

LEVEL CROSSING REMOVAL PROJECT

CAULFIELD TO DANDENONG ENVIRONMENTAL MANAGEMENT STRATEGY

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STRATEGY CONTROL AND AMENDMENT

The current reviewed and approved version of this Strategy is available on Teambinder for all project personnel to access. Downloaded Strategies are deemed uncontrolled and it is the responsibility of the user to ensure they are using the latest revision. The responsibility for maintenance, review, update and approval of this Strategy is as per the Delegation of Authority Matrix. All changes to this document are noted.

Rev No.	Date	Description of change	Prepared by
A	17/03/16	Initial Draft for Consultation with DELWP	T Ramm
B	01/04/16	Updated to address DELWP comments, updated Project Scope and other minor amendments Draft for Consultation with Councils	T Ramm
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PLAN REVIEW AND APPROVAL

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Note that this Strategy is developed to the satisfaction of the Minister for Planning. All amendments to this Strategy subsequent to approval by the Minister for Planning must be resubmitted to the Minister for Planning for approval prior to implementation.

TERMS AND DEFINITIONS

Term	Definition
AHD	Australian Height Datum
ALBF	After Last, Before First. A fixed term occupation that occurs after the last passenger train in the evening and before the first passenger train the following morning
ASS	Acid Sulphate Soils
CEMP	Construction Environmental Management Plan
CPB	CPB Contractors Pty Ltd
CSR	Combined Services Route
CTD	Level Crossing Removal Project Caulfield to Dandenong Alliance, incorporating Lendlease, CPB, WSP Parsons Brinckerhoff, Aurecon, MTM and LXRA.
DELWP	Department of Environment, Land, Water and Planning
ECP	Environmental Control Plan
EMP Procedures	Environmental Management Plan Procedures
EPA	Environment Protection Authority Victoria
ERA	Environmental Risk Assessment
EVC	Ecological Vegetation Classes
ISCA	Infrastructure Sustainability Council of Australia
ITP	Inspection Test Plans
LXRA	Level Crossing Removal Authority – “Project Owner”
MTM	Metro Trains Melbourne
NGZ	No Go Zone
OHLE	Overhead Line Equipment
PAA	Project Alliance Agreement
PSA	Planning Scheme Amendment
PTV	Public Transport Victoria
SDS	Safety Data Sheet
SWMS	Safe Work Method Statements
T-CAPs	Traffic Communications Action Plans
The Project	Level Crossing Removal Project Caulfield to Dandenong
The Strategy	The Environmental Management Strategy
TMLG	Traffic Management Liaison Group

Term	Definition
TMP	Traffic Management Plan
TPZ	Tree Protection Zone
VAHR	Victorian Aboriginal Heritage Register
VHR	Victorian Heritage Register
VMS	Variable Message Sign
WEMP	Worksite Environmental Management Plan
W listing heritage	Victorian War Heritage Trust

TABLE OF CONTENTS

1	INTRODUCTION	1
1.1	Purpose of the Strategy.....	1
2	PROJECT DESCRIPTION	1
2.1	Project Scope	1
2.2	Project Delivery Structure	2
2.3	Existing Environmental Conditions	3
3	PROJECT APPROVALS	6
4	KEY CONSTRUCTION METHODOLOGIES	6
4.1	Project Wide Works	6
4.2	Area 1 Construction Methodology	7
4.3	Area 2 and Area 3 Construction Methodology.....	9
4.4	Inner and Outer Construction Methodologies	10
4.5	Construction Program	11
5	APPROACH TO SITE SPECIFIC MEASURES	11
5.1	Environmental Management Framework.....	11
5.2	Environmental and Amenity Effects Approach	13
6	COMMUNITY AND STAKEHOLDER ENGAGEMENT	18
6.1	Works Notifications.....	18
6.2	Enquiries and Complaints Management	20
6.3	Councils.....	21
7	PERFORMANCE MONITORING AND REPORTING	21
7.1	Performance Monitoring.....	21
7.2	Reporting	22
8	DOCUMENT CONTROL AND UPDATE	22
8.1	Document Control.....	22
8.2	Review and Update	22

1 INTRODUCTION

1.1 Purpose of the Strategy

The purpose of the Environmental Management Strategy (the Strategy) is to provide an overarching approach for the management of environmental risks and opportunities during the design and construction of the Level Crossing Removal Project Caulfield to Dandenong. This project extends from the City Loop to Cranbourne and Pakenham train stations with the bulk of the work relating to the removal of nine level crossings and rebuild of five train stations along the Caulfield to Dandenong section of the project corridor.

The nature and extent of work required in removing nine level crossings and associated infrastructure and works between the City-Loop and Pakenham and Cranbourne invokes a number of approval requirements. The main planning approval pathway is through a Planning Scheme Amendment (PSA), approved by the Minister for Planning under the Planning and Environment Act 1987.

The PSA inserts a new Incorporated Document titled 'Caulfield Dandenong Rail Upgrade Project Incorporated Document, April 2016' (the Incorporated Document) into the schedules to Clause 52.03 and Clause 81.01 of the relevant planning schemes. The amendment allows land identified in the Incorporated Document to be used and developed for the purposes of the Project, without a permit, subject to conditions in the Incorporated Document.

The Strategy responds to the requirements of Section 4.2.1 of the Incorporated Document and includes:

- A summary of key construction methodologies (refer to Section 4).
- An overarching approach for the development of site or works specific measures to reduce and manage environmental and amenity effects during construction of the Project (refer to Section 5).
- A summary of consultation processes for community and stakeholders including Councils (refer to Section 6).
- A summary of performance monitoring and reporting processes (refer to Section 7).

2 PROJECT DESCRIPTION

2.1 Project Scope

The Level Crossing Removal Project: Caulfield to Dandenong (the Project) was established to remove nine of Melbourne's most congested level crossings along the Caulfield to Dandenong corridor and completely rebuild 5 stations on Melbourne's busiest rail line by late 2018.

Additionally, the Project will also allow for the lengthening of various existing platforms as well as new signalling and power systems to support new longer High Capacity Metro Trains affording a 42% capacity increase, equivalent to an extra 20,000 passengers a day.

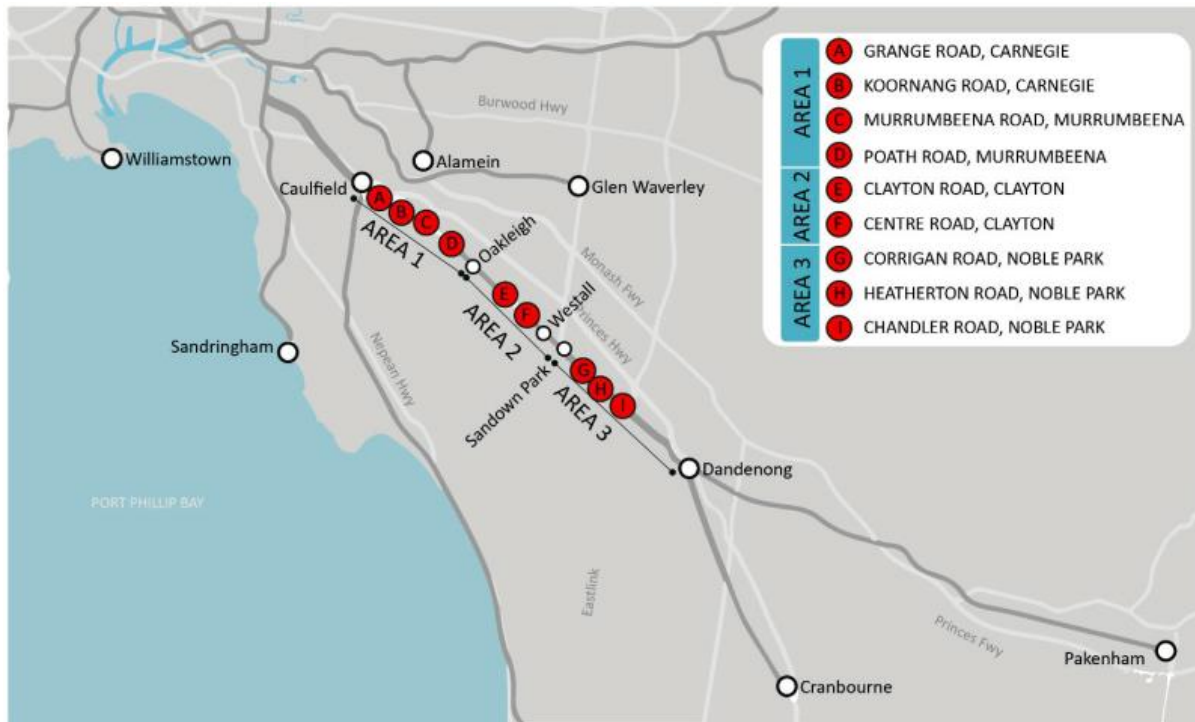
Victoria's Level Crossing Removal Authority (LXRA) has awarded the Project to the Level Crossing Removal Project: Caulfield to Dandenong Alliance (CTD). CTD consists of an Alliance including Lendlease, CPB, Aurecon, WSP | Parsons Brinckerhoff, MTM and LXRA.

