



**SUBURBAN  
RAIL LOOP**

**OFFICIAL**

# **SRL East Residential Support Guidelines**

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**SUBURBAN  
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# SRL East Residential Support Guidelines

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# SRL East Residential Support Guidelines

## Table of Contents

<b>1</b>	<b>Project Context.....</b>	<b>4</b>
<b>2</b>	<b>Purpose.....</b>	<b>4</b>
<b>3</b>	<b>Scope .....</b>	<b>5</b>
<b>4</b>	<b>Definitions.....</b>	<b>5</b>
<b>5</b>	<b>Engagement and Off-site Measures .....</b>	<b>6</b>
5.1	Engagement Measures.....	6
5.2	Offsite Measurements.....	7
5.2.1	Noise Cancelling Headphones.....	7
5.2.2	Respite Offers .....	7
5.2.3	Acoustic Treatment .....	7
5.2.4	Alternative Accommodation .....	8
<b>6</b>	<b>Implementation for Noise and Vibration .....</b>	<b>8</b>
6.1	Implementation of On-site Noise and Vibration Measures .....	9
6.2	Identify Predicted Area of Noise and Vibration .....	9
6.3	Engagement and Off-site Noise and Vibration Measures .....	10
6.3.1	Works within Normal Working Hours .....	10
6.3.2	Low Impact Works .....	10
6.3.3	Managed Impact Works .....	11
6.3.4	Unavoidable Works .....	13
6.3.5	Special Circumstances .....	19
<b>7</b>	<b>Implementation for Dust, Light and Loss of Access.....</b>	<b>19</b>
<b>8</b>	<b>Monitoring and Management .....</b>	<b>20</b>
8.1	Monitoring .....	20
8.2	Dust Management .....	20
<b>9</b>	<b>Enquiries and Complaints Handling.....</b>	<b>20</b>
<b>10</b>	<b>Related Documents.....</b>	<b>21</b>
<b>11</b>	<b>Appendix.....</b>	<b>22</b>
	Appendix A - Airborne Noise Notes.....	22
	Acoustic Treatment.....	22
	Alternative Accommodation .....	22

# SRL East Residential Support Guidelines

## 1 Project Context

Suburban Rail Loop (SRL) is a once-in-a-generation opportunity to shape the future liveability, productivity and connectivity of Melbourne. The 90-kilometre rail line will link every major rail service from the Frankston Line to the Werribee Line, via Melbourne Airport, better connecting Victorians to jobs, retail, education, health services and each other.

SRL will be delivered progressively, with SRL East between Cheltenham and Box Hill connecting growing health, education, retail and employment precincts in Melbourne's east and south-east.

SRL East (the Project) will deliver 26-kilometre twin tunnels and six new underground stations at Cheltenham, Clayton, Monash, Glen Waverley, Burwood and Box Hill. A new stabling facility will be located in Heatherton near the start of the line to stable and maintain SRL's next generation energy efficient trains.

While SRL East will ultimately deliver many benefits for residents, Suburban Rail Loop Authority (SRLA) recognises that the construction of the rail infrastructure has the potential for temporary adverse impacts on residents living close to construction activities from emission of noise, vibration, dust, light spill or from temporary loss of access to property.

SRLA seeks to address these potential impacts by implementing the SRL East Environmental Management Framework (EMF) and related Environmental Performance Requirements (EPRs) that define environmental and social outcomes that must be achieved during the design, construction and operation phases of SRL East.

Compliance with EPRs as part of approvals for the Project will be monitored by the Independent Environmental Auditor (IEA) and enforced through contractual requirements for delivery and operation of SRL East.

## 2 Purpose

The purpose of the Residential Support Guidelines (these Guidelines) is to provide a framework for SRLA and its contractors to address residual impacts on residential amenity, once all reasonably practicable on-site mitigation measures have been applied.

These Guidelines refer to on-site and off-site mitigation and management measures. For clarity, the term on-site relates to 'at the source' measures for construction equipment, vehicles and sites, whereas off-site measures are targeted 'at the receiver' and are available for specific properties or individuals (i.e. acoustic treatment).

SRL East contractors are required to manage potential impacts to residential amenity through implementation of on-site mitigation measures, so far as reasonably practicable, to eliminate, and where not reasonably practicable, reduce risks of harm to human health and the environment, considering the:

- (1) EPA Victoria Publication 1856: Reasonably practicable (September 2020)
- (2) EPA Victoria Publication 1834: Civil construction, building and demolition guide (November 2022)
- (3) EPA Victoria Publication 1820.1: Construction – guide to preventing harm to people and the environment (July 2021)
- (4) EPA Victoria Publication 1961: Guideline for assessing and minimising air pollution (February 2022).

While on site mitigation measures will be explored and adopted so far as reasonably practicable, residual impacts on residential amenity may occur. Residual impacts will be addressed through engagement and the implementation of appropriate specific off-site management measures.

These Guidelines outline guideline noise levels that trigger engagement with residents and set out the types of measures that will be offered by SRL East contractors, so far as reasonably practicable<sup>1</sup>.

What is considered reasonably practicable can evolve over time. As such, given the long duration of the SRL East delivery program, risks that arise from project activities and the selection and effectiveness of controls

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<sup>1</sup> Reasonably practicable means that you must put in proportionate controls to mitigate or minimise the risk of harm (EPA Victoria Publication 1856)

## SRL East Residential Support Guidelines

to manage these risks, should be reviewed on a regular basis and in-line with the evolving state of knowledge in the industry.

They also identify measures to address other impacts such as dust, light spill from evening/night construction works or temporary loss of access to residential properties.

SRL East contractors must still comply with the requirements of the *Environment Protection Act 2017* (EP Act) at all times, which may necessitate additional off-site measures to be offered.

These Guidelines are intended to complement Construction Environmental Management Plans and Transport Management Plans developed by the appointed contractors outlining construction methods and transport changes required to facilitate the delivery of the Project.

