

Meeting Minutes

North Community Liaison Group

Date	21/08/2020	Time	10:00am -11:30am
Chair	Mike Marasco	Meeting no.	3
Location	Online (Zoom)	Minute taker	Jacinta Booth

Attendees

Attendees		Apologies	
Name	Organisation	Name	Organisation
Mike Marasco (MM)	Independent Chair	John Pompei (JP)	Community Representative
Sarah Maguire (SM)	Watsonia Traders Association	Bruno Aleksic (BA)	NELP
Michelle Molinaro (MMo)	Community Representative	Natalie Pearson (NP)	NELP
Remo Marinucci (RM)	Community Representative		
Stephen Paul (SP)	Community Representative		
Michelle Giovas (MG)	Warringal Conservation Society/Friends of Banyule		
Katie George (KG)	Community Representative		
Allan Hunter (AH)	Community Representative		
Adriano Murone (AM)	Community Representative		
Paul Bellis (PB)	Banyule Council		
Simon Chao (SC)	VicRoads		
Mick Marcevski (MMa)	VicRoads		
Richard Carroll (RC)	CPB		
Carle Rutledge (CR)	CPB		
Glen Preema (GP)	CPB		
Toni Clark (TC)	NELP		
Michael Crossman (MC)	NELP		
Erin McPherson (EM)	NELP		

Attendees		Apologies	
Name	Organisation	Name	Organisation
Jacinta Booth (JB)	NELP		

Key discussion points/decisions

Owner	Action
Mike Marasco (MM)	<p>Welcome:</p> <ul style="list-style-type: none"> MM welcomes all attendees to the third north CLG meeting. MM advises that John Pompei (JP) and Bruno Aleksic (BA) are apologies today. MM notes Toni Clark (TC) will be covering BA's presentation MM notes Michael Crossman (MC) Manager of Environment for NELP will be joining us today. MM notes Natalie (NP) is on annual leave and Erin McPherson (EM) will coordinate the meeting. MM reminds the group that the chat and raise hand function can be utilized during the meeting to ask questions. EM explains how to use the chat and raise hand functions and that she will raise any questions throughout the meeting. MM adds that we generally wait till the end of the presentation to address raised hand questions. Use chat function if you have a question that you want to ask at that time and Erin will bring it to our attention. MM advises CPB is the major item on the agenda today, Carle Rutledge (CR) Richard Carrol (RC) and Glen Preema (GP) will be presenting today. MM confirms that minutes can be adopted. <p>Outstanding matters:</p> <ul style="list-style-type: none"> MM addresses outstanding matters, three new outstanding matters from the last meeting. <ul style="list-style-type: none"> Query from AM regarding a specific area and whether it would be considered for tree planting. This has been resolved and the answer was emailed to the group by JB KG question regarding security at Borlase Street. This has been resolved, CPB now have 24 hour security on site. KG adds that she has some concerns around the operation of the security on site but will raise this another time. Documented process for dispute resolution. Link to the complaints handling policy and communication and community engagement plan were provided in the previous meeting minutes. Adds we will discuss this further in the CPB presentation today, CR will touch on how issues are addressed during early works. MM hands to TC to give the general project update and adds that MC will also cover any point where possible in the presentation.
Toni Clark (TC), NELP	<p>General project update:</p> <ul style="list-style-type: none"> TC introduces herself and her role as Manager of Communications and Stakeholder Relations, primarily focusing on businesses and traders. TC gives a high-level overview of stage 4 restrictions and what they mean for NELP. TC explains NELP is one of 5 priority projects that are allowed to continue, only works considered essential are continuing and strict health and safety measures are in place as per government requirements. TC notes some early works are continuing which CPB will give an update on.

