

Meeting Minutes

Date: 24 February 2026 **Time:** 6:00pm – 8:00pm
Location: Quest Moorabbin
Program: Suburban Rail Loop
Title: Heatherton Community Reference Group
Meeting Number: Meeting 15
Chair: Kim Jordan

Attendees	Organisation/Role
Kim Jordan	Chair
Meng Heang Tak	State Member for Clarinda
Members	
Martin Powles	Community representative
Andrew Dawson	Heatherton Residents Against Inappropriate Development
Carol Dawson	Heatherton Residents Against Inappropriate Development
Julian Birthisel	Kingston City Council
Michelle Hornstein	Kingston Residents Association
Suburban Rail Loop Authority (SRLA)	
Brenton Shaughnessy	Deputy Director, Engagement
Sarah Moss	Senior Engagement Adviser
Christine Concha	Engagement Adviser
Suburban Connect (SC)	
Richard Landrigan	Communication and Stakeholder Engagement Manager – Cheltenham and Heatherton
Simon Black	Stakeholder Engagement Deputy Manager
Mark Wloch	Operations Environmental Manager
Apologies	Organisation / Role
Guy Davidson	Community representative
Damian Higgins	Christway College
Andrew Taylor	Kingston Heath Golf Club

Discussion topic

Welcome

- Kim Jordan (Kim) welcomed attendees and opened the meeting with an Acknowledgement of Country.
- Kim provided an overview of the meeting agenda.

Previous actions

- SC noted plans to trial a voluntary SMS service for community members to receive localised updates on works, separate from project-wide or traffic updates. Locals would need to opt in to this service separate to any existing project SMS subscriptions.

Questions & discussion

- SC noted traffic barriers for works on Kingston Road are expected to be removed from late March 2026, noting there will be ongoing traffic changes on Kingston Road throughout the project.
- In response to a community member's query, SC clarified that the duration of the existing barrier set up is necessary for worker and community safety during hoarding installation, noting activities include service proving and excavation. SC acknowledged the shutdown period over the end-of-year break meant there was a period of time the traffic barriers were in place while no works proceeded.
- SC outlined measures to prevent project-related vehicles from entering local roads, including daily reminders to onsite teams, issuing slips to offending vehicles, and discussions with Department of Transport and Planning (DTP) regarding additional signage. Updates will be provided to the group as they arise.
 - **ACTION: SC to confirm with DTP if "No SRL access" sign can be installed on Nicholas Grove.**
- Concerns were raised about the Kingston Road traffic setup between Old Dandenong Road and Dingley Bypass, including lane funnelling, confusing line markings and dangerous driving behaviour.
- SC noted some amendments had been made to traffic set ups in response to feedback, in line with DTP guidance.
 - **ACTION: SC to provide updates on discussions with DTP regarding the Kingston Road traffic setup, including lane funnelling, line markings, resulting in dangerous driver behaviour.**

Project updates

- SRLA provided a project update, including:
 - Linewide Alliance (LWA) contract award and package overview
 - Progress updates across SRL East sites.

Discussion

- A community member noted confusion caused by similar naming of the Stations Alliance North package and SRL North
 - SRLA noted feedback.
- A community member noted the change in SRL train illustrations post-LWA award
 - SRLA confirmed the updated train illustrations reflect the intended design of trains to be built for SRL East.
- Q: Will SRL East trains operate separately from the Metro trains ticketing system?
 - A: One ticketing system will be used across both SRL East and the existing network.
- Q: How long does TBM assembly take?
 - A: Assembling the TBM at Clarinda is likely to be a month-long process, as the TBM is assembled in stages allowing tunnelling to begin before the full length of the TBM is assembled. This will take place within the acoustic shed to minimise construction impacts. SC noted can provide further details on TBM assembly at the next CRG meeting.

- **ACTION: SC to provide further details on how long TBM assembly is expected to take.**

Communications and engagement update

- SC provided an update, including:
 - Number of complaints and key themes
 - Outlining the complaint management process, explaining how complaints are logged as ‘events’ with follow up actions to address concerns.

Discussion

- A community member queried the extent of complaints about humming noise, noting anecdotally they believe it to be a persistent issue in the community
 - SC reported low complaint numbers related to humming in recent months. SC reminded members of the environmental update provided at the October 2025 meeting, which showed humming or ‘low frequency noise’ in the area has been investigated with results showing contributing factors unrelated to project works. SC encouraged residents to reach out directly if they have concerns.
 - Kim noted members should encourage residents to report issues directly with the project if they are experiencing impacts to ensure it is documented.
- A community member raised concerns about the site offices having line of sight into properties and asked if fencing heights could be increased
 - SC noted glazed windows and distance of the site offices prevent visibility into properties.
 - Kingston City Council (KCC) advised residential fencing above two metres requires a planning permit.
 - **ACTION: KCC to confirm if a trellis extension is permissible as a fencing height solution.**

