



19 Social effects

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19.1 OVERVIEW

This chapter summarises the social impacts (including benefits) on local communities arising from the construction and operation of the project. The chapter is based on the impact assessment provided in Appendix M: *Social impact assessment*.

In line with the *Scoping Requirements for Mordialloc Bypass Environment Effects Statement* (scoping requirements) (Department of Environment, Land, Water and Planning (DELWP) 2018), the social impact assessment (SIA) considered effects on the existing local community with respect to:

- dislocation, loss and/or severance of residential areas, community facilities, valued places or open space
- disruption or changes to local access routes and/or connections
- alignment of the project objectives and design with relevant community strategies, policies and plans.

Amenity impacts from the project, are detailed in Chapter 9: *Land use and planning*, Chapter 11: *Landscape and visual effects*, Chapter 12: *Noise and vibration effects*, and Chapter 13: *Air quality and greenhouse gas* of this EES. Impacts on businesses are presented in Chapter 20: *Economic effects*.

While the project area mainly comprises land reserved for the purpose of a bypass of Mordialloc, the project is in close proximity to residential communities including Dingley Village, Waterways, Aspendale Gardens, Chelsea Heights and Heatherton.

The SIA found that the most significant impacts of the project on local communities are anticipated to be temporary and would occur during the construction phase. These impacts relate to:

- the (potential) temporary relocation of community facilities and/or services as a result of construction impacts affecting program and service delivery
- changes to local road networks disrupting local movement patterns and access for public transport users and other road users
- project construction disrupting cycling and pedestrian access routes.

The community of Waterways has limited access points to the arterial road network (Springvale Road, Governor Road, Bowen Parkway) all of which would be directly impacted by construction. While Dingley Village is generally self-sufficient, there are many secondary school students that travel east-west from Dingley Village. These students are reliant on bus routes servicing Lower Dandenong Road and Centre Dandenong Road which many be disrupted during construction.

Informal recreational activities in the vacant road reserve would be permanently altered. However, an elevated roadway allows the east-west access to be retained in the areas west of Waterways, with some passive open space provided for local communities.

Social impacts during the operational phase, in contrast, are anticipated to be positive. The project would provide improved access and connectivity by reducing traffic volumes and improving pedestrian and cycling routes (discussed in Chapter 8: *Traffic and transport*). Key benefits of the project are identified and discussed in Chapter 2: *Project rationale and benefits*.

Impacts identified by the SIA would be managed to achieve the objectives of the Environmental Performance Requirements (EPRs), including through the implementation of a Community and Stakeholder Engagement Plan, Traffic Management Plan and complaints management mechanism.

19.2 EES OBJECTIVES AND REQUIREMENTS

The draft evaluation objective for social is defined in the *Scoping Requirements for Mordialloc Bypass Environment Effects Statement* (scoping requirements) (DELWP 2018).

Table 19.1 summarises key social issues identified in the scoping requirements.

DRAFT EVALUATION OBJECTIVE

To minimise potential adverse social and land-use effects, including impacts on existing infrastructure and open space.

Table 19.1 EES key issues – social

Key issues
Potential for dislocation due to severance causing reduced access to social networks and community facilities.
Potential for effects on the landscape and recreational values of neighbouring open space and residential areas, including the Mordialloc Creek, Waterways and Braeside Park environs from the project, in particular from elevated structures, such as bridges over the Mordialloc Creek, new freeway interchanges, new ancillary structures such as noise barriers, and new lighting associated with the project.
Potential for changes to the existing infrastructure in the project area and in its vicinity.

19.3 LEGISLATION AND POLICY

The legislation and policies relevant to social effects are detailed in Table 19.2.

Investigations for a bypass of Mordialloc have been ongoing for many years, and the proposed project has long been considered by state and local government planners. Relevant strategic and policy documents reviewed for the social assessment were cognisant of the imminent freeway, and they align with the project objectives.

Like any major infrastructure project, this project provides opportunities to leverage other state, local and community plans and strategies and to enhance community outcomes.

Liaising with the City of Kingston and the City Greater Dandenong throughout the project's planning and development will be important for ensuring the design reflects local priorities and conditions.

