Community and Stakeholder Engagement

7.1 Introduction

As outlined in the Ministerial Guidelines for Assessment of Environmental Effects under the *Environmental Effects Act 1978*, the proponent "needs to implement a formal program for the provision of public information and consultation with stakeholders during the EES". The Ministerial Guidelines also state that the proponent's EES Consultation Plan should:

- Identify the relevant stakeholders and interest groups
- Analyse the stakeholders to understand their character, interests and consultation needs, including in relation to relevant local knowledge and understanding to input to the EES;
- Describe the consultation methods to be used and a schedule of activities; and
- Outline how inputs from stakeholders will be recorded, considered and/or addressed in the preparation of the EES.

VicRoads is the proponent for the Western Highway Project including, for this particular EES, Section 2 from Beaufort to Ararat.

This chapter outlines the Communication and Consultation Plan for the Project, details the consultation activities undertaken and the communication mechanisms used, the outcomes of the consultation, VicRoads' response and how the outcomes have informed the EES.

7.2 Consultation Prior to the EES Process

Initial community consultation sessions were conducted in Buangor and Ararat in December 2009. This was prior to the preliminary identification of options to gain an understanding of the likely opportunities and constraints which could be considered in developing the options.

Further consultation was undertaken in Buangor in June 2010 to present the preliminary alignment options and provide opportunity for feedback.

During the initial identification and evaluation of alignment options, the project team consulted with various stakeholders including Local and State Government authorities to help determine individuals and groups affected, taking into account land use and social planning policies and proposals.

In addition to the consultation through public meetings and with stakeholders, VicRoads officers regularly undertook one on one meetings with land

holders and other interested members of the community. The one on one consultation was valuable in understanding the individual and community interests which may have been directly or indirectly impacted.

The Western Highway Project expected to attract wide ranging interest. In the early planning stages it was particularly relevant to people in the area, those who owned land and businesses and lived or travelled in this section of the Project.

7.3 Consultation during the EES

A Consultation Plan was developed by VicRoads in August 2011 in consultation with the Department of Planning and Community Development (DPCD) and with feedback from Technical Reference Group. The Consultation Plan was then published for the community to access on the VicRoads website www.vicroads.vic.gov.au and the DPCD website www.dpcd.vic.gov.au/planning/environment.

The objectives of the Consultation Plan were:

- To inform stakeholders and community members of the EES process
- To provide stakeholders and community members with sufficient opportunities to provide input into the EES process.

In addition to the consultation plan, VicRoads established a database to record communication between VicRoads and landowners that were affected by the alignment options and the proposed Project. Formal correspondence was also recorded and tracked via the VicRoads records management system.

7.4 Stakeholders

The Project has a number of stakeholders with a range of interests, perceptions and expectations. These stakeholders are outlined in Table 7-1.



Cobb and Co Staging Stables

Commonwealth Government Agencies		
Department of Sustainability Environment Water Population and Communities	Department of Infrastructure and Transport	
State Government Agencies		
Aboriginal Affairs Victoria	Central Highlands Water	
Department of Education and Early Childhood Development	Department of Justice	
Department of Planning and Community Development	Department of Primary Industries	
Department of Sustainability and Environment	Department of Transport	
Department of Treasury and Finance	Environment Protection Agency (Victorian)	
Glenelg Hopkins Catchment Management Authority	Heritage Victoria	
Parks Victoria	VicRoads	
Local Government		
Rural City of Ararat	Pyrenees Shire Council	
Emergency Services		
Country Fire Authority	Rural Ambulance Victoria	
State Emergency Service	Victoria Police	
Businesses		
Agricultural	Manufacturing	
Tourism	Transport and Freight	
Industrial (including quarrying)	Small business operators	
Private Infrastructure Companies		
Optus	Ararat Aerodrome	
Telstra	Tenix	
Powercor		
Public Transport Operators		
Vline	VicTrack	
Community groups		
Beaufort Development Group	Buangor Coach House Management Committee	
Landcare Groups	Victorian Farmers Federation (Pyrenees and Western Victoria)	
Federal Members of Parliament		
Catherine King MP (Member for Ballarat)	Dan Tehan MP (Member for Wannon)	
State Members of Parliament		
Simon Ramsay MLC	David Koch MP	
Gayle Tierney MLC	Jaala Pulford MP	
Terry Mulder MP	Geoffrey Howard MP	
Sharon Knight MP	Joe Helper MP	

