6 February 2025

Meeting Minutes

Northern Business Liaison Group

| Date | 1. 6/02/2025
 | Time | 1. 5:30 - 7:30pm
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| Chair | 1. Jeni Coutts and Leah Waymark
 | Meeting no. | 1. 1 of 2025
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| Location | 1. Online Zoom
 | Minute taker | 1. Emma Miller
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Attendees

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| **Attendees** |  |
| **Name** | **Organisation** | **Name** | **Organisation** |
| Jeni Coutts (JC) | Independent Chair | Mark Minahan (MM) | Watsonia RSL |
| Leah Waymark (LW) | Independent Chair  | Rob Maroney (RoM)Acting Project Construction and Tunnel Director | Spark |
| Jeremy Richards (JR) | Watsonia Optical/Watsonia Traders Association | Deanna Hadid (DH)Senior Advisor Communications and Stakeholder Relations | Spark |
| Carlos Zapico (CZ) TBM Production Manager | Spark | Steve Denton (SD)Interface Zone (Watsonia) Construction Manager  | AMA |
| Katy Sylvia (KS)Senior Advisor, Communications and Stakeholder Relations, Tunnels | NEL |  Emma Miller (EM) Senior Advisor, Communications and Stakeholder Relations, North | NEL |
| Selena Jensen (SJ)Trader Engagement Manager | AMA | Hesham Mobarek (HM) | Watsonia Pharmacy/ Watsonia Traders Association |
| Renato Marnich (RM) Trader Engagement Specialist | NEL | Rania Fayad (RF)   | Watsonia Traders Association |
| Sean Carroll (SC) Trader Advisor | AMA  | Kathleen Petras (KP) | Banyule City Council  |
| 1. Jacinda Shen (JS) Senior Environmental Specialist, Central Package
 | 1. NEL
 | Steve Thanos (ST) (Acting) Deputy Director Land, Planning & Environment, Central Package | NEL |
|   |   |   |   |
| **Apologies** |  |
| **Name** | **Organisation** | **Name** | **Organisation** |
| Jim Needham (JN) Manager, Communications and Stakeholder Relations, North | NEL | Nadine Wooldridge (NW) | Banyule City Council |
| Paul Raworth (PR)South Zone (M80) Construction Manager | AMA | Yvette Stanfield (YS) | Macleod Traders Association |
| Tania Treasure (TT) | Nillumbik Shire Council | Paul Raworth (PR)South Zone (M80) Construction Manager | AMA  |
| Brett Kavanagh (BK)North Zone (M80) Construction Manager  | AMA  | Matt Guest (MG) General Manager | Watsonia RSL |
| Amy Harris (AH) Economic Development Coordinator | Banyule City Council | 1. Adrian Carter (AC) Advisor, Communications and Stakeholder Relations, North
 | 1. NEL
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Key discussion points/decisions