Table 19.2 Legislation and policies – social

Legislation/policy	Description
State	
<i>Transport Integration Act 2010</i> (Vic) (TI Act)	Sets out a social and economic inclusion objective whereby a “transport system should provide a means by which persons can access social and economic opportunities to support individual and community wellbeing”.
<i>Planning and Environment Act 1987</i> (Vic) (P&E Act)	Establishes a framework for the planning, use, development and protection of land in Victoria. The Act authorises the preparation, approval and adoption of planning schemes and planning scheme amendments by planning authorities. It requires that a planning scheme is prepared in accordance with the Victoria Planning Provisions. The project area is within the Kingston Planning Scheme and Greater Dandenong Planning Scheme.
<i>Planning Policy Framework</i> (PPF)	Sets the overall context for spatial planning and decision making for Victoria. As verified in Table 3.1 of Appendix B: <i>Land use and planning impact assessment</i> , the project can meet the requirements of the PPF as set out in the Victorian Planning Provisions.

Legislation/policy	Description
<i>VicRoads Corporate Plan 2016–2020</i>	Aligns with the <i>Transport Integration Act 2010</i> and seeks to “make people’s lives better, through journeys that are safe, reliable, efficient and sustainable, judging our performance by our customers’ experience”.
<i>Victorian Cycling Strategy 2018–28</i>	Seeks to increase the number, frequency and diversity of Victorians cycling for transport by: <ul style="list-style-type: none"> investing in a safer, lower-stress, better-connected network, prioritising strategic cycling corridors making cycling a more inclusive experience.
Metropolitan/Regional	
<i>Plan Melbourne 2017–2050 — Metropolitan Planning Strategy (Plan Melbourne)</i>	<p>Provides the strategic direction to shape the city and state over the coming 35 years. It is given effect through the Victoria Planning Provisions and local planning schemes.</p> <p>Plan Melbourne identifies outcome 3 as: “<i>Melbourne has an integrated transport system that connects people to jobs and services and goods to market</i>”.</p> <p>Plan Melbourne Refresh includes the following key directions:</p> <ul style="list-style-type: none"> Transform Melbourne’s transport system to support a productive city. Improve transport in Melbourne’s outer suburbs. Improve access to jobs across Melbourne and closer to where people live. Create neighbourhoods that support safe communities and healthy lifestyles. Create a city of 20-minute neighbourhoods. <p>These directions have associated policies for improving arterial road connections across Melbourne, specifically improving roads in growth areas and outer suburbs. The project seeks to improve productivity and efficiencies, and provide greater access to jobs, services and markets.</p>
<i>South East Melbourne Group of Councils Plan</i>	The plan incorporates the City of Greater Dandenong and City of Kingston. It prioritises delivering jobs and investments, housing, environment and better-connected communities. The plan also recognises the region’s transport issues including a lack of efficient and sustainable transport links, noting that “ <i>east–west road links are patchy and transport infrastructure falls short in delivering efficient and sustainable transport outcomes for the region</i> ”.

Legislation/policy	Description
Local	
<i>Kingston Green Wedge Plan 2012</i>	<p>Identifies the following directions for transport and access:</p> <ul style="list-style-type: none"> • establishment of a safe, efficient and attractive road network within, through and around the Kingston Green Wedge • increased use of public transport as a mode of travel to, from and within the Kingston Green Wedge • increased use of walking and cycling as a mode of travel to, from and within the Kingston Green Wedge • pedestrian pathways along roads to link with and complement off-road links • cycle routes along major through roads, and via a linked pathway system from Karkarook Park to Braeside Park • improvements to public transport timetabling, stop locations, stop facilities and service frequency • the safe and efficient operation of Moorabbin Airport as a state transport facility and as an employer • swift resolution of the Dingley Bypass route and construction • frequent pedestrian, cycle and habitat underpasses across new roads and freeways in accordance with current design and safety standards.
<i>Greater Dandenong Green Wedge Plan 2014</i>	<p>Sets out a series of objectives for future use and management of the Greater Dandenong Green Wedge including the following objectives under the themes of land use, transport and access:</p> <ul style="list-style-type: none"> • ensure new uses do not adversely impact on existing land uses or compromise the establishment of future preferred land uses • the movement network supports vehicles and active transport in a safe, efficient and legible manner • optimise and improve the safety, function and efficiency of movement and linkages to, from and through the Greater Dandenong Green Wedge • advocate for better public transport coverage.
<i>Public Health and Wellbeing Plan 2017–2021</i>	<p>Provides a strategic direction for City of Kingston’s work improving the community’s health and wellbeing. Objective 3 seeks a connected community that participates, and cites the following outcomes:</p> <ul style="list-style-type: none"> • increased participation in community activities and volunteering, and reduce social isolation • improved social cohesion • facilities, services and open spaces are accessible and equitably provided.