7.5 Community Consultation Activities

A range of community consultation activities were conducted for the EES process, with the aim of:

- Keeping key stakeholders and members of the community informed and up-to-date on the EES process
- Providing stakeholders and community members with opportunities to provide input to the existing

condition assessments for the selection of short-listed alignment options

 Enabling stakeholders and community members an opportunity to provide input to the existing condition assessments for the selection of preferred alignments

The type and extent of consultation for each stakeholder group was determined by the potential impacts the Project would have on them and their interests. The consultation activities undertaken prior to and during the EES process are outlined Table 7-2.

7.6 Overview of Consultation

Consultation activities were undertaken in three phases:

- Phase 1 Introduction and explanation of the EES process
- Phase 2 Consultation on the short-listed options
- Phase 3 Consultation on the preferred options

Table 7-2 Phase 1 Consultation Activities

7.6.1 Phase 1 – Introduction and explanation of the EES process

The objectives during Phase 1 were:

- To explain the EES process to the community and stakeholders
- To obtain stakeholder input on project issues, impacts and alignments

The consultation activities that were conducted during Phase 1 are outlined in Table 7-2.

Action	Description	Stakeholder Groups
Websites	VicRoads provided broad Project and specific EES information on its website from March 2011 and will do so until the completion of the Project. The information displayed on the VicRoads website included details on the EES process, the progress of planning and contact details to enable community members to obtain information about the Project and provide input into the EES process. VicRoads contact details were also published on the DPCD website EES referral section. Updates on the EES progress were published on the VicRoads website monthly. A link to the information on the DPCD website was posted on the VicRoads website.	Stakeholders, Landowners and Community
Email updates	Email updates were distributed to the almost 170 community members that had given VicRoads their email addresses. The email updates allowed recipients to follow the progress of the EES.	Community
Information Bulletins	Since November 2010 VicRoads delivered two information bulletins and community updates to potentially affected landholders. The July 2011 bulletin was also delivered within the postcode areas 3373, 3374, 3375, 3377 and 3380.	Stakeholders, Landowners and Community
Fact Sheets	Fact sheets were published in December 2010 and July 2011 to explain aspects of the technical investigations that were undertaken as part of the EES process.	Stakeholders, Landowners and Community
Local and State Newspapers	Project information was published in both local and Regional newspapers to provide the community with updates on the Project.	Stakeholders, Landowners and Community
Letters	VicRoads have sent letters in December 2010 and June 2011 to all potentially impacted landholders. The purpose of these letters were to:	Stakeholders and Landowners
	Inform landholders of the EES process	
	 Provide information on how they may be impacted by the Project 	
	 To provide contact details for VicRoads so that landholders could provide feedback and seek more information on the Project. 	
Face-to-face meetings with potentially impacted landholders and business owners	 VicRoads has conducted face-to-face meetings with the majority of potentially impacted landholders and business owners. The purpose of these meetings was to: Provide an opportunity for landholders and business owners to provide feedback and seek further information on the Project 	Landowners Directly affected businesses
	 To ensure that landholders and business owners understood the potential impacts that the Project may have 	
Project Office	The Project office opened in January 2009 and is located at Wendouree, Victoria. The VicRoads Western Highway Project team work from this office and are available to meet with members of the public. Approximately 100 people have visited the office to either meet with the team or collect written project update information.	Stakeholders, Landowners and Community
Public Displays	Public displays were held to provide information on the route options and give people an opportunity to ask questions and provide feedback. Visitors to the displays could view large scale long aerial photos of the Project, photos, posters and fact sheets about the Project. The VicRoads Project team were in attendance at these displays to discuss any issues raised and to answer questions.	Stakeholders, Landowners and Community

