

# Meeting minutes

**Date:** 29 April 2025 **Time:** 6:00pm – 8:00pm  
**Location:** Quest Moorabbin/Teams  
**Program:** Suburban Rail Loop  
**Title:** Heatherton Community Reference Group  
**Meeting Number:** 11  
**Chair:** Kim Jordan

Attendees	Organisation/Role
Kim Jordan	Chair
<b>Members</b>	
Andrew Dawson	Residents Against Inappropriate Development
Carol Dawson	Residents Against Inappropriate Development
Julia Birthisel	Kingston City Council (KCC)
Martin Powles	Community representative
Meng Heang Tak	State Member for Clarinda
Michelle Hornstein	Kingston Residents Association
<b>Suburban Rail Loop Authority (SRLA)</b>	
Adam Greenberger (Online)	Senior Manager, Environment & Planning
Brenton Shaughnessy	Deputy Director, Engagement
Hugh Rutledge (Online)	Senior Delivery Manager
Serrin Trowbridge (Online)	Customer Service Manager
Sarah Moss	Senior Engagement Adviser
<b>Laing O'Rourke (LOR)</b>	
Joanna De lotto	Senior Community Relations Manager
Salvatore Valvo	Delivery Director
<b>Suburban Connect (SC)</b>	
Patrick Rafferty	Construction Manager
Richard Landrigan	Communication and Stakeholder Engagement Manager – Cheltenham and Heatherton
Gareth Glover (Online)	Planning and Approvals Manager
Shane Collins	Occupational Hygienist
<b>Non-attendance</b>	
Andrew Taylor	Kingston Heath Golf Club
Guy Davidson	Community representative

Luke Ham

Christway College

Item	Discussion topic
1.	Welcome
2.	Addressing questions
3.	Break
4.	Initial and Early Works update
5.	Tunnels South update
6.	Forward lookahead
7.	Break
8.	Tunnels South update
11.	Forward program
12.	Actions
13.	Other business

## Meeting minutes

### Discussion

#### 1. Welcome and housekeeping

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

#### 2. Addressing questions

- KJ noted responses to member questions had been circulated.
- Suburban Rail Loop Authority (SRLA), Suburban Connect (SC) and Laing O'Rourke (LOR) provided an update on questions provided by some members prior to the meeting, including:
  - Air quality
  - Noise and Vibration
  - Working with community

### Discussion

- Shane Collins, an occupational hygienist (asbestos expert), noted daily dust monitoring occurs on site including measuring for hazardous materials and noted as an independent hygienist results indicate that all controls are working at the site.
- A community member noted water carts were not always visible at the Western Tunnel Entrance.
  - Suburban Connect (SC) noted two water carts operate full time on the site.
- Q: Is the location of the air quality monitors appropriate for monitoring if results are within limits while dust is still reaching homes?
  - A: The location of the dust monitors is adequate. Monitors are located close to construction activities as this is where dust levels are expected to be highest. Measuring

## Discussion

the 'worst case scenario' ensures controls in place can protect workers on site and in turn protect neighbouring properties. Some construction activities will inevitably produce dust but there are effective controls in place to manage this. In dry weather, dust can migrate off site. With ground compaction works and asphaltting at the site, in addition to wet weather conditions, dust levels are likely to reduce over the coming months.

- Shane Collins noted he can say with confidence dust reaching neighbouring homes is not hazardous.
- A community member noted they would like to see increased mitigation measures at the source.
  - SC noted the dust monitoring program and mitigation controls are developed in consultation with the Environment Protection Authority (EPA) Victoria. If dust exceeds acceptable levels, a Trigger Action Response Protocol (TARP) is implemented.
- Q: What happens if the TARP is implemented?
  - A: The site superintendent is notified and will assess if works are contributing to the air quality levels and stop the works if they are. Then steps are taken to assess if further mitigations could help.
- Q: If a community member calls the contact centre due to visibility of dust will that trigger the TARP?
  - A: No, the TARP is triggered automatically by the air quality monitoring equipment.
- Q: Do all the monitors measure asbestos?
  - A: No, there are separate pieces of equipment installed across the site to measure airborne asbestos levels.
- Q: Are monitors located too low to the ground?
  - A: Monitors are installed around one to two metres off ground as is standard.
- A community member noted that recent noise impacts at the Western Tunnel Entrance (WTE) were producing hertz issues, while monitoring is in decibels.
  - SC noted a roller completing compaction works was producing low frequency noise emissions. Following community feedback and additional noise monitoring, this equipment was removed from site. Low frequency noise is difficult to model as each individual will experience it differently.
- Community members noted while different, impacts were still being felt in homes since equipment had changed and described vibration when equipment was close to homes and low frequency impacts when further from homes.
- A community member noted they were increasingly sensitive to noise, noting they were experiencing impacts when visiting public facilities (shopping centres) outside of the construction area.
- SC noted the equipment will be in use at the WTE through to approximately September 2025 but would move further away from homes from mid-year, as demonstrated in meeting slides. The equipment is required to create hardstand areas and compact the ground and is standard machinery across construction sites.
- **ACTION: SC to investigate roller machinery causing impacts to community and explore mitigation options.**
- KJ noted people will feel and respond to construction impacts differently. KJ encouraged members and community to contact the project to raise feedback to ensure it was on record and for eligible properties to accept property condition surveys.
- SC noted when complaints or enquiries come through, the team investigate with environmental leads to address whether any further mitigations or support measures can be implemented, recognising that some construction impacts are inevitable.
- A community member described an incident with the contact centre where they had been directed through to the wrong contractor.

