

Meeting Minutes

Date: 19 August 2025 **Time:** 6:00pm – 8:00pm
Location: Kingston Heath Golf Club
Program: Suburban Rail Loop
Title: Heatherton Community Reference Group
Meeting Number: Meeting 13
Chair: Kim Jordan

Attendees	Organisation/Role
Kim Jordan	Chair
Meng Heang Tak	State Member for Clarinda
Members	
Andrew Dawson	Residents Against Inappropriate Development
Carol Dawson	Residents Against Inappropriate Development
Guy Davidson	Community representative
Julian Birthisel	Kingston City Council
Michelle Hornstein	Kingston Residents Association
Andrew Taylor	Kingston Heath Golf Club
Suburban Rail Loop Authority (SRLA)	
Brenton Shaughnessy	Deputy Director, Engagement
Sarah Moss	Senior Engagement Adviser
Christine Concha (online)	Engagement Advisor
Laing O'Rourke (LOR)	
Mark Skrzypek	Senior Community Relations Manager
Salvatore Valvo	Delivery Director
Suburban Connect (SC)	

Patrick Rafferty	Construction Manager
Richard Landrigan	Communication and Stakeholder Engagement Manager – Cheltenham and Heatherton
Lisa Bowman	Senior Manager, Communication and Stakeholder Engagement
Gareth Glover (online)	Planning and Approvals Manager
Mark Wloch (online)	Operations Environmental Manager
Apologies	Organisation / Role
Martin Powles	Community representative
Damian Higgins	Christway College

Discussion topic
<p>1. Welcome and housekeeping</p> <ul style="list-style-type: none"> Kim Jordan (KJ) welcomed attendees and opened the meeting with an Acknowledgement of Country. KJ provided an overview of the agenda.
<p>2. Previous actions</p> <ul style="list-style-type: none"> SC provided an update on air filter cleaning action. SC is exploring procurement options with additional cleaning services, e.g. solar panels. SC noted they are aiming to secure a provider before summer. SRLA and SC provided an update on Kingston Walk Linear Reserve gate action. Noted constraints on project completing any works within Kingston Walk Linear Reserve due to project Environmental Performance Requirements. However, remain committed to delivering and will provide updates as available. SRLA provided an update on Heatherton open space offset action. SRLA are continuing to explore options. Updates will be provided to group when available. <p>Discussion</p> <ul style="list-style-type: none"> A community member advocated for the replacement open space to be identified within Heatherton or as close as possible to it. Question related to consultation on Heatherton open space. <ul style="list-style-type: none"> SRLA noted this feedback, existing action updated to reflect this. SRLA confirmed there will be a community consultation process. Question related to Heatherton Sands land north of Henry Street. Members noted fencing could be moved further north to create public open space for residents. <ul style="list-style-type: none"> ACTION: SRLA to seek an update on Heatherton Sands status on behalf of members.
<p>3. Addressing questions</p> <ul style="list-style-type: none"> Question related to red flashing lights on piling rigs at night. <ul style="list-style-type: none"> SC advised the lighting on rigs cannot be altered due to requirements of being located within protected airspace. SC have discussed directly with Moorabbin Airport Corporation.

- Question related to environmental modelling and onsite monitoring.
 - SC provided an overview of the noise and vibration modelling. The modelling is based on planned activities and likely equipment to determine threshold levels of noise and vibration. These levels are used for ongoing monitoring of onsite activities. When the project refers to “acceptable limits” it relates to these threshold levels. The Independent Environmental Auditor oversee this process.
 - SC noted modelling informs what additional mitigations are implemented on site, and guides what support measures are required in line with the Suburban Rail Loop (SRL) East Residential Support Guidelines.
- Question about the actual levels or thresholds.
 - SC noted these are determined through modelling against a pre-existing background noise, or reference level.
 - *Post meeting note:* see response provided to members ahead of 29 April 2025 meeting with limits set out in NV1 of the SRL East Environmental Management Framework (EMF).
- A community member noted low frequency noise impacts, which aren’t accounted for in decibel noise monitoring.
 - SC noted they are continuing to investigate low frequency noise levels around their sites. Feedback earlier in the year was directly related to compaction roller equipment and mitigations were put in place to address this.
 - SC and KJ noted low frequency noise is experienced in different ways and impacts being discussed are not being experienced by all members of the community. Anyone experiencing impacts should contact the project to discuss support available.
- Question about machinery located in a cage at the eastern end of the train stabling facility.
 - SC noted investigations are already underway.
- A member noted concerns about health impacts of works and low frequency noise.
 - SC noted ongoing investigations, including attended monitoring, to determine source of low frequency noise impacts some residents have referred to at night, noting SC have not been working overnight.
- KJ noted the project should consider how noise and vibration monitoring is presented in future meetings, given the group is satisfied with the means of presenting asbestos monitoring updates and encouraged the project team to outline what steps have been taken to investigate potential sources of reported impacts when responding to enquiries.
- **ACTION: SC, LOR and SRLA to consider how to present noise and vibration monitoring information for future meetings.**