Environmental monitoring

- SC shared a presentation on recent environmental monitoring, including:
 - Noise and vibration data for specific dates in October 2025 during hoarding installation works
 - Air quality monitoring data for specific dates in October 2025 and January 2026
 - An overview of plant and equipment causing a screeching noise and the cause
 - How dirt and dust is being managed on Kingston Road.
- SC noted that noise monitoring results in October 2025 during hoarding installation works show noise levels were generally within modelled levels. While two exceedances were recorded at one monitor, these were related to noise from traffic on Kingston Road.
- SC noted vibration monitoring data demonstrated that there were no structural vibration or amenity vibration exceedances during construction activities, however higher levels were recorded closer to Kingston Road – these results are to be expected due to traffic.
- SC noted that polymer was applied on site ahead of the shutdown period as part of dust and air quality management measures.

Discussion

- A community member noted ongoing concerns related to vibration and screeching noise, particularly during recent out of hours works
 - SC acknowledged concerns and noted that ongoing monitoring is underway to ensure works are being delivered within project requirements.
- Kim noted the monitoring data indicates the project is operating within prescribed limits as set out during project approvals and the SRL East Environment Effects Statement (EES) process and noted the CRG forum is an opportunity to document concerns that could be applied to future projects or EES processes, but changing the existing approved requirements or thresholds is not an outcome to be achieved in this forum.

- A community member raised concerns about mud and dirt from project vehicles affecting road conditions
 - SC reiterated the measures being implemented to minimise dust and dirt impacts as presented
 - SC noted once internal roads are sealed this will further mitigate these impacts
 - SC noted the Alex Fraser group operates independently and as such, vehicle movements from that group may still impact road conditions in Clarinda, as well as contribute to dirt and dust, even after internal roads are sealed for the project.
 - **ACTION: SC to provide details on anticipated timing of asphaltting roads within the TBM launch site at Clarinda.**
- A community member raised concerns about northerly winds spreading dust and dirt to nearby residential areas and impacting air quality
 - SC noted in addition to existing dust and dirt mitigation measures, the TBM launch site is equipped with automated foggers that activate based on forecast wind levels to mitigate impacts of dust and impacts to air quality.
 - **ACTION: SC to provide details on how wind direction influences dust management across sites.**
- A community member noted that residents were not informed in advance of when to expect screeching noises from machinery
 - SC noted noise onsite is to be expected as part of major construction and these impacts are outlined in monthly works notices
 - SC reiterated a localised SMS service will be trialled which would provide more frequent updates on works at the site
 - SC noted there are options for residents to take up a range of supports and noted the double glazing program has been effective when windows are closed
 - A community member noted construction, and cumulative impacts of it, need to factor in community health. SC noted there are supports available for residents and the project is committed to working with residents to understand their individual circumstances
 - Q: Is there noise monitoring overnight?
 - A: Noise monitoring occurs overnight and the team investigates and responds to complaints when they are received
 - SRLA noted the threshold levels for infrastructure projects like this are more stringent than other construction sites by private companies and the teams are doing what they can to manage impacts effectively
 - Q: Where is the crushed rock for the internal roads sourced from?
 - A: An SC representative noted they do not know the exact source of the crushed rock used onsite, but all must be sourced from clean and tested sources.

Works update

- SRLA and SC provided an update on works across the SRL East sites at Heatherton and Clarinda, including:
 - The site context and works locations of different contractors
 - An overview of LWA's upcoming works, noting LWA will attend the next CRG to provide an update on their planned earthworks from mid 2026
 - An overview of works at the train stabling facility and TBM launch site at Clarinda, including future works and impacts.
- SC noted acoustic sheds to be installed are similar to those successfully used at Flinders St for Metro Tunnel construction.

Discussion

- A community member noted road drainage on the southern side of Kingston Road continued to be an issue.

- SC and KCC confirmed DTP are investigating drainage works to address this, timing to be confirmed. Updates will be provided to the group as they become available noting these are DTP managed works.
- Q: Will trucks operate 24 hours when tunnelling occurs, to support spoil management?
 - A: SC noted further information on truck movements during this phase of works will be provided at a later date.
- Q: Are there updates on tunnelling spoil management?
 - A: The tunnelling spoil management process is still under evaluation and potential sites for disposal are being explored. These considerations are being carried out in alignment with Environment Protection Authority (EPA) guidelines to comply with classification and disposal requirements for various spoil materials. An update will be provided to the CRG ahead of tunnelling starting later this year.
- Q: Is Class A soil present?
 - A: SC noted no Class A soil has been identified at active sites in Heatherton and Clarinda. There are specific requirements to report and safely manage classified spoil if found, including disposal at accredited facilities
 - SRLA noted there has been Class A soil identified at the SRL East site at Cheltenham, specifically at the location of the station box to be constructed near the former gasworks site as outlined during the projects EES process.
- A community member noted an enquiry had been raised with SRLA regarding the delayed publishing of IEA Findings Summary Reports online
 - SRLA acknowledged this had been raised with the project recently and an update was being sought, noting the reports go through external approvals processes separate to SRLA before they can be published. SRLA will respond to the enquirer shortly.
- A community member raised concerns about intermittent vibration impacts from the construction of internal roads within the site that required the use of a roller
 - SC noted recent construction of internal roads was to support changed truck movements within the site with LWA now active across the site and was nearing completion
 - SC and SRLA noted the ongoing use of roller equipment will be required at times throughout construction of the train stabling facility.
- A community member noted ongoing humming that some residents were experiencing
 - SC noted as discussed earlier in meeting, project not receiving this feedback direct from residents. Have investigated humming and will continue to investigate and respond to enquiries and complaints. Encourage residents to contact the project directly.
- A community member raised concerns on proposed Ball Road housing development, noting potential cumulative impacts of construction to residents and asked if this site could be considered for replacement open space
 - SRLA noted requirement for replacement open site to provide connections to the Sandbelt Parklands. The site is outside of the SRL East project area
 - Kim noted further discussion on this development is outside the scope of this group.