## Discussion

- SRLA acknowledged incident and confirmed the contact centre instructions had been updated, noting SRLA and its contractors continue to work together to resolve enquiries and complaints as one project.
- A community member noted beeping machinery, such as reverse beeping, was being heard from neighbouring residents.
  - **ACTION: SC to investigate source of beeping noise on site.**
- A community member noted they had been recording noise levels up to 70dB on their mobile phone.
  - KJ noted noise monitoring results are reflective of the monitoring equipment on site to ensure consistent monitoring. Personal devices are not reliable.
- A community member noted recent night works throughout April had been noisy and resulted in traffic impacts.
  - LOR noted there were service relocation works at night throughout April, including non-contestable telecommunications works on Kingston Road. Impacts were communicated to residents and respite and relocation was offered to eligible properties. All works were completed within acceptable noise limits.
- A community member queried whether a specific property had been offered relocation.
  - LOR noted based on the described location of the property, they would have been. LOR will attempt contact with properties on multiple occasions, including doorknocks and letterbox drops. If a resident is unavailable, they are provided with contact details to follow up.
- A community member noted perceived discrepancies with relocation offers.
  - SRLA noted relocation offers are based on noise modelling conducted for phases of work. Contractors will also assess special circumstances on a case-by-case basis. SC noted contractors work with individuals to understand preferences and despite offers, some residents choose not to relocate.
- A community member commented on respite vouchers being offered and suggested supporting more local businesses, noting some on Kingston Road.
  - SC noted there are a variety of respite options available, including vouchers to support affected traders on the alignment and in Heatherton. If respite being offered is not suitable for individuals, they can discuss their specific needs with the project.
- SC noted the Community Crew who complete odd jobs including window and car washing are employed through Wallara, a not-for-profit. Any project related questions or commentary should be directed to project staff, and not the Community Crew. Incidences of disrespect to the crew may impact the ability to continue delivering the service.
  - A community member provided feedback on the communications process in case of cancellations.
- A community member raised feedback regarding the traffic barrier set up on Kingston Road near Nicholas Grove.
- Community members noted recent difficulties exiting on to Kingston Road from Nicholas Grove, noting right turning conditions had been better during the recent westbound lane closures.
  - SC noted the current traffic set up would be in place to mid-June, with the new traffic lights to be operational afterwards which will help traffic waiting to exit from Nicholas Grove and Golf View Road.
  - **ACTION: SC to investigate traffic set up on Kingston Road near Nicholas Grove and explore temporary measures to support traffic turning onto Kingston Road while lights aren't operational, particularly during peak periods of 7-9am and 4-6pm.**
- A community member noted recent media commentary relating to the project's future was creating anxiety for residents and asked about the contingency plan if the project is cancelled.

## Discussion

- SRLA advised the project is proceeding as planned and a contingency plan is not being explored, works will continue.

### 3. Initial and Early Works update, including:

- Eastern Tunnel Entrance (ETE)
- Stabling Network Support Facility
- Water and power relocations, Kingston and Old Dandenong Roads

## Discussion

- A community member noted there is a humming noise emanating from the site that some have heard at night, near the intersection of Old Dandenong Road and Kingston Road, including during the works break from 18 to 28 April.
  - LOR noted there are some generators powering water pumps at the site, with no other activities taking place during that period. Noise monitoring of generator equipment has not produced levels that are likely to be heard from the road.
  - **ACTION: LOR to investigate noise believed to be coming from ETE, described as a constant hum.**
- A community member noted they had not received a traffic update SMS.
  - The SMS subscriber list is automatic and numbers have not been removed. Service outages may have impacted messages reaching subscribers.
- Q: Are northbound closures of Old Dandenong Road as notified in May works notice still required?
  - These works were completed prior to Easter and are no longer required in May.