The major elements of the Project include:

- Three sections of elevated structure to carry the rail over the existing level crossings of Grange Rd, Koornang Rd, Murrumbeena Rd, Poath Rd, Clayton Rd, Centre Rd, Corrigan Rd, Heatherton Rd and Chandler Rd.
- Removal of the level crossing infrastructure and refinement of the existing road alignments.
- Five reconstructed stations at Carnegie, Murrumbeena, Hughesdale, Clayton and Noble Park.
- Extended platforms at various other stations along the line between South Yarra Station and Pakenham and Cranbourne.
- New rail systems and signalling along the greater alignment stretching from the City-Loop out to Cranbourne and Pakenham.

- A linear park beneath the elevated structures which incorporates newly created open space areas and a shared user path running along the full length of the alignment.

Figure 1 Extent of Level Crossing Removal Project on Pakenham-Cranbourne Corridor

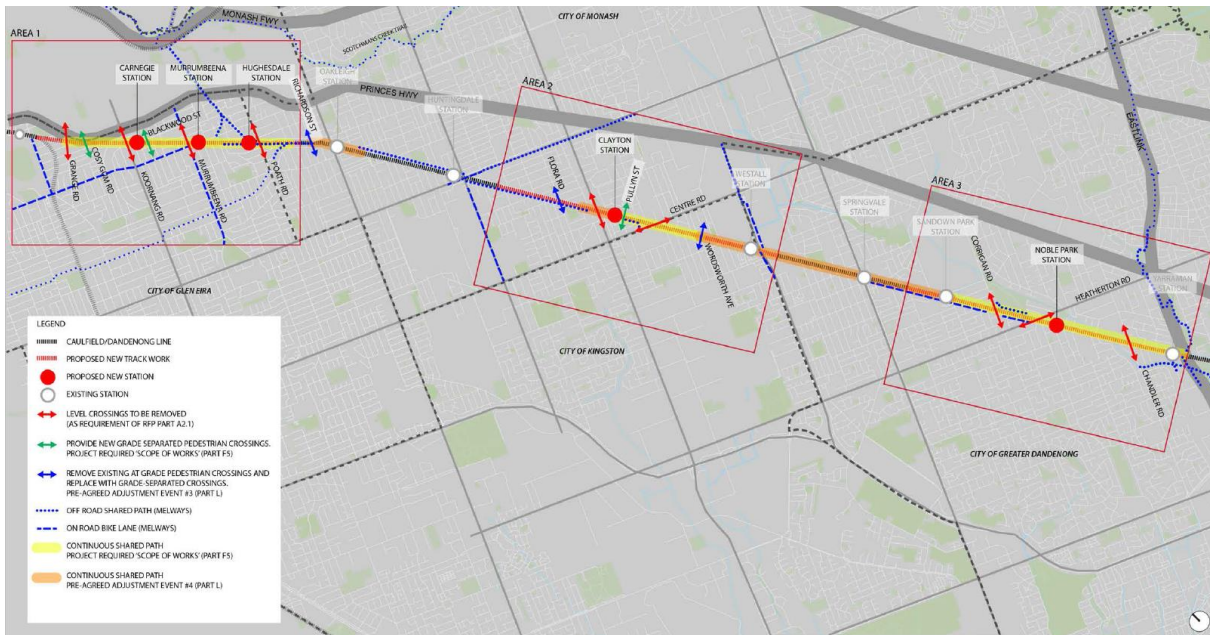


2.2 Project Delivery Structure

The works have been separated into five (5) areas to facilitate project delivery. These are Inner works, Area 1, Area 2, Area 3 and Outer works. The project boundary is defined within the Incorporated Document.

The Inner works area includes the City-Loop and continues to the western side of Area 1. Outer works commence at the eastern side of Area 3 and continue to the extent of works. The Inner and Outer areas involve rail systems and signalling upgrades while Area 1, Area 2 and Area 3 are related to the core scope associated with the 9 level crossings. This is shown in Figure 2. Note that there will be some rail systems and signalling upgrade works between Area 1 and Area 2, and between Area 2 and Area 3.

Figure 2 Location of Area 1, Area 2 and Area 3



2.3 Existing Environmental Conditions

The Project is predominately located on the existing Cranbourne Pakenham Rail line between Caulfield to Dandenong. The corridor is an urbanised environment with a mixture of land use predominantly residential with some commercial and industrial uses mainly around the existing station precincts. The topography is generally flat and there are a number of public open spaces scattered along the rail corridor. Beyond this area, new rail systems and signalling from the City-Loop out to Cranbourne and Pakenham will occur within the existing rail corridor.

A summary of the existing environmental features is provided in Table 1.

Table 1 Summary of existing environmental features

Characteristic	Inner	Area 1	Area 2	Area 3	Outer
Land use and community facilities	Highly urbanised. Mix of residential and commercial areas.	Urbanised corridor majority residential zones with commercial uses around station precincts	Majority residential land use. Mix of commercial and industrial use in vicinity of stations.	Mix of residential and commercial land use. With some mixed land use and industrial.	Industrial and commercial land use to new residential areas
Heritage	<p>Flinders Street Station (VHR H1083)</p> <p>South Yarra Station (HO150)</p> <p>Hawksburn Station (HO137)</p> <p>Toorak Station (HO130)</p> <p>Armadale Station (HO400)</p> <p>Malvern Station (HO103 & VHR H1575)</p> <p>Caulfield Station (HO78 & VHR H1665)</p> <p>Caulfield Station Canary Island Pines (HO85)</p>	<p>Carnegie Station (Heritage Overlay HO123)</p> <p>Murrumbeena Station (Heritage Overlay HO132)</p> <p>Oakleigh Station (HO64)</p> <p>Oakleigh Bridge, Hanover Street (HO98)</p> <p>East Malvern Station (HO154)</p>	<p>Clayton Station (HO13 & VHR H1667)</p> <p>Clayton Avenue of Honour (WI126588)</p> <p>Clayton Oak and Peppercorn Trees (Heritage Overlay HO12)</p>	<p>Noble Park Child Casualties Memorial (WI 156175)</p> <p>Noble Park Scarred Tree (VAHR 7922-0205)</p>	<p>General Motors Station (HO58)</p>
Vegetation and Landscape	Highly modified. Area subject to previous disturbance.	Highly modified. Area subject to previous disturbance Scattered trees, limited and isolated patches of native vegetation, landscape screening of corridor in places. Amenity plantings.	Highly modified area, previous disturbance Scattered trees, isolated patches of native vegetation, and amenity plantings	Moderate to highly modified. Subject to disturbance however larger patches of vegetation Some remnant vegetation and landscape plantings	Modified corridor, EVCs still intact in some areas majority to Pakenham. Cranbourne highly modified.