19.4 METHODOLOGY

The overall aim of the SIA was to describe the existing conditions and the potential effects of the project on local communities, including the impacts on existing community facilities and services, places of special interest, significant community activities and access patterns.

To meet this aim, the social assessment included the following key tasks:

- a review of the community demographics, access networks, community facilities and consultation with key stakeholders
- developing a relevant assessment framework that considered the existing local context and the project’s possible benefits and impacts
- conducting an environmental risk assessment (ERA) to determine key study issues and impacts, in accordance with the risk assessment process provided in Chapter 4: *EES assessment framework and approach*

- an impact assessment involving analysis of potential impacts on local communities against the assessment criteria developed in response to the EES scoping requirements
- development of EPRs.

19.5 STUDY AREA

The project study area is within the City of Kingston and the City of Greater Dandenong local government areas and transects the suburbs of Heatherton, Dingley Village, Braeside, Waterways, Aspendale Gardens, Chelsea Heights and Bangholme.

In the north, the study area extends north to Heatherton Road and is bounded by Westall Road and the Dingley Bypass in the north-east. It extends south to Wells Road/Mornington Peninsula Freeway, incorporating Braeside Park, Waterways Estate, and parts of the south-east green wedge including areas of Bangholme in the east.

The SIA study area was defined using Statistical Area Level 1 (SA1) data from the 2016 Census of Population and Housing. SA1s are geographical areas with populations of 200–800 people. The study area communities were identified by the suburbs in which they fall. However, they do not necessarily include all residents of those suburbs.

A map showing the SA1s (shaded in grey) comprising the study area is displayed in Figure 19.1. The green dashed lines indicate the suburb boundaries within the study area.



Figure 19.1 Mordialloc Bypass (Freeway) social impact assessment (SIA) study area

19.6 EXISTING CONDITIONS

The SIA examined the study area's existing social conditions, including the community profiles, geographic context, valued places, open space provided, local access network, and community values and character. The following sections summarise the characteristics of the study area's existing social conditions.

19.6.1 Study area communities

The project would involve construction within two local government areas (City of Kingston and the City of Greater Dandenong) and eight suburbs. From north to south, the suburbs are Heatherton, Dingley Village, Braeside, Waterways, Aspendale Gardens, Chelsea Heights and Bangholme (see Figure 19.1 previously).

Table 19.3 summarises the demographic profiles, key facilities and social assets, and values and character of suburbs where the project will be located.

Table 19.3 Summary profiles of study area communities

Community	Values and character	Key facilities and social assets	Key demographic information
Heatherton	The area of Heatherton has a small and dispersed residential population. The area also supports light industrial and agricultural uses.	This area includes two golf courses and active open space resources for local communities to the north and wider region. Community spaces and meeting places, such as sports pavilions and places of worship, provide social interaction opportunities.	Compared to other communities within the study area, Heatherton has: <ul style="list-style-type: none">• a higher proportion of infants (aged 0–1 years)• a higher proportion of households of six people or more• a slightly higher rate of unoccupied private dwellings and households with no internet connection. The Socio-Economic Indexes for Areas (SEIFA) ranking generally indicates relative socio-economic advantage in Heatherton.

Community	Values and character	Key facilities and social assets	Key demographic information
Dingley Village	<p>Dingley Village has a strong identity and residents are proud of their community. The area is largely self-contained, with a good range of local services for families and young children as well as residential aged care facilities.</p> <p>However, City of Kingston discussions indicate that the area lacks activities and opportunities for youth engagement.</p> <p>Major Road Projects Authority (MRPA) consultation found that maintaining local access is generally prioritised, and that congestion and changed traffic conditions are key project concerns for local residents.</p> <p>Maintaining access and traffic flow on Old Dandenong Road was of particular importance to Dingley Village residents.</p>	<p>Local and regional active and passive open space is well provided for in Dingley Village and Braeside Park to the south. Dingley Village has two golf courses.</p> <p>Dingley Village does not have a local secondary school and falls within the government school zone for Parkdale Secondary College, located to west of the study area.</p> <p>Dingley Village has limited facilities and activities for young people.</p> <p>Places of significance to the local community include public open space assets and Christ Church Dingley.</p>	<p>Compared to other communities within the study area, Dingley Village has:</p> <ul style="list-style-type: none"> • a higher proportion of low income households • a high proportion of elderly residents (aged 70 years and over) • high rates of household car ownership. <p>The SEIFA ranking generally indicates relative socio-economic advantage in Dingley Village.</p>
Braeside	<p>Characterised by industrial uses to the west of the project area and the regionally significant Braeside Park to the east.</p>	<p>No council services or facilities are provided in the Braeside industrial area. However, the industrial precinct in the west of the study area includes a cluster of commercial, health and community services.</p> <p>Braeside Park provides a valuable and well-used regional open space asset, with access from the south off Governor Road, or from the north off Lower Dandenong Road. The park also includes the Dingley Village Men's Shed with roughly 150 members.</p> <p>The Autism Plus facility, located on the western boundary of the project reserve, provides day programs for adults with high support needs.</p>	<p>The residential community is too small to provide a reliable population profile.</p>