Owner	Action
	<ul style="list-style-type: none"> • TC explains sports upgrade works are on hold but planning and working with clubs and schools will continue. Investigative works are also on hold, except where we are finishing what we started, nothing new is underway. • TC advises the acquisition process continues, we are working closely with impacted residents and businesses in the Bulleen area. • TC advises we have employed two relocation advisors from Charter Keck Cramer (CKC), a private company that specialises in providing relocation support to businesses, to work closely with those businesses being acquired within the Bulleen Industrial Precinct. • TC notes that the Request for Proposal (RFP) evaluation continues, we have asked our bidders to come forward with further information. Also notes that the general evaluation for the PPP of the project continues. • MM adds that Notices of Intention to Acquire (NOITA) are being served to businesses in Bulleen, a number of businesses made the decision to start the process early and are currently in negotiations with the Department of Transport (DOT). • MM two relocation advisors will support businesses to prepare them for relocation and will be commencing their liaison with business over next two weeks. • MM follows on to say they are working closely with Manningham City council, as there are no suitably zoned areas within Manningham to relocate businesses. One area which was suitable, near Websters Road, needs rezoning and is outside the urban growth area. Therefore, this piece of land will not be available until after the relocation is necessitated. We are having a discussion with council about this process next week. • Q: Could TC please repeat the name of the company supporting the business. • TC states they are called CKC, Charter Keck Cramer.
Richard Carroll (RC), Carle Rutledge (CR), Glen Preema (GP), CPB	<p>CPB works update:</p> <ul style="list-style-type: none"> • MM explains there was a matter raised by MMo at the last meeting regarding resealing roads on Greensborough Road and how these roads would be resealed after the gas night works and appropriate for traffic each morning. Adds that MMo sent an email regarding this matter and wanted to raise an issue for discussion. • MMo explains she was coming along Greensborough Road near Rosanna road end, a large plate was covering the road which had been tarred but not fully which caused a huge bump in the car. She is a disability advocate due to having her own spinal issues and did experience pain due to the way it was resealed. Therefore, she wanted to clarify if this is what CPB would be doing each day as she didn't think it would be up to standard due to the rough surface. • CR explains it is important to maintain safety of the road and we do have road auditors on site, RC will cover actions plans for when the road is reopened in the morning and there are issues. • CR outlines in detail the regular process for resealing roads and also explains when there is heavy traffic, sometimes the road needs to be closed again to make repairs. • RC adds, CPB is aware of some of these issue associate with the reinstatement on Greensborough Road. We have identified there is quite a large step-up due to these plates. Last Friday we had a situation where we had to reclose the road as the road surface was not acceptable. Those plates are now being recessed into road at night time to try minimise the step-up. • RC adds that as rule we try to reseat the road where possible and as a contingency plan we plate up. We are doing what we can to monitor those plates and if there is a concern, we will shut the road. • RC explains he will give an update on the early works construction program including the works at Borlase and gasworks at Greensborough Road. • RC introduces Glenn Preema (GP), a project manager from CPB and states he will be discussing the M80 works and works involved with the transmission towers in Watsonia. • RC explains that CPB have had to reduce their workforce significantly due to stage 4 restrictions and we are only focusing on critical works. Works on the Greensborough Road gas realignment and utility works within Borlase reserve are continuing, progress will be slower due to reduced workers. • RC briefly outlines works which have been out on hold.