Characteristic	Inner	Area 1	Area 2	Area 3	Outer
Surface water	Yarra River	Nil	Nil	Mile Creek between Heatherton Road and Chandler Road.	Crossings over existing structures at Yarraman, Dandenong, Eumemmering, Troups, Cardinia, Lower Gum Scrub and Toomuc Creeks and, Hallam Main Drain
Geology and soils	Variable fill thickness. Newer Volcanics ~10m. Some potential for ASS around Yarra River.	Fills 0.3m to 3m thick. Red Bluff formation ~10m-15m. Low potential for ASS	Fills 1m thick, Red Bluff formation ~7m-14m. Low potential for ASS	Fills 1m thick, Red Bluff formation ~12m. Low potential for ASS	Fill 1m thick, Tertiary Sands ~12m. Low potential for ASS if away from coastal areas and swam deposits
Topography and drainage	Generally flat, drainage infrastructure using swales and pits.	Generally flat, sloping south- east at Grange, Surface elevation 43 – 49mAHD	Generally flat, Surface elevation 60m AHD	Generally flat, Surface elevation 35-40mAHD	Generally flat, swale drainage systems draining to local creeks and waterways.
Contamination	Use as rail corridor, industrial land uses adjacent to the site.	Use as rail corridor, commercial properties to the north and south including dry cleaner, car repairers. Environmental Audit Overlay sites.	Use as rail corridor, Light commercial/ industrial properties to north and south	Use as rail corridor, Light commercial/ industrial properties to north and south	Use as rail corridor, industrial land uses adjacent to the site.
Groundwater	Water table elevation 5 to 10m below ground, Salinity 1,000-3,500mg/L	Water table elevation 37 – 48m AHD, Salinity 174 – 4,750mg/l	Water table elevation 50– 58m AHD, Salinity 456- 8,050mg/l	Water table elevation 25 – 35m AHD, Salinity 456- 8,050mg/l	Water table elevation 5 to 10m below ground, Salinity 1,000-3,500mg/L
Large old trees/wildlife and/or fauna habitat/wildlife corridor	Nil	Dominated by exotic trees and understorey, some isolated scattered trees at stations and reserves.	Dominated by exotic trees and understorey, some scattered trees.	More densely formed remnant scattered trees including River Red Gums, other Eucalyptus sp. occasional understorey	Scattered Trees, Species of River Red gum and Swamp gums

3 PROJECT APPROVALS

The approval pathway for the Project under the Planning and Environment Act 1987 is through a Planning Scheme Amendment (PSA), approved by the Minister for Planning.

A range of other legislation may be relevant to the project and may require additional approvals to be obtained. A summary of this legislation including associated Approvals is provided in Table 2.

Table 2 Planning, Environment and Heritage Legislation and Approvals Summary

Relevant legislation	Authority	Applicable approval
Aboriginal Heritage Act 2006	Office of Aboriginal Affairs Victoria	Approval of a Cultural Heritage Management Plan (CHMP)
Major Transport Project Facilitation Act 2009	Minister for Planning	Declared for the purpose of applying the delivery powers under the MTPFA (i.e. excluding Parts 3 and 8 of the Act).
Environment Protection and Biodiversity Conservation Act 1999 (Commonwealth)	Minister for Environment Department of Environment (Commonwealth)	If EPBC species are identified, appropriate approval processes will be followed.
Planning and Environment Act 1987	Minister for Planning	Planning Scheme Amendment and Incorporated Document
Heritage Act 1995	The Executive Director employed under Part 2 of the Heritage Act	Permit under section 74 of the Act to carry out works or activities in relation to a registered place or registered object or Exemption
Flora and Fauna Guarantee Act 1988 (Vic)	Department of Environment, Land, Water and Planning (DEWLP)	Flora and Fauna Guarantee Permit
Water Act, 1989	Southern Rural Water	Groundwater Extraction Licence, Bore Construction Licence, Bore Decommissioning Licence
Water Act 1989	Melbourne Water	Licence under section 67 of the Act required to construct, alter, operate or decommission works on a waterway
Wildlife Act 1975	Secretary of DEWLP	Management Authorisation under the Act for handling wildlife

4 KEY CONSTRUCTION METHODOLOGIES

Key construction methodologies in Area 1, Area 2, Area 3 and the Inner and Outer works are detailed in the following section. Some variation to these methodologies may occur as site specific conditions are investigated, designs finalised and consultation undertaken. Such variations are expected to be minor and not substantially different from those proposed below.

4.1 Project Wide Works

4.1.1 Services

The elevated rail solution for each of the nine level crossings has allowed a large number of existing services to remain in their current locations, as well as providing the ability to re-position piers / span lengths to avoid underground services.

There are a number of critical services that will still require relocation / protection as part of the works and these will be prioritised with the relevant utility providers.

4.1.2 Mobilisation and Site Establishment

Mobilisation / site establishment commenced from March / April 2016 and will include the establishment of a main project office at 610 Heatherton Road in Clayton South, and satellite offices / compounds at each of the three areas along the rail corridor (Grange Road to Poath Road, Clayton and Centre Roads, Corrigan Road to Chandler Road). The location of the satellite offices will be detailed within the Worksite Environmental Management Plans (WEMPs).

The satellite offices / compounds will be setup in sections / areas of existing land / properties that are adjacent to the rail corridor, as well as at some of the Station Precincts once construction works commence. Existing formal parking at the Station Precincts will be closed and offset at stations on adjacent train lines.

Reducing impacts on community assets and facilities will be a key consideration when selecting office and compound sites.

4.1.3 Demolition

The majority of demolition works required on the Project revolves around the Station Precincts and includes the removal of existing station buildings / platforms and parking facilities.

Temporary station buildings will be installed prior to the removal of existing buildings to facilitate construction works, with the remaining buildings / platforms and parking facilities to be demolished during the main shutdown of the rail line in early 2018.

The existing tracks will be removed following the relocation of train services onto the elevated structures in early 2018.

4.1.4 Road Works

Minor roadworks are required as part of the project works, and predominantly involve the reconstruction of pavements / footpaths at each level crossing following the removal of the tracks in early 2018, as well as the reconstruction of the station car parks / intermodal transport facilities and some reconnection of local roads beneath the new elevated structures.

4.1.5 Landscaping and Shared User Path

Following the relocation of train services onto the new elevated structures, the existing tracks beneath will be removed, including all sleepers / ballast and subgrade material. These sections will then be landscaped / planted and a shared user path and newly created open space areas established along the route.

There will also be a connection of shared user paths between each of the areas through to the Eastlink Trail.

Plans for the landscaping and shared user path will show areas of retained native vegetation.

4.2 Area 1 Construction Methodology

Area 1 consists of the Project's inner four level crossings– Grange, Koornang, Murrumbeena and Poath Roads – and the reconstruction of the Carnegie, Murrumbeena and Hughesdale stations.

The rail-over solution consists of a continuous elevated rail viaduct to grade separate each level crossing, commencing at the rail intersection of the Frankston and Dandenong lines, and running on the north and south sides of the rail corridor, before tying back into the existing track alignment on the east side of Hughesdale Station.

Construction in Area 1 will be undertaken in a linear manner, to provide safe and efficient methods of construction due to the tight working corridor. This will involve the completion of a single activity type over a defined length of the corridor before the commencement of the subsequent activity. This methodology has been applied to avoid potential clashes between plant and equipment and the workforce, and the potential for work-fronts to become land-locked.

The following is a summary of the key construction activities.

4.2.1 Enabling works

To ensure the safe and efficient flow of construction works in Area 1, fencing will be installed along the rail corridor prior to the commencement of any permanent works. A heavy-duty access road / working platform will be constructed behind the fencing to ensure all plant, equipment and trucks can safely access and operate along the rail corridor.

The corridor will be cleared of all rail systems such as overhead gantries, Combined Services Route and signals to allow the commencement of substructure works.

4.2.2 Substructure works – piles and pile caps

Piles and pile caps have been designed as strip footings to reduce the construction footprint in the corridor and to allow piling rigs to sit directly over the pile locations. Piling works are expected to occur during dayshift, except at localised tight sections of the corridor when the works will occur during scheduled weekend occupations. Pile caps will finish as close to the proposed ground level as practicable to reduce the depth of excavation and spoil removal quantities.

4.2.3 Columns and crossheads

Columns and crossheads will be precast and consist of 1.5m–2m deep segments that weigh approximately 20T each, allowing for placement by a 70T crane in the tight corridor, with minimal slewing of each segment into their final positions. Installation of precast columns and crossheads will be completed over a three-day period, with all segments installed in a single shift and stressing/grouting of each pier being completed over the following two days. Installation of these precast segments will occur during dayshift unless site specific constraints do not allow.

