



7 Community and Stakeholder Engagement

7.1 Introduction

As the project's proponent, MMRA is undertaking a comprehensive program of public engagement that includes consultation during preparation of the EES, ongoing activities to inform individuals and groups likely to be affected by Melbourne Metro, seeking input into the development and delivery of the project, identifying and responding to community and stakeholder concerns, and conducting social research.

This chapter describes the engagement approach being followed by MMRA, identifies the relevant stakeholders and summarises engagement activities undertaken to date and feedback received. Further details of community and stakeholder engagement are provided in Technical Appendix C *Community and Stakeholder Feedback Summary Report*.

7.2 EES Scoping Requirements

The Minister for Planning's Order under the *Environment Effects Act 1978* requires MMRA to "prepare and implement an EES Consultation Plan for informing the public and consulting with stakeholders during the preparation of the EES".

The *Ministerial guidelines for assessment of environmental effects under the Environment Effects Act 1978* state that a specific objective of the EES assessment process is "to provide public access to information regarding potential environmental effects as well as fair opportunities for participation in assessment processes by stakeholders and the public".

In line with this objective, the EES Scoping Requirements state that MMRA is responsible for preparing a stakeholder consultation plan to inform the public (and others, including government) and to engage with stakeholders to identify and respond to their concerns. More specifically, the Scoping Requirements state:

"In addition to the prescribed opportunities for public comment on the draft Scoping Requirements and then the EES, less formal consultation also plays an important role in the preparation of the EES. The proponent is responsible for informing the public and for engaging with stakeholders to identify and respond to their concerns in conjunction with the EES studies.

Relevant stakeholders include government bodies and authorities, potentially affected parties, the community and interested organisations and individuals".

The Scoping Requirements also state that a stakeholder consultation plan must be prepared and implemented by the project proponent to ensure that the public is familiar with the EES investigations and that relevant stakeholders are consulted on pertinent issues.

The plan must:

- *Identify the relevant stakeholder groups*
- *Characterise the stakeholder groups in terms of their interests, concerns and consultation needs and potential to provide local knowledge*
- *Describe the consultation methods to be used and outline a schedule of consultation activities*
- *Outline how inputs from stakeholders will be recorded, considered and/or addressed in the preparation of the EES.*

MMRA has developed and is implementing a three-phase Community and Stakeholder Engagement Plan that draws on the ideas, expertise and opinions of the community to inform the design, planning, assessment, construction and operation of Melbourne Metro (see Section 7.6). The plan seeks to ensure that any consultation undertaken for Melbourne Metro reflects and builds upon the previous phases and gathers information to inform the project design and the specialist studies being undertaken as part of the EES.

MMRA's 'EES Community and Stakeholder Engagement Plan' is published on the DELWP website and updated as necessary.

7.3 Engagement Principles and Goals

MMRA recognises that assessment processes and decisions are enhanced through dialogue with the community and relevant stakeholders, including residents, businesses, government and other interested parties.

Understanding the interests, concerns, requirements and preferred outcomes of these groups enables the project to find solutions to the issues and challenges likely to arise in delivering Melbourne Metro. Table 7-1 sets out the core principles and goals of MMRA's Community and Stakeholder Engagement Plan throughout the planning and approval process.

Table 7-1 Principles and goals of MMRA's engagement

Principle	Goal
Effective	Engagement is open, consistent, inclusive, accessible and transparent throughout both planning and delivery of the project.
Timely	Engagement spans all stages of the project, ensuring information is provided to stakeholders as the project develops and feedback is responded to and incorporated in the project's development.
Meaningful	Engagement is clear on the elements of the project that can be influenced by the community and stakeholders, how the feedback will be used and is explicit on which elements of the project are fixed and the reason for this.

7.4 Consultation Approach

MMRA's EES Community and Stakeholder Engagement Plan has used the IAP2 Spectrum tool* to guide the approach and level of engagement required throughout the planning and assessment process. The plan incorporates three formal phases of engagement, supplemented by ongoing communication channels that have been available during the assessment process and would continue to be available throughout the construction of the project. Implementation of the plan commenced in February 2015.

The three formal phases of engagement are designed to capture input and feedback at key stages throughout the project's development and consist of:

- Phase 1: Raising public awareness and understanding of Melbourne Metro and opportunities for early engagement
- Phase 2: Public engagement to support project development, Concept Design and planning processes
- Phase 3: Formal consultation process to support public exhibition and hearings associated with the EES.

Engagement would continue following the completion of the EES, extending throughout the detailed design, procurement and construction phases of the project (known as Phase 4 and Phase 5).

During the first and second phases, feedback from community and stakeholder engagement has been used to inform the work of the design team and specialists preparing the EES impact assessments (see Table 7-8 for further details). Notably, throughout these phases, the stakeholder requirements for the social and business impact assessments were integrated into the engagement program. This reduced duplication and allowed for efficient, timely and meaningful community and business involvement.

Various communication channels are being used to support the formal phases of engagement. These channels have been and will continue to be instrumental to ensuring information and updates about Melbourne Metro are disseminated regularly and feedback from the community and stakeholders is received and addressed promptly. These channels consist of:

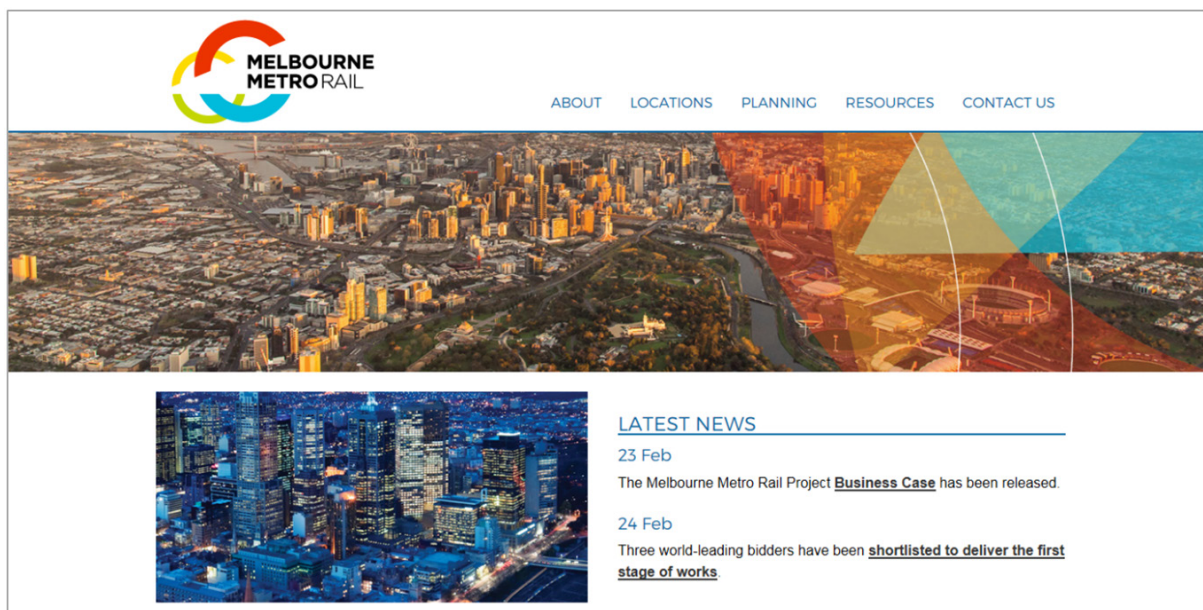
- The project website (www.melbournemetro.vic.gov.au) (see Figure 7-1)
- Melbourne Metro Your Say online engagement portal

* The IAP2 Spectrum is an internationally recognised tool for planning public participation on major projects.