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| 1. Owner
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| 1. Jeni Coutts (JC)
 | 1. Welcome and Introduction
* Introduction to new chair, Leah Waymark and introduction to all attendees.
* Discussed outstanding actions.
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| 1. Renato Marnich (RM)
 | 1. Membership update
* RM Discussed expressions of interest in collaboration with Banyule City Council.
* Agenda to be updated in collaboration with members.
* Feedback around what type of information to be shared during NBLG, making it general to all members and less specific to certain areas – “we’d like to capture all areas of works”.
1. NBLG timing and day feedback is mixed, happy to collaborate and try different scheduled times or days. Aim for everyone to be represented in this format.
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| 1. Sean Carroll (SC)
2. Selena Jensen (SJ)
3. Emma Miller (EM)
 | 1. M80 Ring Road - Trader Engagement UpdateSC discussed what we've heard in the community and feedback at the Hub, and that parking has been an issue with Banyule City Council works in the town centre. We will continue to work with them in collaboration during works.
2. **Interface zone** SC spoke to working closely with traders in the interface zone to support them during works including window cleaning, voucher schemes, respite program for 24 hour works, and letting traders know when workers are on site to maximise trade during business hours.
3. MM – Noted he didn't receive communications regarding worker hours as noted they are not a part of WTA. Action: SC to forward on email to Watsonia RSL and to ensure they are looped in moving forward.
4. ROW
5. SC spoke about facilitating better and safer access on Richards Avenue by making it one way. Residents agreed it was needed for safety and support the change.
6. HM - Noted it is a very narrow lane way and agrees to change it to a one-way road for safety.
7. Zone 2
8. SC spoke through drainage works, and how we are supporting traders in Greensborough Road. This includes support for Red Rooster and the Greensborough Road vets through branded signage to show they are still open during works. Cleaning of windows and buildings to also be investigated during works.
9. Spotlight on Vets
10. SJ spoke about current works around Greensborough Veterinary Hospital and how the project has worked with them to reduce impact to the Vets and, to understand the business, operations and pain points. The team worked with them closely to reduce the business impacts, reducing construction footprint and duration of works during operating hours. 24/7 hour works are also occurring in the rail corridor, which the project has piggy-backed on to reduce works after the rail occupation. Branded gawk screens were also made for the Vets, which they can keep after works.
11. Pop up
12. EM - Spoke to recent pop up at Greensborough Plaza, and the over 320 interactions with local community members who were very interested in the project and upcoming impacts on M80 Ring Road specifically. Residents also loved having the big map to find their houses to understand the upgrade happening around them and how they will travel on their local roads after the upgrade.

MM - Asked if we will ever do pop ups in Watsonia.EM - responded that the hub is our chosen point for Watsonia Rd. We strategically chose Greensborough Plaza as a pop-up location because it has high foot traffic. It will also capture people who use the rail line as they will be more impacted by M80 Ring Road upcoming works. JR - Provided feedback, suggesting we shouldn't rule out pop ups down Watsonia Road as people might not want to walk into the hub - but rather be in community faces and stop them with collateral. EM - Noted it was great feedback, and we would take it on board - there might be an opportunity to link it up with Elder Street and interface works. |
| 1. Sean Carroll (SC)
2. Selena Jensen (SJ)
3. Steve Denton (SD)
 | 1. M80 Ring Road – Construction Update
2. SD - Spoke through fly over drone from south zone to interface zone. Noted rail occupation works for 56 days, Elder Street upcoming works to realign the intersection and super T-beams at Watsonia Rd land bridge. A lot of upcoming work behind barriers including working towards a traffic switch later this year. Noted less works in interface area, with larger works being utility relocations, which have already started.

HM - Noted they met with Renato earlier today, and that they will be needing face to face meetings to speak through upcoming works rather than a quick run through in NBLG. They would like to know the impacts of the 12 months look ahead to get further details.1. SD - Noted they mindful of impacts to traders in the area.

JR - Asked if the scale of disruption will be greater or lesser than what it was earlier last year during Watsonia Road realignment works. SD - Noted it will be much smaller scale of upcoming works, with works behind barrier and civil works. Scope around intersection will be minimal. Noted disruptions to be around 30% of what was previously experienced. HM - Mentioned they are also interested in Elder Street and Yallambie Road for upcoming disruptions, so they understand the impacts. SD - Working through impact to Elder Street and working through the staging, around July or August. There will be no closures on Yallambie Road.MM - Asked if there are any more rail occupations this year.1. SD - Answered yes, in July and October, but timing is not yet available.
2. **Action: M80RRA to follow up in next meeting with lookahead of rail occupation dates for 2025.**
3.
4. **Works timeline**
5. SD spoke through upcoming works table, including details on:
6. - Watsonia Road landscaped bridge
7. - Retaining walls on the service road starting to pour slabs that form the wall along the service road between Spark interface to Elder Street with panels going in three weeks
8. - Dennet street noise walls, from March more works at Elder and Greensborough intersection
9. - Elder Street intersection to have further works for southbound carriageway to align the Greensborough highway to the future Elder Street Bridge
10. - Number of utility services currently being relocated over the coming months.
11.
12. JC - Asked how long piling will go for.