4.2.4 Superstructure works

The superstructure consists of precast box segments that will be cast at a precast yard established specifically for this Project. The precast yard will be outside the Incorporated Document project boundary and not form part of this approval. Precast box segments will be delivered to site and joined together at ground level to form the 40m spans. These spans will then be lifted onto the deck and transported to their final position.

Deck furniture such as precast handrails, noise and privacy screens, fixed track, and new overhead and signal masts will be progressively installed as the spans are constructed.

4.2.5 Station construction

Constructing the three stations will revolve around the sequencing of the substructure works, involving short-term closures of the existing platforms while constructing the piles, pile caps, columns and crossheads. Trains will be running during these activities, with at least one of the three stations remaining open to commuters during these works.

At the commencement of the substructure works, the existing station precinct and car park will be closed and used for site compounds and construction access, while maintaining commuter access to and from the station buildings and platforms.

Short-term platform closures will also be required during the installation of the superstructure spans by the launching gantries.

After Last, Before First (ALBF) and weekend occupations will be used to construct the deck support system and precast planks for the new elevated concourse and platforms over the existing tracks and platforms.

The main track occupation in early 2018 will be used to complete all station buildings, stairs and temporary ramps, with the construction and commissioning of the lifts being completed approximately five weeks after the end of the occupation period.

4.2.6 Retaining walls and rail tie-in works

Tie-in works at Grange Road and Poath Road will be undertaken during the main track occupation in early 2018. The design of the retaining walls has been developed to allow the majority of precast walls and abutments to be constructed prior to the main occupation, with predominantly only the embankment fill and outstanding walls to be completed in the main occupation, along with the connection of track and all rail systems onto the viaduct.

4.3 Area 2 and Area 3 Construction Methodology

4.3.1 Area 2

Area 2 encompasses the level crossings at Clayton and Centre Roads. The rail-over solution for Area 2 consists of an elevated rail viaduct to grade separate each level crossing. The new alignment commences at the eastern side of Clayton Road and ramps up to a section of retaining wall before splitting into two separate elevated bridge structures that cross Clayton Road. These continue through the newly elevated Clayton Station and over Centre Road until ramping down and tying back into the existing tracks east of Centre Road.

4.3.2 Area 3

Area 3 also uses an elevated rail solution, removing the level crossings at Corrigan, Heatherton and Chandler Roads. The works in Area 3 will be constructed off-line in two sections:

- Corrigan and Heatherton Road section: The new rail alignment will ramp up from the north of the existing tracks to an elevated bridge structure that splits into two separate bridge structures. The twin structures remain elevated through the new elevated Noble Park Station, before ramping down and tying back into the existing tracks on the western side of an existing pedestrian underpass.
- Mile Creek and Chandler Road section: From the south of the existing tracks on the eastern side of the pedestrian underpass, the new rail alignment ramps up to a single span bridge that crosses Mile Creek. From this bridge, the track ramps up to a 240m long bridge structure that remains elevated across Chandler Road before ramping down and tying back into the existing tracks on the up side of Yarraman Station.

The following is a summary of the key construction activities:

4.3.3 Enabling Works

To ensure works are carried out safely, the construction areas will be locally fenced to maintain separation from rail operations and the general public. A heavy-duty access road and working platform will be constructed behind the fencing to ensure all plant, equipment and trucks can safely access and operate along the rail corridor.

In some locations, temporary sheet pile retaining walls will need to be installed to allow excavation near the existing rail lines.

4.3.4 Substructure Works – Piles and Piles Caps

The substructure works include the installation of piles and pile caps. Continuous flight auger piles will be installed in groups along the length of the alignment. The completed piles will then be tied into a concrete pile cap. Generally, these pile caps will be cast below ground level to allow for landscaping and drainage works.

4.3.5 Columns

Generally, the columns shall be constructed in-situ, which involve setting up formwork and pouring the concrete using a concrete pump. In some locations where proximity to existing rail operations does not allow the columns to be cast in-situ, the columns shall be precast in segments and lifted into place by a crane. Precast columns will require stressing and grouting on site.

4.3.6 Superstructure Works

The superstructure consists of precast tee-roff beams that will be cast by a precast supplier off-site. The tee-roff beams will be transported to site and lifted into position using cranes.

An in-situ deck, kerbing, precast parapets, handrails, noise and privacy screens, fixed track and new overhead power and signal masts will be installed progressively as the beams are erected.

4.3.7 Station Construction

New stations are being constructed at Clayton and at Noble Park. These works will involve short term closures of the existing platforms to allow the construction of the piles, pile caps and columns. Trains will be running during these activities.

At the commencement of the substructure works, the existing station precinct and car park will be closed and used for site compounds and construction access, while maintaining commuter access to and from the station buildings and platforms.

Short-term platform closures may also be required during the installation of the superstructure spans.

After Last, Before First (ALBF) and weekend occupations will be used to construct the deck support system and precast planks for the new elevated concourse and platforms over the existing tracks and platforms.

The main occupation in October 2017 will be used to complete all station buildings, stairs and temporary ramps, with the construction and commissioning of the lifts being completed approximately five weeks after the end of the occupation period.

4.3.8 Retaining Walls and Rail Tie-in Works

Tie-in works at Clayton and Centre Roads in Clayton and Corrigan, Heatherton and Chandler Roads in Noble Park, will be undertaken during the main occupation in October 2017. The design of the retaining walls has been developed to allow the majority of precast walls and abutments to be constructed prior to the main occupation, with predominantly only the embankment fill and outstanding walls to be completed in the main occupation, along with the connection of track and all rail systems onto the viaduct.

4.4 Inner and Outer Construction Methodologies

4.4.1 Civil and Structural Works

Civil and structural works will be required for CSR works, station platform works and track and sidings works.

The CSR civil works include trenching, installation of equipment and backfilling. Directional boring will be utilised where necessary. Platform extensions have been designed such that all elements can be transported and installed using a hi-rail excavator and trolley. Civil works will include initial service proving and site early works. Foundation works for platform extensions will be concrete pads upon which the substructure and superstructure will be installed under full occupations. Track and siding works will require formation works to be undertaken by excavators, graders and rollers, drainage works and ancillary civil works (fencing, footpaths, etc.).

4.4.2 Track

The track works required are for the Dandenong yard rationalisation, Cranbourne Junction duplication, and remedial works. The track form is continuously welded rail on concrete sleepers and ballast. Ballast will be laid using truck and dog and spread using excavators. Sleepers will be laid using an excavator fitted with a jig. Rail will be pulled into place using excavators. Turnouts and crossovers will be pre-built and moved into place using lifting equipment. Specialist track machines will be used for track regulation and ballast profiling. Thermit welds and mobile welding units will be used to join the sections of rail together. The majority of the works will be conducted during full occupations.

4.4.3 Overhead Line Equipment and Power

The Overhead Line Equipment (OHLE) works requires the installation of a combination of cantilever and portal structures including foundations, steel work, hardware and copper wires. Excavation for foundations is typically by piling rig. Hardware is fitted to the structures prior to their installation. The standing of structures requires the use of lifting equipment. Catenary, contact and auxiliary wires are installed using rail mounted elevated work platforms.

4.4.4 Substations

Substations consist of 10 building or groups of buildings containing specialist equipment surrounded by fenced areas with access for trucks and lifting equipment for replacing transformers, rectifiers and switchgear. The foundation for the buildings requires earth works using excavators for cable entry, foundations and a bare copper cable earth. New buildings are fully equipped transportables and will be trucked to the sites and lifted into place using mobile cranes. Termination of cables, testing and commissioning activities is performed using light vehicles and plant.

4.4.5 Signalling and Train Control

The signalling system consists of equipment housings, cables and wayside equipment located along the rail corridor. Excavation for foundations and installation of signals and equipment housings is performed with light plant. Cable installation requires light vehicles for the installation crews and at time winches. The works is sequenced in geographic areas.

4.4.6 Communications

The communications works consists of fibre optic and copper cables with equipment installed in housings at stations and other buildings. Cable installation requires light vehicles for the installation crews and at time winches. The works is sequenced in geographic areas.