- Social media (twitter @melbournemetro)
- News updates (via eNews)
- Letter box and postcard drops
- Pop-up stands in public spaces such as City Square and Flinders Street Station forecourt
- Newsletters
- Community drop-in sessions
- Meetings with key stakeholders and community members
- Presentations to stakeholders and peak body/advocacy groups
- Project information line
- Other ad-hoc channels established in response to particular issues.

All engagement activities require tailored messages and delivery channels suited to the communication and information needs of their intended audiences. For example, large-scale information dissemination techniques (such as mass mailouts) have been used to raise awareness of Melbourne Metro in the wider community, while direct communication methods (such as face-to-face engagement, phone calls and personalised letters) have been adopted when engaging with communities and stakeholders who have been – or are likely to be – directly affected by the project.

Figure 7-1 Extract from the Melbourne Metro project website



7.5 Stakeholders

Throughout the EES assessment process, MMRA has engaged with a broad range of groups, as illustrated in Figure 7-2. These groups include stakeholders who live, own land and businesses, work or commute throughout the inner Melbourne area and who are likely to be affected by Melbourne Metro, as well as those who are involved in different stages of the project. Additionally, the engagement program has incorporated government, utility service providers, special interest groups, transport advocacy stakeholders and the academic, health and business communities within and adjacent to the proposed project boundary.

Figure 7-2 Categories of stakeholder



Extensive targeted engagement has also been undertaken with a number of key stakeholder groups. These groups are described in the following sections.

7.5.1 Government Departments, Agencies and Other Authorities

A number of Federal and Victorian government Ministers, departments, agencies and authorities have different roles to play throughout the planning, assessment and approval process, and ultimately the operation of Melbourne Metro. Targeted engagement and consultation with all levels of government has occurred already and would continue throughout the project's construction and operation. Table 7-2 identifies government stakeholders engaged to date and their roles within the process.

Table 7-2 Key government stakeholders

Government	Minister	Department/ agency/authority	Role
Federal Government	Minister for the Environment	Department of the Environment	Administers the <i>Environment Protection and Biodiversity Conservation Act 1999</i>
		Infrastructure Australia	Provides advice to the Federal Government on infrastructure projects
State Government	Premier of Victoria	Department of Premier and Cabinet	Makes key project decisions Has declared the project under the <i>Major Transport Projects Facilitation Act 2009</i>
	Treasurer	Department of Treasury and Finance	Procurement and funding decisions
	Minister for Public Transport	Department of Economic Development, Jobs, Transport and Resources	Project Minister for Melbourne Metro under the <i>Major Transport Projects Facilitation Act 2009</i>
	Minister for Planning	Department of Environment, Land, Water and Planning Heritage Victoria	Administers EES and planning process Administers the <i>Environment Effects Act 1978, Planning and Environment Act 1987</i> and <i>Heritage Act 1995</i>
Local government		Cities of Melbourne, Port Phillip, Stonnington and Maribyrnong	Administer the <i>Planning and Environment Act 1987, Road Management Act 2004</i> and <i>Local Government Act 1989</i> Road managers Public land managers
Statutory agencies		EPA Victoria	Administers the <i>Environment Protection Act 1970</i>
		Heritage Victoria	Administers the <i>Heritage Act 1995</i> Manager of State Heritage – Victorian Heritage Register and the Victorian Heritage Inventory
		Infrastructure Victoria	Provides advice to the Victorian government on the State's infrastructure needs and priorities
		Metropolitan Fire Brigade	Provides advice in regard to the emergency service requirements of Melbourne Metro
		Metropolitan Planning Authority	Oversees planning and facilitates development of Melbourne's key strategic areas including Arden-Macaulay

Government	Minister	Department/ agency/authority	Role
		Melbourne Water	Manages Melbourne's water supply catchments, sewage treatment and rivers, creeks and major drainage systems
		Office of Aboriginal Affairs Victoria	Administers the <i>Aboriginal Heritage Act 2006</i>
		Office of the Victorian Government Architect	Provides leadership and strategic advice to government about architecture and urban design
		Public Transport Victoria	Acts as a system authority for all public transport and as an advocate for public transport users
		Southern Rural Water	Manages rural water for southern Victoria. Including licencing groundwater bores and licencing and monitoring extractions from groundwater systems
		VicRoads	Administers the <i>Road Management Act 2004</i> Manager of arterial roads
		VicTrack	Administers the <i>Rail Management Act 1996</i> Owner of the rail network

7.5.2 Interested Parties

While not playing a specific role in the planning process, a number of stakeholders are considered interested parties due to their involvement and interactions with the project. MMRA has informed and engaged a wide range of these interested parties and would continue to involve these stakeholders as appropriate following the completion of the planning phase of the project. These parties include (but are not limited to):

- Australian Rail Track Corporation
- Bicycle Network Victoria
- Bus operators
- Freight operators
- Level Crossing Removal Authority
- Local councils outside the proposed project boundary
- Metro Trains Melbourne
- Municipal Association of Victoria

- Transurban
- Victorian Local Governance Association
- V/Line
- Yarra Trams.

7.5.3 Technical Reference Group

In accordance with the EES Scoping Requirements, DELWP has convened an agency-based Technical Reference Group (TRG) to advise it and MMRA, as appropriate, on:

- Applicable policies, strategies and statutory provisions
- The proponent’s public information and stakeholder consultation program for the EES
- The Scoping Requirements for the EES
- The design and adequacy of technical studies for the EES
- Responses to issues arising from the EES investigations
- The technical adequacy of draft EES documentation
- Coordination of statutory processes.

The TRG comprises representatives from relevant Victorian government agencies and departments, as well as the Cities of Melbourne, Stonnington and Port Phillip (as listed in Table 7-3).

Table 7-3 Organisations represented on the Technical Reference Group

Technical Reference Group members		
City of Melbourne	DELWP	Melbourne Water
City of Port Phillip	EPA Victoria	Office of Aboriginal Affairs Victoria
City of Stonnington	Heritage Victoria	VicRoads

It should be noted that MMRA has engaged with the organisations represented on the TRG both in their capacity as key government stakeholders or key precinct stakeholders and through their roles in the TRG.

Consultation with the TRG has been conducted in accordance with the group’s Terms of Reference and involved briefings, workshops and interactive reviews of draft technical reports and the EES main document. In addition to their TRG membership, all of these agencies have been engaged through regular meetings and workshops to identify and work through specific interests and issues.

The City of Maribyrnong was not represented on the TRG as the impacts in the municipality associated with the western turnback in West Footscray would be confined to the rail corridor during construction. Individual briefings with the City of Maribyrnong were conducted from January 2016 onwards to keep Council informed during the design development phase of the project.

Regular users of West Footscray station were provided with project information at pop-up sessions and directly adjacent properties were informed via a letterbox drop. MMRA would continue to liaise with the City of Maribyrnong as a key precinct stakeholder (see Section 7.5.6).

7.5.4 Urban Design Reference Group

The Melbourne Metro Urban Design Strategy was developed in conjunction with a range of key stakeholders including a reference group. The Urban Design Reference Group was instrumental in the development of the Urban Design Strategy.

Members of the group are outlined in Table 7-4.

