDLP) is required and why we need approval from the Minister for Planning. Adds this is why a UDLP is required for the M80 telecommunication tower. ● NT explains the UDLP public exhibition process, its length and why it was held longer than is required. Outlines the promotion of Bulleen Park & Ride and the engagement that took place prior to and throughout the exhibition period. Adds there was extensive consultation with a total of 35 submissions received. ● NT explains some of the key changes to the park and ride as a result of submissions received. Indicates where these changes are on the render of the facility. ● NT talks through the next steps. Advises the UDLP is required to be on the NELP website and has been uploaded here: https://northeastlink.vic.gov.au/planning/approvals/key-approval-documents. Notes all key approval documents are uploaded to this page.

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	<ul style="list-style-type: none"> ● NT follows on and explains that all relevant stakeholders are notified of the approval via various channels. ● NT advises 'Meet the contractor' drop-sessions are being held on the 24 and 28 of April for nearby resident and the local community. Explains what the sessions will cover. ● NT explains site preparation is set to occur late April/early May with construction of the hoarding and temporary noise wall along Kampman Street. Main construction of the facility expected to start late June/early July. Opening and operation of the park and ride is expected at the end of 2022. ● NT adds. if the group has any questions about the process, he is available to answer them. ● MG asks whether this park and ride is replacing an existing park and ride? ● NT explains Bulleen Park & Ride is being built on a reserve, the land is quite steep, so the park and ride has been designed to retain and improves some green space. Notes this space is likely to be used more once the park and ride will be built. ● MM adds the other park and ride is on Doncaster Road. ● MG ask what will happen to Koonung Creek. ● NT advises in this area when the original Eastern Freeway was built, the creek was put below ground. The creek will stay as is and is not affected. ● MM thanks NT.
Mike Marasco (MM)	<p>Other business</p> <ul style="list-style-type: none"> ● KG touches on her experience as an affected resident and her case management which is in place to help her and other residents to resolve issues. A number of comprehensive meetings were had in February 2020 that set out expectations of how things would happen, what options were in place. Through that process and up now there have been changes and shifts that haven't been well communicated to us. It would be good to factor in a review of how well the case management process has been working and resolving some of those issues. ● MM explains KG would like a process review since February 2020, which includes lessons learned, to try preventing similar issues from happening moving forward. ● KG further explains it would be helpful to look at what's been happening and the experiences so far where the process hasn't worked well, and lessons learned. Then would like to build this in for the future and how this case management process with impacted people will work. Main problem has been a lack of effective dispute resolution. Provides an example. ● TC confirms with KG that she would like the process reviewed, what's happened to date, lessons learned and how this information and advice can help the process moving forward. ● MM asks whether KG would be willing to work outside of this, KG confirms yes. MM suggests TC and NP to liaise with KG and a small group of residents and form a working group. Can provide an update at a meeting down the track. All agree. ● MM thanks all participants and closes the meeting.

Actions – previous

No.	Action	Owner	Due	Status	Update
1	Respond to MG's questions raised in email	NP	12/03/21	Complete	Reponses provided to MG via email
2	Further to MG email, NP will contact council to determine whether part or all of the MOU can be released and advise members once finalised	NP	On completion of MOU	Pending	
3	Further to MG email, NP will follow up regarding Watsonia station access/ DDA compliance/ NELP responsibility and advise members	NP	16/04/21	Complete	Response provided to members via email
4	KG to ask residents who make contact if it's okay to pass on their details to CR moving forward to resolve issues relating to access and relocation	KG	On-going	On-going	On-going
5	CPB to include reminder in next notification about safety standards and requirements around asbestos	CR	With next notification	Complete	Information provided in work nitification
6	NP to provide information on how internal processes on bullying and harassment are monitored and implemented by NELP and CPB	NP	16/04/21	In progress	
7	GSm to share plans for disable parking MMo and send across to Pauline at the school	GSm	16/04/21	Complete	Information provided to MMo

Actions – new

No.	Action	Owner	Due	Status	Update
1	TC to liaise with JN and CR and follow up with KG regarding complaint and overall complaints management process.	TC, JN & CR		Pending	
2	JB to email CPBs bullying and harassment policies SP in response to his question raised at the previous meeting.	JB		Completed	
3	CR to give MG more info offline and photos of the Banyule creek.	CR		Pending	

No.	Action	Owner	Due	Status	Update
4	CR advises she will talk to the supervisor regarding the lights on Greensborough Road.	CR		Pending	
5	CR to provide an overview of complaints analysis for other areas at the next CLG.	CR	28/05/2021	Pending	
6	NP to look into WGTP tour.	NP	28/05/2021	Completed	WGTP are not currently doing tours, will check in again in a few months.
7	TC to add the possibility of a dedicated NELP complaints number rather than the existing 1800 number into the contact centre audit.	TC		Pending	
8	TC and NP to liaise with KG and a small group of residents on the case management process and provide an update at a meeting down the track.	TC & NP		Pending	