4.5 Construction Program

Construction works are scheduled to commence in mid-2016 and be completed at the end of 2018. Works will occur within all areas concurrently. Where practicable, works will occur during standard working hours, however some works will require closure of the rail line to be safely performed. A series of occupations will be utilised to deliver such works whilst reducing the disruption to road and rail users. These occupations will include:

- After Last Before First (ALBF) - occupations that occur after the last passenger train in the evening and before the first passenger train the following morning between Sundays and Thursdays. These will commence in April 2016 and continue as needed for the duration of the works.
- Early Start ALBF – As per ALBF with an early start time of 21:00.
- Weekend Occupations – occupations that occur from 01:30 Saturdays to 04:30 Mondays. Approximately two weekend occupations a month are scheduled for the duration of the Project.
- Shutdowns – longer occupations, typically from 1 to 3 weeks in duration. Six shutdowns are scheduled between January 2017 and July 2018 and are likely to occur in:
 - January 2017;
 - July 2017;
 - October 2017;
 - January 2018;
 - April 2018; and
 - July 2018.

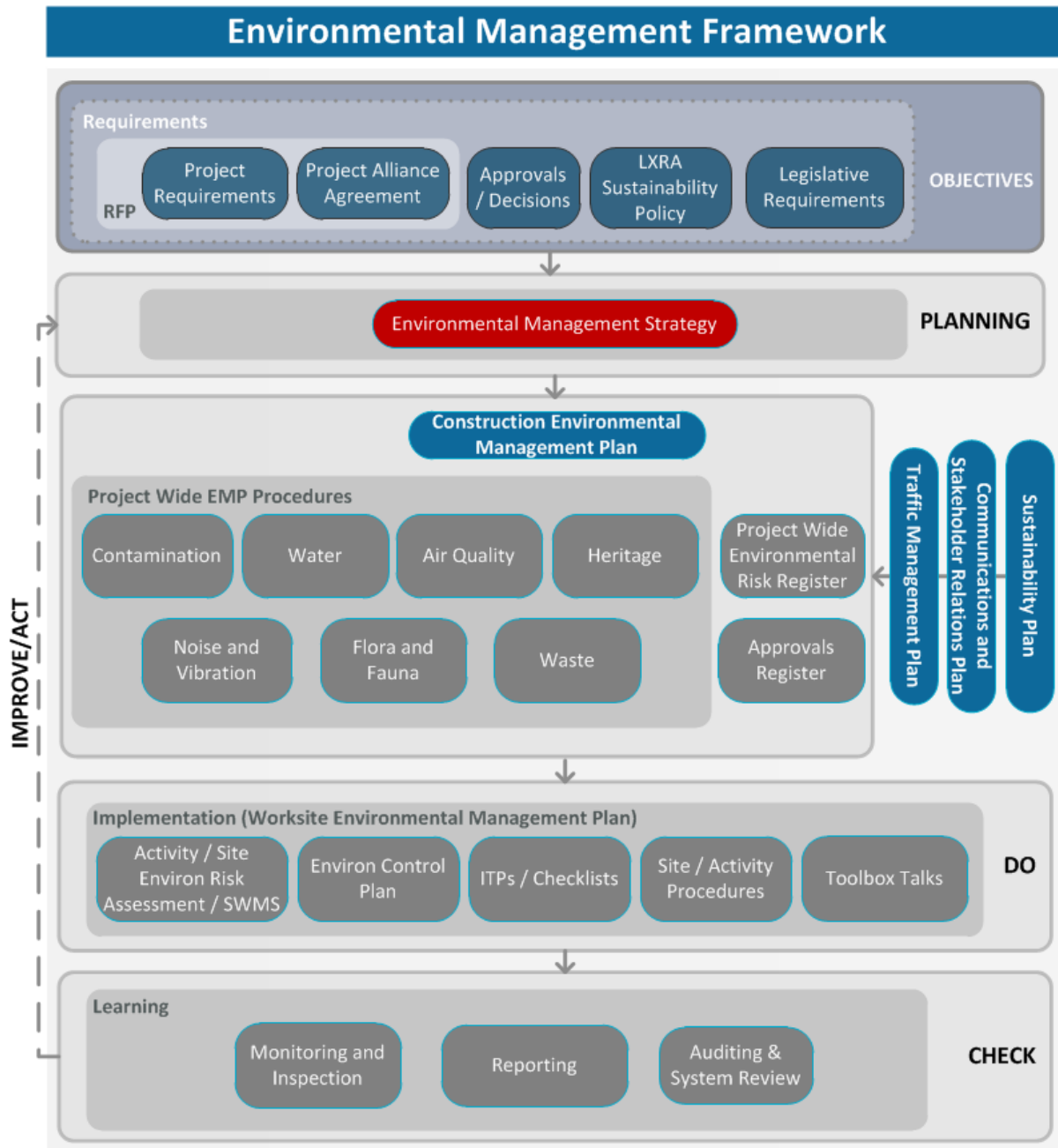
Note that some minor variation to these dates may occur.

5 APPROACH TO SITE SPECIFIC MEASURES

5.1 Environmental Management Framework

The Environmental Management Framework shown in Figure 3 details how the requirements of the Incorporated Document and other approvals, will be translated into site or work specific measures to reduce and manage impacts on the environment. The Strategy will guide the development of a Construction Environmental Management Plan (CEMP) and a series of detailed implementation procedures (EMP Procedures) for the Project.

Figure 3 Environmental Management Framework



Site or activity Worksite Environmental Management Plans (WEMPs) will be prepared to manage higher risk sites or area specific activities. The WEMPs are documents that translate the key obligations of the Strategy, CEMP and EMP Procedures to site/area or activity-specific management plans used by the construction teams.

The WEMPs will include the following:

- Environmental Risk Assessment (ERA) prepared to identify the hazards and risks associated with an area or activity and environmental controls to mitigate against risk. The ERA will provide the key tool in assisting onsite personnel to implement site-specific procedures necessary to control and mitigate potential impacts from works.
- Environmental Control Plans (ECPs) (map or diagram) identifying the location of control measures required to manage works. ECPs are designed to provide site-specific visual detail and draws the relevant and specific information from the plans, studies and procedures for an area. The objective of these plans is to provide a clear and practical overview of mitigation and management measures for each specific construction worksite.

- References to Procedures and/or Checklists/ITPs to ensure controls are implemented effectively and reduce environmental impacts.

5.2 Environmental and Amenity Effects Approach

A number of activities from construction have the potential to result in impacts to the environment. Throughout the construction phase of the Project, risk assessments will be required at regular intervals and at various levels or work activity level to ensure that any features or conditions containing environmental aspects are identified, particularly where they may result in additional work activities. This section provides an overarching approach for the development of site or work specific measures to reduce and manage environmental and amenity effects during construction of the Project on the environmental and amenity affects noted in the Incorporated Document.

5.2.1 Vegetation

Vegetation within the project boundary will be impacted during construction of the Project as part of the permitted clearing and to allow for the permanent project footprint and construction works. A series of ecological investigations have been undertaken to identify native vegetation within the project alignment and the overall impact to vegetation from a biodiversity perspective is considered to be minor. Native vegetation patches and Ecological Vegetation Classes (EVCs) have been mapped and assessed as part of the surveys conducted during the planning phase of the Project.

Native vegetation will be managed in accordance with the requirements of the Incorporated Document. This includes preparing details of the proposed removal, destruction or lopping of native vegetation necessary for the construction of the Project. Native vegetation offsets will be provided in accordance with the Permitted Clearing of Native Vegetation – Biodiversity Assessment Guidelines (Department of Environment and Primary Industries, September 2013) or as otherwise agreed by the Secretary to DELWP.

The Project will not result in significant impacts or loss of habitats, species or communities protected under the Flora and Fauna Guarantee Act 1988. Permits under this Act may be required and will be obtained as necessary. Due diligence assessments will be conducted to confirm this or provide information required for permit applications if necessary.

The management approach established for vegetation will be to avoid disturbance where practical. Where disturbance of vegetation cannot be avoided, the approach will be to restrict disturbance to the minimum extent required to complete the works and to offset native vegetation losses.

Areas of native vegetation will be clearly identified prior to works commencing in an area and options to reduce the impacts of works on the native vegetation considered. Given the constraints of the work areas, native vegetation within Area 1, Area 2, Area 3 and the outer area of the project alignment will be affected by the works. Any trees requiring removal will be pre-inspected for wildlife and suitably permitted wildlife handlers available to assist as required.

Opportunities to identify vegetation and trees that can be protected for the duration of the works will be identified during the detailed design and construction planning phase. No Go Zone (NGZs) and Tree Protection Zones (TPZs) will be established around these areas and trees. NGZs and TPZs will be included at the WEMPs document level as they are 'live' documents and essential for the construction crews to utilise. These will be progressed during the detailed design and in consultation with relevant stakeholders such as Councils where required. NGZs and TPZs will be established to provide a physical protection barrier in an effort to reduce impacts from construction vehicles consistent with the requirements of AS4970 Protection of Trees on Development Sites.

5.2.2 Fauna

The impact to fauna associated with the removal of vegetation as a result of the Project has been assessed as small to negligible loss of foraging habitat for fauna. No threatened fauna species were recorded during the surveys.

Any trees requiring removal will be pre-inspected for wildlife and suitably permitted wildlife handlers available to assist as required. If fauna is identified during the construction period, it will be isolated and a wildlife handler engaged to manage it.

5.2.3 Erosion, Sedimentation and Water Quality

Construction of the Project has the potential to impact on localised water quality from erosion and sediment loss during the construction activities. The objectives of the project's erosion and sediment management are to:

- Prevent pollution of surface water through appropriate erosion and sediment controls; and
- Maintain existing water quality of surrounding surface watercourses.

The project corridor is generally flat meaning that the risk for large runoff events is low. Localised low points and drainage lines will be maintained where practicable and sediment controls specifically placed to reduce sediment loads into the drainage infrastructure.

Controls implemented will be in accordance with EPA's best practice guidelines, these include Construction Techniques for Sediment Pollution Control (EPA Publication 275) and Environmental Guidelines for Major Construction Sites (EPA Publication 480). Erosion and sediment controls to reduce impacts to water quality may include:

- Only strip topsoil in areas where works are ready to start;
- Cover hardstand areas in crushed rock; and
- Identify drainage lines and install sediment control measures.

5.2.4 Groundwater Quality

Impacts on groundwater as a result of construction of the Project have been reduced by adopting a rail over solution that avoids bulk excavation at the nine level crossing sites. The solution avoids drawdown of groundwater during temporary works and the associated risks of mobilising contaminated groundwater. Groundwater is likely to be intersected during piling operations and potentially during some excavation work however the potential impacts are significantly reduced with the rail over solution. If intersected, minimal amounts of groundwater will be generated. It will be collected in a sump or container onsite and managed within the site or disposed of to a suitably licenced facility.

5.2.5 Contaminated Land

Historical uses of and previous soil sampling indicate that contamination is present within the project area. Contaminated land will be managed to be consistent with requirements of the Incorporated Document and relevant regulations. Construction of the project will avoid impacts to land, water and ecosystems and human health associated with disturbance of contaminated soil and groundwater to the greatest extent practicable.

The management approach that will be adopted to meet these includes:

- reducing excavation as much as practicable;
- implementing a sampling and analysis approach that characterises soil prior to re-use or disposal, and reduces the requirement for spoil stockpiling and re-handling;
- establishing a spoil management area that will temporarily contain material;
- separation of known contaminated material and natural material where practicable; and
- dispose of excavated contaminated material not suitable for re-use to an appropriately licensed facility.

Relevant guidelines that will be utilised to assess and manage contaminated land will include:

- Australian Standard 4482.1 Guide to the Investigation and Sampling of Sites with Potentially Contaminated Soil – Non-volatile and Semi-Volatile Compounds;
- National Environment Protection (Assessment of Contamination) Measure 2013;
- Industrial Waste Resource Guidelines 702 Soil Sampling;
- Industrial Waste Resource Guidelines 321 Soil Hazard Categorisation and Management; and
- EPA Publication 655.1 Acid Sulfate Soil and Rock.

5.2.6 Weed Dispersal

Weed mitigation measures appropriate to the work location will be implemented to reduce weed dispersal. Noxious weeds within the works area will be identified and appropriate management measure undertaken to limit their spread. Plant and equipment will be clean when arriving and leaving the project area. Access and egress points will be stabilised with crushed rock or similar.

5.2.7 Site Reinstatement

The area beneath the elevated structure will become part of a linear park incorporating newly created open space areas and providing an additional 22.5 hectare of open space. These areas will be progressively reinstated and landscaped in accordance with the Urban Design principles. The Urban Design principles for the Project are:

- identify;
- connectivity and wayfinding;
- urban integration;
- resilience and sustainability;
- amenity;
- vibrancy;
- safety; and
- accessibility.

Reinstatement works will be undertaken as each part of the temporary works are completed and areas are no longer required for project works. All land outside the Project area (including the temporary construction or occupation areas) that has been affected by project activities will be reinstated to a condition at least equivalent to that existing before that occupation or use except for the parts of the areas or land parcel that contain the handover works. Handover works will be subject to agreement with the land manager.

5.2.8 Hazardous Substances

The approach to hazardous substances is to:

- store the minimal quantity required on site;
- store hazardous substances in accordance with relevant environmental and WorkSafe guidelines;
- regularly review storage areas to ensure compliance with these guidelines;
- utilised EPA Publication 480 Guidelines for Major Construction Sites for the management and disposal of hazardous wastes; and
- make available environmental and safety information on hazardous substances (e.g. Safety Data Sheet (SDS)) at the main site office together with information as to where such substances are to be stored.

5.2.9 Waste

A variety of waste types will be generated from construction activities, site facilities and offices. The approach to waste management on the Project will include:

- identification and classification of wastes likely to be generated;
- managing wastes in accordance with the EPA waste hierarchy (avoidance, reuse, recycling, recovery of energy, treatment, containment the disposal);
- storing, handling and disposing of wastes in accordance with relevant legislation, regulations, guidelines and contractual obligations;
- situating waste storage areas to eliminate or reduce visual or other impacts on nearby sensitive receivers; and
- tracking waste/material to its final destination for due diligence and performance reporting purposes.

5.2.10 Mud and Dirt on Roads

There is a high risk of mud and dirt on roads during the construction phase of the Project. This is directly associated with the frequency of vehicles leaving the project site. Our objective to managing mud and dirt on roads involves reducing the number of access and egress points for construction vehicle tracking off site. In addition, access points will be stabilised to prevent loose materials be carted onto local roads. Plant and equipment will be clean when arriving and leaving the project area.

Mud and dirt on roads will be checked throughout the day by site supervisors. Sweeper and sucker trucks will be on standby to clean up any identified areas requiring clean-up of mud on roads. Access and egress points will be stabilised. Suitable facilities to clean vehicles will be provided where necessary.

5.2.11 Noise

The Project is located in a highly urbanised environment that already experiences noise from the surrounding land uses including traffic noise from arterial roads, the existing rail corridor and various public transport interfaces.

Noise impacts associated with the construction of the Project have the potential to impact on the amenity and environment of surrounding areas. Noise levels will temporarily increase during construction activities with works scheduled during the evenings, nights or weekend having a greater potential to affect sensitive receivers.

The amount of work that can be safely undertaken without closure of the rail line has been maximised so that such works can be conducted during normal working hours. This gives the Project flexibility to program noisier activities at less sensitive times, rather than during an occupation or after last and before first that is a period of higher sensitivity. The implementation of standard noise control measures, construction hours management and community consultation measures are expected to significantly reduce the noise and vibration impacts on nearby sensitive receivers.

Noise and vibration will be managed in line with industry best practice and the intent of EPA Publication 1254, Noise Control Guidelines and EPA Publication 480 Guidelines for Major Construction Sites. EPA Publication 1254 defines *Normal Works Hours* as 7am to 6pm Monday to Friday, and 7am to 1pm Saturdays. Where practicable, works will be scheduled to occur within these hours. As noted previously, however, the limit working area and proximity to rail lines will result in unavoidable works that will need to be undertaken outside of these hours. Residents will be advised of these works in advance as detailed in Section 6.1 of this Strategy.