SD - Answered about 9 months, as they form the Elder Street bridge. 1.
2. SD - Spoke to slide on Elder Street bridge, which will open in late 2026 bringing back functionality to provide a direct crossing into Elder Street into MTM carpark and in and out of Greensborough Highway.
3.
4. SD - Spoke to Hurstbridge Line rail occupation slide, the extent of works, support to residents, and the tunnel being built. This included busing workers to and from the site to maximise use of on-site facilities and to minimise parking on local streets.
 |
| Deanna Hadid (DH)Rob Maroney (RoM) | 1. Spark Update
2. DH - Spoke through 2024 milestones and achievements.
3. MM - Noted he would like to be included in the community engagement process as they are not included in the WTA, he would also like the lookahead of works in 2025. Action: DH will come back to MM regarding communications from Spark moving forward and will set up a 1:1 to chat through upcoming works from 2025 when information becomes available.
4. DH - Responded to MM that a lot of communications are with residents and trader representatives, however where possible, the team will engage with interface area moving forward.
5.
6. RoM - Spoke through video of Spark works, from the tunnel portal entrance southbound of Greensborough Road. Noted that the TBM Tunnel to Lower Plenty Road is expected to be completed in the coming weeks. Noted there is a heavy volume of trucks coming in and out of that site, and that residents and traders will notice a decline in the number of trucks going through Greensborough Rd in the coming months. I He acknowledged the impact to residents and businesses around the area. There are approximately 2500 workers across all sites, with 300-350 workers in the area on any given day.
7.
8. Spoke to Tunnel entrance locations and, that in certain areas, they are building a box about 30 metres deep which is the entrance to on and off ramps for Greensborough Road.
9. Spoke through upcoming impacts, with traffic changes on Lower Plenty Road being reduced to one lane in each direction as part of works to widen Lower Plenty Road and build a pedestrian bridge.
10. A link will be provided which shows where Zelda and Gillian are in their TBM journey
11. About 15 concrete culverts are delivered every day from Echuca – the project is trying to buy local wherever possible. Around 4,500 culverts in total will be built.
12.

JC - Asked if traffic will drive on top of the concrete culverts, as they don’t look very thick.RoM - responded that traffic drives on top, however there is another layer that goes on top and is designed to support weight.JC - Asked how thick the concrete slab is. 1. RM - responded that the slab is about 300mm and that services including cabling, will run through the culverts.