Table 7-4 Organisations represented on the Technical Reference Group

Urban Design Reference Group members		
Office of the Victorian Government Architect	Public Transport Victoria	City of Melbourne
Metropolitan Planning Authority	Department of Economic Development, Jobs, Transport and Resources	City of Port Phillip
		City of Stonnington

The Reference Group has developed detailed knowledge and understanding of sites and user requirements. There is likely to be a role for the same group or a similar group as the project moves into the construction phase. The Reference Group would attend workshops and design reviews throughout the project lifecycle.

A range of other key stakeholders also provided input to the Urban Design Strategy. These organisations are outlined in Technical Appendix M *Urban Design Strategy*.

7.5.5 Utility Service Providers

There are extensive utility services within the area where project works would occur.

This means there is a need to engage with utility service providers regarding the location of existing services and, in some cases, the potential relocation of services, as well as the provision and/or upgrading of services for the purposes of the construction and/or operation of Melbourne Metro. Utility service provision is a complex process and, in some instances, is managed by numerous providers.

Table 7-5 lists some of the utility service providers engaged to date.

Table 7-5 Utility service providers

Service	Organisation	Role
Gas and electricity	CitiPower	Electricity distributor that manages and maintains electrical infrastructure
	Jemena	Electricity and gas distributor that manages and maintains electrical and gas infrastructure
	AusNet Services	Electricity and gas distributor that manages and maintain electrical and gas infrastructure
	Multinet Gas	Gas distributor that manages and maintains gas infrastructure
Communications	NBN Co	Corporation designing and implementing the National Broadband Network
	Telstra	Telecommunications provider
	Optus	Telecommunications provider
Water and sewage	City West Water	Water, sewerage and trade waste disposal supplier that manages and maintains associated infrastructure through Melbourne's inner suburbs and western Melbourne
	Melbourne Water	Water, sewerage and drainage authority that manages and maintains associated infrastructure throughout Port Phillip and Western Port region
	Southern Rural Water Authority	Water, sewerage and trade waste disposal supplier that manages and maintains associated infrastructure throughout southern Victoria
	South East Water	Water, sewerage and trade waste disposal supplier that manages and maintains associated infrastructure throughout south-eastern Melbourne

Note: This is not an exhaustive list of all utility service providers consulted.

7.5.6 Key Precinct Stakeholders

MMRA acknowledges that the type and level of impact from Melbourne Metro would differ across the proposed alignment. As such, MMRA has engaged and consulted with organisations within the specific project precincts, in recognition of their different interest areas.

MMRA is working with these organisations to optimise the outcomes of the project, minimise adverse local impacts (such as disruptions during construction) and produce mutually beneficial plans where possible. These key precinct stakeholders are listed in Table 7-6. This list should not be considered definitive; as stakeholders and their interests are identified, MMRA will engage and consult with them.

Table 7-6 Key precinct stakeholders engaged (as at 31 January 2016)

Precinct	Organisations
Precinct 1 – Tunnels	<ul style="list-style-type: none"> Metropolitan Fire Brigade Utility service providers
Precinct 2 – Western portal (Kensington)	<ul style="list-style-type: none"> Kensington Association
Precinct 3 – Arden station	<ul style="list-style-type: none"> North and West Melbourne Precinct Association Coalition of Residents and Business Associations (CoRBA)
Precinct 4 – Parkville station	<ul style="list-style-type: none"> Parkville Association The University of Melbourne Royal Melbourne Hospital Royal Women’s Hospital Department of Health (Victorian Comprehensive Cancer Centre) Research, health and education facilities
Precinct 5 – CBD North station	<ul style="list-style-type: none"> RMIT State Library of Victoria Melbourne Central
Precinct 6 – CBD South station	<ul style="list-style-type: none"> City of Melbourne (Melbourne Town Hall) Federation Square Management The Arts Centre St Paul’s Cathedral National Gallery of Victoria ACMI
Precinct 7 – Domain station	<ul style="list-style-type: none"> Shrine of Remembrance Trustees Royal Botanic Gardens Board Mac.Robertson Girls High School Melbourne Grammar School Melbourne Girls Grammar School Melbourne Hebrew Congregation Boer War Memorial Association Returned and Services League (RSL) Albert Road Clinic

Precinct	Organisations
Precinct 8 – Eastern portal (South Yarra)	<ul style="list-style-type: none"> • South Yarra Traders Association • Chapel Street Traders Association
Precinct 9 – Western turnback (West Footscray)	<ul style="list-style-type: none"> • City of Maribyrnong

7.5.7 Community

Recognising that the benefits and impacts of the project differ in intensity throughout the community, MMRA engages with the community through a three-tiered approach: wider Victoria, Greater Melbourne and those along the proposed Melbourne Metro alignment.

As described in Chapter 2 *Project Rationale and Benefits*, the benefits of the project extend beyond central Melbourne. As such, opportunities to comment on the project have been made available, and will continue to be made available, throughout the State during the EES and project planning process.

MMRA has engaged more intensively with Greater Melbourne, as the benefits of the project would be greatest in this area. This tier of the community has been informed and engaged using a range of activities, as outlined in Section 7.6.

In addition to this broad engagement, MMRA conducted extensive targeted consultation with those along the alignment. Direct, one-on-one consultation occurred, and would continue to occur, with those directly affected by the project. In addition, comprehensive engagement is taking place with those individuals, households and businesses likely to be impacted by construction.

7.6 Overview of Engagement

7.6.1 Phase 1 Engagement

Phase 1 of the engagement process consisted of raising public awareness and understanding of the project. Conducted from February to September 2015, this phase involved a variety of communication and engagement activities, with the specific objectives of:

- Raising public awareness of the project and approvals processes
- Informing community members about how they can be involved
- Gathering early inputs for the project design process and obtaining feedback from stakeholders and the community
- Supporting site investigations for project planning and design development.

7.6.2 Phase 2 Engagement

Phase 2 of the engagement process consisted of activities designed to support Melbourne Metro’s development, design and planning processes between October 2015 and December 2015. This phase involved a variety of communication and engagement activities, with the specific objectives of:

- Gathering further feedback from the community and stakeholders on the project designs and to inform the planning process
- Commencing engagement with potentially affected landowners and tenants
- Raising public awareness and understanding about the project’s benefits and potential impacts
- Reporting back to key stakeholders and the broader community on the engagement activities and how their feedback was used.

The approach adopted throughout this phase was place-based, with engagement activities undertaken in Kensington, Arden, Parkville, Carlton, CBD, Domain and South Yarra.

Table 7-7 Engagement activities completed for Phase 1 and Phase 2 (as at 31 December 2015)

Activities	Statistics	Target group
Online engagement portal	Over 8,100 visits	Community members who wish to review project information and comment from home or work. Includes project information and interactive elements designed to encourage feedback on key project elements
	Over 3,300 downloads of brochures and information about Melbourne Metro	
	81 contributions across 9 discussion forums	
	Over 5,500 visits to the interactive online map with more than 200 individual posts	
Newsletters	2 newsletters to 100,000 properties	Newsletter providing overview of Melbourne Metro and current and upcoming activities distributed to properties along entire project alignment. Included contact details for the project
eNews	10 updates 2,061 subscribers	Monthly project update distributed to subscribers via email
Social media	<i>Twitter</i> <ul style="list-style-type: none"> • 185 tweets • 1,452 followers 	MMRA has established a number of social media channels to encourage stakeholder and community connection with the project and to provide updates on progress
	<i>LinkedIn</i> <ul style="list-style-type: none"> • 1,848 followers 	