Owner	Action
	<ul style="list-style-type: none"> • RC explains how works are being conducted during COVID-19 stage 4 restrictions, all workers must wear masks plus additional PPE, daily health checks and declarations, staggered shifts and break times, cleaning of work sites etc. • RC explains Worksafe conduct regular visits to ensure compliance, CPB is closely monitored and they are doing everything they can. • KG asks about the slower progress in Borlase due to stage four restrictions and whether an update can be provided on what that timeline now looks like. • RC explains we have had to hold back on the sewer works in Borlase and focus on haul roads and mobilization due to reduced workers. Will go through those works and give a further update in the presentation. • RC gives an update on the Borlase site establishment. Subcontractor mobilised to site, installation of project and traffic signage and installation of traffic barriers on Lower Plenty Road for the sewer and drainage works. • RC explains there has been vegetation removal at the end Borlase Street and within the reserve. Arborists and wildlife handlers have been on site to supervise removal and transition of any fauna. Wood and mulch from trees are being repurposed to local community groups for facility gardens and sustainability infrastructure projects. • RC outlines the next steps in Borlase to manage traffic for August/September. This includes further installation of traffic signs on Borlase and Drysdale Streets (day works), installation of the concrete traffic barriers along Lower Plenty Road and further temporary fencing to enclose Reserve, new entrance/exits on Drysdale Street for haul roads, detour for shared user path closure along Lower Plenty Road, relocating 513 bus stop to new permanent location on Lower Plenty Road. • RC outlines the next steps for construction in Borlase for August/September. This includes work on private properties for underground power and telecommunications infrastructure, construction of haul roads and temporary creek crossing, construction of the temporary opening at Borlase Street and Lower Plenty Road, construction of the temporary residential car park off Drysdale Street. • RC outlines the next steps for services relocations in Borlase for August/September. This includes minor drainage works at Lower Plenty Road, sewer relocation works along the south of Borlase Reserve, commence water relocations in Melbourne Water Easement (between Colleen Reserve and Borlase Street). • RC explains timeline of works ahead for Borlase in September and October as it has shifted due to restrictions. Sewer works which would have already commenced will now begin in September, these will be high impact. • KG asks whether she can get a distribution of this information to all the residents in the area as we are working off old information so it would be great to have this updated. • CR explains they are currently working on an updated communication piece to go out, can also put something in an email to KG. They will continue one-one conversations with Borlase Street residents. • KG asks RC whether he can confirm if the residential carpark is going to be undercover carpark. • RC advised he cannot confirm at this stage. • RC outlines the gasworks on Greensborough Road, occurring nightly and over two stages. Stage one is working from Drysdale Street heading south down Greensborough Road. Night works occur Sunday night through to Friday night. Slow moving operation, one to two pipes per night production. • KG states she is aware that distribution of works notifications go out to residents within 500m of the night works. KG explains she has received reports from people living 1.5km from the works who have been impacted by noise. KG asks how the management of nightworks is going including, how many complaints have been received and the nature of the complaints. • CR advises that these are ongoing night works and will be high levels of noise. We have mitigations in place and working directly with residents adjacent to Greensborough Road. They haven't received a lot of complaints further than the adjacent residents. Notes these have been noise complaints and details some of the specific areas they have been working with. Most complaints have come through via emails and phone as our usual engagement is restricted. If anyone has expressed concerns, please encourage them to send us an email or contact us and we can address those concerns.

Owner	Action
	<ul style="list-style-type: none"> • KG asked whether it would be possible for CPB send a notification further than 500m radius from the works. • CR advises she will look into this and will get back to KG. • CR outlines how disruptions are minimised including use of noise blankets, noise monitoring, programming loud works to be completed earlier in the evening where possible, short-term relocations, dust management and directional lighting etc. • CR explains residents can contact them 24/7 via phone or email. A dedicated relocation advisor for night works will be available each night to speak with affected residents to address any concerns. Any calls deemed high priority will be transferred directly to the advisor. • CR outlines how disruptions are minimised during the day. Explains NELP has a Construction Noise and Vibration Management Plan in place to outline how noise will be managed and minimised. • CR explains the project is audited by the Independent Environment Auditor (IEA) to ensure compliance is being met. Notes that CPB had an audit completed this week and they are working on the documentation now. • CR explains noise is monitored according to Environmental Performance Requirements (EPRs) which ensures they are working within the specified noise level. • CR outlines noise level mitigation measures they must implement if noise levels are exceeded. These include, adequate notification of works, regular updates of changes to works, considered programming of works and methodology during planning (e.g. avoid two lots of noisy equipment at same time), being responsive to issues and concerns. • RC gives an update on the site preparation works at Simpson Barracks. Works have commenced for construction of the power substation in 2021. Utility works are continuing but other works have been slightly delayed due to stage four restrictions. • GP introduces himself and his role as project manager for CPB. Explains he is an electrical engineer and is looking after the electrical works in the north. • GP gives an overview of the High Voltage towers relocation in Watsonia. The two towers will be relocated from one side of the highway to the other into Frensham Reserve. • GP explains tower construction which will include piling works and is expected to be disruptive for nearby residents. Explains it is important for the works to happen quickly and safely. • GP advises while construction of the new towers takes place there will be disruptions to some car spaces and pedestrian access close to Watsonia Train Station and Shopping Centre. • GP explains Ausnet will be conducting the works themselves and will appoint their own contractor. CPB will be working with Ausnet and the contractor, currently working with Ausnet to ensure they are aware of the requirements of NELP. • GP gives overview of electricity relocation works in Watsonia at Old Greensborough Road, between Santon and Thompson Streets, which CPB is tendering out currently. Explains three new power poles will be installed and trenching will occur to install underground conduits, these works won't be very disruptive. Outlines the timeline and adds that there will be traffic management in place. • GP notes that residents may lose power during these works and they will be notified as per the normal process by their service provider. • GP outlines the works occurring at Watsonia station carpark works in late September/early October which will take two weeks. • GP outlines the high voltage tower site establishment in Frensham Reserve in early October. Works will include installation of temporary fencing, site shed placement and equipment and material deliveries. • GP outlines the overhead electricity works in Ibbotson Street in mid/late October which will only take one-two days. <p>QUESTIONS:</p> <ul style="list-style-type: none"> • SM asked about the Stage 2 gas realignment works, starting at Erskin Road up to Watsonia Road, and where exactly do the works go to. Will there be impact to access into Watsonia Rd especially down the south end.