Action	Description	Stakeholder Groups
	 In addition to these displays, Project information was made available at the: VicRoads Project office; VicRoads Customer Service Centres at Ballarat, Ararat and Horsham; Local Shire and Council offices at Ballarat, Beaufort, Ararat and Stawell; Australia Post Offices at Beaufort, Ararat and Stawell; Public libraries at Ararat; and Service Stations along the Western Highway. 	
Technical Reference Group	 The Technical Reference Group (TRG) was established in April 2011 and held its first meeting in May 2011. The TRG is comprised of statutory authorities including: The Department of Planning and Community Development (DPCD) Aboriginal Affairs Victoria (AAV) Parks Victoria (PV) Heritage Victoria (HV) VicRoads The Department of Sustainability and Environment (DSE) The Environment Protection Agency (EPA) Glenelg Hopkins Catchment Management Authority (GHCMA) Pyrenees Shire Council Ararat Rural City Council The role of the TRG is to provide advice to VicRoads as the Proponent and the DPCD, as appropriate, regarding the development of the EES. 	TRG members
Professional and Local Services Group (PLSG)	The PLSG was formed to ensure that emergency services, private infrastructure operators, local services providers and community representatives including Members of Parliament, Council representatives, and tourism and progress associations are included in the planning process. The feedback from these meetings was used to inform the EES process.	PLSG members

7.6.2 Phase 2 – Community Consultation on Short-listed Options

Phase 2 of the Consultation Program involved consulting with the community and stakeholders on the short-listed alignment options.

The consultation activities undertaken as part of Phase 2 are outlined below.

7.6.2.1 Public Displays

Four public displays were held on the short-listed options for the Western Highway Project. The public displays were held on:

- Wednesday 13 July 2011 at Buangor 4pm to 7pm
- Thursday 14 July 2011 at Great Western 4pm to 7pm
- Saturday 16 July 2011 at Beaufort 9am to 12 midday
- Tuesday 19 July 2011 at Ararat 4pm to 7pm

At these displays, visitors were encouraged to provide feedback on the short-listed alignment options and raise any issues they had with the Project generally. Alignment options for both Sections 2 and 3 were presented at all of the public displays.

The displays were advertised in an Information Bulletin which was distributed to addresses in the project area. The displays were also advertised in local newspapers across the three local government areas affected by the Project.

A combined total of approximately 250 people attended the public displays.

Visitor's feedback on the short-listed alignment options and general feedback was recorded at these public displays. This feedback was taken into consideration when selecting the short-listed options.

VicRoads continued to accept feedback on the shortlisted options throughout the entire EES process. Feedback was not restricted to the public displays.

Additional consultation activities that were undertaken as part of the Phase 2 consultation process is outlined in Table 7-3

Activity	Date	Stakeholder Group	Purpose
Public Information Display	July 2011	Landowners/ residents	Landowners/residents along the Beaufort to Ararat section with properties directly impacted by short-listed options were invited to a public information display to provide comments for social impact and options analysis
Public Information Display	July 2011	General community and interested parties	Community and interested parties invited to a public information display to provide comments for social impact and options analysis
Stakeholder meetings – short listed alignment options	July 2011 and ongoing	Government, agencies, and utility services	Consultation with other major stakeholders
PLSG meeting – short listed alignment options	July 2011	Members of the Professional and Local Services Group	PLSG members invited to an information display to provide comments for social impact and options analysis
Project Update Bulletin Letter /email Frequently Asked Questions Newspaper column	July 2011	All	 These communication materials were intended to achieve the following: Describe the Project EES steps Provide general information about the EES process Outline consultation and opportunities for community and stakeholder input Identify that various project alignments will be considered Provide contact details for community members and stakeholders to contact VicRoads directly
Landowner and Community Feedback Form	July/August 2011	All	Structured feedback forms distributed to landowners, community and interested parties to gain feedback on short listed options. Responses to issues raised by participants.

Table 7-3 Phase 2 Consultation Activities

7.6.3 Phase 3 – Community Consultation on Proposed Duplication Alignment

Phase 3 involved consultation on the preferred options (Option 1 and Option 2). The consultation activities that were undertaken as part of Phase 3 are outlined in the following Sections.

7.6.3.1 Public Displays

Phase 3 consultation involved consulting with the community on the options that were short-listed for the Project.

Six public displays were held regarding the shortlisted options. These displays were held at:

- Great Western Wednesday 9 November 2011 4pm to 7pm
- Buangor Thursday 10 November 2011 4pm to 7pm
- Beaufort Tuesday 15 November 2011 4pm to 7pm
- Ararat Wednesday 16 November 2011 4pm to 7pm
- Stawell Tuesday 20 March 2012 4pm to 7pm
- Buangor Tuesday 1 May 2012 4pm to 7pm

At these displays, visitors were encouraged to provide feedback on the preferred options within both Section 2 and 3. This feedback was taken into consideration when selecting the preferred alignment options. A similar number of people attended these public displays as with the Phase 2 displays.

