

Attendees	Organisation/Role
Richard Landrigan	Communication and Stakeholder Engagement Manager – Cheltenham and Heatherton
Ryan Anderson	Senior Project Engineer
Apologies	
Luke Ham	Christway College
Meng Heang Tak	State Member for Clarinda

Item	Discussion topic
1.	Welcome and housekeeping
2.	Previous actions and community questions
3.	SRLA update
4.	Communications and engagement update
5.	Initial and Early Works
6.	Break
7.	Western tunnel entrance
8.	Clarinda Recycling Facility
9.	Clarinda site establishment
10.	Questions and discussion
11.	Meeting close

Meeting minutes

Discussion
<p>1. Welcome and housekeeping</p> <ul style="list-style-type: none"> Kim Jordan (KJ) welcomed attendees and opened the meeting with an Acknowledgement of Country. <p>2. Previous actions and community questions</p> <ul style="list-style-type: none"> SRLA confirmed all submissions, including via email, regarding the Clarinda Recycling Facility (CRF) Planning Scheme Amendment were accepted. SRLA advised they have met with Kingston City Council regarding the dog off-leash park regulations. SRLA are working through potential arrangements. <ul style="list-style-type: none"> Question (Q): Would upgrades and fencing be built around the reserve be delivered. Answer (A): Linear park upgrades will be delivered by the Linewidth package, yet to be awarded. ACTION: SRLA to advise of potential fencing removal at the Henry Street Linear Reserve and Kingston Walk Linear Reserve. A community member noted weed spraying recently occurred in the linear park near homes and noted that the person spraying wore a protective mask.

Discussion

- SRLA advised they will inform the contractor to be mindful of pets and residents when spraying.
- LOR advised property condition surveys are provided based on modelling for upcoming works.
 - Q: Could residents request a property condition survey if they have not received an offer.
 - A: Residents can request a property condition survey via the SRLA contact centre.
- SRLA requested further information from a community member regarding their Voluntary Purchase Scheme (VPS) property condition requirement question
 - A community member noted VPS property owners on other projects needed to undertake property repairs after inspections; queried if this would occur for SRLA VPS
 - **ACTION: SRLA to confirm VPS requirements regarding property inspections and rectification works.**

3. SRLA presentation, including:

- SRLA update
- Kingston Road U-turn

Discussion

- **ACTION: SRLA to send Network Support Facility consultation report to the CRG when available.**
- Q: Is the U-turn design affected by the use of the CRF site.
 - A: The options assessment was completed before the CRF was added to the Project scope but is unlikely to impact the U-turn because construction traffic will not use the U-turn facility.
- Community members noted concern about trucks queuing at the CRF impacting the U-turn.
 - **POST MEETING NOTE:** Construction traffic movements into the CRF are not expected to create queuing on Kingston Road as the internal road layout of the site has adequate space for trucks to queue within the facility.

4. Communications and engagement update, including:

- Communications and engagement summary
- Upcoming communications and engagement

Discussion:

- A community member noted having to call the contact centre twice for information about the Clayton Road closure.
- Q: What is the difference between a complaint and an enquiry.
 - A: There is a defined matrix for the contact centre to classify complaints and enquiries.
 - **ACTION: SRLA to share complaint and enquiry response timeframes.**
- Q: Is the contact centre offshore.
 - A: The contact centre is not offshore and is local.
- A community member noted that they were not doorknocked ahead of works.
 - LOR advised Project staff likely will not enter properties with shut gates due to safety concerns however they would leave a 'sorry we missed you' card.
- SRLA advised a community information session is planned for mid-September with the location and date to be confirmed soon.
 - Community members requested more than a week notice for the information session and asked for the information to be included on the front of the upcoming works notification

Discussion

- A community member suggested the Clarinda Community Centre for the information session venue.

5. Initial and Early Works (IEW) update, including:

- Current works
- Dingley Bypass tree reuse
- Old Dandenong Road permanent closure
- Alternative routes
- Upcoming works
- Noise monitoring update
- Clayton Road closure

Discussion

Current works:

- A community member noted pedestrian and cycling access is impacted between Old Dandenong Road and Dingley Bypass and suggested concrete barriers could be moved back once work is complete in that area.