### 4. Tunnels South update, including:

- Western Tunnel Entrance, Heatherton
  - Roller locations for 2025
  - Current works
  - Hoarding design update
- TBM Launch Site, Clarinda
  - Current works
  - Clarinda Network Support Facility

## Discussion:

- A community member noted some of the plastic screening on the temporary fence is coming off in some places.
  - **ACTION: SC to reattach plastic screening to temporary fencing.**
- Q: When will the hoarding design be installed?
  - A: After the hoarding has been installed. Expected mid to late June.
- Q: Will the hoarding be anti-graffiti?
  - A: Yes, the material is designed to reduce graffiti.
- Q: Is there backfilling of the ponds at the stabling facility site?
  - A: Not currently. Will be subject to a future contractor.

## Discussion

### 5. Forward program, including:

- Heatherton works lookahead
- Clarinda works lookahead

## Discussion

- Q: When will out of hours works begin at the WTE?
  - A: Works up to 10pm are expected from early-July. SC will engage with residents about upcoming works and what to expect before any extended hours works commence.
- SC noted upcoming works at the WTE will include d-walling (diaphragm walls) which involves piling works, installing panels and backfilling with concrete. There will also be jetgrouting activities that involves injecting cement into the ground without removing materials.
- Q: Will you offer relocation for works up to 10pm?
  - A: SC will engage directly with residents to discuss the works and support available.
- Q: Will there be a bentonite plant associated with the WTE works?
  - A: Yes, from approximately July to September.
- Q: Will there be a generator and can SC proactively look at suitable options for generator equipment based on earlier feedback at the eastern end of the site, relating to humming noises.
  - A: Generators will be required. SC will work with LOR to understand what equipment is in use and any mitigations to put in place at the WTE.
- A community member noted different times and impacts of works at the Stabling Facility were not clear in monthly works notices.
  - SRLA noted the feedback and advised they are working through possible solutions. Works at the WTE are currently occurring during standard, daytime construction hours. Works at the eastern end of the site involve 24 hour works, six days a week.
- SC noted they have commenced engagement with neighbouring residents to the WTE and TBM launch site about acoustic treatment options being explored, noting this will differ pending the suitability of each property.
- Q: Will there be information sessions ahead of the upcoming WTE works?
  - A: SC are planning for engagement with the community and will share more information at a later stage. In person pop-up sessions are being planned.
- Q: What can residents expect at meetings relating to acoustic treatment?
  - A: SC will have a couple of representatives to talk through works and purpose of assessing homes for acoustic treatment. A presentation will be shared with properties on the eastern side of the property to discuss updates to the chain link fences in backyards.
- A community member noted letters had been received in plain envelopes and noted concerns that some residents would throw these away without reading.
  - SC confirmed there will be further communications and doorknocks with residents to ensure everyone who is eligible is aware. KJ noted branded envelopes can also be discarded as has been seen on other projects.
- Q: Will the acoustic treatment meetings cover respite and relocation?
  - A: The focus of the appointments will be on acoustic treatment. If there is time other topics can be covered, otherwise residents can contact the project to discuss separately.
- Q: When will 24 hour works at the WTE start?
  - A: There will be 24 hour works associated with tunnelling activities from 2026/2027. An acoustic shed will be built prior to this commencing.
- SC clarified that tunnelling would begin from the TBM launch site in Clarinda in 2026.



## Discussion

### 6. Closing out previous actions:

- KJ noted some items previously presented as actions have been shifted to future presentation opportunities and invited feedback from members regarding interest in keeping all topics on list.
  - SRLA noted some items had been addressed via email and would issue responses to broader CRG members.

### Discussion:

- A community member noted they believed the Environment Effects Statement presented fencing at the WTE being installed above existing bunds.
  - SRLA noted removal of bunds was always part of scope, with installation of 3 metre hoarding in its place. A vegetation buffer zone will be installed once the site is operational.
- Q: Is there an update on the public open space offset?
  - A: SRLA are still looking at offset location options in the area.
- Q: Will the space be offset in one location?
  - A: The offset could be across multiple locations, there is no requirement for the offset to be in one location.
- A community member noted residents would prefer the space to be delivered closer to the Stabling Facility to benefit from it, not in Dingley as an example.