7.6.3.2 Landowner Meetings

In November 2011 VicRoads identified its shortlisted alignments for the Project. Within the Beaufort to Ararat section of the Project, three alignments were shortlisted, with the main difference to the alignments being to the west of Buangor within the proximity of Mount Langi Ghiran. These options were identified as Option 1, Option 2 and Option 3. At this time, landowners were informed that if either of the shortlisted alignments would impact them directly, they were given the opportunity for a face to face meeting with VicRoads staff to receive more information about the extent of potential impact.

VicRoads staff attended 34 face to face meetings with directly impacted landholders, either on site, at the project office, or prior to the community meetings at Great Western and Buangor. Landowners and/or their representatives were informed of VicRoads shortlisted alignments and the information provided to them included:

- The assessment criteria used to inform selection of the preferred alignment
- An explanation of the EES process
- A map of their property indicating the possible line of acquisition
- Information on the Planning Scheme Amendment process.

- Information about the compensation process
- Information about the upcoming community information sessions

Landholders who would have been impacted by the other short-listed options but not impacted by the preferred or alternative alignments were notified by letter that their property was not impacted by VicRoads preferred or alternative alignments. They were however encouraged to maintain interest in the preferred options may not be the final option adopted.

Other consultation activities that were undertaken as part of Phase 3 are outlined in Table 7-4.

Table 7-4 Phase 3 Consultation Activities

Activity	Date	Stakeholder Groups	Purpose
Public Information Displays	November 2011 March 2012 May 2012	Landowners/residents	 Community sessions were held to: Display the recommended alignments and explain why these are the recommended alignments Outline known issues and challenges Outline further studies relating to the recommended options Outline the inclusion of feedback from consultation into the decision making process
Public Information Displays	November 2011 March 2012 May 2012	General community and interested parties	 Community sessions were held to: Display the recommended alignments and explain why these are the recommended alignments Outline known issues and challenges Outline further studies relating to the recommended options Outline the inclusion of feedback from consultation into the decision making process
Project Update Bulletin Letter /email Frequently Asked Questions Newspaper column	November 2011 March 2012 May 2012	All	 To describe the recommended alignments To report on how options changed as a result of feedback through the public information displays Update stakeholders on progress of studies on the recommended alignments, if required and appropriate
PLSG meeting – recommended alignments	November 2011	Professional and Local Services Group	PLSG members invited to an information display to view the recommended alignments and explain why these are the recommended alignments
Communication and consultation outcomes	December 2011 – May 2012	TRG	 Report on: Feedback gathered from public displays Relevant findings from the social impact assessment processes

7.7 Alignment options and Variations identified through consultation

During the consultation process, community members suggested other alignment options or variations to the options presented. These are outlined together with responses below.

7.7.1 Other Alignment Options

In addition to those outlined in Chapter 5 (Project Alternatives), the following alignment options were identified by community members during consultation:

Middle Creek to Buangor

Between Goulds Lane and Peacocks Road a request was made to deviate the highway south of the existing highway, abutting the northern edge of the Ballarat to Ararat rail line. This option was considered as part of the Options Assessment process and rejected on the basis of land severance impacts, environmental impact (ie removal of large old trees) and project cost. Refer to Chapter 5 (Project Alternatives).

Buangor Township

Community members and Buangor Primary School representatives raised concerns regarding the northern deviation to the township, on the basis of proximity to property, noise and visual impact.

This option was not pursued on the basis of land severance impacts, amenity and projet cost.

Buangor to Ararat

Landowner requested that further investigation be undertaken regarding the proposed alignment that duplicated the existing highway between Pope Road and Hillside Road on the basis of minimising land severance, land acquisition and environmental impacts.

Further environmental assessments were undertaken, and this option was considered as part of the Options Assessment process. The option was not pursued on the basis of environmental, engineering and heritage considerations.

7.7.2 Variations to the Preferred and Alternate Alignments

Since the preferred and alternate alignments were selected, various amendments have been suggested by landowners and the community to reduce the potential impacts.