These Guidelines will be in effect for the duration of SRL East construction, commencing with Initial Works and concluding with completion of the construction of SRL East rail infrastructure.

### 3 Scope

The Guidelines apply to all phases of construction for residents who:

- (1) Occupy properties where the primary use of the land is for residential purposes (including student accommodation and aged care), and
- (2) Are subject to adverse amenity impacts due to the proximity of SRL East construction works.

The Guidelines do not apply to:

- (1) Other sensitive receivers, such as schools, universities, hospitals and public land, as they require specifically tailored mitigation measures which will be developed on a case-by-case basis, and
- (2) Commercial businesses and non-commercial and non-residential entities. These are covered in the SRL East Business Support Guidelines.

**The Guidelines do not:**

- (1) **Contemplate or provide for direct monetary support for residents in the form of financial compensation, and**
- (2) **Create (nor should be interpreted as creating) an expectation or entitlement for any particular type of support specified in these Guidelines to be provided to an individual resident.**

### 4 Definitions

Term	Definition
Business and Residential Relocation Support Guidelines	Business and Residential Relocation Support Guidelines address the impacts on businesses, community organisations and residents due to displacement caused by property acquisition and provide a framework for relocation support where practicable and appropriate.
Communications and Stakeholder Engagement Management Framework (CSEMF)	The Communications and Stakeholder Engagement Management Framework (CSEMF) establishes the overarching principles, guidelines and objectives for communicating and engaging on rail infrastructure for SRL East.
Contractor	An individual or business engaged by SRLA to perform works at SRLA controlled facilities, hired venues or construction sites including work packages. This includes any subcontractors and consultants appointed by SRLA or the Contractor for each package that falls under the above definition.
Construction Environmental Management Plans (CEMP)	A CEMP describes how activities undertaken during the construction phase will be managed to avoid or mitigate environmental impacts, and how those environmental management requirements will be implemented. For SRL

## SRL East Residential Support Guidelines

Term	Definition
	East, the CEMP should comply with the SRL Environmental Management Framework and be consistent with the Environmental Strategy.
Environmental Management Framework (EMF)	The EMF provides a transparent and integrated approach to managing the environmental and heritage aspects of design and construction of the works. The EMF aligns with the relevant project approvals and outlines clear accountabilities for the delivery and monitoring of the Project's Environmental Performance Requirements.
Environmental Performance Requirements (EPRs)	The EPRs are a suite of performance-based outcomes that apply to the design and construction of the Project and are targeted at highlighting aspects of the Project which require increased oversight. The EPRs are not intended to prescribe how environmental outcomes are to be achieved, but rather set out an approach for delivery of the works that is flexible and encourages innovation by the Contractor to develop strategies and use best practice methodologies and technologies to implement and achieve the EPRs.
<i>Environment Protection Act 2017</i> (EP Act)	The Environment Protection Act 2017 (EP Act) aims to prevent pollution and environmental damage. It sets environmental quality objectives, and puts in place programs to meet them.
Independent Environmental Auditor (IEA)	As defined in the EMF to undertake independent review, verification and auditing of compliance of Contractors' activities.
Transport Management Plans	Transport Management Plans provide processes for managing and coordinating road, rail and tram planned disruptions across the SRL East.

## 5 Engagement and Off-site Measures

### 5.1 Engagement Measures

The SRL East Communications and Stakeholder Engagement Management Framework (CSEMF) outlines tools and techniques SRLA and its contractors will use to communicate and engage with communities and stakeholders, in line with best practice engagement outlined by the IAP2. Section 7 of the CSEMF outlines project-wide and precinct-based tools and techniques as well as tailored approaches for diverse groups.

Engagement measures outlined in this section are based on the CSEMF and set out minimum requirements for SRL East contractors when engaging with residents and offering off-site measures.

- (1) **Works notifications** – provide residents with advanced notice of forthcoming works and provide early warning of high impact activities (notifications could be provided electronically or in hard copy).
- (2) **SMS notifications** – to support works notifications.
- (3) **Liaison with residents, including phone calls** – follow up to works notifications to confirm residents have received relevant information and to answer any queries. Where required, individual phone calls would be made to inform residents personally about predicted impacts and the planned mitigation measures that will be implemented. This is applied on an as required basis to address residents considered at a higher risk of disturbance based on construction noise modelling or previous engagement outcomes.
- (4) **Individual meetings/briefings and doorknocks** – inform residents considered at a higher risk of disturbance based on construction noise modelling or known to be vulnerable based on previous engagement outcomes about the predicted impacts and planned mitigation measures.
- (5) **Specific notification with a case management approach for vulnerable residents** (specific notification) – targeted communications (via post or email) and/or early engagement and direct communication (phone calls and doorknocks) to vulnerable residents (such as elderly or those with

## **SRL East Residential Support Guidelines**

chronic health conditions) to provide early warning of high impact activities and to discuss mitigation measures.

Support for residents of Culturally and Linguistically Diverse backgrounds will be included in communication and engagement activities using interpreters for discussions carried via phone calls, meetings and doorknocks, and translation of works notifications and works update materials as required.

### **5.2 Offsite Measurements**

Off-site management measures to be applied under these Guidelines are outlined in this section and include noise cancelling headphones, respite offers, acoustic treatment and alternative accommodation.

The off-site management measures below are options that must be considered by SRL East contractors where SRL construction noise levels exceed guideline noise levels. Not all off-site management measures will be suitable in all instances, with appropriate measures determined through consultation with potentially affected residents.

#### **5.2.1 Noise Cancelling Headphones**

Good quality noise cancelling headphones will be offered, where appropriate, to residents subjected to periods of exposure to construction activities that are expected to exceed the applicable guideline noise levels for off-site mitigation and who want or are required to stay at home during the works.

#### **5.2.2 Respite Offers**

During the construction of SRL East, respite will be offered to residents who are exposed to periods of noise and vibration that are expected to exceed applicable guideline levels outlined in section 6 of these Guidelines. Respite will also be offered to residents impacted by temporary loss of access to their property or light spill from evening/night-time construction works in accordance with section 7 of these Guidelines.

The type of respite offered will depend on the degree and duration of the relevant works. However, a respite offer will typically either provide residents with an opportunity to leave their homes for the duration of short-term (i.e. up to a few hours) construction activities, or for a break away from longer term activities.

Where deemed appropriate in accordance with these Guidelines, SRL East contractors will be required to offer eligible residents either one or both of the following options:

- (1) A choice of pre-determined and pre-paid respite options. Possible respite options may include tickets to cultural or sporting activities (e.g. cinema tickets, sporting tickets, admission to galleries/museums), public transport vouchers (e.g. pre-paid myki cards), and gift vouchers to be used at retail or restaurant outlets from which residents may choose.
- (2) Reimbursement of the reasonable costs incurred by the resident, up to a dollar value equivalent to the pre-determined respite offers.

#### **5.2.3 Acoustic Treatment**

Residents who may be exposed to significant periods of airborne noise expected to exceed the applicable guideline noise levels and durations may be offered acoustic treatment for their property.

Treatments may include, but would not be limited to, window glazing, sound proofing through external barriers (i.e. temporary boundary fencing) or acoustic insulation where appropriate. The need for alternative fresh air ventilation to allow windows and doors of affected sleeping areas to remain closed during works will also be considered.

Treatments will be considered, and options assessed, to determine the most efficacious solution for the circumstances. Offers of acoustic treatment of residences is not a suitable mitigation option for ground-borne noise, which is generated within a dwelling due to vibration.

SRL East contractors will be required to offer eligible residents either one or both of the following options prior to the relevant construction works commencing:

## **SRL East Residential Support Guidelines**

- (1) A choice of approved and pre-paid insulation technicians to install acoustic treatment at affected residents' properties that is appropriate to the circumstances and design of the affected premises.
- (2) Reimbursement of the reasonable costs incurred by the resident in having acoustic treatment installed at their premises, provided that the installation of any acoustic treatment is agreed with the relevant contractor prior to the acoustic treatment being installed at the property and is completed in sufficient time to address the predicted noise impact from the planned works that triggered the requirement.

SRL East contractors must consider the requirements for acoustic treatment during construction as set out in Appendix A

### **5.2.4 Alternative Accommodation**

During the construction of SRL East, temporary alternative accommodation will be offered, so far as reasonably practicable, for residents who are exposed to periods of night-time noise and vibration that are expected to exceed applicable guideline levels outlined in section 3 of these Guidelines. Alternative accommodation will also be offered, where reasonably practicable, to residents impacted by temporary loss of access to their property or light spill from night-time construction works in accordance with section 4 of these Guidelines.

Where deemed appropriate in accordance with these Guidelines, SRL East contractors will be required to offer eligible residents a choice of pre-arranged and pre-paid local accommodation that can provide a standard of accommodation (for example, serviced apartments) that enable the affected resident/s to receive respite from the works and to go about their daily activities.

Consideration will also be given to including incidentals such as car parking, wi-fi and a breakfast pack with the alternative accommodation offer. All other incidentals associated with the alternative accommodation will be paid for by the resident. Requests for pet accommodation will be assessed on a case-by-case basis.

Residents who accept an offer of alternative accommodation will remain responsible for the costs associated with their existing residence while temporary accommodation is provided.

In relation to noise levels, SRLA's guiding principle is that staying at home is generally the best option for everyone. Residents are therefore under no obligation to accept the offer for alternative accommodation. If a resident changes their mind after originally deciding to stay in their home, alternative accommodation can still be offered subject to agreement with the SRL East contractor.

## **6 Implementation for Noise and Vibration**

Figure 1 provides a high-level overview of the steps that SRL East contractors must follow prior to and during construction to implement these Guidelines as they pertain to noise and vibration. Further detail on each of these steps is provided in the sections below.

## SRL East Residential Support Guidelines

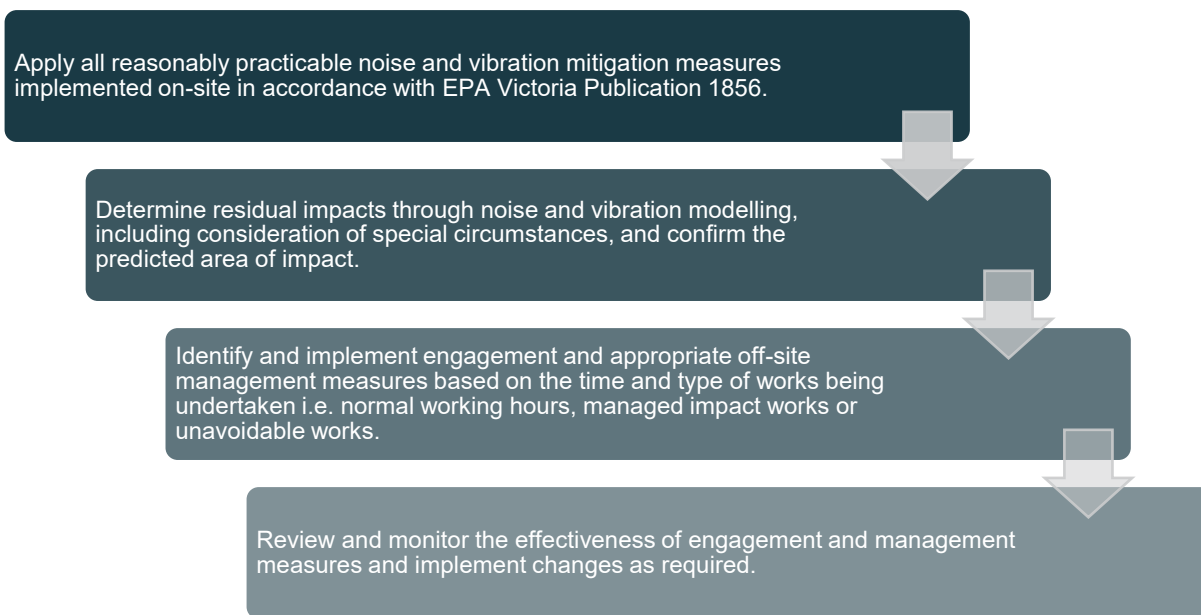


Figure 1: Steps for contractors to follow to implement these Guidelines for noise and vibration

### 6.1 Implementation of On-site Noise and Vibration Measures

Prior to commencing the relevant works, each SRL East contractor will identify on-site mitigation and management measures to eliminate, or if not reasonably practicable, reduce noise and vibration associated with their works so far as reasonably practicable.

Once all reasonably practicable measures have been implemented on-site, the contractor needs to establish whether residential properties are likely to still be affected by noise and vibration associated with the construction activities for their works package and whether off-site management measures are required to be implemented in accordance with these Guidelines.

### 6.2 Identify Predicted Area of Noise and Vibration

SRL East contractors must establish the predicted area of noise and vibration impact for the implementation of off-site management measures in accordance with these Guidelines.

Determining the predicted area of impact must be informed by noise and vibration modelling undertaken by suitably qualified acoustic and vibration consultants based on an assessment of:

- (1) The proposed construction works and methodology
- (2) Time of day and duration of works, and
- (3) The particular circumstances of sensitive stakeholders for each works package.

This assessment may recommend additional reasonably practicable on-site noise and vibration mitigation and management measures.

The predicted area of impact will change as a result of a change in work methodology, timing, duration of works or particular circumstances of sensitive stakeholders and should be reviewed at appropriate intervals.

The prediction methodology used by the consultant should be validated through regular noise monitoring as required by EPR NV3 and refined as appropriate to ensure that any off-site management measures are being applied based on suitably accurate noise predictions.

# SRL East Residential Support Guidelines

## 6.3 Engagement and Off-site Noise and Vibration Measures

The type of engagement and off-site management measures for noise and vibration have been identified with consideration of EPA Victoria Publication 1834, the EPRs and experience from other Victorian transport infrastructure projects.

SRL East contractors will also be required to develop a residential relocation management framework that is consistent with these Guidelines.

EPA Victoria Publication 1834 defines types of work, including those undertaken during normal working hours, low impact works, managed impact works and unavoidable works. Each of these types of works and the application of these Guidelines is discussed in more detail below.

### 6.3.1 Works within Normal Working Hours

EPA Victoria Publication 1834 defines normal working hours as 7am to 6pm weekdays and 7am to 1pm Saturday. The engagement and management measures, and the notification period identified in Table 1 must be implemented if the guideline airborne noise level is predicted or measured to be exceeded.

**Table 1: Guideline airborne noise levels that trigger engagement and mitigation measures for residents affected by airborne noise during normal working hours**

Time period	Guideline airborne noise levels	Engagement measures <sup>1</sup>	Off-site management measures <sup>2</sup>	Notification period
Mon-Fri: 7am-6pm Sat: 7am-1pm	External construction noise level ( $L_{Aeq,15min}$ ) >10dB above the pre-existing background noise level ( $L_{A90}$ ) at the time of impact	Works notification Liaison with residents, including phone calls	Noise cancelling headphones	Five business days in advance of works occurring
Mon-Fri: 7am-6pm Sat: 7am-1pm	External construction noise level ( $L_{Aeq,15min}$ ) >75dB	Works notification Liaison with residents, including phone calls	Noise cancelling headphones Respite offer	Five business days in advance of works occurring

<sup>1</sup>To be applied as required.

<sup>2</sup>To be applied on a case-by-case basis through consultation with residents considered at a higher risk of disturbance. Not all measures will be suitable in all instances.

### 6.3.2 Low Impact Works

EPA Victoria Publication 1834 defines low impact works as those that are conducted outside of normal working hours but are inherently quiet or unobtrusive such that they would readily meet the relevant reference levels defined by EPA Victoria Publication 1834, which is confirmed by an assessment of impacts to confirm the noise levels will comply with EPA Victoria Publication 1834. These works may include manual painting and internal fit out.

On the basis of the definition under EPA Victoria Publication 1834, low impact works do not require the application of the management measures in these Guidelines. However, SRL East contractors will still need to comply with engagement and notification requirements in accordance with the approved communication and stakeholder engagement management plan for low impact works.

#### **Case study: Low impact works**

*An SRL East contractor is planning to carry out internal fitout works at night-time within an underground station box. The works within the station box are assessed to present a low risk of audible noise at surrounding noise sensitive areas as they are occurring within a contained underground structure. The*

## SRL East Residential Support Guidelines

*contractor puts in place measures to avoid the need for any supporting at-surface activities during the works by scheduling deliveries to normal working hours.*

*Based on the above, the works are classified as low impact works and can be carried out without the need for any specific engagement measures or off-site management measures under these Guidelines. The contractor carries out the works in accordance with the approved construction noise and vibration management plan and the communication and stakeholder engagement plan.*

### 6.3.3 Managed Impact Works

EPA Victoria Publication 1834 defines managed impact works as works where the noise emissions are managed through actions specified in a noise and vibration management plan (may be part of a broader environmental management plan), to minimise impacts on sensitive receivers. Managed impact works do not have intrusive characteristics such as impulsive noise or tonal movement alarms.

In accordance with the requirements of EPA Publication 1834 and EPR NV2, managed impact works must only occur where:

- 1) They are verified by the IEA to provide a net benefit to the amenity of the affected community
- 2) Offers to avoid the impacts of the exceedance have been made by the contractor to any affected residents where the guideline noise levels are predicted to be exceeded, and these offers are made to avoid the impact for the duration of the predicted exceedance, and
- 3) The occupant of a sensitive use declines an offer to avoid the impact for part or all of any managed impact works, in which all other engagement and management measures in these Guidelines must still be applied for that sensitive use.

The engagement measures and notification period identified in Table 2, must be implemented as far as reasonably practicable if the guideline airborne noise level is predicted or measured to be exceeded. Once relevant construction periods are complete, there must be follow up surveys of the residents to assess effectiveness of mitigation measures.

#### **Case study: Managed impact works**

*An SRL East contractor is planning to carry out rail grinding within an underground station box with an open roof structure at the time of the works. Due to delays on the project, it is proposed that these works be carried out 24 hours per day to minimise the impact of the delays in extending the overall work duration in the local area. The works are assessed as presenting a risk of audible noise at surrounding noise sensitive areas. As they are proposed to address project scheduling issues and could otherwise be carried out during normal working hours, they must be carried out as managed impact works.*

*The contractor engages a suitably qualified acoustic consultant to predict noise levels from the works and to identify management measures to control noise emissions. The consultant identifies that, with the use of an acoustic enclosure around the works, predicted noise levels comply with the EPR NV1 reference levels, with the exception of two dwellings during the night-time period. The contractor submits the assessment to the IEA accompanied by a justification that the works will be of net benefit to the community as it will reduce the overall duration of the works in the area.*

*Following IEA verification of the works as managed impact works, alternative accommodation offers are made to the two affected dwellings. One resident accepts the offer, with the other remaining to stay at home. The contractor implements other off-site engagement measures under these Guidelines for the resident who has opted to remain in place and otherwise carries out the works in accordance with the approved construction noise and vibration management plan.*

## SRL East Residential Support Guidelines

**Table 2: Guideline airborne noise levels that trigger engagement and mitigation measures for residents affected by airborne noise from out of hours managed impact works**

Time period	Guideline airborne noise levels	Engagement measures <sup>1</sup>	Off-site management measures <sup>2</sup>	Notification period
Evening/weekend hours and public holidays – managed impact works <sup>3</sup>				
Mon-Fri: 6pm-10pm Sat: 1pm-10pm Sun/PH: 7am-10pm	External construction noise level ( $L_{Aeq,15min}$ ) >10dB above the pre-existing background noise level ( $L_{A90}$ ) at the time of impact if occurring less than 18 months from the commencement of SRL East continuous works in the area at a sensitive receiver as verified by the IEA. <sup>4</sup>	Works notification Liaison with residents, including phone calls	Noise cancelling headphones Respite offer	10 business days in advance of works
Mon-Fri: 6pm-10pm Sat: 1pm-10pm Sun/PH: 7am-10pm	External construction noise level ( $L_{Aeq,15min}$ ) >5dB above the pre-existing background noise level ( $L_{A90}$ ) at the time of impact if occurring after 18 months from the commencement of SRL East continuous works in the area at a sensitive receiver as verified by the IEA. <sup>4</sup>	Works notification Liaison with residents, including phone calls	Noise cancelling headphones Respite offer	10 business days in advance of works
Night hours – managed impact works <sup>3</sup>				
Mon-Sun: 10pm-7am	External construction noise level ( $L_{Aeq,15min}$ ) >0dB above the pre-existing background noise level ( $L_{A90}$ ) at the time of impact	Works notification Liaison with residents, including phone calls	Respite offer <sup>5</sup> Alternative accommodation <sup>5</sup>	10 business days in advance of works

<sup>1</sup>To be applied as required

<sup>2</sup>To be applied through consultation with residents considered at a higher risk of disturbance based on construction noise modelling or known to be vulnerable based on previous engagement outcomes. Not all measures will be suitable in all instances.

<sup>3</sup>As defined by EPA Victoria Publication 1834 and EPR NV2

<sup>4</sup>Short term, minor works with extended periods between the type and scale of works would not be defined as continuous works in this instance.<sup>5</sup>Respite offers could be considered in cases where works may only persist for a short period of time in the night hours, for example from 10 pm to 11 pm. For longer duration works, alternative accommodation offers should be made for managed impact works.

### 6.3.4 Unavoidable Works

EPA Victoria Publication 1834 defines unavoidable works as works which pose an unacceptable risk to life or property or a major traffic hazard and can be justified. Includes an activity which has commenced but cannot be stopped. Examples include tunnel boring machines and spoil treatment facilities, rail occupations or works that would cause a major traffic hazard.

The engagement and notification period identified in Table 3 must be implemented if the guideline airborne noise level is predicted or measured to be exceeded and in Table 4 if the guideline ground-borne noise level is predicted or measured to be exceeded. Management measures in Tables 3 and 4 must be implemented so far as reasonably practicable. Once relevant construction periods are complete, there must be follow up surveys of the residents to assess effectiveness of mitigation measures.

#### **Case study: Unavoidable works – short-term**

*An SRL East contractor is planning to carry out road improvement works. Due to traffic management constraints imposed by the road authority, the works can only be carried out during the night-time period. The works meet the definition of unavoidable works as verified with the IEA and are planned to occur for three consecutive nights.*

*Following the initial identification and application of reasonably practicable mitigation measures, the contractor engages a suitably qualified acoustic consultant to predict noise levels from the works. The consultant identifies that five dwellings are predicted to experience noise levels above 65 dB  $L_{Aeq,15min}$  during the works and that these may persist for over three nights. A further 15 dwellings are predicted to be above 55 dB  $L_{Aeq,15min}$  but the duration of works does not necessitate the offer of acoustic treatment, although the contractor makes notes of the number of nights above for those people not offered alternative accommodation such that these are taken into account should further unavoidable works be occurring within a six-month period.*

*Further measures to reduce noise on the site are not deemed reasonably practicable, with due consideration of the duration of the works, and so alternative accommodation offers are made to the affected residents in the five dwellings predicted to experience noise levels above 65 dB  $L_{Aeq,15min}$ . In making the offers, the contractor has considered the number and type of impacted properties and factors that may impact the availability and suitability of alternative accommodation. The contractor implements the alternative accommodation for those residents who accept.*

*For dwellings where the predicted noise levels are below 65 dB  $L_{Aeq,15min}$  as well as for any residents of the five dwellings who do not accept the offer of alternative accommodation, the contractor applies engagement and off-site management measures as per Table 3. The contractor also applies other applicable off-site engagement measures under these Guidelines, and otherwise carries out the works in accordance with the approved construction noise and vibration management plan.*

#### **Case study: Unavoidable works – long-term**

*An SRL East contractor is planning to carry out tunnelling works at a tunnel access shaft. Due to the nature of tunnelling works, the works need to be carried out 24 hours per day. The works meet the definition of unavoidable works as verified with the IEA and are planned to occur for up to nine months.*

*The contractor reviews the works and determines that the works will occur within an acoustic shed, with activities outside of the acoustic shed minimised during the evening and night-time periods. It is determined that spoil can be stored on site during the night-time such that truck movements are avoided during this time period. The contractor engages a suitably qualified acoustic consultant to predict noise levels from the works, and it is determined that no dwellings are predicted to experience noise levels above 65 dB  $L_{Aeq,15min}$  during the works, but that three dwellings are predicted to experience noise levels above 55 dB. Further measures to reduce noise on the site are not deemed reasonably practicable, and so offers of acoustic treatment are made to the affected residents.*

# **OFFICIAL** SRL East Residential Support Guidelines



*The contractor implements the acoustic treatment for those residents who accept, as well as the other applicable off-site engagement measures under these Guidelines, and otherwise carries out the works in accordance with the approved construction noise and vibration management plan.*

## SRL East Residential Support Guidelines

### 6.3.4.1 Airborne Noise

**Table 3: Guideline airborne noise levels that trigger engagement and mitigation measures for residents affected by airborne noise from out of hours unavoidable works**

Time period	Guideline airborne noise levels	Engagement measures <sup>1</sup>	Off-site management measures <sup>2</sup>	Notification period
Evening/weekend hours and public holidays – unavoidable works <sup>3</sup>				
Mon-Fri: 6pm-10pm Sat: 1pm-10pm Sun/PH: 7am-10pm	External construction noise level ( $L_{Aeq,15min}$ ) >5dB above the pre-existing background noise level ( $L_{A90}$ ) at the time of impact	Works notification Specific notification Liaison with residents, including phone calls	Noise cancelling headphones	10 business days in advance of works
Mon-Fri: 6pm-10pm Sat: 1pm-10pm Sun/PH: 7am-10pm	External construction noise level ( $L_{Aeq,15min}$ ): <ul style="list-style-type: none"> <li>More than 5dB above the pre-existing background noise level (<math>L_{A90}</math>) at the time of impact; and</li> <li>Above the Objective level defined in the Environment Reference Standard.</li> </ul>	Works notification Specific notification Individual briefings/meetings/ doorknocks Liaison with residents, including phone calls	Respite offer Noise cancelling headphones	10 business days in advance of works
Night hours – unavoidable works <sup>3</sup>				
Mon-Sun: 10pm-7am	External construction noise level ( $L_{Aeq,15min}$ ) >0dB above the pre-existing background noise level ( $L_{A90}$ ) at the time of impact	Works notification Specific notification Liaison with residents, including phone calls	Noise cancelling headphones	10 business days in advance of works
Mon-Sun: 10pm-7am	External construction noise level ( $L_{Aeq,15min}$ ): <ul style="list-style-type: none"> <li>More than 5dB above the pre-existing background noise level (<math>L_{A90}</math>) at the time of impact; and</li> <li>Above the Objective level defined in the Environment Reference Standard.</li> </ul>	Works notification Specific notification Individual briefings/meetings/ doorknocks Liaison with residents, including phone calls	Noise cancelling headphones Respite offer	10 business days in advance of works

## SRL East Residential Support Guidelines

Time period	Guideline airborne noise levels	Engagement measures <sup>1</sup>	Off-site management measures <sup>2</sup>	Notification period
Mon-Sun: 10pm-7am	Total airborne noise level (pre-existing ambient, $L_{AeqT}$ , measured over one hour plus airborne noise from SRL East works) is predicted at a point one metre in front of the most exposed of any windows or doors of a habitable room in any façade of a residence, to exceed <u>whichever is the higher of</u> : <ul style="list-style-type: none"> <li>55dB <u>or</u></li> <li>10dB above the pre-existing background noise level (<math>L_{A90}</math>) at the time of impact</li> </ul>	Works notification Specific notification Individual briefings/meetings/ doorknocks Liaison with residents, including phone calls	Acoustic Treatment <sup>4</sup> for impacted residents will be offered if the airborne noise level occurs for at least 40 days in any six consecutive months.	10 business days in advance of works
Mon-Sun: 10pm-7am	Where airborne noise levels during the Night Hours (pre-existing ambient, $L_{AeqT}$ , measured over one hour plus airborne noise from SRL East works) is measured or predicted at a point one metre in front of the exposed windows or doors of a habitable room in any facade of a residence, to exceed <u>whichever is the higher of</u> : <ul style="list-style-type: none"> <li>65dB <u>or</u></li> <li>10dB above the pre-existing background noise level (<math>L_{A90}</math>) at the time of impact.</li> </ul>	Works notification Specific notification Individual briefings/meetings/ doorknocks Liaison with residents, including phone calls	Alternative Accommodation <sup>5</sup> for impacted residents will be offered if the airborne noise level occurs for more than two consecutive nights.	10 business days in advance of works

<sup>1</sup>To be applied as required

<sup>2</sup>To be applied through consultation with residents considered at a higher risk of disturbance based on construction noise modelling or known to be vulnerable based on previous engagement outcomes. Not all measures will be suitable in all instances.

<sup>3</sup>As defined by EPA Victoria Publication 1834

<sup>4</sup>Refer to Appendix A for more guidance on implementing acoustic treatment

<sup>5</sup>Refer to Appendix A for more guidance on implementing alternative accommodation.

#### **6.3.4.2 Ground-borne Noise and Vibration**

Ground-borne noise results from the vibration generated by construction equipment and is generally only perceptible in low airborne noise environments.

Audible ground-borne noise can occur at very low levels of vibration that are not perceptible. Accordingly, these Guidelines assume that, given the nature of SRL East works, exceedance of the guideline ground-borne noise levels will also address the potential residential amenity impacts associated with ground-borne vibration.

The engagement and notification period, identified in Table 4 must be implemented if the guideline ground-borne noise level exceeds 40dB(A) internally, or an externally derived equivalent value during the evening period and 35dB(A) measured internally or an externally derived in the night time period by the decibel ranges shown in Table 4.

## SRL East Residential Support Guidelines

**Table 4: Guideline ground-borne noise levels that trigger engagement and mitigation measures for residents affected by ground-borne noise**

Time period <sup>1</sup>	Guideline ground-borne noise levels					Notification period
	0-10dB(A)	10-20dB(A)		>20dB(A)		
	Engagement measures <sup>2</sup>	Engagement measures <sup>2</sup>	Off-Site management measures <sup>3</sup>	Engagement measures <sup>2</sup>	Off-site management measures <sup>3</sup>	
Mon-Sun: 6pm-10pm	Works notification	Works notification Specific notification	Noise cancelling headphones Respite offer	Works notification Liaison with residents, including phone calls Individual briefings/ meetings/doorknocks Specific notification	Noise cancelling headphones Respite offer	10 business days in advance of works
Mon-Sun: 10pm-7am	Works notification	Works notification Individual briefings/ meetings/doorknocks Phone calls Specific notification	Noise cancelling headphones Respite offer	Works notification Liaison with residents, including phone calls Individual briefings/ meetings/doorknocks Specific notification	Noise cancelling headphones Respite offer	10 business days in advance of works
Mon-Sun: 10pm-7am	Works notification	Works notification Individual briefings/ meetings/doorknocks Phone calls Specific notification	Alternative accommodation for impacted residents will be offered if the ground-borne noise level occurs for more than two consecutive nights until the predicted SRL East construction noise levels will be no more than 10dB(A) above 35dB(A) in the night time period for seven consecutive nights.	Works notification Liaison with residents, including phone calls Individual briefings/ meetings/doorknocks Specific notification	Alternative accommodation for impacted residents will be offered if the ground-borne noise level occurs for more than two consecutive nights until the predicted SRL East construction noise levels will be no more than 10dB(A) above 35dB(A) in the night time period for seven consecutive nights.	10 business days in advance of works

<sup>1</sup>Management measures are not provided for the daytime period, as ambient daytime noise levels typically provide masking with respect to ground-borne noise.

<sup>2</sup>To be applied as required

<sup>3</sup>To be applied through consultation with residents considered at a higher risk of disturbance. Not all measures will be suitable in all instances.

### 6.3.5 Special Circumstances

#### 6.3.5.1 Respite or Alternative Accommodation

There may be circumstances in which the impacts of airborne noise, ground-borne noise and vibration or combined impacts do not exceed the guideline noise levels set out in these Guidelines, but the resident is particularly sensitive to those impacts.

Requests for respite or alternative accommodation from such residents shall be considered on a case-by-case basis, taking into account:

- (1) The degree of and duration of impacts of construction work on the resident's amenity, and
- (2) The special circumstances of the resident that would increase sensitivity to those impacts, such as night/shift workers or those with a medical condition exacerbated by noise or vibration.

#### 6.3.5.2 Acoustic Treatment

Where it has not already been considered by contractors, SRLA may direct contractors to consider acoustic treatments where:

- (1) Night hour guideline airborne noise levels as identified in Table 3 are exceeded but occur in a timeframe of less than 40 days (over six consecutive months), or
- (2) Works are occurring during normal working hours or weekend/evening hours but SRLA is satisfied that the occupants of the affected land use are particularly sensitive to the impacts.

SRLA may consider the following when determining the suitability of this measure, including but not limited to:

- (1) Whether the works can be avoided
- (2) The degree of and duration of disturbance from the works, and
- (3) Whether the resident is restricted from accepting respite offers or alternative accommodation due to certain health concerns, mobility restrictions or other extenuating circumstances that may warrant the resident to remain in their home/place of residence.

## 7 Implementation for Dust, Light and Loss of Access

There may be circumstances where measures are required to address other impacts such as dust, light spill from evening/night construction works or temporary loss of access to residential properties. As these circumstances may vary, it is necessary for the SRL East contractors to determine the likely effects on residences and individuals.

Respite or alternative accommodation will be offered to residents, as appropriate, and be based on:

- (1) The time of the exposure to light spill and duration, and
- (2) Where access to or egress from their property (including for vehicles) is temporarily unavailable and adequate alternative access cannot be provided.

SRL East contractors will engage with residents in the vicinity of the proposed works, prior to commencing works, to outline the program of works and expected impacts and to offer reasonably practicable management measures in accordance with these Guidelines.

Residents will also be notified about specific works and expected impacts in advance of works commencing in line with specified notification types and timeframes outlined in Tables 1 to 4.

Contact details for SRL East contractors (including the Project Information Line) must be provided in the notification so that residents can contact the contractor in advance of the works commencing, or at any time during the specified works period, to understand any measures on offer and make appropriate arrangements.

## 8 Monitoring and Management

### 8.1 Monitoring

For noise and vibration, contractors will undertake monitoring throughout the construction of SRL East to ensure compliance with EPRs, including those which may impact on residential amenity as set out in these Guidelines.

SRL East contractors must also undertake regular inspections of works to assess the effectiveness of mitigation measures in place and proactively determine whether further mitigation or support measures are required for affected residents to eliminate and where not reasonably practicable, reduce the risk of harm, so far as reasonably practicable.

SRL East contractors must employ suitable personnel with experience in community consultation and relevant technical expertise to undertake these regular inspections. These personnel should be available for contact by affected residents.

### 8.2 Dust Management

If circumstances arise where it can be demonstrated that dust deposition from construction works impacts on adjacent cars, properties or restricts outdoor clothes drying, consideration will be given to the provision of car wash, window washing or dry-cleaning vouchers on a case-by-case basis.

## 9 Enquiries and Complaints Handling

SRLA recognises the importance of a fair, transparent and responsive enquiries and complaints management approach. SRLA's complaint management procedures are consistent with Australian Standard AS/NZS 10002: 2014 Guidelines for Complaint Management in Organisations and draw on the Victorian Ombudsman's Complaints: Good Practice Guide for Public Sector Agencies.

The following channels have been established for enquiries and complaints:

- (1) **Writing to** Suburban Rail Loop Authority PO Box 24214, Melbourne VIC 3001
- (2) **Contact us** on 1800 105 105 or via email to [contact@srla.vic.gov.au](mailto:contact@srla.vic.gov.au)
- (3) **Direct messaging** our social media channels – [LinkedIn](#), [Facebook](#) and [Instagram](#)

For stakeholders who are deaf, or have a hearing or speech impairment, enquiries and complaints can be made through the National Relay Service on 1800 555 630. Translation and interpreter services for stakeholders that speak a language other than English are available by contacting (03) 9209 0147.

The SRL East Project Information Line (24 hours a day, 7 days a week) or email ([contact@srla.vic.gov.au](mailto:contact@srla.vic.gov.au)) is available for residents to obtain further information or register complaints regarding SRL East, including the effect of construction works on residential amenity.

High priority complaints or enquiries involve a range of criteria including construction impacts. Response timeframes enquiries and complaints are outlined in Table 6.

Residents who were offered respite or alternative accommodation but did not take up the offer prior to construction commencing may contact SRL East contractors at any time during relevant works to request respite or alternative accommodation via the Project Information Line. These requests are deemed high priority enquiries and SRL East contractors must respond within the timeframes outlined in Table 6.

Residents who have not received offers of respite or alternative accommodation but who believe their residential amenity is or will be adversely impacted by construction works may register a request for assessment by reference to these Guidelines via the Project Information Line. These requests are deemed high priority enquiries and SRL East contractors must respond within the timeframes outlined in Table 6.

Where the relevant contractor has deemed a resident ineligible for respite or alternative accommodation, the resident may request SRLA to review this decision by reference to these Guidelines. These requests are deemed high priority enquiries and SRLA must respond within the timeframes outlined in Table 6.

**Table 6: Enquiries and complaints response timeframes**

	1800 #	Email / contact form	Direct / in person	Letter / by mail
<b>“High” priority enquiries and all complaints</b>				
Acknowledgement of all allocated enquiries and complaints received via the 1800 #. Return SMS with Darzin #.	Within 15 minutes	N/A	N/A	N/A
Initial response to be provided to enquirer/complainant.	Within 30 minutes	Instant acknowledgement and assessment	Immediately	N/A
Enquiry/complaint resolved. Response recorded in Darzin and closed.	Within two business days	Within two business days	Within two business days	Within two business days*
<b>Note:</b> More complex enquiries/complaints may take longer to resolve than the timeframes provided above. In this case, the enquirer/complainant 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>				
<b>“Low” priority enquiries</b>				
Enquiry/complaint resolved. Response recorded in Darzin and closed.	Within three business days	Within three business days	Within three business days	Within three business days
<b>Note:</b> 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.				

## 10 Related Documents

Document Type	Reference
Relevant Legislation	EPA Victoria Publication 1856: Reasonably practicable (September 2020)
	EPA Victoria Publication 1834: Civil construction, building and demolition guide (November 2022)
	EPA Victoria Publication 1820.1: Construction – guide to preventing harm to people and the environment (July 2021)
	EPA Victoria Publication 1961: Guideline for assessing and minimising air pollution (February 2022).
Related and Supporting Documents	SRL East Communications and Stakeholder Engagement Management Framework (CSEMF)

## 11 Appendix

### Appendix A - Airborne Noise Notes

#### Acoustic Treatment

- Offers of acoustic treatment will only be made where acoustic treatment is deemed to be an effective solution to mitigating airborne noise. Due to the long lead time required to investigate residential buildings, design and then install acoustic treatment, offers of acoustic treatment will be based on pre-construction modelling of airborne noise emissions from construction activities, not measured noise.
- If noise monitoring during construction indicates that the guideline airborne noise levels for acoustic treatment will be or have been exceeded for at least 40 days in any six consecutive months (despite not being identified through earlier modelling), acoustic treatment shall be offered (taking into consideration practicability and timing).
- Where a resident does not accept an offer of acoustic treatment, the resident may be offered alternative accommodation in respect of the relevant airborne noise impacts (which may be accepted by the resident before or during the period in which the relevant works are undertaken) even if the airborne noise levels set out in Table 3, that trigger the alternative accommodation requirement, are not met.
- As a proactive measure, acoustic treatment feasibility assessments should be conducted as early as possible in the project delivery program to determine if alternative accommodation is a more appropriate option.

#### Alternative Accommodation

- For assessment with respect to guideline airborne noise levels, the noise level is to be modelled and measured at a point, one metre in front of the exposed windows and/ or doors of a habitable room in any façade of the resident's property that is most exposed to construction noise at a height of approximately 1.5 metres above the ground for ground-level dwellings, or 1.5 metres above each floor for multi-storey dwellings. Modelling will be undertaken to predict noise levels in the same location and provide the basis for engagement and offering the off-site measures described in Table 3.
- In assessing construction noise levels against guideline airborne noise levels, all measurements and predictions of the construction noise level (quantified as LAeq,15min) should consider adjustments for noise character, including tonal noise and impulsive noise. To determine the adjustments for noise character, the methods discussed in section 3.2.5 (or as amended) of EPA Victoria Publication 1997 Technical guide: Measuring and analysing industry noise and music noise should be used.
- If a building features a façade that provides a high level of mitigation (including where acoustic treatment has been provided to a residence in accordance with section 2.2.3 of these Guidelines), and the noise levels predicted within habitable rooms (such as bedrooms and living rooms) inside the building are not considered to adversely impact on amenity, mitigation measures available under these Guidelines will not be offered.