Activities	Statistics	Target group
	<p><i>YouTube</i></p> <ul style="list-style-type: none"> • 11 videos • 30,105 views 	
Site investigations update	More than 16,000 notifications	<p>Notifications provided to residents and businesses in CBD, Parkville, Kensington, North Melbourne, Domain and South Yarra areas to raise awareness of upcoming site investigation activities</p> <p>Notifications also provided to immediately adjacent residents and businesses in advance of geotechnical investigations</p>
Community drop-in sessions	<p>15 sessions</p> <p>More than 1,000 attendees</p>	<p>Project staff and technical specialists were made available at sessions to discuss the project and answer questions from the public. Locations were:</p> <ul style="list-style-type: none"> • Melbourne CBD (including a trader-specific forum in August 2015) • North Melbourne • Kensington • Domain • South Yarra • Parkville
Information stands and pop-up sessions	19 sessions	<p>Project staff were made available at events and stations to distribute information and answer questions from the public. Locations were:</p> <ul style="list-style-type: none"> • North Melbourne Spring Fling • University of Melbourne Farmers Markets • Melbourne Central station • South Kensington station • North Melbourne station • South Yarra station • Domain tram interchange. <p>Pop-up sessions were held at various CBD and inner city locations to distribute postcards promoting the Melbourne Metro website and social media channels or to encourage participation in the online social research survey.</p> <p>In total, 13,500 postcards were distributed</p>

Activities	Statistics	Target group
Presentations and briefings with key stakeholders	180 meetings and briefings 50 presentations	Presentations, meetings and briefings with key stakeholders, peak bodies, business and community groups and at industry events to provide information about Melbourne Metro, encourage feedback to be used during project development and raise project awareness
Enquiries via project information line	400 enquiries received	Enquiries received from the public on the project information line
Enquiries via project website	800 enquiries received	Enquiries received via the project website, including questions or requests to subscribe to eNews
Communication with property owners and tenants	170 conversations	Phone and face-to-face conversations, and follow-up meetings with property owners and tenants potentially impacted by land acquisition
Project website	214,406 page views 11,650 downloads	Includes details of upcoming site investigations, fact sheets and project information
Social research	Around 3,000 responses	Online and face-to-face survey undertaken between July and August 2015 to establish baseline community awareness of Melbourne Metro, perception of the project's benefits and preferred channels of communication
Advertising and promotion	Over 30 advertisements in metro and local newspapers	Online advertising – awareness of upcoming engagement across Melbourne Geographic advertising – targeting upcoming event locations Print media advertising – awareness of following week's engagement events
TRG workshops	12 workshops (to 31 March 2016)	Workshops consisting of briefings and discussions of all aspects of the project including design, assessments, approval process and approach (see Table 7-3 for a list of TRG members)

Figure 7-3 Engagement activities



7.6.3 Phase 3 Engagement

Phase 3 of the engagement process consisted of activities to support the statutory planning process, including public exhibition of the EES and any subsequent public hearings. This phase involves a variety of communication and engagement activities, with the specific objectives of:

- Presenting and explaining the Melbourne Metro Concept Design to stakeholders, along with impact assessments completed as part of the EES process
- Providing information about formal avenues through which to provide feedback and make submissions on the EES
- Reporting back to key stakeholders and the community on engagement and planning outcomes and how their feedback was used.

The key outcomes of this phase are anticipated to be:

- Community and stakeholders provided with opportunity to have their say on the project's benefits and potential impacts
- Community and stakeholder feedback considered in the design and planning approval process
- Community and stakeholders understand how their feedback has shaped the project.

7.6.4 Phase 4 Engagement

Phase 4 would focus on stakeholder engagement to support procurement, the formal land acquisition process and commencement of early works. This phase would run from 2016 to 2018, overlapping with Phases 3 and 5.

The objectives of this phase are to:

- Identify and develop opportunities for stakeholders and the community to provide input and feedback on project designs and delivery
- Support landowners and tenants through the land acquisition process
- Establish clear processes for notifying stakeholders and the community about potential impacts from works, including a transparent complaints management process
- Engage with and provide advance notice to local businesses, residents, road and public transport users about early works
- Proactively manage stakeholder and community relationships to keep them informed of any major developments in the project's development
- Continue raising public awareness and understanding about the project benefits and outcomes
- Provide advance notice, via direct contact where required, of the commencement of major works to key stakeholders, local businesses and residents
- Provide communications channels and opportunities for stakeholders and the community to ask questions about the project and raise issues.

Activities would include engagement with local councils and transport operators, and notifying local residents, traders, and public transport and road users ahead of works commencing. Other communication activities will inform relevant stakeholders about the procurement process and key project milestones.

7.6.5 Phase 5 Engagement

Phase 5 would focus on stakeholder engagement to support major works delivery from 2017/18 to 2026 when the project would be completed.

The objectives of this phase are to:

- Support the detailed design work undertaken by the appointed construction contractors, including providing opportunities for stakeholder and community input and feedback
- Engage with and provide advance notice, including direct contact where required, to local businesses, residents, road and public transport users about major works construction activities and transport timetable changes as appropriate

- Continue raising public awareness and understanding about the project benefits and outcomes
- Support the transition from major works delivery to operation of the tunnels and stations
- Provide communications channels and opportunities for stakeholders and the community to ask questions about the project and raise issues.

MMRA would work with the appointed contractors to develop and implement a comprehensive communications and stakeholder relations strategy for major works delivery. Contractors would take a lead role in stakeholder and community engagement for their work areas, with MMRA performing an oversight and coordination role across the project.

7.7 Response to Feedback

Throughout Phases 1 and 2 of the engagement process, feedback provided by the community and stakeholders directly informed the specialist impact assessments and the development of the Melbourne Metro Concept Design.

In relation to the specialist impact assessments, feedback was addressed through further investigations into particular issues of community concern and by influencing the Environmental Performance Requirements (for example, additional mitigation measures have been incorporated in line with stakeholder or community recommendations). Feedback was also addressed through the development of the Concept Design, with aspects of the design optimised following input from the community and stakeholders.

Throughout the formal engagement program, different methods were implemented to ensure community and stakeholder input was provided to the technical specialists and the design team. This included:

- ‘Key issues reports’ were prepared and workshops were conducted to describe and discuss issues identified by the community or stakeholders that required immediate attention
- Technical specialists and designers attended drop-in sessions to engage directly with the community in their areas of expertise
- Technical specialists and designers worked with stakeholders through meetings and workshops to gain their input and achieve optimal outcomes in their impact assessments and recommended Environmental Performance Requirements.

A Community and Stakeholder Feedback Summary Report (provided in Technical Appendix C) was produced following completion of Phase 2 of the formal engagement program, providing an overview of the feedback received.

For some issues identified in this report, workshops were conducted involving the technical specialists, designers and relevant stakeholders where necessary. This provided a further opportunity to incorporate feedback into the specialist studies and Concept Design.

The report also outlines how the feedback would be considered and used in the ongoing development and planning of Melbourne Metro.

7.7.1 Overview of Precinct Feedback

Precinct 2: Western Portal (Kensington)

There is overall support for the proposed Melbourne Metro concept and for investment in public transport improvements in the Kensington area. Construction traffic and its impact on local streets was the most commonly raised issue in this area, alongside minimising impacts on, and maintaining safe access to, JJ Holland Park and community facilities. Concerns were raised about impacts from construction including access and truck movements, noise and vibration, loss of parking and the likely project working hours. The community also expressed an interest in understanding more about any lasting changes to the area as a result of project works.