Upcoming works:

- A community member noted the entrance into the stabling facility should not be so close to residents.
 - SRLA advised the entrance proposed to be closest to homes is for staff and light vehicles. The access point for heavy vehicles is located further east away from homes.
- Q: Will traffic controllers be in place to assist vehicles exiting side streets onto Kingston Road for upcoming works.
 - A: There are no plans for traffic controllers to stop traffic for vehicles exiting streets onto Kingston Road for upcoming works.
 - **POST MEETING NOTE:** LOR is considering feedback from the community regarding traffic controllers to support works.
- Q: Will upcoming works on Kingston Road occur at the same time.
 - A: Upcoming works will be staged.
- Q: Will power works near Pine Lane be above or below ground.
 - A: Power works are required under the road.
- Q: Will bus stops and pedestrian access be impacted by works on Kingston Road.
 - A: Bus stop and pedestrian impacts are still being worked through.
 - **ACTION: LOR to advise impacts for pedestrian access and bus stops on Kingston Road.**
- A community member thought it was discussed in previous meetings that trucks would use Dingley Bypass and asked if trucks would access the site from Dingley Bypass or Warrigal Road.
 - SRLA advised the Environment Effects Statement (EES) detailed trucks would use Warrigal Road and turn left-in and left-out to the sites off Kingston Road.
- Q: Will access to Elder Street Reserve be maintained.
 - A: Access will be maintained to the Reserve.
- Q: What line marking is planned on Kingston Road.
 - A: There will be Keep Clear linemarking installed outside Nicholas Grove and Golf View Road. There will also be additional linemarking that dictates an eastbound shared through and right turn lane into Kingston Heath Golf Club.

Discussion

- A community member suggested installing local access only signs on Kingston Road near Warrigal and Clayton Road.
 - SRLA thanked the community member for their feedback and advised that 'local traffic only' signage cannot be installed on an arterial road.
- A community member noted safety concerns due to the crest in Kingston Road near the proposed western entrance that impacts visibility.

Noise monitoring update discussion:

- Q: Has a noise monitor been installed in the Delta site and is it for baseline readings.
 - A: Noise monitoring is underway in the Delta site for baseline measurements.
 - **ACTION: SC to confirm noise monitoring locations and if IEW works will impact baseline readings.**

Clayton Road closure discussion:

- Q: How will private vehicles access Monash Hospital due to the Clayton Road closure.
 - A: Private vehicle access will not be facilitated through the Clayton Road works site. Detours are in place. A detour map will be provided to vehicles who approach the site. Some parking has been removed on local roads to facilitate through traffic.
- LOR clarified the Monash Health map circulated to its community is incorrect and Link Road is open.
- Q: How will the community be informed of the Clayton Road closure.
 - A: A range of communications have been distributed ahead of the closure including a doorknock, notice distributed to around 10,000 properties, radio advertising, Big Build disruption map and VMS signage installed at key at decision points.
 - **ACTION: LOR to provide official detour map and bus impacts to the CRG via email.**

7-9. Suburban Connect update, including:

- Western tunnel entrance
- CRF
- Clarinda site establishment

Western tunnel entrance discussion:

- Q: Why is the western corner of the Delta site fenced off and vegetation removed.
 - A: As previously advised some preparatory works were completed at 91-185 Kingston Road. Fencing has been installed in preparation for SC works to begin works.
- Q: Have noise monitors been removed from the Delta site.
 - A: Noise monitoring will continue for works.
- Q: Will there be permanent noise monitors at the western site.
 - A: Permanent noise monitors will be installed at the western site.
- Q: Will there be a fence on the western side of the light vehicle entry.
 - A: An approximately 3 metre high fence will be built on the western side of the light vehicle entrance.
- Q: What do the red arrows on slide 25 represent.
 - A: The red arrows show the truck route – between Old Dandenong Road to the north of the stabling facility site and the western tunnel entrance location - before the western heavy vehicle access point off Kingston Road is complete.
- Q: Can the northern route be used for truck movements throughout construction.