Community	Values and character	Key facilities and social assets	Key demographic information
Waterways	<p>Waterways is a comprehensive, master planned community.</p> <p>The community is enclosed, with only three connections to the local and arterial road network and surrounding areas (Springvale Road, Governor Road, Bowen Parkway). Springvale Road is the primary entrance/exit and currently the only signalised intersection providing access to Waterways.</p> <p>The Waterways community is characterised by the wetlands in the development's west, and its uniform residential character. It is clearly delineated from surrounding communities, with signage, landscape and design treatments, gated entrances and open space buffers.</p> <p>These wetlands are central to the character of the Waterways Estate. The project would pass to the west of the Waterways wetland area, through land not currently delineated by signage or fencing. It is likely that residents consider this area to be part of the Waterways open space provision, and it is currently used for passive recreation.</p>	<p>Passive open space is well provided and well used throughout the Waterways development, including wetlands and pedestrian and cycle trails.</p> <p>Braeside Park is adjacent to the Waterways Estate north of Governor Road and accessible via the southern entrance at Red Gum Picnic Area Road.</p> <p>Although not identified in the City of Kingston facility audit, the Nest Café effectively operates as a Waterways community hub and meeting place.</p> <p>According to 2016 ABS data, more primary school-aged residents of Waterways attend a government primary school than Catholic and independent schools combined. Thus, it is assumed that Waterways residents travel to Aspendale Gardens for schooling, and it is likely they would also rely on this centre for other essential services and daily requirements. This is further supported by the connections from Waterways to the local and arterial road network, which provide convenient access to Aspendale Gardens and Edithvale via Springvale Road and Bowen Parkway.</p> <p>Mordialloc is also easily accessible from Governor Road and is likely to provide services that are not available in Aspendale and Edithvale.</p>	<p>Compared to other communities within the study area, Waterways has:</p> <ul style="list-style-type: none"> • a high proportion of family households • a high proportion of infants (aged 0–1 years) and school aged children (aged 5–17 years) • the highest rate of vehicle ownership within the study area. <p>The SEIFA ranking generally indicates relative socio-economic advantage in Waterways.</p>

Community	Values and character	Key facilities and social assets	Key demographic information
Aspendale Gardens and Chelsea Heights	<p>Predominantly residential areas. These areas are largely self-contained or have convenient access to the neighbouring centres of Aspendale and Edithvale.</p> <p>Residents are likely to travel to Mordialloc for services not available in the local area, and likely do not rely heavily on access to centres east of the study area.</p> <p>Connections to the beach are very important to residents of Aspendale Gardens.</p>	The Edithvale Wetlands and Aspendale coastal areas are significant open space assets for their residents and strongly contribute to the local character and sense of community.	<p>Compared to other communities within the study area, Aspendale Gardens has:</p> <ul style="list-style-type: none"> • a high proportion of school-aged children (aged 5–17 years) • a significantly higher proportion of elderly residents (aged 70 years and over), older lone person households, and low income households • high rates of household car ownership. <p>The SEIFA ranking generally indicates relative socio-economic advantage in Aspendale Gardens.</p> <p>Compared to other communities within the study area, Chelsea Heights has high rates of unemployment, lone person households, households with no motor vehicle, households with no internet connection, and low income households.</p> <p>The SEIFA ranking indicates substantial relative socio-economic disadvantage in Chelsea Heights.</p>
Bangholme	Predominantly vacant green wedge land with small pockets of low density residential housing.	Bangholme includes land zoned as Green Wedge Zone. This area supports horticultural, agricultural and recreational uses and limits non-rural uses.	<p>Compared to other communities within the study area, Bangholme has:</p> <ul style="list-style-type: none"> • a high proportion of school-aged children (5–17 years) and single parent families • a high proportion of unoccupied private dwellings and households with no internet access • a high proportion of households of six people or more.