### 6. Other Business:

- A community member noted the road can get quite muddy near the TBM launch site.
  - SC noted a street sweeper is operating regularly in the area. As more of the site is now asphalted and bund removal is completed, conditions will not be as muddy.
  - **ACTION: SC to investigate frequency of street sweeper at TBM launch site entry/exit.**
- Q: Has *no construction parking* signage been installed at Elder Street South Reserve?
  - A: *No construction parking* signage has been installed at multiple locations including Clarinda Road and Victory Road Reserve. Will follow up regarding Elder Street South and install if not currently in place.
- Q: Are westbound 631 bus services now operating on Kingston Road following the reopening of westbound lanes?
  - **ACTION: SC and LOR to investigate current bus stop impacts on Kingston Road.**
  - **Post meeting note:** Bus stop closure is due to current eastbound lane changes, as a result there is not enough room for cars to get around the bus when it stops. Eastbound changes remain in place until mid-June
- Q: Will SRLA cover medical bills if community members believe their health is affected by the project.
  - A: Individuals would need to discuss this with the project.
- A community member reminded staff and crews to be mindful of noise at night.
  - LOR encouraged community members to contact the project if they had any concerns relating to noise during night works to ensure there was a record and it could be investigated.
- A community member noted concerns relating to light pollution with increased works at night.
- A community member noted concerns relating to the terms and conditions of the Voluntary Purchase Scheme (VPS) and desire to change them.

## Discussion

- KJ advised terms and conditions would be similar across major projects and changes would require ministerial approval. So perhaps, concerns should be raised via the local Member of Parliament.
  - SRLA encouraged the community member to raise any specific concerns with their Department of Transport and Planning (DTP) case manager.
- Q: Who is the independent environmental auditor (IEA) for the project and how can the community access auditor reports?
  - A: The IEA publish six monthly reports, link to be provided.
  - **ACTION: SRLA to provide link to IEA reports online.**
- A community member noted they were hearing noise before 7am at the WTE.
  - SC noted a daily works pre-start briefing is held at 7am. Any noise prior to 7am may be crews arriving to site. A reminder will be issued to minimise noise.
- A community member enquired about the appropriate channel to raise non-urgent feedback if they did not wish to call the contact centre or email the project.
  - SRLA advised there is a webform available on the website that allows users to select the option of “no response required” to formally log feedback or complaints if they do not require further actions.
  - **Post meeting note:** Webform available here: <https://bigbuild.vic.gov.au/contact>
- A community member noted the light sequencing at the Kingston Road and Dingley Bypass, and Kingston Road and Old Dandenong Road intersections require updating.
  - LOR noted they had raised the request with DTP.
  - **ACTION: LOR to follow up light sequencing request with DTP for Kingston Road and Dingley Bypass, and Kingston Road and Old Dandenong Road intersections.**
  - **ACTION: SRLA to provide an update on works at Old Dandenong Road entrance into Stabling Facility.**
- Q: Will air purifiers be provided to residents?
  - A: SC are working with a supplier. Can discuss the suitability of an air purifier directly with residents.
- Next Community Reference Group meeting to be held 26 June 2025.
- KJ noted there will be ongoing construction impacts and encouraged members to consider discussion items for future meetings to help better understand these works and impacts.

Meeting close.

## Actions

#	Previous Actions	Due	Status
1.	LOR and SC to provide a presentation on the trigger levels for air quality monitoring and response protocols at a future meeting.	April meeting	Closed
#	New Actions	Due	Status
2.	<b>SC to investigate roller machinery causing impacts to community and explore mitigation options.</b>	Ongoing	Closed – see response below.
3.	<b>SC to investigate source of beeping noise on site.</b>	Closed	Closed- see response below.



4.	SC to investigate traffic set up on Kingston Road near Nicholas Grove and explore temporary measures to support traffic turning onto Kingston Road while lights aren't operational, particularly during peak periods of 7-9am and 4-6pm.	Closed	Closed- see response below.
5.	LOR to investigate noise believed to be coming from ETE, described as a constant hum.	Closed	Closed- see response below.
6.	SC to reattach plastic screening to temporary fencing	Closed	Closed.
7.	SC and LOR to investigate current bus stop impacts on Kingston Road.	Closed	Closed- see response below.
8.	SC to investigate frequency of street sweeper at TBM launch site entry/exit.	Closed	Closed- see response below.
9.	SRLA to provide link to IEA reports online.	Closed	Closed- see response below.
10.	LOR to follow up light sequencing request with DTP for Kingston Road and Dingley Bypass, and Kingston Road and Old Dandenong Road intersections.	Closed	Closed- see response below.
11.	SRLA to provide an update on works at Old Dandenong Road entrance into Stabling Facility.	Closed	Closed- see response below.