Beaufort to Middle Creek

Members of the community who live within the vicinity of Grampians View Road (south of Box's Cutting) expressed concern regarding the safe connectivity to the proposed Western Highway. The proposed eastbound and westbound carriageways of the proposed and alternate options were moved to

the north, which then resulted in the existing Western Highway becoming a service road which dramatically improves the connectivity and safety for the local area.

The proposed realignment to the north also provided a major benefit in terms of constructing the highway and achieving the suitable design parameters for the highway to be sign posted at 110 kilometres per hour.

In addition to the realignment of the carriageways for both options, the proposed interchange at Eurambeen-Raglan Road and Eurambeen-Streatham Road was realigned to avoid impact on newly constructed sheds that are adjacent to the property boundary.

Middle Creek to Buangor

Landowner and community requests were made to avoid impact on the historic Woodnaggerak Homestead. This was considered as part of the Options Assessment Process, and the preferred and alternate alignments do not impact on the property.

Buangor Deviation

An earlier version of the Buangor deviation showed a half diamond interchange at Buangor-Ben Nevis Road (west of Buangor) and Anderson Road (east of Buangor). As part of the previous arrangements, there was also a bridge proposed over Peacocks Road. It was determined that the three bridges proposed to be constructed for the Buangor deviation would not result in a viable economic outcome considering the amount of traffic within the local road network.

The current options show a grade separated interchange at Peacocks Road with service roads connecting both Buangor-Ben Nevis Road and Anderson Road to a central location.

Members of the community have requested that Buangor-Ben Nevis Road be the location at which an interchange would be provided. This option was not pursued because it posed a greater impact on native vegetation values within the vicinity of Buangor-Ben Nevis Road and also created a long detour route for people living up Anderson Road.

Landowner immediately east of Billy Billy Creek raised concerns regarding the northern deviation of the township, on the basis of land severance impacts, proximity to property, noise and potential visual impact. In consultation with the landowner, an additional option (further north) was developed to minimise impacts. This change to the alignment has been reflected in both Option 1 and Option 2

A land owner 2.5 kilometres west of Buangor-Ben Nevis Road requested a service road into the property under AMP3 configuration for option 1. This was not deemed necessary as the proposed direct highway access arrangement met with relevant safety and access requirements. A service road joining the landowners property to Buangor-Ben Nevis Road is proposed under AMP1 (freeway) conditions.

Buangor to Ararat

Members of the Buangor community queried whether an additional option could be investigated that used Option 2 as the Buangor deviation and Option 1 where it passes Langi Ghiran State Park. This option was considered during the early round of the options assessment process but was discounted due to the cost to construct and land severance issues south of the railway line.

7.8 Outcomes of Consultation Activities

A summary of the issues raised during consultation, and associated responses are outlined below in Table 7-5.

Table 7-5 Issues raised through Consultation and Responses

Issue	Response	
Land Acquisition		
Most participants did not support options that involved land acquisition on their properties. Some participants said that their businesses (mostly farms) could be rendered less viable if their land or parts thereof was acquired for the Project. Landowners were concerned that some options would result in acquisition of their prime farming land.	Agricultural assessments were undertaken for properties where landowners raised concerns that the Project would affect viability. The outcomes of this assessment were used to draw conclusions regarding land use impacts in the Planning and Land Use Assessment. VicRoads has provided landowners with information on the land acquisition process, where requested. In selecting the preferred alignment, consideration was given to minimising land acquisition. The current design was refined through the EES process to avoid and minimise land acquisition, land severance and acquisition of dwellings, where practicable.	
Severance of agricultural properties		
This included concerns about the loss of agricultural land affecting the viability of farms, as well as access to other agricultural properties in the same ownership located on the other side of the proposed highway. Some participants stated that if they were no longer able to drive farm machinery on the duplicated highway to access their other properties this would be a major issue.	The preferred and alternate options have been selected to avoid and minimise severance of private land. Agricultural assessments were undertaken for properties where landowners raised concerns that the Project would affect viability. The locations of some median breaks and intersections were selected to assist known movement of farm machinery. VicRoads has advised landowners that the highway, initially under AMP3 conditions, would have the same status once duplicated in that it would allow continued use by registered/permitted items of plant. VicRoads has also advised that at some future time restriction to highway access would be introduced and it would be consistent with the AMP1 upgrade in this proposal.	
Severance of communities and townships		
Severance of communities was an issue raised in Buangor township. Participants were concerned that the alignment following the existing highway through town, and the deviation south of the township, would act to physically divide their town by cutting their houses/properties off from sections of the community, as well as creating a mentality of having 'two towns'. Some participants felt that these alignments would act to worsen existing amenity issues, given that community facilities (eg. School, Coach House, Sports Oval) are located north of the existing highway, with dwelling predominantly located south of the existing highway.	The alignment options that went through Buangor and to the south of Buangor were eliminated as part of the options assessment process, which addressed concerns that community members had regarding their town being divided by the Project. Options 1 and 2, both bypassing north of Buangor township, minimise severance impacts to the community. VicRoads received positive feedback from community members regarding this decision.	
Amenity, including noise, air quality and visual impacts		
A range of concerns were raised with regards to amenity impacts, these included noise levels increasing at private residences and community facilities from both an increase in traffic volume and closer proximity of the proposed alignment options to sensitive receptors. Some participants were concerned about the visual impact of the road encroaching on their properties, particularly in the vicinity of Buangor township. Some landowners and residents sought clarification as to how noise would affect adjoining residents and whether the VicRoads Noise Policy applied.	A number of photomontages from residential viewpoints have been developed which show what the ultimate upgrade (AMP1 freeway standard) would look like. Landscaping would be used to mitigate adverse effects at key locations. Noise mitigation measures (such as road surfacing and removal of tactile features) would be considered during detailed design at key locations such as intersections and in the vicinity of Buangor township. Air quality impacts have been investigated and would have minimal impact.	

Issue	Response		
Safety			
The issue of safety was raised by many participants, with respect to a number of existing highway sections and intersections, including Box's Cutting, Eurambeen- Streatham/Raglan Roads, Buangor township and Hillside Road. Some stated that they didn't feel safe using some of the current access points and intersections on the existing highway. Others were concerned about increasing volumes of traffic, altered access to properties and proximity of the alignment options to residences and community facilities associated with the options presented. Safety was a concern along the entire alignment; however, the issue was more pronounced around Buangor township, with participants concerned that an increase in traffic volume could hinder the community's ability to walk and ride bikes along some roads and also cause safety issues for children accessing community facilities and the school.	Traffic volumes, including truck volumes, within the project area are predicted to grow, which is one of the key drivers for the Project. Road safety is a key priority in this Project. Intersections and the highway alignment would be designed in accordance with relevant safety standards. VicRoads has noted that road safety audits would be undertaken throughout the Project to ensure that safety standards are met. A key reason for the selection of the preferred and alternate options was to ensure that the community was not separated from the facilities in Buangor township.		
Access			
Some participants identified that adequate access to their properties and their community was a major issue for them. Participants did not want the Project to sever access to their community and services, nor did they wish to travel further (e.g. be required to turn left and perform a U-turn, when they can currently turn right onto the existing highway) to access their communities or properties. Some agricultural landowners that reside between Beaufort and Ararat raised the issue of requiring regular access to their properties by B-Double trucks and/or farm machinery.	The location of intersections has been considered to best meet traffic and road safety requirements. Community consultation sessions held have shown the location of these median breaks and feedback received has been incorporated into the preferred and alternate alignments where possible. Assessments were undertaken of the types of vehicles turning at different locations along the highway and how far they had to travel in order to make the turns. The results of these assessments were considered in the design of the alignment options.		
Environmental			
Some landowners expressed concern at native vegetation impacts and severance of wildlife corridors, particularly in the vicinity of Langi Ghiran State Park.	During consultation, the significance of the vegetation and the legislative requirements to avoid or minimise impacts on this vegetation was explained. The adopted alignment would be designed to minimise native vegetation removal within the preferred alignment corridor, with mitigation measures adopted (eg. wildlife crossings) as appropriate to minimise impacts to wildlife corridors for significant native fauna.		

7.9 Ongoing community consultation

VicRoads will continue to inform landowners, stakeholders and the broader community about the EES process to ensure people are kept up to date, and where appropriate, to provide feedback. During the Public Exhibition period, VicRoads project staff will be available at various locations to provide EES information and project updates. At the conclusion of the EES process and throughout the construction phase for the Project, regular updates will continue.



Shetland Ponies in Buangor