Vulnerable communities

Community profiles impact the type and level of demand generated for community facilities and services. They also offer insight into communities likely to be less resilient or more vulnerable to change. Vulnerable communities are assumed to be those with higher rates (or multiple indicators) of socio-economic disadvantage, reduced mobility, or greater reliance on local facilities and services.

Within the study area, vulnerable communities were identified in accordance with the following socio-economic indicators:

- **Family households:** The Aspendale Gardens community has a high proportion of school-aged children (aged 5–17 years), and Waterways has high proportions of both infant (aged 0–1 years) and school-aged children. Areas with higher proportions of children aged 0 to 4 years are likely to have comparatively higher demand for local family and children's services. These areas may also have greater demand for pedestrian and cycle connectivity and public transport access, as secondary school-aged children begin to travel independently.
- **Elderly residents:** The communities of Aspendale Gardens, Chelsea Heights, Dingley Village and Heatherton have higher proportions of elderly residents (aged 70 years and over). These areas also include residential aged care facilities and retirement facilities that provide essential services on site. Areas with significantly higher proportions of older residents may experience greater demand for accessible community services, non-car transport, and aged care accommodation.
- **Low income households:** Aspendale Gardens, Chelsea Heights and Dingley Village have comparatively higher proportions of low income households. However, Chelsea Heights is the only community identified as an area of relative socio-economic disadvantage using SEIFA – a relative ranking calculated from a range of population characteristics. Low income households and areas with lower rates of household car ownership are more likely to rely on public transport services to access services, facilities and employment.

19.6.2 Valued places

The City of Kingston and City of Greater Dandenong are home to social and cultural attractions that draw tourists and the local community. Alongside local sites of significance, the study area and surrounding region provide the gateway to the major tourist precincts of Mornington Peninsula, Westernport Bay, Phillip Island and the Dandenong Ranges.

The study area is predominantly post-war greenfield development and lacks substantial historical and cultural infrastructure. There are some local sites of significance that act as social anchors for the community including:

- Moorabbin Airport
- Kingston Green Wedge
- Braeside Park (Figure 19.2)
- Edithvale-Seafood Wetlands
- Golf clubs.



Figure 19.2 Walking path in the north of Braeside Park

Places of intercultural significance have been established within the study area. These places provide a focal point for their community and attract not only those living in the local area, but also people from further afield in the region and the metropolitan area. Some places of significance are listed below.

- Gurdwara Sri Guru Granth Sahib, Keysborough
- Turkish Islamic Cultural Centre and Mosque, Keysborough
- Dhamma Sarana Buddhist Temple, Keysborough
- AUMSAI Sansthan Temple, Mordialloc.

19.6.3 Open space provision

Local legislation in both City of Kingston and City of Greater Dandenong provides for open space. Examining the provisions for open space in an area can provide insight into the values, relationships and usage patterns of the area, and help to identify how access changes might impact local communities.

The *Kingston Open Space Strategy Update* (2012) identified Braeside Park as the primary open space resource for residents south of Dingley Village and north of Waterways. Residents of Aspendale Gardens and Chelsea Heights have access to Edithvale-Seaford Wetlands and Chelsea Bicentennial Park. The Waterways Estate also includes wetlands (Figure 19.3).

19.6.4 Local access network

Vehicle access (roads), public transport, and cycling and pedestrian facilities provide local access within the study area. Public transport in the study area is largely provided through a range of bus services, as well as rail services to the east and west. Further details on public transport services in the area are provided in Chapter 8: *Traffic and transport*. The likely overlapping construction times for this project and the Edithvale Road Level Crossing Removal Project are discussed in Chapter 21: *Cumulative impacts*.

As is common in many outer suburbs, the study area includes limited options to use alternative transport modes, particularly over long distances. Much of the existing cycling and pedestrian trail network runs through parks and along waterway reservations, and is primarily used for recreation rather than transportation (Figure 19.4). Further details on the cycling network throughout the study area is provided in Chapter 8: *Traffic and transport*.