5.2.12 Air Quality

Dust impacts on surrounding sensitive receivers (e.g. residential properties, schools, medical facilities etc.) will be avoided and reduced during construction where practicable. This will be achieved by implementing proactive air quality, including dust, management measures and ensuring that there are adequate resources on site to manage air quality effectively. Measures that will be considered and applied as necessary may include:

- ensuring all plant and equipment is well maintained;
- ensuring all plant and equipment are fitted with appropriate emission control equipment as necessary;
- reduce exposed surfaces, and ensure appropriate laydown coverage in the vicinity of residential areas;
- dust suppression and water carts to be on stand-by at major work fronts;
- dust management in accordance with EPA Publication 480 Environmental Guidelines for Major Construction Sites;
- speeds on site to be reduced to reduce instance of dust tracked from vehicles;
- vehicles transporting spoil from site to be covered at all times; and
- implementing dust monitoring to assist in managing impacts.

5.2.13 Light Spill

Construction lighting has the potential to impact on surrounding sensitive receivers (e.g. residential properties, medical facilities, etc.) including residents. The Project will ensure that lighting is selected and installed to reduce potential impacts on the surrounding environment and community whilst ensuring a safe working environment is maintained.

5.2.14 Vibration

The Project is located in a highly urbanised environment that would already experience some vibration from the surrounding land uses including the rail corridor. Vibration impacts associated with the construction of the Project have the potential to impact on the amenity and environment of surrounding areas. The management approach adopted will be to identify measures to avoid, manage and control vibration issues that may arise and to establish appropriate monitoring and reporting processes to ensure the control measures are adequate. Structures particularly sensitive to vibration impacts, such as heritage structures, will be identified and assessed for potential impacts on a case by case basis. Vibration will be managed in line with industry best practice and EPA Publication 480 Environmental Guidelines for Major Construction Sites.

The community will be informed of upcoming works and potential vibration impacts. Pre-condition surveys of structures that may be impacted by the works will be conducted prior to commencing invasive works subject to

owner approval. These surveys will record the condition of existing infrastructure, including properties, within 30 metres of the Works.

5.2.15 Traffic and Transport Management

The rail over solution significantly reduces the need for road closures, including extended road closures. A key aspect of successful delivery will be the management of disruption to both road and rail users. CTD will be responsible for designing and staging the works to reduce disruption impacts. Engagement and collaboration with the public transport operators, road authorities, local government agencies and the broader state government stakeholders will be required throughout project delivery.

The overall approach to construction traffic management is provided in the Traffic Management Plan (TMP) as shown in Figure 3 Environmental Management Framework. The TMP provides a framework and procedures that CTD will use for the planning and implementation of traffic management for the Project. This approach responds to the key objectives of the construction Traffic Management Plan which are:

- providing a safe environment for construction personnel, all road users and the travelling public;
- reducing negative impact on traffic;
- providing long term access points to work areas for construction vehicles;
- catering for the needs of all traffic and road users;
- communicating the purpose of all proposed traffic events; and
- communicating the arrangements for and impacts of any events affecting traffic.

Project construction will impact car parking at existing stations in Area 1 (Carnegie, Murrumbeena and Hughesdale Stations), Area 2 (Clayton Station) and Area 3 (Noble Park Station). Offset car parking will be provided at nearby stations so that the overall number of car spaces within the train network is not reduced as a result of project works.

Impacts to public transport are reduced as a result of the rail over solution. The project will have a coordinated approach with MTM and PTV to reduce disruptions to the public transport network including trains and buses. During rail occupations there will be disruption to the rail network. Additional buses will be utilised to provide alternative transport options. Commuters will be encouraged to utilised alternative stations via the advanced notifications of the works

To help proactively manage the complexities around traffic management associated with delivery of the Project, a Traffic Management Liaison Group (TMLG) will be formed. TMLG membership will include representatives from CTD; VicRoads; City of Glen Eira, City of Monash, City of Kingston and City of Greater Dandenong councils; PTV; emergency services; and other representatives as identified, and agreed on, by the TMLG. The TMLG will meet fortnightly when required with initial discussions to centre on the contents of the TMP.

CTD's Communications and Stakeholder Relations Team will prepare individual Traffic Communications Action Plans (T-CAPs). The T-CAPs will identify the likely impacts of traffic changes on stakeholders and the community, and plan key communications and engagement activities accordingly.

5.2.16 Heritage

A number of sites within or near the project boundary have identified archaeological and heritage value and are included in the Victorian Heritage Register, Victorian Aboriginal Heritage Register, Council Heritage Overlays and/or the Heritage Inventory. These sites will be identified and impacts to them reduced where practicable through the design and construction phase of the project. Demolition, buildings and works within a Heritage Overlay will be managed consistent with the requirements of the Incorporated Document. A Cultural Heritage Management Plan has been prepared for the project and will be adhered to at all times. Heritage permit and approvals will be sought as necessary and will be adhered to at all times.

Knowledge of existing cultural heritage values within the corridor is critical to the successful management of heritage on the Project. A project induction will be provided as required by the Cultural Heritage Management Plan. Project personnel, sub-contractors, consultants and visitors will receive training into the environmental obligations and requirements for heritage management. This may be through training such as site inductions and/or toolbox talks. Site specific training for personnel involved in working around areas of historical and cultural heritage significance will include a specific heritage component and measures that to be implemented.

5.2.17 Sustainability

The Project approach to sustainability has been developed in accordance with the three traditional elements of sustainability; economic, social and environmental. It also includes the core principles within the Infrastructure Sustainability Council of Australia’s (ISCA) Infrastructure Sustainability (IS) rating tool. The Project will achieve a certified rating through the IS tool and is targeting an ‘Excellent’. ISCA’s IS rating tool is considered current industry best practice for quantifying the implementation of sustainability initiatives into infrastructure projects. The tool provides consistent language and a transparent methodology for tracking performance against sustainability objectives. For the Project Sustainability is about focusing on the tangible items that matter and on areas that we can genuinely influence. As part of its approach to sustainability, the project will undertake an assessment of climate change risks and implement adaptation measures where relevant.

5.2.18 Gas Transmission Pipeline

A major gas transmission main runs directly across the rail corridor next to Grange Road. Relocating the gas main would have been incredibly disruptive to gas supply to a large part of Melbourne and would have taken many years to complete at significant cost. The rail over solution has been designed to reduce impacts to local utilities such as this one.

Ongoing project works within the corridor will be carried out in accordance with APA Group’s strict guidelines. In summary:

- the underground transmission gas pipeline has been located and its position verified by qualified surveyors
- crews will be working under strict APA Group guidelines (APA Group are the custodians of the pipeline); and
- all works and equipment used will be agreed with APA Group prior to the proposed works taking.

6 COMMUNITY AND STAKEHOLDER ENGAGEMENT

The way in which CTD engages with the community and other stakeholders is fundamental to the success of the Project. Given the range of stakeholders across the corridor, there is no ‘one-size fits all’ technique for successful engagement. We are committed to involving stakeholders and the community in the Project from the earliest and most appropriate opportunity.

A Communications and Stakeholder Relations Plan has been developed for the Project. This Plan outlines how CTD will work collaboratively with LXRA and the State to manage communications and community and stakeholder engagement during construction of the Project. It provides a clear plan for the delivery of construction related communications and engagement activities and serves to complement MTM, V/Line and Public Transport Victoria (PTV) communications planning and delivery.

6.1 Works Notifications

CTD will provide advance notification of activities and planned disruptions, allowing stakeholders and community members to plan for the impacts and make alternative arrangements where required.

The primary mechanism for keeping the community and key stakeholders informed is via the preparation and distribution of Works Notifications. Works Notifications will be distributed in person via door knocks and electronically via email. Locally based signage, Variable Message Sign (VMS) boards, fact sheets, social media and radio/print advertising will also be used, where appropriate, to notify of works. Additionally, the Case Manager assigned to each resident and stakeholder will proactively communicate, via direct contact, advice of upcoming works.

The Communications and Stakeholder Relations Plan provides a full list of available tools and activities.

Notification timeframes are categorised by the nature of the works undertaken in Table 3.