Discussion

- A: The northern route is not suitable to support the number of truck movements required and would become a construction site. Further, once the Linewide package is awarded next year, they will begin works to build the Stabling Facility in that same location. Kingston Road has the capacity to support the use of the western heavy vehicle entrance with localised widening.
- Q: What ground improvement works are required for western tunnel entrance site establishment.
 - A: Ground improvement works include jet grouting, earthworks and compaction of piling pads.
- Q: What level of noise will occur at the western site.
 - A: Noise will be similar to the works LOR are undertaking to the east and noise modelling will inform noise mitigations and community support measures.
- Q: Will the western tunnel entrance works occur during normal working hours.
 - A: Works will occur during normal working hours until approximately February 2025.
- Q: What construction lighting will be in place for western tunnel entrance works.
 - A: Some lighting will be installed to support works and these will face away from homes. If residents are concerned about light spill impacting them during work, they should contact the SRLA contact centre.
 - **POST MEETING NOTE:** EPR LV4 requires contractors to develop and implement measures to minimise the impact of light spill during construction to sensitive off-site receptors including residential dwellings, open space, and community facilities in accordance with Australian standards.
- Q: What is the status of the ground improvement trials on the broader Stabling Facility site.
 - A: There has been changes to the site topography since the EES resulting in reassessment of some of these works. Further information will be provided to community once the sequencing is known.
 - **ACTION: SRLA to provide an update on ground improvement planning at a future meeting.**
- Q: Is there an update on spoil removal locations.
 - A: Spoil removal routes and receival sites are still being worked through.
- Community members noted scope has changed for each work package since the EES phase and they are unsure who is delivering specific works.
 - **ACTION: Presentation on updated scope for each work package since the EES.**
- Q: Will the three-storey structure as part of the western tunnel entrance structure still be delivered.
 - A: Yes. The western tunnel entrance structure will be delivered by the Linewide package.
- Q: Will the western site have bentonite silos.
 - A: Bentonite silos are required for works at the western site and will be located near the site facility sheds.
- Q: Will an acoustic shed be built at the western tunnel entrance.
 - A: An acoustic shed will be built at the western tunnel entrance. While works at this site will be disruptive, the shed will assist in reducing some noise and dust.
- Community members noted concern regarding trucks queuing on Kingston Road to access the western tunnel entrance work site.
 - SRLA and SC noted truck movements shown in the presentation were at peak; expect 10-15 trucks per day during early construction.
- Community members noted the EES required a traffic assessment on Kingston Road and requested an update.
 - **ACTION: SRLA to provide an update regarding the Kingston Road traffic assessment and a detailed presentation on managing truck movements.**
- Community members suggested no stopping signs or a speed reduction could be implemented on Kingston Road to reduce heavy vehicle impacts to traffic and improve safety.
- Community members noted the importance of construction traffic not parking in local roads.

Discussion

Clarinda Recycling Facility (CRF) discussion:

- Q: Who submitted the 41 submissions to the CRF consultation
 - A: Submissions were received from community groups, Kingston City Council, individual community members and other stakeholders.
- Q: How trucks would access and depart the CRF.
 - A: SC advised trucks would turn left-in and left-out of the CRF. The direction trucks will travel once they leave the site will depend on the spoil receipt site location.

10. Questions and discussion:

- A community member requested presentation slides to be distributed to the CRG soon after the meeting. Members confirmed they were happy for them to be distributed ahead of the minutes minutes.

11. Meeting closed at 8.20pm

Actions

#	Previous Actions	Due	Status
1.	Future presentations <ol style="list-style-type: none"> 1. 631 bus route – Department of Transport and Planning - DTP 2. Traffic assessment process including Kingston Road traffic assessment 3. Urban Design Advisory Panel 4. Public Open Space offset process and timeline 5. Ground improvement scope update 6. Updated scope for each work package since the EES. 	Future CRGs	Pending
#	New Actions	Due	Status
2.	SRLA to advise of potential fencing removal at the Henry Street Linear Reserve and Kingston Walk Linear Reserve.	Before next meeting	Closed
3.	SRLA to confirm VPS requirements regarding property inspections and rectification works.	Before next meeting	Closed
4.	SRLA to send Network Support Facility consultation report to the CRG when available.	When available	Ongoing
5.	SRLA to share complaint and enquiry response timeframes.	Before next meeting	Closed
6.	LOR to advise impacts for pedestrian access and bus stops on Kingston Road.	Before next meeting	Closed
7.	SC to confirm noise monitoring locations and if IEW works will impact baseline readings.	Before next meeting	Closed
8.	LOR to provide official detour map and bus impacts to the CRG via email.	Sent with presentation	Closed

Actions & responses

Action: SRLA to advise of potential fencing removal at the Henry Street Linear Reserve and Kingston Walk Linear Reserve.