Figure 19.3 Waterways Sunset Lagoon



Figure 19.4 Park Way shared path trail

19.7 RISK ASSESSMENT

An environmental risk assessment (ERA) was undertaken to identify environmental risks associated with the construction and operation of the project. Where initial risks were rated as 'medium' or higher (with standard controls in place) these issues were further assessed and investigated in the Social Impact Assessment Report. Where necessary, additional controls were identified as part of the Impact Assessment to reduce the identified risks to acceptable levels. These controls have been incorporated into the environmental performance requirements (EPRs) for the project. The initial risks were then re-assessed following application of the EPRs to derive the residual risk ratings. The methodology for the risk assessment has been described in Chapter 4: *EES assessment framework and approach*.

Table 19.4 provides a summary of the key social related risks identified. During early project risk evaluations, only two social-related risks were assessed as being potentially significant (i.e. with an initial risk rating of medium or above). These risks related to the:

- temporary alteration or severance of existing local movement patterns and access to/from private land during the construction phase
- temporary loss or change of access to open space, facilities or local networks, also during the construction phase.

Table 19.4 also outlines management measures specific to the identified medium social risks, and the residual risk rating after these measures are implemented.

A range of other potential impacts were identified, all of which were assessed to be of negligible or low risk. These risks include the potential for:

- permanent alteration or loss of existing local movement patterns and access to/from private land (construction phase)
- temporary displacement of residents and land users (construction phase)
- permanent alteration of existing local movement patterns and access to/from private land (construction phase)
- permanent displacement of residents and land users (operation).

For a full list of all social related risks, refer to Appendix M: *Social impact assessment* and Attachment I: *Environmental risk assessment report*.

Table 19.4 Social risk

Risk	Impact pathway	Primary impact	Project phase	Initial risk rating	EPR ref.	Residual risk rating
R-S2	Land access issues for local land users	Temporary alteration or severance of existing local movement patterns and access to/from private land.	C	Medium	S1 T2 EM3	Medium
R-S3	Land access issues for local land users	Loss or change of access to open space, community facilities and/or services or local networks.	C	Medium	S1 S2 EM3	Medium

19.8 IMPACT ASSESSMENT AND MITIGATION

This section provides an assessment of the impacts for the social risks determined during the risk assessment. In line with the scoping requirements, these impacts can be categorised into two general categories:

- dislocation of community facilities and/or services or open space
- disruption or changes to local access routes and/or connections.

Dislocation occurs when land is acquired and residents (or uses) are displaced or severed from networks, connections and activities, or where acquisition or changing environments render existing uses unviable. Dislocation can be temporary, such as during construction, or can be permanent. Disruption impacts, on the other hand, occur when people's ability to move around their locality to access desired places or services is reduced (Cramphorn and Davies 2004). Disruption effects occur when local roads are cut off, connector roads are changed or suffer increased traffic movements, or when public transport routes or services are changed. This affects the functioning of the community.

Construction activities are likely to increase noise, vibration and dust, and result in changes to the visual amenity for residents and other sensitive receptors located near the project area.

The operational phase of the project may impact how residents perceive their local area and will result in changed traffic conditions and access routes into Waterways Estate. However, these changes will also be positive as the project brings benefits to the local movement and access network. Changes to amenity and liveability arising from the project may alter residents sense of place and lead them to relocate. This is likely to affect the Aspendale Gardens and Waterways communities who have a high proportion of family households with infants and school age children. Project benefits arising from operation of the project are described in Section 19.8.2 below.

Impacts related to amenity have been identified and discussed in Chapter 11: *Landscape and visual effects*, Chapter 12: *Noise and vibration effects*, and Chapter 13: *Air quality and greenhouse gas*.

19.8.1 Construction

Dislocation impacts (R-S3)

The project will not require acquisition of residential properties, dwellings or community facilities. The project would use land that is predominantly road reserve and owned by VicRoads. However, this land is currently accessible for public recreational use. Project construction and operation would discontinue this informal land use and would close a permeable and publicly accessible space (including informal pathways across the reserve).

Construction of the project on the road reserve would also introduce a barrier to the west of the Waterways Estate (which is currently bordered by the open road reserve) and would discontinue or alter pedestrian and bicycle connections between Braeside Park and the adjacent industrial estate.

MITIGATION

Dislocation impacts would be mitigated and minimised through the preparation and implementation of a Community and Stakeholder Engagement Management Plan (EPR S1). As part of this plan, early consultation would be undertaken with existing recreational users of the road reserve and the local community regarding construction works and changed access arrangements to the road reserve. Before the start of construction, the community would be advised of possible alternative open space areas which could be used to mitigate the loss of informal recreation space provided by the road reserve.