4. Environmental monitoring

- SC and LOR provided an update on the following:
 - Air quality, noise and vibration monitoring
 - Asbestos air monitoring at the western tunnel entrance (WTE)

Discussion

- Question about removal of asbestos containing material (ACM) at train stabling facility.
 - SC and LOR noted ACM will continue to be managed and removed across the site as required throughout construction. There is no risk to the community through this ongoing management and monitoring process.

5. Communications and engagement update

- SRLA, SC and LOR provided an update on the following:
 - Number of complaints received and key themes, including noise and vibration.
 - Community engagement activities, including acoustic assessments, support for local traders and Community Crew.

Discussion

- Question about complaints related to piling noise.
 - SC noted limited feedback to date regarding piling noise specifically.
- A community member noted more effective signage is needed to prevent trucks accessing residential streets.
 - SC noted commitment to addressing the issue, including steps taken to prevent project related truck movements, such as updates to Google Maps. LOR noted temporary signs installed in area.
 - **ACTION: Suburban Connect to follow up with Department of Transport and Planning on permanent signage installation and placement for no truck access in residential streets.**
- A community member raised concerns that double-glazing offers are not being consistently applied, and that sensitive rooms are being overlooked.
 - SC explained that each property is assessed individually. Applying double-glazing to construction-facing windows is consistent with major infrastructure projects and has proven effective.
 - SC confirmed they will continue to work with residents, respond to feedback and tailor treatments where needed.
- A community member asked whether all residents are receiving the same type of window glazing.
 - SC confirmed that two local suppliers are engaged to deliver the glazing treatments. SC noted there are different application methods based on location and assessment outcomes, both methods are proven to reduce noise impacts.

6. Initial and Early Works update

- LOR provided an update on the following:
 - Eastern tunnel entrance (ETE)
 - Stabling network support facility (NSF)
 - Upcoming works on Kingston and Old Dandenong roads, including some overnight road closures
- LOR noted works are expected to be completed before the end of year, with the site to be handed over to Suburban Connect to manage.

Discussion

- A community member requested to be notified when the NSF is operational.
 - **ACTION: LOR to update CRG when the NSF becomes operational.**
 - LOR clarified the NSF is not a power substation and will not be generating power.
- Question about the Western Altona Gas (WAG) pipeline works to occur at site.
 - SRLA noted these will be carried out by a specialist appointed contractor.
- A member noted issues with traffic merging to one lane on Kingston Road, eastbound. KJ noted it seems adequate signage is in place, issue likely stemming from driver behaviour.

7. Tunnels South update

- SC provided an update on the following:
 - Western tunnel entrance (WTE), Heatherton
 - Tunnel boring machine (TBM) launch site, Clarinda
- SC noted not all construction activities at the WTE can occur during extended hours. E.g. compaction works will not occur past 6pm.

Discussion

- Question about when extended works will occur and notification of works.

- SC confirmed to date, extended works have not been required. Expected to commence from late-August, could be every night (Monday to Saturday). SC noted daily works update SMS notifications are not planned.
- SC noted while works can occur until 10pm on Saturdays, they would be more likely to end in the late afternoon.
- Question about respite and support available during extended works.
 - SC noted respite is being managed on a case-by-case basis.
 - KJ encouraged members to have individual conversations with SC outside of the CRG to discuss support available.
- Question about availability of temporary or extended relocation.
 - SC noted respite and relocation is offered in line with the SRL East Residential Support Guidelines. Relocation is not triggered by current or upcoming works at the WTE, however SC do assess on a case-by-case basis. Additional measures have been offered to support people during construction, including acoustic treatments and fencing for properties backing on to the site.
 - SRLA noted the Voluntary Purchase Scheme remains available to residents as a last resort.
- Question about contacting staff via contact centre.
 - SC noted staff are on-call while works are occurring at site. There are escalation processes in place to contact staff outside of works as required.
- Question about spoil removal at TBM launch site, Clarinda.
 - SC noted all spoil is assessed on site before being disposed at an appropriate facility. Lantrak in Heatherton will not be taking spoil from the site that it is not approved to manage.
 - **ACTION: SC to confirm haulage route for Lantrak facility to/from TBM launch site.**
- SRLA noted the spoil removal discussed at the TBM launch site, Clarinda is separate to tunnelling spoil. There will be future updates as details are determined for tunnelling spoil.