Precinct 3: Arden Station

There is overall support for better access to public transport and reducing congestion on roads in the North Melbourne area. Construction traffic and its impact on local streets was the most commonly raised issue in the Arden area. Ensuring good pedestrian and bicycle connections to the existing North Melbourne station and nearby community facilities were emphasised. Key concerns raised were about construction impacts including dust, noise, vibration and hours of operation, and potential strata (underground) acquisition. The community also acknowledges the urban renewal planned for this precinct and is interested in the opportunities this presents once the new station is built.

Precinct 4: Parkville Station

The community perceives reduced road congestion and better access to public transport as the key potential benefits of Melbourne Metro in the Parkville area. The impact of road closures and diversions during construction was the most commonly raised concern. Feedback emphasised the importance of maintaining access to hospitals and the University of Melbourne during construction. Creating links under roads to improve pedestrian connectivity was highly supported. Protection of heritage features, including trees on Royal Parade and Grattan Street, is also important for the area. Community members asked how the project would manage construction close to sensitive hospital services and wanted to know more about noise and vibration once trains are running in the tunnels.

Precincts 5 and 6: CBD North and CBD South Stations

The community perceives better access to public transport and more frequent and reliable trains as the key potential benefits provided by Melbourne Metro in the CBD. Concerns about changed traffic conditions and congestion in the city, including restricted access to car parking and residences were raised as key issues. Traders also expressed concern about loss of business during construction. The need for easy interchange between existing city stations and the new Melbourne Metro stations was emphasised. Community members would also like to see improved traffic, bicycle and pedestrian flows on busy city streets created by links between the new stations and key places. Feedback highlighted that measures need to be taken to protect important buildings including Melbourne City Baths, St Paul's Cathedral and Flinders Street Station.

Precinct 7: Domain Station

There is a high level of awareness about Melbourne Metro in the Domain area. Concern about traffic congestion in St Kilda Road and Albert Road during construction was the most commonly raised issue. There is a strong community desire to keep trams, including the route 8 tram, running during construction with minimal disruption. Parks and memorials in the area are highly valued, with community members indicating they are concerned about potential impacts on access to the Shrine of Remembrance and the relocation of the South African Soldiers Memorial. The community also conveyed the importance of minimising impacts on local parks and sporting grounds such as Domain Parklands, Fawkner Park and Edmund Herring Oval during construction and operation.

Precinct 8: Eastern Portal (South Yarra)

Increased heavy vehicle construction traffic and impacts on local streets were the most commonly raised issues, alongside concerns about the loss of parking on surrounding residential streets. The South Yarra Siding Reserve was noted as an important space with opportunities identified to improve the existing condition of the reserve. Residents living in proximity to the proposed tunnel entrance expressed concern about the impacts of vibration on the structural integrity of homes and noise levels from construction activities, as well as operational rail noise. Queries about noise treatments, including changes to visual amenity impacts were also received.

7.7.2 Responses to Feedback

A broad outline of responses to feedback received during community and stakeholder engagement is provided in Table 7-8. Responses to specific issues in each precinct are provided in Technical Appendix C *Community and Stakeholder Feedback Summary Report*.

Table 7-8 Summary of issues and responses across all precincts

Issue raised	Precincts	Project response	Location in EES
Project and station design			
<p>Requests for the proposed rail alignment, stations and associated infrastructure to be moved to reduce impacts on properties (for example, placing tunnels under existing roads where possible and alternative locations for the western portal)</p>	<p>2 – Western portal 3 – Arden station</p>	<p>MMRA has conducted extensive assessments of options for the optimal location of the proposed rail alignment, stations, portals and associated infrastructure. Careful consideration has been given to reducing property acquisition and avoiding or minimising potential impacts on local communities, important facilities, businesses and parkland.</p> <p>A range of factors influences both the vertical and horizontal alignment of the tunnels, including ground conditions, existing subsurface infrastructure, rail operational requirements (such as train speed and trains per hour) and the location and depth of the stations with which the tunnels connect. The predicted levels of vibration indicate that no structural damage to buildings would be expected as a result of the tunnelling activities.</p> <p>Early engagement with key stakeholders provided invaluable feedback, which has helped to refine the design and proposed location of infrastructure to minimise impacts throughout Melbourne Metro’s construction and operation.</p>	<p>Chapter 5 <i>Project Development</i></p>

Issue raised	Precincts	Project response	Location in EES
<p>Concerns that upgrades to existing stations (such as South Kensington and South Yarra stations) are not included in the project scope</p>	<p>2 – Western portal 8 – Eastern portal</p>	<p>The project does not include a new or upgraded station at South Kensington or South Yarra.</p> <p>The rail corridor in these areas is a complex and constrained urban environment, making it a challenging place to build new platforms. Adding a new station at South Kensington would require tunnelling under the Maribyrnong River and add significant costs to the project for a relatively small catchment area that is already well serviced by public transport.</p> <p>Melbourne Metro would allow for longer, high capacity trains. Longer trains need longer platforms and it would be difficult to accommodate lengthy platforms in areas such as South Yarra without causing significant impacts to the surrounding area during construction, including increased land acquisition and disruption.</p> <p>Despite this, the users of the existing station would still benefit from Melbourne Metro. Once Melbourne Metro is operational, Cranbourne/ Pakenham services would no longer go through South Yarra station, but through the Melbourne Metro tunnels. This would reduce congestion at the station and enable more frequent trains from Sandringham and Frankston into Flinders Street Station and the City Loop respectively.</p>	<p>Chapter 6 <i>Project Description</i></p>

Issue raised	Precincts	Project response	Location in EES
Concerns about the depth of the CBD stations adversely impacting access and use	5 – CBD North station 6 – CBD South station	<p>Engineering and investigation work has confirmed that CBD North and South stations can be constructed entirely underground, from shafts adjacent to the roadways, rather than digging them out from the surface down. This would minimise disruption in the CBD and enable trams to keep running along Swanston Street.</p> <p>CBD North station platforms would be at a similar depth to platforms 3 and 4 at Parliament Station, whilst CBD South station would be at a similar depth to platforms 1 and 2 at Parliament station. Escalators and lifts at the stations would move passengers quickly from platform to surface. Transport modelling also shows that large numbers of passengers are expected to transfer underground between stations (CBD North to Melbourne Central Station and CBD South to Flinders Street Station), rather than travelling to surface level.</p>	Chapter 6 <i>Project Description</i>
<p>Requests for station design to facilitate easy access to important facilities (such as Royal Melbourne Hospital), recreational areas and to improve connectivity with other modes of transport</p> <p>Feedback emphasised the importance of ensuring easy access for disabled and mobility impaired passengers</p>	4 – Parkville station	<p>The project is working closely with stakeholders such as Councils, PTV and VicRoads to identify opportunities to improve access and connectivity.</p> <p>All Melbourne Metro stations would be fully DDA compliant, with specific consideration being given to disability access for Parkville station, including high capacity lifts at each station entrance. New DDA-compliant tram superstops would be provided as part of the project on Royal Parade and St Kilda Road.</p> <p>The construction contractors would be required to retain or replace DDA compliant parking zones to service the needs of the hospitals in Parkville.</p>	Chapter 8 <i>Transport</i> Technical Appendix D <i>Transport</i>