MRPA would further consult with the community to understand how they use and what they value about the existing reserve, and what uses could be incorporated into the project design. They would also maintain a complaints and feedback mechanism commensurate with Australian Standard AS/NZS 100002: 2014 (Guidelines for Complaint Management in Organisations) (EPR EM3).

Adopting these controls would reduce the likelihood of this risks occurring, but would not reduce the overall risk rating below medium.

Disruption impacts (R-S2)

It is anticipated that most disruption impacts would be experienced during the construction period and would be temporary. Changes to local road networks during construction would likely create delays and diversions for local communities. Communities and travellers with limited access to alternative routes, such as the residents of Waterway Estate and secondary school students travelling between Dingley Village and Parkdale Secondary College, would be most affected.

Waterways Estate residents would experience direct and indirect impacts from construction works. Usual access routes are likely to be temporarily restricted while lane closures are constructed, which would likely increase travel time for residents during peak construction periods, potentially resulting in disruption to Bowen Parkway and the western entry points to the Waterways Estate. Motorists, pedestrians and cyclists may find that disruptions to Bowen Parkway lengthen travel times to Aspendale Gardens and Aspendale Gardens Primary School.

Construction works at Thames Promenade may create some temporary disruptions for east–west traffic. Lower Dandenong Road and Centre Dandenong Road are also key bus routes connecting Dingley Village with Parkdale Secondary College. Disruptions to the 811 and 812 bus routes during construction could result in increased travel time or changes to bus timetables for students relying on these services; however, the anticipated impact would be minimal.

Autism Plus advised that changes to the local environment resulting from construction impacts, such as noise, vibration and lights, may temporarily impact programs provided at their Dingley Village head office location.

The project would also act as a physical barrier, dividing communities to the east and west of the project area. Pedestrian and cycle connections between Braeside Park and the adjacent Woodlands Industrial Estate would be temporarily cut off during construction.

MITIGATION

Impacts associated with disruptions and/or changes to local access routes would be mitigated and minimised through the preparation and implementation of a Community and Stakeholder Engagement Management Plan (EPR S1). As part of this plan, potential route disruption and alternative access routes would be communicated to the local community, including Parkdale Secondary College and Aspendale Gardens Primary School, in advance of works. The plan would include procedures for handling and investigating complaints and enquiries, and would establish an avenue for community feedback on both the construction and consultation approaches.

Where necessary, community information tools (e.g. website, onsite boards, brochures) appropriate for culturally and linguistically diverse communities would be used to update communities on changed access arrangements.

A Transport Management Plan (TMP) (EPR T2) would be implemented during construction to minimise and avoid disruptions to the existing transport network. Details of the TMP are described in Chapter 8: *Traffic and transport*. In line with the Community and Stakeholder Engagement Management Plan (EPR S1), the TMP would include provisions to notify communities of potential disruptions and changed traffic conditions, and where possible, would identify opportunities to carry out works at night or during off-peak. The plan would include provisions to minimise construction impacts on existing connectivity for public transport, such as liaising with local bus companies to minimise impacts on timetables and existing routes and bus stops. The TMP would also include provision for suitable routes for vehicles, cyclists and pedestrians to maintain connectivity for road and footpath users.

The TMP would be complemented by a complaints and feedback mechanism commensurate with Australian Standard AS/NZS 100002: 2014 (Guidelines for Complaint Management in Organisations) (EPR EM3).

MRPA would continue to communicate with Autism Plus throughout construction to provide notice of planned work activities that may generate significant levels of noise, light or vibration. Opportunities for clients of Autism Plus to be involved during construction, such as through tree planting programs, would also be investigated.

Adopting these controls would reduce the likelihood of the risks occurring, but would not reduce the overall risk rating below medium.

19.8.2 Operation

Informal recreational activities on the vacant road reserve would be permanently altered as a result of the project, in combination with changes to amenity and liveability could impact on a resident's sense of place and how surrounding communities perceive the area. Demographic data shows that some communities in the study area, for example Aspendale Gardens and Waterways, have a high proportion of family households with infant and school aged children. These communities could be expected to be concerned about changes to their local residential environment. The potential for indirect displacement as a result of changes to amenity and sense of place would be reduced, by the fact that residents moved to the study area in full knowledge that use of the road reserve for a bypass of Mordialloc has been planned for many years.