Approach to meetings in 2026

- Kim noted the Terms of Reference (ToR) have been updated to align with the phases of the project and its evolving priorities. SRLA to circulate updated ToR.
- Kim encouraged feedback from members on how meetings are going and how they could be improved, including how information is presented etc. Members can provide feedback directly to Kim or to the project teams outside of CRG meeting.
- SC emphasised that feedback raised in the CRG forum is valuable. It has informed support measures and outcomes, such as boundary fencing offers and the Summer Blitz program initiative which included air conditioning and solar panel cleaning, and enclosing the acoustic shed.
- A community member suggested communications content should be focused on the impact works will have on community, noting that 'project achievements' do not resonate with people directly impacted by works.
- A community member noted the importance of balancing the level of detail and technical information presented.
 - SRLA and SC noted in environmental updates, information has been updated in response to feedback and data requested. Encourage further feedback to ensure information is meeting needs of members.
- **ACTION: CRG members to provide feedback and suggestions on upcoming presentation items, format of presentation of data and information and suggestions on what collateral may be useful for community consumption (e.g. flowcharts, factsheets on specific topics etc.).**

Other business

- Q: Is there an update on replacement open space?
 - A: No update on open space locations. Commitment to deliver the open space remains.

Next meeting 28 April.

Meeting ended at 8.15pm.

New Actions

Item	Responsible
<p>Action: SC to confirm with DTP if “No SRL access” sign can be installed on Nicholas Grove</p> <p>Response: Our traffic team are comfortable that the current signage serves to keep all trucks, including SC trucks, out of the street. Some Suburban Connect light vehicles will continue to access local roads for environmental monitoring, survey activities, and stakeholder engagement. For this reason, we don't intend to change the current signage.</p>	SC
<p>Action: SC to provide updates on discussions with DTP regarding the Kingston Rd traffic setup, including lane funnelling, line markings, resulting dangerous driver behaviour</p> <p>Response: Suburban Connect has reviewed the traffic set up and road conditions regularly while barriers have been in place. When barriers are removed in late March 2026, Suburban Connect will rectify all traffic lanes and line markings to relevant standards. We will continue to monitor conditions and work with DTP throughout the project.</p>	SC
<p>Action: SC to provide further details on how long TBM assembly is expected to take</p> <p>Response: TBM assembly takes several months. Perhaps 3 to 6 months, depending on site space constraints and whether works are carried out on nightshifts and weekends.</p>	SC
<p>Action: KCC to confirm if a trellis extension is permissible as a fencing height solution</p> <p>Response: Residents (in Kingston) wishing to install trellis on any fencing should refer to: Fencing permits - City of Kingston or reach out to Kingston directly for advice.</p>	KCC
<p>Action: SC to provide details on anticipated timing of asphaltting roads within the TBM launch site at Clarinda</p> <p>Response: Asphaltting of internal roads at the Clarinda TBM launch site is approximately 50 per cent complete. All roads are expected to be fully sealed by the end of the year.</p>	SC
<p>Action: SC to provide details on how wind direction influences dust management across sites</p> <p>Response: SC considers the influence of wind direction/strength and potential sources of dust generation that relate to specific construction activities. This includes implementing responses and preventative management practices to protect identified receptors (on- and off-site) from dust. The program allows for standard preventative and targeted dust management practices that correspond to increased potential dust generation, i.e. forecasted dry, strong northerly winds increases dust management requirements (such as site water carts, misting). In addition, daily safety toolbox discussions with the construction team, allows for dust management adjustments to reflect site conditions and activities (i.e. increase/decrease water cart and misting fans as required).</p>	SC

Action: CRG members to provide feedback and suggestions on upcoming presentation items, format of presentation of data and information and suggestions on what collateral may be useful for community consumption (e.g. flowcharts, factsheets on specific topics etc.)

ALL

Response: Ongoing, open action.