Issue raised	Precincts	Project response	Location in EES
Traffic and transport			
Concerns about impacts on local streets from construction traffic, including heavy vehicle routes, truck movements in quieter suburban streets, increased traffic congestion and the effect on movements in and around the CBD	2 – Western portal 3 – Arden station 4 – Parkville station 5 – CBD North station 6 – CBD South station 7 – Domain station 8 – Eastern portal	<p>MMRA has undertaken traffic studies and consulted with the relevant Councils, VicRoads and PTV to identify how construction traffic impacts can be reduced and best managed, and to address specific local concerns.</p> <p>The recommended Environmental Performance Requirements would require the construction contractors to develop detailed traffic management plans for each precinct to minimise the impacts of construction traffic. Examples of these management measures include operating the majority of truck movements outside of peak periods, designating construction haulage routes away from local street networks and identifying ways of moving excavated material away from construction work sites and onto arterial roads as quickly and efficiently as possible.</p>	Chapter 8 <i>Transport</i> Technical Appendix D <i>Transport</i> Technical Appendix Q <i>Contaminated Land and Spoil Management</i>
Concerns that changes to local road layouts (for example temporary lane closures and diversions) during construction would impact access for local residents and local businesses	2 – Western portal 7 – Domain station	<p>MMRA has undertaken traffic studies and consulted with the relevant Councils, VicRoads and PTV to identify how the traffic impacts associated with road closures can be reduced and best managed, and to address specific local concerns.</p> <p>The recommended Environmental Performance Requirements would require the construction contractors to develop detailed traffic management plans for each precinct that would include measures to maintain access to businesses for customers, delivery and waste removal. Examples of this are the proposed requirement to maintain through traffic on St. Kilda Road and to ensure constant access to businesses within the 50 Lloyd Street Business Estate.</p> <p>The recommended Environmental Performance Requirements would also require the preparation of a business, property owner and community engagement plan to provide information on project milestones, changes to traffic conditions and duration of impacts.</p>	Chapter 8 <i>Transport</i> Chapter 11 <i>Business</i> Technical Appendix D <i>Transport</i> Technical Appendix G <i>Business</i>

Issue raised	Precincts	Project response	Location in EES
Concerns about loss of parking due to local road closures, diversions during construction of the project, and project vehicles parking on residential streets	2 – Western portal 5 – CBD North station 6 – CBD South station 8 – Eastern portal	<p>Traffic management plans developed by the construction contractors would include measures to minimise disruption to car parking during construction, provide alternative parking (where car parks are removed) and prevent parking at undesignated locations on local roads.</p> <p>These measures are detailed in the recommended Environmental Performance Requirements. For example, the contractors would be required to ensure the provision of alternative parking to that lost from Childers Street during construction.</p> <p>In the CBD, Melbourne Metro would impact a small number of car parks (both public and private) underneath City Square. MMRA is working with permanent residents of the Westin Hotel to identify solutions to manage impacts on private car parking, and with the City of Melbourne on arrangements for public car parking.</p> <p>As most major work sites would be accessible by public transport, parking provisions for the Melbourne Metro workforce would be minimal.</p>	Chapter 8 <i>Transport</i> Chapter 10 <i>Social and Community</i> Technical Appendix D <i>Transport</i> Technical Appendix F <i>Social and Community</i>
Concerns about maintaining safe pedestrian and cycling routes and access to community facilities during construction	2 – Western portal	The construction contractors would be required to maintain walking and cycling access to community facilities during construction, and to provide safe pedestrian and bicycle routes around construction activities and work sites.	Chapter 8 <i>Transport</i> Technical Appendix D <i>Transport</i>

Issue raised	Precincts	Project response	Location in EES
Requests for improved pedestrian flow, safety and bicycle access around the proposed stations	2 – Western portal 3 – Arden station 4 – Parkville station 5 – CBD North station 6 – CBD South station 7 – Domain station	<p>The stations would feature a number of underground pedestrian links including underpasses on Royal Parade, Grattan Street and St Kilda Road, underground links to Federation Square, Flinders Street Station, Melbourne Central station. The majority of these would be paid connections (ie for train users exiting or entering the station).</p> <p>The Urban Design Strategy prepared for Melbourne Metro has a strong focus on safety and amenity for pedestrians and cyclists. Upgraded pedestrian zones and facilities would be a feature of the station surrounds.</p> <p>MMRA is working with the relevant Councils, VicRoads and Bicycle Network Victoria to identify opportunities for improving pedestrian and cycling connections and amenity in the station precincts.</p>	<p>Chapter 8 <i>Transport</i></p> <p>Technical Appendix D <i>Transport</i></p> <p>Technical Appendix M <i>Urban Design Strategy</i></p>
Concerns about disruptions to tram and bus services during construction	4 – Parkville station 7 – Domain station	<p>Tram and bus services would continue operating while construction activities are carried out. However, there would be some disruptions to services from time to time. Measures would be taken to minimise impacts on tram and bus users. For example, MMRA and PTV would work together to ensure advance notice is given to the public so that users can plan their journeys accordingly.</p>	<p>Chapter 8 <i>Transport</i></p> <p>Technical Appendix D <i>Transport</i></p>
Feedback emphasised the importance of maintaining access to important facilities such as hospitals	4 – Parkville station	<p>MMRA appreciates how essential it is to maintain 24/7 access for emergency vehicles to local hospitals. Early engagement with key stakeholders provided invaluable feedback, which has helped to refine the design and location of the proposed stations to minimise impacts on access to hospitals and other important facilities. The construction contractors would be required to develop detailed traffic management plans in collaboration with the relevant stakeholders to maintain access to local hospitals.</p>	<p>Chapter 8 <i>Transport</i></p> <p>Technical Appendix D <i>Transport</i></p> <p>Technical Appendix M <i>Urban Design Strategy</i></p>

Issue raised	Precincts	Project response	Location in EES
Noise and vibration			
<p>Concerns about sustained noise and vibration during construction and the project's ability to meet EPA requirements</p>	<p>3 – Arden station 4 – Parkville station 5 – CBD North station 6 – CBD South station 7 – Domain station 8 – Eastern portal</p>	<p>MMRA has undertaken vibration studies and modelling of tunnelling activities.</p> <p>Some people in close proximity to tunnelling excavation and mined station construction could experience noticeable vibration and ground-borne noise for relatively short periods of time. If levels of noise and vibration are higher than recognised targets for human comfort, this would trigger the need for mitigation measures. MMRA is working with local stakeholders to identify sensitive areas and undertake baseline noise and vibration modelling to determine appropriate mitigation measures and construction methodologies.</p> <p>The recommended Environmental Performance Requirements would seek to minimise and mitigate noise and vibration impacts on residents and the community. The construction contractors would be required to meet the EPA's guideline noise levels and other relevant noise and vibration standards.</p>	<p>Chapter 13 <i>Noise and Vibration</i></p> <p>Chapter 19 <i>Ground Movement and Land Stability</i></p> <p>Technical Appendix I <i>Noise and Vibration</i></p> <p>Technical Appendix P <i>Ground Movement and Land Stability</i></p>