Table 3 Works Notification Requirements

Time of works	Type of works	Type of notification	7 days' notice	2 weeks' notice	4 weeks' notice
Normal work hours Monday-Friday 7am-6pm Saturday 8am-1pm	Regular construction activities	Letterbox drop Website	✓ -3 business days		
	Activities causing excessive noise, vibration, dust etc.	Door knock and letterbox drop Website Calls/meetings with highly impacted stakeholders	✓		
Weekend/evening works Saturday 1pm-10pm Sunday/public holidays 8am-6pm	Regular construction activities	Letterbox drop Website		✓	
	Activities causing excessive noise, vibration, dust etc.	Door knock and letterbox drop Website Calls/meetings with highly impacted stakeholders	✓ reminder		✓
Night works Monday-Friday 10pm-7am Saturday 10pm-8am Sunday public holidays 6pm-7am	Regular construction activities	Door knock and letterbox drop Website Calls/meetings with highly impacted stakeholders	✓ reminder	✓	
	Activities causing excessive noise, vibration, dust etc.	Door knock and letterbox drop Website Calls/meetings with highly impacted stakeholders *Consider advertising	✓ reminder		✓
Road/lane closures	Road(s)/lane(s) closed outside of peak hours or reduced safety barriers (9.30am – 3.30pm)	VMS Letterbox drop Website	✓		
Parking restrictions – private	Works impacting private business parking or access	Doorknock to affected residents/businesses Posters/corflutes		✓	
Public services/parking	Works impacting public services, parking, bus or tram stops	Posters/corflutes Windscreen drop (where appropriate) VMS (where appropriate)		✓	
Extended road closures	Road(s) closed during peak hours or over longer period of days/weeks	VMS Letterbox drop Website Advertising	✓ reminder		✓

Time of works	Type of works	Type of notification	7 days' notice	2 weeks' notice	4 weeks' notice
Rail closures Night network	Rail line closed for e.g.: weekend (after last on Friday before first on Monday)	Station posters Website (LXRA, PTV, MTM, V/Line) Advertising		✓	
Extended rail closures, station closures	Rail line closed for longer periods	Station posters Website (LXRA, PTV, MTM, V/Line) Seat drops (V/Line) Coffee mornings Advertising Media strategy Customer services staff Social media	✓	✓	✓

6.2 Enquiries and Complaints Management

Enquiries and complaints will be managed in a timely and responsive manner. CTD will apply service standard principles to the management of all enquiries and complaints including quality service, responsiveness, effectiveness, accessibility and privacy.

The Project has a project phone number (1800 762 667) and email address (caulfieldtodandenong@levelcrossings.com.au) that will be provided to stakeholders and the community. These will be published on all communications materials and link directly to the Project Community and Stakeholder Relations team.

Once received, enquiries and complaints will be documented and investigated. The Communication and Stakeholder Relations team will work with members of the construction team to manage the response process, any ongoing communication with the enquirer/complainant, and final resolution of the issue/s. The requirements for acknowledging and closing out enquiries and complaints are provided in Table 4.

Table 4 Requirements for acknowledgment and close-out of enquiries

Complaint/enquiry	Acknowledgement times	Response times
Phone call during business hours	At time of call	Same day where practicable. If not practicable, continue contact and resolve within seven (7) days. Agree with caller timescale for resolution, depending on issue.
Phone call after hours Monday to Friday (6pm to 7am) Saturday to Sunday (all day) No works taking place	Within two (2) hours of receiving message upon returning to office	Same day where practicable. If not practicable, continue contact and resolve within seven (7) days. Agree with caller timescale for resolution, depending on issue.

Complaint/enquiry	Acknowledgement times	Response times
Phone call after hours Monday to Friday (6pm to 7am) Saturday to Sunday (all day) Weekend/evening/night works. Call centre to refer to on-call officer.	Within two (2) hours	At the time if practicable, as likely to refer to work activities occurring then. If not practicable, continue contact and resolve within seven (7) days. Agree with caller timescale for resolution, depending on issue. Update on the course of action provided to caller within two (2) hours of receipt of the complaint.
Email	Within two (2) hours – automatic response email can acknowledge enquiries	Same day where practicable. If not practicable, continue contact and resolve within seven (7) days. Agree with caller timescale for resolution, depending on issue.
Letter/fax	N/A	Up to 10 business days following receipt. Complaints to be resolved as per prescribed resolution requirements.

Information received via stakeholder and community enquiries and complaints will be utilised to review the engagement approach, adjust practices and update communication materials, where required.

6.3 Councils

This Strategy has been developed in consultation with the relevant municipalities. The Strategy has been provided to the nine municipalities within which the works will occur for review and comment. Each of the four municipalities within which level crossing works will occur (Glen Eira, Monash, Kingston and Greater Dandenong) were provided with the opportunity to meet with CTD to discuss the Strategy. Councils comments have been considered and incorporated as appropriate.

CTD will establish regular meetings with relevant municipalities to discuss the Project including any site specific environmental concerns. Each stakeholder council has a nominated point of contact. CTD point of contact is the Communications and Stakeholder Relations Manager. These will remain the key points of contact for the duration of the Project with other technical representatives involved in meetings, correspondence etc. as appropriate. All meetings will be minuted and action closure tracked.

In addition, relevant councils will be invited to participate in the Design Review Process for relevant design packages. This process is split into four stages with Council involvement at each stage as follows:

- Gathering Design Inputs – provide inputs for consideration during the design process;
- Preliminary Design Review – 10 day period to review and comment on relevant design packages;
- Detailed Design Review - 10 day period to review and comment on relevant design packages; and
- Final Design - CTD to provide close out of comments to Council.

Other engagement with Councils will include the Traffic Management Liaison Group (TMLG) discussed in Section 5.2.15 of this Strategy.

CTD will involve Councils in relevant pre and post construction condition surveys including those of relevant roads and footpaths, Council land that CTD temporarily occupies and Council properties in proximity to work.

7 PERFORMANCE MONITORING AND REPORTING

7.1 Performance Monitoring

Environmental performance will be monitored utilizing a variety of tools to ensure that the requirements of this Strategy, planning and environment approvals and the Environmental Management Framework are achieved. In summary, performance monitoring will include:

- regularly reviewing compliance with planning and environment approvals;
- audits of the CEMP, EMP Procedures and WEMPs, including quarterly external audits of the CEMP and WEMPs, as detailed in the CEMP;
- environmental monitoring (for example water quality, noise, etc.) as required by the CEMP, monitoring results will be used to identify potential or actual problems arising from construction processes and confirm rectification measures are effective;
- inspections of the works to ensure environmental controls are in place and effectively managing identified risks; and
- surveillance of work activities and subcontractors will be undertaken on a day-to-day basis by superintendents, foremen and engineers to ensure environmental requirements are being implemented.

7.2 Reporting

Monthly Performance Reports will be issued to LXRA as part of CTD Leadership Team Monthly Report in accordance with the Project Alliance Agreement (PAA). Reports will be provided within 4 weeks of the end of the month. Reporting will include progress on environment and sustainability elements. These reports will include details of:

- status of current and planned works, key environmental issues and management measures;
- records of compliance with planning and environment approvals;
- details of environmental complaints or incidents and corrective and preventative actions taken;
- summary of any consultation with regulatory authorities or other stakeholders;
- environmental training completed;
- audits conducted (internal and external) and a summary of the outcomes;
- innovations and achievements;
- monitoring and inspection results; and
- waste, fuel and energy use information as required.

Internal environmental monthly reporting will be undertaken within the Project. Any environmental issues will be raised through this reporting and provided to the Project Environment and Sustainability Manager for review

A summary of the type and number of enquiries and complaints received will be reported to LXRA via the Communications and Stakeholder Relations weekly report.

Relevant environmental incidents will be reported within agreed timeframes as detailed in the CEMP to LXRA and regulatory agencies if required.

8 DOCUMENT CONTROL AND UPDATE

8.1 Document Control

The Environment and Sustainability Manager will coordinate the preparation, review and distribution, as appropriate, of the Strategy. During construction, the Strategy will be stored at the main site office and can be accessed on request to the Environment and Sustainability Manager.

8.2 Review and Update

The Strategy is subject to approval by the Minister for Planning in accordance with the Project Incorporated Document. From time to time the Strategy may require updating, for example when:

- a change in relevant legislation materially impacts the design or construction of the Project; and/or
- CTD identifies modifications required to the Strategy.

Any changes to the Strategy must be approved by the Minister for Planning prior to implementation.