1. RoM - Spoke to Blamey Road site, which is below road level, around Q2 you will see more works come out of the ground. He spoke about the ventilation tunnels, noting they have started permanent concrete lining and water proofing.
2.
3. RoM - Spoke to Lower Plenty Road works providing a map of traffic changes and that delays are expected during works.
* MM - Asked about Lower Plenty Road and if it will be reduced to one lane.
1. RoM - Answered that Lower Plenty Road will be reduced to one way in each direction and that works will be starting tomorrow for up to five months.
2. EM - Noted we will monitor the intersection and traffic conditions daily with MTM, DTP and NEL traffic teams to understand impacts and implement traffic light sequencing changes if needed.
* MM - Noted that it’s an interesting time to implement further lane closures when buses are replacing trains for eight weeks.
1.
2. DH - Spoke about community engagement, including alternative accommodation, workers parking in local streets and mitigations in place, and residents affected by noise and light. She mentioned engagement in 2025 ramping up with local traders further south to Lower Plenty Road, schools and local businesses as works progress.
3.
4. DH - Spoke through surveys for 2024 which have begun, and which were sent to traders. The results will be presented this available.
* KP - Asked if they are regular surveys or just at the end of the year.
* DH - Answered that it is an end of year survey. It is directed towards traders to gauge how they are feeling. It will be rolled out to the north shortly.
 |
| 1. Jacinda Shen (JS)
 | 1. Central Package IEA six monthly summary report Nov 2023 – Apr 2024
2. JS spoke to IEA report, which has been recently uploaded to the project website.
3. JS spoke through IEA process; how the audits are undertaken by three auditors who visit the site on a monthly basis. Auditors assess environmental factors on site and review them against the environmental obligations. The environmental performance requirements are audited throughout the year with 58 covered in the period from November 2023 to April 2024. There were 5 non-compliance raised during audit period.
4.
5. JR – One of the EPRs is impact on businesses and amenity access. Is it possible to understand how this was assessed and are we able to look at the findings?
6. JS - Noted B4 was audited during this period however, the auditor did not find any non-compliance during this report period. The evidence for compliance was: South of the package, the auditor reviewed activities supporting the Bulleen Road diversion, siting communications and stakeholder interactions including fact sheets, pop ups, collateral for traders. Audit notes referenced the works to support TBM assembly and delivery including a site walk ahead of delivery to review stakeholder locations and concerns.
7. JR - Asked if businesses were also asked about impacts and mitigations and if they actually spoke to businesses or just NEL and Spark workers.
8. JS - responded that the interaction is with the entity being audited, in this case Spark personnel. Individuals such as the comms team are asked to discuss and present what collateral, and support had gone to the stakeholders. They also asked Spark to support its claim and present evidence. The auditing process also looked at Liaison Group interactions, including presentations, minutes, agenda and actions.
9. JR - Noted that IEA should also ask the traders and businesses to get an understanding on what communications they have received.

KS - Noted that NEL is here to support and help businesses and lodge communications in systems for IEA to review. DH - added that every interaction is documented, and every communication is logged. Spark’s goal is to make all its communications go out to the whole distribution list so no one is missed, and where traders or residents may be directly impacted there will be personalised communications which we are also logged. KS – Issues and concerns raised in meetings such as this one are also logged. Everything is captured. 1. MM - asked if the audit processes at M80 will be the same as Spark.
2. JS - responded that auditing requirements, and processes are the same across the project, however a different entity is engaged to conduct the audits.
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| 1. Jeni Coutts (JC)
 | 1. Other business
2. HM - Mentioned he would welcome Mark from the RSL to come along to the WTA to get the same updates – asked to please include them into our meetings as they are a part of Watsonia Road traders too. Action: Both NEL and M80RRA to include Watsonia RSL in discussions and lookaheads with WTA per HM request.
3. MM - asked if MTM can assist in some advertising at Watsonia Station for Anzac Day.
4. **Action: M80RRA looking into Metro Trains to help put up corflutes for Anzac Day at Watsonia Station.**
5. MM Noted that the RSL had a major robbery a few weeks ago, which has made it a difficult start to 2025. The construction zone has made this situation challenging, perhaps giving people the opportunity to do these things as security is not optimal. Businesses are also being affected with the Watsonia Road Town Square works.
6. JC - Suggested MM contact Georgie Myers and the Council l to discuss watsonia town square works.
7. MM - Asked if there is an option for corflute signage for Watsonia Road traders where the bridge is and can they request gawk screens.
8. RM - Answered NEL is always looking for opportunities to add signage but there are restrictions on where gawk screens can be placed on major intersections due to driver distractions and safety.
9.
10. JR - Noted he prefers in person meetings rather than online meetings, for example, he mentioned that he only found out about the Lower Plenty Road works in today’s meeting. This is important because drivers use that intersection when accessing Watsonia Road. He commented that this was a missed opportunity to work together. **Action: Spark to follow up with Lower Plenty Road communications via email.**
11. JR would also appreciate receiving the following
12. - An outline of the EPR audit methodology. **Action: M80RRA and Spark to follow up.**
13. - If parking is being enforced at the Watsonia Road traders offset car park. **Action: M80RRA to follow up.**
14. JR noted businesses that are in a delicate situation, with both Council and NEL works in the area.
15. End of meeting.
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Actions – Short Term