Issue raised	Precincts	Project response	Location in EES
<p>Concerns about depth of tunnelling and impacts of vibration on property, the structural integrity of buildings and sensitive hospital equipment during construction as well as once trains are running in the tunnels</p>	<p>3 – Arden Station 4 – Parkville station 5 – CBD North station 6 – CBD South station 8 – Eastern portal</p>	<p>MMRA has undertaken vibration studies and modelling of tunnelling activities. The predicted levels of vibration show no structural damage to buildings would be expected as a result of the tunnelling activities during construction or as a result of the operation of the trains. As an added precaution, property condition assessments would be undertaken prior to construction works commencing to record the existing condition of potentially affected hospitals, community facilities, older buildings and heritage structures.</p> <p>MMRA is working with institutions such as the University of Melbourne, RMIT University and the hospitals and research facilities in Parkville to identify any potentially sensitive equipment and areas, and undertake baseline noise and vibration modelling to help determine appropriate mitigation measures and construction methodologies. The recommended Environmental Performance Requirements would require the construction contractors to meet specific vibration standards in relation to vibration sensitive equipment.</p> <p>The potential increase in operational rail noise created from additional rail services would be managed in accordance with the <i>Passenger Rail Infrastructure Noise Policy</i>.</p>	<p>Chapter 13 <i>Noise and Vibration</i> Chapter 19 <i>Ground Movement and Land Stability</i> Technical Appendix I <i>Noise and Vibration</i> Technical Appendix P <i>Ground Movement and Land Stability</i></p>
<p>Concerns about night work, hours of operation and suggestions for potential truck curfews and alternative routes</p>	<p>2 – Western portal 3 – Arden station 7 – Domain station 8 – Eastern portal</p>	<p>Noise and traffic impact assessments have been carried out during the planning process to help identify how these impacts could be reduced and best managed.</p> <p>The project would seek to minimise noise impacts on residents and the community, wherever possible. Trucks would be required to access major arterial roads as soon as possible to limit noise impacts to the local area. Appropriate management plans, as well as recommended Environmental Performance Requirements, would be used to manage impacts. This would include minimising truck movements during peak periods to avoid adding to road congestion.</p>	<p>Chapter 8 <i>Transport</i> Chapter 13 <i>Noise and Vibration</i> Technical Appendix D <i>Transport</i> Technical Appendix I <i>Noise and Vibration</i></p>

Issue raised	Precincts	Project response	Location in EES
<p>Request for noise and vibration mitigation for homes near construction work sites</p> <p>Also queries about whether residents would be entitled to relocation or compensation for impacts</p>	<p>2 – Western portal</p> <p>3 – Arden station</p> <p>7 – Domain station</p> <p>8 – Eastern portal</p>	<p>A social impact assessment was conducted during the planning process to identify how amenity impacts on local residents could be reduced and best managed.</p> <p>The project is considering ways to reduce potential noise and vibration impacts on the local community, including the use of acoustic sheds at construction work sites and temporary and permanent noise walls.</p> <p>Temporary relocation or respite would be considered for directly affected residents on a case-by-case basis.</p>	<p>Chapter 10 <i>Social and Community</i></p> <p>Chapter 13 <i>Noise and Vibration</i></p> <p>Technical Appendix F <i>Social and Community</i></p> <p>Technical Appendix I <i>Noise and Vibration</i></p>
Landscape and visual			
<p>Concerns that temporary and permanent changes may affect the character of areas surrounding the proposed infrastructure</p> <p>Requests for the design of station entrances to integrate well with the surrounding landscape, and for the look of station entrances to not detract from landmarks and streetscape</p>	<p>2 – Western portal</p> <p>4 – Parkville station</p> <p>5 – CBD North station</p> <p>6 – CBD South station</p> <p>7 – Domain station</p> <p>8 – Eastern portal</p>	<p>Mitigation measures have been identified to protect the various elements that contribute to the character of the surrounding landscape. For example, the recommended Environmental Performance Requirements include measures to protect the heritage qualities of nearby buildings and public spaces.</p> <p>The Urban Design Strategy provides guidance on the design of station entrances to ensure they are of a high quality design, integrate with their location and settings, and have appropriate footprints.</p> <p>The design of Melbourne Metro would also take into account local aspirations for each precinct, as set out in the relevant planning policies and strategies and identified through consultation with Councils and other stakeholders.</p> <p>The Urban Design Strategy, in conjunction with the various other impact assessments, would ensure the protection of the existing landscape, while enhancing it where possible.</p>	<p>Chapter 9 <i>Land Use and Planning</i></p> <p>Chapter 14 <i>Historical Cultural Heritage</i></p> <p>Chapter 16 <i>Landscape and Visual</i></p> <p>Technical Appendix E <i>Land Use and Planning</i></p> <p>Technical Appendix J <i>Historical Cultural Heritage</i></p> <p>Technical Appendix L <i>Landscape and Visual</i></p> <p>Technical Appendix M <i>Urban Design Strategy</i></p>

Issue raised	Precincts	Project response	Location in EES
<p>Concern about changes to amenity, including temporary and permanent changes to the landscape as a result of removing trees</p> <p>Feedback emphasised that green space is highly valued and there were concerns about losing trees to make way for noise or retaining walls</p>	<p>4 – Parkville station</p> <p>7 – Domain station</p> <p>8 – Eastern portal</p>	<p>The Urban Design Strategy provides guidance on appropriate design responses to any required noise treatment measures. The strategy also seeks to improve the amount and quality of open green spaces within the proposed project boundary in the longer term.</p> <p>The construction of the stations would require the protection, relocation or, in some areas, the removal of trees. Removed trees would be replaced in line with the urban forest strategies of the City of Melbourne, City of Port Phillip and City of Stonnington and with the Domain Parklands Conservation Management Plan.</p> <p>MMRA would continue to explore opportunities during the detailed design phase of the project to reduce the number of trees that would need to be removed.</p>	<p>Chapter 16 <i>Landscape and Visual</i></p> <p>Technical Appendix L <i>Landscape and Visual</i></p> <p>Technical Appendix M <i>Urban Design Strategy</i></p> <p>Technical Appendices R and S <i>Arboriculture</i></p>
<p>Request for stations and associated infrastructure to support high quality development</p>	<p>3 – Arden station</p> <p>5 – CBD North station</p>	<p>The Urban Design Strategy encourages high quality development adjacent to and (in some instances) over station sites.</p> <p>In the Arden precinct, where future urban renewal is planned, the strategy supports land use change and work would be delivered in partnership with the City of Melbourne and the Metropolitan Planning Authority who have responsibility for the redevelopment of the precinct.</p>	<p>Technical Appendix M <i>Urban Design Strategy</i></p>

Issue raised	Precincts	Project response	Location in EES
Important places			
<p>Concerns about access to important public open spaces and facilities such as JJ Holland Park, North Melbourne Football Ground, University Square, the State Library, RMIT University City Square, Federation Square, the Shrine of Remembrance Reserve, Edmund Herring Oval, Fawkner Park and South Yarra Siding Reserve</p> <p>Requests for reinstatement works to improve and revitalise affected spaces</p>	<p>2 – Western portal</p> <p>3 – Arden station</p> <p>4 – Parkville station</p> <p>5 – CBD North station</p> <p>6 – CBD South station</p> <p>7 – Domain station</p> <p>8 – Eastern portal</p>	<p>The importance of public open spaces and facilities as valued community assets has been recognised throughout the project's planning and design. MMRA and its construction contractors would seek to avoid impacts to and maintain access to these spaces wherever possible.</p> <p>The contractors would also be required to develop detailed construction management plans that include maintaining access to important public spaces and buildings, to consult with the users of affected open spaces and to reinstate open spaces post-construction in consultation with the land managers and surrounding communities.</p> <p>In the CBD, with construction work at Swanston Street being completed from underground, maintaining footpath access to key destinations along the street would be achievable.</p> <p>There would be no structural works impacting on the City Baths, the State Library, St Paul's Cathedral, Princes Bridge, Young and Jackson Hotel, Melbourne Town Hall or the Shrine of Remembrance.</p> <p>There would be no direct impacts to the Shrine of Remembrance vista from the final arrangement of Domain station and above ground structures.</p>	<p>Chapter 10 <i>Social and Community</i></p> <p>Chapter 14 <i>Historical Cultural Heritage</i></p> <p>Technical Appendix F <i>Social and Community</i></p> <p>Technical Appendix J <i>Historical Cultural Heritage</i></p> <p>Technical Appendix M <i>Urban Design Strategy</i></p>
<p>Concerns about potential impacts from tunnelling on environmental assets such as the Yarra River</p>	<p>3 – Arden station</p> <p>6 – CBD South station</p>	<p>An aquatic ecology and river health impact assessment has been conducted during the planning process to analyse Melbourne Metro's impact on the Yarra River and other water bodies within the vicinity of the project. The assessment found that the risk to these environmental assets would be low, as tunnelling would avoid direct impacts and the recommended Environmental Performance Requirements would minimise the potential for indirect impacts.</p> <p>Geotechnical drilling is also underway to determine geological, hydrological and groundwater conditions, and to inform the selection of appropriate construction methodologies.</p>	<p>Chapter 18 <i>Groundwater</i></p> <p>Chapter 21 <i>Biodiversity</i></p> <p>Technical Appendix O <i>Groundwater</i></p> <p>Technical Appendix U <i>Aquatic Ecology and River Health</i></p>

Issue raised	Precincts	Project response	Location in EES
Concerns about the impacts on the City Square	6 – CBD South station	City Square would be used during construction to build a station entrance and for construction purposes. MMRA is working with City of Melbourne to offset impacts during construction and ensure the amenity of City Square is maintained and, where possible, enhanced post completion.	Chapter 10 <i>Social and Community</i> Chapter 11 <i>Business</i> Technical Appendix F <i>Social and Community</i> Technical Appendix G <i>Business</i>
<p>Reduced foot traffic and restricted access to laneways (such as Scott Alley) is a key issues for local traders</p> <p>Concerns about loss of occupancy income for shop owners</p> <p>Queries about mitigation and compensation</p>	5 – CBD North station 6 – CBD South station	<p>Contractors would be required to develop detailed construction management plans that include maintaining access to businesses.</p> <p>MMRA is working with businesses to understand how they operate and how to minimise impacts and disruptions that may occur during the construction of the project. MMRA is also working with traders and the City of Melbourne to identify ways to attract shoppers and other visitors to businesses in the vicinity of construction work sites.</p> <p>MMRA will engage respectfully and fairly with business owners affected by acquisition to discuss the process and options. Any compensation for permanently acquired or temporarily occupied properties would be provided in accordance with the <i>Land Acquisition and Compensation Act 1986</i> and the <i>Major Transport Projects Facilitation Act 2009</i>.</p> <p>The recommended Environmental Performance Requirements would require preparation of a community and business engagement plan to provide information to potentially affected businesses about construction activities, significant milestones and changes to traffic conditions.</p> <p>Access would be maintained to businesses for customers, deliveries and waste removal.</p> <p>With construction work in the CBD at Swanston Street being completed from underground, maintaining footpath access to most businesses would be achievable.</p>	Chapter 11 <i>Business</i> Technical Appendix G <i>Business</i>

Issue raised	Precincts	Project response	Location in EES
<p>Concerns about impacts on monuments such as the South African Soldiers Memorial and those within the Shrine of Remembrance Reserve</p> <p>Significant and fragile statues and monuments should be protected and remain in their existing positions, if possible</p>	<p>7 – Domain station</p>	<p>MMRA recognises that some sculptures, memorials and monuments in the vicinity of construction work sites have heritage and historical value. The recommended Environmental Performance Requirements would ensure measures are taken to protect and/or relocate these monuments during construction. In some circumstances, monuments may need to be permanently relocated.</p> <p>Specialists would be appointed to manage the recording, preservation and reinstatement of monuments.</p> <p>The South African Soldiers Memorial would need to be temporarily relocated to facilitate construction of the Domain station entrance in Albert Road Reserve.</p> <p>MMRA recognises the social and historical importance of these monuments, and is working closely with stakeholders such as the Shrine of Remembrance Trustees, the Boer War Memorial Association, and the City of Melbourne and City of Port Phillip to determine appropriate management measures.</p>	<p>Chapter 14 <i>Historical Cultural Heritage</i></p> <p>Technical Appendix J <i>Historical Cultural Heritage</i></p>
Property and land acquisition			
<p>Concerns about strata (underground) acquisition and the presence of rail tunnels under properties affecting property values and future development potential of properties (for example, near Flemington Road and Victoria Street where increasing numbers of new buildings have underground basements)</p>	<p>3 – Arden station</p>	<p>The planning and design phase would determine the depth of the tunnels and any future development potential that could be affected as a result of strata acquisition. This information would form the basis of the Design and Development Overlay that could subsequently be implemented to protect the tunnels.</p> <p>The recommended Environmental Performance Requirements include provision for engaging adjoining landholders (to residences subject to strata acquisition) during the planning, design and implementation stages of the project.</p>	<p>Chapter 10 <i>Social and Community</i></p> <p>Chapter 9 <i>Land Use and Planning</i></p> <p>Technical Appendix F <i>Social and Community</i></p> <p>Technical Appendix E <i>Land Use and Planning</i></p>

Issue raised	Precincts	Project response	Location in EES
<p>Concerns about lasting changes to residential streetscapes and neighbourhoods were raised, relating to the removal of homes within a heritage overlay or that are of historical significance</p> <p>Concerns that these changes would affect the amenity of the local area</p>	<p>2 – Western portal</p> <p>8 – Eastern portal</p>	<p>Permanent and temporary works associated with Melbourne Metro would be designed to avoid impacts on significant historic buildings and places where practicable.</p> <p>A small number of residential buildings in Kensington and South Yarra would need to be acquired and cleared for the project to be built. The removal of these buildings would not compromise the core heritage values of these area and consideration would be given to archival recording, where required.</p> <p>MMRA recognises that some buildings in the vicinity of the construction area have heritage and historical value. The recommended Environmental Performance Requirements would ensure that where possible, appropriate measures would be taken to protect these places and elements during construction. Where this is not possible, archival photographs and recordings would take place in accordance with Heritage Victoria Guidelines.</p> <p>A heritage interpretation strategy would be developed for the Project as a whole, which would investigate opportunities to explore historical and Aboriginal cultural heritage themes and recognise heritage places associated with the new stations.</p>	<p>Chapter 14 <i>Historical Cultural Heritage</i></p> <p>Technical Appendix J <i>Historical Cultural Heritage</i></p>
<p>Concerns about whether property acquisition compensation would be sufficient for impacted people to stay in the local area</p>	<p>2 – Western portal</p>	<p>Any compensation for permanently acquired properties would be provided in accordance with the <i>Land Acquisition and Compensation Act 1986</i>. Compensation includes market value of the acquired property as at the date of acquisition plus reasonable legal, valuation and other professional fees, as well as disturbance losses (such as stamp duty and conveyancing costs for the replacement property or equivalent value) and other allowances that are case-specific.</p>	<p>Chapter 9 <i>Land Use and Planning</i></p> <p>Chapter 10 <i>Social and Community</i></p> <p>Technical Appendix E <i>Land Use and Planning</i></p> <p>Technical Appendix F <i>Social and Community</i></p>

7.8 Ongoing Community and Stakeholder Engagement

MMRA recognises that a range of issues may emerge over the life of Melbourne Metro's delivery. Identification of these issues and risks (along with associated mitigation strategies to manage them appropriately) is a critical part of ensuring the effective delivery of the project. MMRA is committed to responding to new and emerging issues identified through the EES process and throughout Melbourne Metro's construction phase.

MMRA will continue to engage with the community and stakeholders, and provide regular updates and information about the project. MMRA will also provide feedback mechanisms for stakeholders and local communities to ask questions and provide comments on Melbourne Metro during delivery.