Owner	Action
	<ul style="list-style-type: none"> • CR advised these works will now likely take place late October through to March, noted these will be night works. Will communicate more information about these works as we get closer • RC advises the tie in location is not far down from Greensborough Road in the road reserve. Would not expect there to be any interruptions during the day as these are night works. Added he will take this offline, will provide a map with the tie in location. Will also provide traffic management plan (TMP) and more details to SM so she can communicate impacts to Watsonia Road more clearly. • CR add they will be maintaining close contact with her about those particular works on behalf of the traders. • MG asked about the availability of details on the matted flax lily translocation plan as this is of interest to members of Warringal Conservation Society • CR advises that she is aware there is vegetation management in place. Will take this on note and provide an answer once she has spoken to the appropriate people. • KG asked GP with regards to the works in Frensham reserve and how many residents will be impact by noise in that area and the timeline for notifications. • GP explains that on the southern side there appears to be a strata complex, between Greensborough highway and the substation, around 8 units in that complex. On the other side, the residents along that street, their backyards face onto the reserve. Adds impacts are being noise modelled based on the plan and equipment for the pilling work. • CR adds currently working on fact sheets with some information regarding these works and will be distributing to the area through September. We have identified those residents directly adjacent Frensham reserve and those that might have been using the shared user path through the reserve. Working with council to ensure any residents in that area are aware of these works in advance. • CR also notes that disruptive activity is not likely to take place until mid-October however, it is high on the agenda in terms of communicating and engaging with these residents. • MG asked about the use of noise blankets in relation to woodchippers used for works near Borlase reserve. • CR advises we use noise blankets where we believe its effective for reducing noise however, they only go up to a certain height so as wood chippers sit higher than the noise blanket and wood chipping occurs over a one to two day basis they aren't as effective at reducing noise. • RC confirms this is correct and add that noise blankets are more effective to use with excavators, not as effective with woodchippers and smaller works. • MG asked about the approval for gas nightworks to commence earlier and whether this extends to Watsonia Rd and will impact businesses (Stage 2 gasworks). • CR advises that the new working hours were approved by the Department of Transport and have been put in place to try and get works done quicker while there is less traffic on the road. New starting times are 6.30pm - 6.00am on weeknights and 6.30pm - 8.00am on weekends (not currently doing weekend work). • CR adds that they keep adjacent residents engaged and update on program if there is weekend work required. • CR advises that the scope for Stage 2 gasworks is still a bit far off but they are considering all issues and impacts and will address these directly with businesses. • MMo asked about the construction of the high voltage towers in Watsonia, there was mention of importing steel from China and wanted to know if that has happened shouldn't we be sourcing Australian steel • GP explains Australia doesn't produce the steel grades that are required for the towers which is why it's coming from China. Adds that AusNet are purchasing the towers therefore, CPB have no influence on where they come from. • CR advises that the way CPB is communicating and engaging during stage 4 restrictions has changed. Community engagement activities including face to face, door knocks, and letterbox drops are restricted during stage 4 as directed by DHHS. Information is being provided on the NELP website, through residential phone calls and direct emails. • CR outlines how they are communicating works during stage 4 restrictions including, new health and safety messaging for works notifications, distributing notifications through AusPost (there are expected