The operation of the project would deliver a number of social benefits, including:

- enhanced cycle and pedestrian access through formalised shared user paths along the proposed bypass corridor, including links to Braeside Park
- signalised pedestrian crosswalks incorporated at the proposed freeway interchanges would provide additional north-south pedestrian crossing points and enhance safety for pedestrians and cyclists
- reduced traffic and congestion on existing arterial roads would improve connectivity and provide better travel times for local vehicle and public transport users
- the addition of new north-facing ramps from the Mornington Peninsula Freeway would improve access to the Thames Promenade, Chelsea, Chelsea Heights and Jolong Park equestrian facility
- retention of east-west access and passive open space under elevated roadways.
- improved paths and landscaping, safety and amenity infrastructure would enhance public amenity. Consequently, the risk assessment rated all potential impacts during the operation and maintenance phase as being low risk. For a full list of all social-related primary risks, refer to Appendix M: *Social impact assessment*.

19.9 ENVIRONMENTAL PERFORMANCE REQUIREMENTS (EPRs)

Table 19.5 outlines the EPRs relating to social impact management.

Table 19.5 Environmental performance requirements

EPR number	Environmental performance requirements	Project phase
S1	<p>Community and Stakeholder Engagement Plan</p> <p>A Community and Stakeholder Engagement Plan must be prepared in consultation with Kingston City Council and Greater Dandenong City Council prior to the commencement of works (other than preparatory works referred to in the Incorporated Document). The preparation of the plan must give consideration to relevant guidelines and the <i>Victorian Auditor General Office: Better Practice Guide: Public Participation in Government Decision Making</i>.</p> <p>The Community and Stakeholder Engagement Plan must:</p> <ul style="list-style-type: none"> • identify all project activities that potentially impact on community and business operations, and provide for well-coordinated communication and engagement processes in relation to each activity • outline key messages • ensure that project communications and engagement activities reflect the needs and profiles of local communities • ensure that consultation addresses the needs of vulnerable groups that will be impacted by the project, such as the elderly, socio-economically disadvantaged groups and children • address the needs of users of community facilities impacted by the project • set out processes and measures to provide sufficient prior notice to key stakeholders and other potentially affected stakeholders of construction activities (including any staged works, early works or out of hours works), significant milestones, changed traffic conditions, interruptions to utility services, changed access and parking conditions, and periods of predicted high noise and vibration activities, including contact details for complaints and enquiries • provide for any interested stakeholder to register their contact details to ensure that they are automatically advised of planned construction activities, project progress, mitigation measures and intended reinstatement measures, where applicable • include a complaints management process, as specified in EPR EM3. 	Pre-construction, construction, operation
S2	<p>Recreational facilities</p> <p>Where construction works have a direct impact on the use and enjoyment of recreational facilities, appropriate management measures must be implemented in cooperation with the relevant land manager(s) and affected stakeholder organisations. These measures would include arrangements for the provision of alternative facilities, where required, for the period of disruption.</p>	Construction

19.10 CONCLUSIONS

A SIA has been undertaken for the project to determine the potential impacts on local communities, and to identify management and mitigation measures to minimise potential social risks of the project.

The SIA considered change from the baseline assessment of the existing social conditions. It was found that the key impacts of the project on local communities would occur during the construction phase and would therefore be temporary in nature. Identified impacts can be summarised into two categories:

- dislocation of social facilities and services and/or open space
- disruption or changes to local access routes and/or connections.

The assessment found that the community of Waterways would be particularly susceptible to impacts, as it has limited access points to the arterial road network (Springvale Road, Governor Road, Bowen Parkway), all of which would be directly impacted by construction. While Dingley Village is generally self-sufficient, the assessment found that many secondary school students travel east–west from Dingley Village and are reliant on bus routes servicing Lower Dandenong Road and Centre Dandenong Road, which may be disrupted during construction.

Social impacts during the operational phase, by contrast, are anticipated to be positive with the project to provide improved access and connectivity through reduced traffic volumes and improved pedestrian and cycling routes. Passive open space will be retained under the elevated roadway.

The social impacts identified in this assessment would be minimised through mitigation measures and the application of EPRs, notably the development and implementation of a Community and Stakeholder Engagement Plan, TMP and complaints management mechanism. While the implementation of these measures would reduce the likelihood of these risks being realised, they would not lower the risk ratings below medium.