Response: The fencing at the Henry Street Linear Reserve and Kingston Walk Linear Reserve will remain in place for the foreseeable future.

The Linewide package – to be awarded in 2025 – will include upgrades to the reserves including changes to fencing.

Action: SRLA to confirm VPS requirements regarding property inspections and rectification works.

Response: The VPS process includes a requirement for properties that have opted-in to be inspected by qualified consultants for pest, electrical and building condition reports. This allows SRLA to understand the condition of the dwelling or any structures on the property. As part these assessments, SRLA will provide the owner of the property a list of required and recommended actions to undertake prior to purchase.

Required works are where certain defects have been identified due to safety concerns and/or to avoid potential damage to the property or occupants. If these actions are not completed, it may impact purchase negotiations and property valuation. Examples of required actions include cleaning or repairing damaged gutters, obtaining compliance certificates for pool fencing regulation requirements, fixing incorrectly wired light switches, changing expired smoke detectors, or similar.

Recommended actions are for the owner to complete works at their discretion. The works are not required to proceed with the VPS process, however it may negatively impact the property valuation if works are not completed. Examples of recommended actions include fixing leaning fences, repairing minor driveway cracks, or similar.

It is common for major projects in Victoria to require property inspections and provide the owner actions as part of the VPS requirements prior to voluntary purchase.

Action: SRLA to share complaint and enquiry response timeframes.

Response: Enquiry and response timeframes are available in the [SRL East Communications and Stakeholder Engagement Management Framework](#). The timeframes are also listed below:

	1800 #	Email / contact form	Direct / in person	Letter / by mail
“High” priority enquiries and all complaints				
Acknowledgement of all allocated enquiries and complaints received via the 1800 #.	Instant acknowledgment and referral for assessment	N/A	N/A	N/A
Initial response to be provided to stakeholder.	Within 30 minutes	Instant acknowledgment and referral for assessment	Instant acknowledgment and referral for assessment	N/A
Enquiry/complaint resolved. Response recorded in SRL’s online stakeholder management system and closed.	Within two business days	Within two business days	Within two business days	Within two business days*
Note: More complex enquiries/complaints may take longer to resolve than the timeframes provided above. In this case, the stakeholder will be provided with regular updates (at least every seven days) until the issue is resolved. <i>*If only postal details are available, delivery timeframes will be subject to postal provider services</i>				
“Low” priority enquiries				
Enquiry resolved. Response recorded in SRL’s online stakeholder management system and closed.	Within three business days	Within three business days	Within three business days	Within three business days
Note: where the enquiry cannot be responded to within three business days, an interim acknowledgement response will be issued with an estimate of when a response will be provided.				

Action: LOR to advise impacts for pedestrian access and bus stops on Kingston Road.

Response: Upcoming works to install an access point to Stabling Facility Site from Kingston Road will require a lane closure along the northern lane of Kingston Road (heading towards Dingley Bypass) between Nicholas Grove and Old Dandenong Road. Traffic will be maintained in both directions on the southern lane. Pedestrian access will be maintained along the southern side of Kingston Road during these works.

Buses travelling eastbound (towards Dingley Bypass) will be able to stop at the bus stop between Golf View Road and Nicholas Grove and then at the intersection with Old Dandenong Road. Busses travelling westbound (towards Warrigal Road) will be able to access all bus stops.

Action: SC to confirm noise monitoring locations and if IEW works will impact baseline readings.

Response: SC placed two noise monitors within the Delta boundary on 12 July 2024 and were retrieved on 1 August 2024. The noise monitors recorded all noise in the local area over the period and if IEW were occurring at eastern tunnel entrance during this time, the noise from their activities would have been captured.

This noise data is then reviewed against other data sets available to Suburban Connect to inform baseline modelling. The locations of the noise monitors are shown in the below map:

