



**SUBURBAN  
RAIL LOOP**

# **SRL East Residential Support Guidelines**

March 2023

SRLA-1634336408-325462

Revision: A.4

# Table of Contents

- 1. Introduction .....3**
  - 1.1. Project context ..... 3
  - 1.2. Purpose..... 3
  - 1.3. Scope ..... 4
- 2. Engagement and off-site measures .....4**
  - 2.1. Engagement measures ..... 4
  - 2.2. Off-site measures..... 5
    - 2.2.1. Noise cancelling headphones..... 5
    - 2.2.2. Respite offers ..... 5
    - 2.2.3. Acoustic treatment..... 5
    - 2.2.4. Alternative accommodation ..... 6
- 3. Implementation for noise and vibration .....6**
  - 3.1. Implementation of on-site noise and vibration measures ..... 7
  - 3.2. Identify predicted area of noise and vibration impact ..... 7
  - 3.3. Engagement and off-site noise and vibration measures..... 8
    - 3.3.1. Works within normal working hours ..... 8
    - 3.3.2. Low impact works..... 8
    - 3.3.3. Managed impact works ..... 8
    - 3.3.4. Unavoidable works ..... 11
    - 3.3.5. Special circumstances..... 16
- 4. Implementation for dust, light and loss of access..... 16**
- 5. Monitoring and management..... 17**
  - 5.1. Monitoring ..... 17
  - 5.2. Dust management..... 17
- 6. Enquiries and complaints handling ..... 17**
  
- Appendix A ..... 19

# 1. Introduction

## 1.1. 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.

## 1.2. 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 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, reflecting the minimum expectations of SRLA for off-site mitigation measures.

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.

### 1.3. 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.

## 2. Engagement and off-site measures

### 2.1. 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.

- (4) **Individual meetings/briefings and doorknocks** – inform residents 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 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

## 2.2. Off-site measures

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.

### 2.2.1. Noise cancelling headphones

Good quality noise cancelling headphones will be offered 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.

### 2.2.2. 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 3 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 4 of these guidelines.

The type of respite offers 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.

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.

### 2.2.3. 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:

- (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

### **2.2.4. Alternative accommodation**

During the construction of SRL East, temporary alternative accommodation 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 3 of these guidelines. Alternative accommodation 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 4 of 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.

## **3. 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.

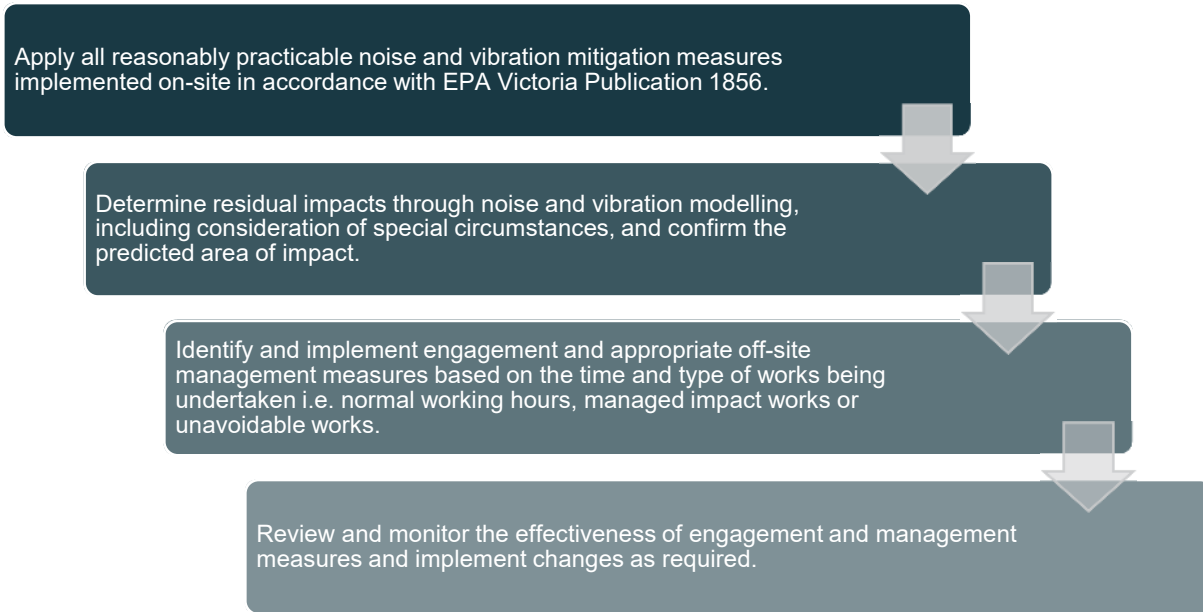


Figure 1: Steps for contractors to follow to implement these Guidelines for noise and vibration

### 3.1. 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.

### 3.2. Identify predicted area of noise and vibration impact

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.

### 3.3. 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 works undertaken during normal working hours, low impact works, managed impact works and unavoidable works and each of these types of works and the application of these Guidelines is discussed in more detail below.

#### 3.3.1. 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	Notification period
Mon-Fri: 7am-6pm Sat: 7am-1pm	External construction noise level (L <sub>Aeq,15min</sub> ) >10dB above the pre-existing background noise level (L <sub>A90</sub> ) 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 <sub>Aeq,15min</sub> ) >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

#### 3.3.2. 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. 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.

#### 3.3.3. 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 and management measures, and the notification period identified in Table 2, must be implemented if the guideline airborne noise level is predicted or measured to be exceeded. Once construction periods triggering the below engagement and management measures are complete, there must be follow up surveys of the residents to assess effectiveness of mitigation measures.

**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	Notification period
Evening/weekend hours and public holidays – managed impact works <sup>2</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>3</sup>	Works notification Liaison with residents, including phone calls	Noise cancelling headphones Respite offer Alternative accommodation	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>3</sup>	Works notification Liaison with residents, including phone calls	Noise cancelling headphones Respite offer Alternative accommodation	10 business days in advance of works
Night hours – managed impact works <sup>2</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 Alternative accommodation	10 business days in advance of works

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

<sup>2</sup>As defined by EPA Victoria Publication 1834 and EPR NV2

<sup>3</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.

### **3.3.4. 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 management measures, and the 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. Once construction periods triggering the below management measures are complete, there must be follow up surveys of the residents to assess effectiveness of mitigation measures.

3.3.4.1. 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	Notification period
Evening/weekend hours and public holidays – unavoidable works <sup>2</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>2</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

Time period	Guideline airborne noise levels	Engagement measures <sup>1</sup>	Off-site management measures	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>3</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>4</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>As defined by EPA Victoria Publication 1834

<sup>3</sup>Refer to Appendix A for more guidance on implementing acoustic treatment

<sup>4</sup>Refer to Appendix A for more guidance on implementing alternative accommodation.

**3.3.4.2. 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 management measures, and the 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.

**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	Engagement measures <sup>2</sup>	Off-site management measures	
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

### 3.3.5. Special circumstances

#### 3.3.5.1. 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.

#### 3.3.5.2. 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.

## 4. 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 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.

## 5. Monitoring and management

### 5.1. 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.

### 5.2. 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.

## 6. 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.

All complaints are treated as high priority. An enquiry is considered 'high priority' if it meets certain criteria relating to public safety hazards, security concerns, risks of property damage and construction impacts. All enquiries that do not qualify as 'high priority' are to be registered as 'low priority'.

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 #.	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*
<p><b>Note:</b> 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.</p> <p><i>*If only postal details are available, delivery timeframes will be subject to postal provider services</i></p>				
<b>“Low” priority enquiries</b>				
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
<p><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.</p>				

# 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.

### 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.