### Actions & responses

**Action:** SC to investigate roller machinery causing impacts to community and explore mitigation options.

**Response:** As previously discussed, a piece of roller equipment was replaced following earlier reports of low-frequency noise impacts to some residents. The current machinery is operating with all appropriate on-site mitigations in place. As works progress, SC will continue to work with residents about support available in line with the Residential Support Guidelines.

**Action:** SC to investigate source of beeping noise on site.

**Response:** The source of beeping is due to squawkers on trucks and plant machinery, these are a safety requirement on construction sites.

**Action:** SC to investigate traffic set up on Kingston Road near Nicholas Grove and explore temporary measures to support traffic turning onto Kingston Road while lights aren't operational, particularly during peak periods of 7-9am and 4-6pm.

**Response:** The current bollard set up is part of the approved Traffic Management Plan, similar to that used for Laing O'Rourke's works earlier this year. Due to safety requirements, the bollards must be placed at a minimum distance from the change to allow traffic to safely reduce to one lane at a reduced speed, as a result the bollards cannot be moved during this traffic set up which will be in place until mid-June.

Based on DTP advice, a temporary traffic management set up cannot be safely delivered at Nicholas Grove and Golf View Road. The traffic lights that have been installed will be activated after the current eastbound lane closure is removed and water main works are completed. This is expected around late July.

**Action:** LOR to investigate noise believed to be coming from ETE, described as a constant hum.

<p><b>Response:</b> During the Easter/ANZAC Day shutdown period from 18–27 April, LOR had power generators in operation to power water pumps that were required to continue running to support the Eastern Tunnel Entrance scope of works. Noise monitoring was conducted and was within expected levels. It is unlikely that these generators would be audible at a distance from site. Noise monitoring continues to be conducted while works are occurring at site and continues to be within expected levels.</p>
<p><b>Action:</b> SC to reattach plastic screening to temporary fencing.</p>
<p><b>Response:</b> Done.</p>
<p><b>Action:</b> SC to consider lessons from LOR works and generator use when planning for works at WTE.</p>
<p><b>Response:</b> To be considered.</p>
<p><b>Action:</b> SC and LOR to investigate current bus stop impacts on Kingston Road.</p>
<p><b>Response:</b> SC: Bus stop closure (westbound corner of Kingston and Pietro) is due to the eastbound road changes. There is not enough room for cars to safely get around the bus when it stops. These impacts will be in place until around mid-June.  LOR: LOR does not have any current bus stop impacts along Kingston Road. There will be some impacts in coming weeks when lanes need to be closed on Kingston Road for water relocation works. Signage will be in place to assist commuters to understand impacts as well as information about bus stop closures via Public Transport Victoria's communication channels.</p>
<p><b>Action:</b> SC to investigate frequency of street sweeper at TBM launch site entry/exit.</p>
<p><b>Response:</b> Street sweeper is operating three times per day; morning, midday and afternoon.</p>
<p><b>Action:</b> SRLA to provide link to IEA reports online.</p>
<p><b>Response:</b> The SRL East Environmental Management Framework outlines auditing and reporting responsibilities for SRLA and the IEA, including: <i>"Provide six-monthly summary audit reports to the Minister for Planning covering the outcomes of IEA reports and, following acceptance by the Minister, make these reports publicly available."</i> Once finalised, the six-monthly audit reports are published online here: <a href="https://bigbuild.vic.gov.au/library/suburban-rail-loop/reports/iea-findings-summary-reports">https://bigbuild.vic.gov.au/library/suburban-rail-loop/reports/iea-findings-summary-reports</a></p>
<p><b>Action:</b> LOR to follow up light sequencing request with DTP for Kingston Road and Dingley Bypass, and Kingston Road and Old Dandenong Road intersections.</p>
<p><b>Response:</b> DTP has re-sequenced the lighting at Kingston Road and Dingley Bypass following the re-opening of the westbound lanes on Kingston Road. LOR has been in contact with DTP about changes to the light sequencing at the intersection of Old Dandenong Road and Kingston Road and is awaiting feedback.</p>
<p><b>Action:</b> SRLA to provide an update on works at Old Dandenong Road entrance into Stabling Facility.</p>
<p><b>Response:</b> Works at the Old Dandenong Road entrance into the Stabling Facility are not expected in 2026. An update will be provided to members when timing of works is confirmed.</p>