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| --- | --- | --- | --- | --- | --- |
| 1. No.
 | 1. Action
 | 1. Owner
 | 1. Due
 | 1. Status
 | 1. Update
 |
| 8.2 | 1. DH to share information of community engagement activities with WTA and provide lookahead of works for 2025.
 | 1. Deanna Hadid
 |  | 1. CLOSED
 | 1. Presented in meeting and Spark to set up time with WTA to chat through lookahead.
 |
| 8.3 | 1. M80 to meet with WTA and the Watsonia RSL individually to discuss future opportunities and wayfinding signage.
 | 1. Sean Carroll
 |  | 1. CLOSED
 | 1. Discussed with WTA and will have regular meetings with them.
 |
| 8.4 | 1. M80 to give NBLG a timeline of works at Grimshaw Street and Greensborough Road with disruption information.
 | Sean Carroll, Selena Jensen |  | 1. OPEN
 | 1. Keep action open and carry over to the next meeting.
 |
| 8.5 | 1. M80RRA continue adding Watsonia RSL in works emails and updates.
 | 1. Sean Carroll, Selena Jensen
 |  | 1. CLOSED
 | 1. M80RRA confirmed recent works email was sent to RSL.
 |
| 8.6 | 1. Spark will come back to MM regarding communications from Spark moving forward and will set up a 1:1 to chat through upcoming works in 2025.
 | 1. Deanna Hadid
 |  | 1. CLOSED
 | 1. Spark included in mailing list, follow up correspondence sent.
 |
| 8.7 | 1. NEL and M80RRA to include Watsonia RSL in discussions and lookaheads with WTA per HM request.
 | Renato M |  | 1. OPEN
 |  |
| 8.8 | 1. M80RRA looking into Metro Trains to help put up corflutes for Anzac Day at Watsonia Station.
 | Emma Miller, MRPV |  | 1. OPEN
 | 1. Follow up information on signage requirements sent to RSL.
 |
| 8.9 | 1. Spark to follow up with Lower Plenty Road communications via email.
 | 1. Deanna Hadid
 |  | 1. CLOSED
 | 1. DH sent via email to JR.
 |
| 9.0 | 1. More information on the audit methodology behind EPA to be sent to JR.
 | 1. M80RRA and Spark
 |  | 1. OPEN
 |  |
| 9.1 | 1. Query whether parking enforcement has been commenced at the Watsonia Road traders offset car park.
 | 1. M80RRA, MRPV
 |  | 1. OPEN
 |  |
| 9.2 | M80RRA to provide a lookahead of rail occupation dates for 2025.  | 1. M80RRA, MRPV
 |  | 1. OPEN
 |  |

Actions – Long Term

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| --- | --- | --- | --- | --- | --- |
| 1. No
 | 1. Owner
 | 1. Topic
 |  | 1. Status
 |  |
| 1.5 | 1. WTA
 | 1. WTA to work with Banyule Council on the possibility of getting electronic message boards installed
 |  | 1. BCC met with WTA 06.07.23. The Committee will investigate some options and provide options ASAP.
2. 21.09.23: ON HOLD - Will revisit Q1 2024
 |  |
| 7.5 | 1. JN
 | 1. JN to advise when the details for any planned Watsonia Station car park upgrades will be known
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Future Presentations

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| --- | --- | --- | --- | --- |
| 1. Scheduled Date
 | 1. Date Raised
 | 1. Topic
 | 1. Owner
 | 1. Update
 |
| 1. 2024
 | 1. 09.11.23
 | 1. Timeline of works for M80 completion to be presented
 | 1. JN
 | 1. Will be presented once UDLP approved
 |

Additional information

NA