Forward program

- LOR and SC provided update on forward program.
- SC advised the current user of roller machinery will continue to mid-September, noting there will be ongoing occasions when similar activities are required.
 - A member requested notice of when the machinery would be operating in future. SC noted the request.


Other business, questions and discussion

- Question about lighting at WTE during extended works.
 - SC noted there will be lighting during works activities, this will be directed toward work zones not properties.
- Question about installation of air quality monitors at Christway College.
 - SC noted it had consulted with Christway College and based on advice from air quality monitoring specialist, monitors were installed on the southern boundary of the TBM Launch Site, to more accurately capture project related dust migrating off site towards the school.
- Question about the management of dust coming into Spring.
 - SC noted mitigation measures will be put in place to reflect conditions, with ongoing proactive measures in place.
- Question about acoustic treatment offers on other Big Build projects.
 - SC noted engagement had occurred with other Big Build projects to understand best practice outcomes for acoustic treatment, installation on construction facing windows is the standard. SRLA noted acoustic treatment has not been offered on many other projects.
- Question about installation of double glazing on additional windows (not just construction facing).

- SC noted modelling and assessments suggest construction facing is most effective. Additional measures may be considered as required.
 - Question about a compressor station within WTE and potential impacts to the surrounding community.
 - **ACTION: SC to investigate compressor station query.**
 - Question about power sources for project construction and operation.
 - SC noted the Clarinda temporary power supply facility would support TBM operation, in addition to the NSF that would remain for construction and operation. If further power support was required in future, this would be shared with the group.
 - A member noted feedback that had been provided on the pedestrian traffic light sequencing on Kingston Road.
 - SC noted a response had been provided. Sequencing is managed by DTP, to date limited feedback or concerns raised relating to the sequencing. Updates can be managed through DTP as needed.
 - *Post meeting note:* see minutes from 24 June 2025 meeting for sequencing information.
 - A member noted lighting at the ETE is impacting drivers, particularly heading north on Old Dandenong Road.
 - **ACTION: LOR to review lighting at ETE.**
 - Question about when the Old Dandenong Road and Kingston Road intersection will be updated to be a more formalised intersection.
 - **ACTION: SRLA to follow up on timing of work at old Dandenong Road and Kingston Road intersection.**
 - KJ asked members to remind their community contacts about respectful and appropriate behaviour to each other and project workers.
 - Next meeting 21 October 2025, venue to be confirmed.
- Meeting closed.**

New Actions

Item	Responsible
<p>Action: SRLA to seek an update on Heatherton Sands status on behalf of members.</p> <p>Response: SRLA have shared the feedback of CRG members with the team at DEECA for consideration. Response provided by the Department of Energy, Environment and Climate (DEECA): The Heatherton Sands site (101-157 Old Dandenong Road, Heatherton) is an ex-landfill site and is being managed by DEECA. DEECA is managing the gas and leachate issues caused by the site's previous use as a landfill over many years. It will take several years to make this site safe. The development of the site is subject to further funding.</p>	SRLA
<p>Action: SC, LOR and SRLA to consider how to present noise and vibration monitoring information for future meetings.</p> <p>Response: To be addressed at next meeting.</p>	SC / LOR / SRLA

<p>Action: SC to follow up with Department of Transport and Planning on permanent signage installation and placement for no truck access in residential streets.</p> <p>Response: Underway.</p>	SC
<p>Action: LOR to update CRG when the NSF becomes operational.</p> <p>Response: Noted.</p>	LOR
<p>Action: SC to confirm haulage route for Lantrak facility to/from TBM launch site.</p> <p>Response: Routes provided in map below.</p> 	SC
<p>Action: SC to investigate compressor station query.</p> <p>Response: SC confirms there will be a compressor station used for jet grouting, noting works have not commenced and compressor station is only on when required.</p>	SC
<p>Action: LOR to review lighting at ETE.</p> <p>Response: Lighting at the ETE was investigated and adjusted on 20 August to minimise impacts to drivers on Old Dandenong Road.</p>	LOR
<p>Action: SRLA to follow up on timing of work at Old Dandenong Road and Kingston Road intersection.</p> <p>Response: Working through with the Department of Transport and Planning. Update to be provided when available.</p>	SRLA

Actions from previous meetings

CRG meeting date raised	Action	Status
24 June 2025	SC to investigate if cleaning services such as air conditioning filter cleaning and solar panel cleaning can be provided.	Update provided at 19 August CRG.
24 June 2025	SRLA and SC to investigate if gate can be provided at southern entrance to the Kingston Walk Linear Reserve.	Update provided at 19 August CRG.
24 June 2025	SRLA to provide an update the Heatherton public open space (POS) offset for the stabling facility. NOTE: Members advocate for POS in Heatherton, or as close to as possible.	Update provided at 19 August CRG. Note added to action.