Owner	Action
	<p>delays so factoring in those timings to meet ERPs), still proactively offering short term relocations for night gasworks through phone calls and emails.</p> <ul style="list-style-type: none"> • CR adds that they are encouraging residents to subscribe to project updates as this is the best way to stay informed during lockdown. They don't have details for all residents in the area, asks the group to please remind residents to do this. • CR explains how CPB manages enquiries during early works. Any enquiries and complaints can be made directly to the them in the early works team, via phone and email also. Adds that it is their requirement as the project team on site to promptly acknowledge and aim to resolve any enquiries and complaints in a timely manner. • CR explains that all enquiries (calls, texts, emails) regarding construction for early works are recorded in the projects stakeholder data base which is audited to ensure they are being responded to and managed appropriately within adequate timeframes. • CR mentions the approved complaints handling policy on NELP website. • CR addresses community touchpoints; <ul style="list-style-type: none"> ○ 1800 105 105: 24/7 hotline for residents and stakeholders ○ Enquiries made to the call centre are passed on to CPB where a member of the Communications and Stakeholder engagement team is required to contact the stakeholder ○ Watsonia Hub: currently closed due to COVID-19 but when reopens, hours are 10am to 5pm weekdays ○ Website: northeastlink.vic.gov.au ○ Email: NorthEastLinkEarlyWorks@cpbcon.com.au • CR adds that all residents in Borlase street have a direct mobile phone contact with CPB as a site team and when there are concerns they can be raised via text and phone calls directly to that number. • CR advises that the email address is the direct community and complaint enquiry email for the CPB early works project team. It is monitored regularly so that responses are adequately addresses in a timely matter. • MM raises an issue with the procedure for frontline resolution outlined in the NELP complaints handling policy, which would not satisfactory for complaints needing to be addressed urgently. As it states that's acknowledgement will be provided within 10 days. • MM asked whether CPB have an internal policy about how quickly those frontline (urgent) queries should be addressed. • CR advises enquiries/complaints are acknowledged within 24 hours. If they are unable to respond at that point, they advise the stakeholder that they'll be in touch again with further information to address the enquiry/complaint. If it is not urgent, a response is provided within a week. • MM adds that residents may have issues that relate to works occurring for a number of days and they would need some contact to be made due to the urgency and impact of the issue. Having a fairly quick response is critical. • CR agrees and reiterates that this is why residents in Borlase who are adjacent to the works have their direct mobile numbers and contact details, rather than going through the 1800 number which can take a little longer. • CR adds she has a further response to KG's earlier questions regarding the gas nightworks, the notification went to around 1200 residential properties. Confirms she will touch base again with KG as they are doing an update soon. • MMo commented that she was really happy with the works happening at Greensborough College, the sporting facility will be state of the art. Adds that she loves the progress it's making and how works are being managed. Created a lot of community interested and people are excited about it. • MM thanks CPB for their presentation and adds that the presentation will be distributed with the minutes in the next week or so.
Mike Marasco	<p>Other Business:</p> <ul style="list-style-type: none"> • MG asks about the two electrical substations being constructed in the Simpson Army Barracks, required for the tunnel boring machines, and their proposed location.

Owner	Action
	<ul style="list-style-type: none"> CR advises, these works are on hold at the moment and there will be an update coming soon. Will be towards the Blamey Road end of Simpson barrack. CR will address this offline with MG. CR adds CPB can give a more detailed overview in the next CLG update once works have started. MM closes meeting and thanks all participants for attending.

Actions – previous

No.	Action	Owner	Due	Status	Update
1	AM query regarding a possible area for tree planting	Katie Watt	28/08/2020	Completed	JB provided response to AM and group via email
2	KG question regarding security at Borlase Street	Nat Pearson	28/08/2020	Completed	CPB provided response to KG and 24/7 security is in place at Borlase
3	KG question regarding a documented process for dispute resolution	Jacinta Booth	24/07/2020	Complete	<p>Below documents provided to group:</p> <ul style="list-style-type: none"> Complaints Handling Policy Communications and Community Engagement Plan (page 43) <p>CPB spoke about this further in their presentation.</p>

Actions – new

No.	Action	Owner	Due	Status	Update
1	KG's questions regarding whether CPB can send a notification further than 500m radius from the night gasworks.	CPB		In progress	
2	MG's questions about the two electrical substations being constructed in the Simpson Army Barracks and their proposed location.	CPB		In progress	
3	SM's question about the Stage 2 gas realignment works, where the works go to and will there be impacts to access into Watsonia Road. CPB to provide tie in location, TMP and further details.	CPB		In progress	
4	MG's question about details on the matted flax lily translocation plan.	CPB/NELP		In progress	

No.	Action	Owner	Due	Status	Update
5	KG's request for updated information regarding the timeline of works ahead for Borlase in Sept/Oct (which has shifted due to restrictions) to distribute to residents. CPB to provide more information in an email to KG.	CPB		In progress	