

7 Communications and engagement

7.1 Introduction

Engagement and consultation with key stakeholders and the broader community is an important feature of the West Gate Tunnel Project and is critical to ensuring that the design, development and delivery of the project reflects community expectations and meets the needs of commuters, businesses and other users of Melbourne's transport network.

A comprehensive program to engage stakeholders and the community has been undertaken to assist in the development of the West Gate Tunnel Project and to support the preparation of EES. The engagement program would continue through the delivery phase, with the aims of keeping the community informed about the progress of the project, seeking input into the project's detailed design and identifying and responding to stakeholder and community concerns during construction and operation.

Community feedback has played an important part in shaping the project. From the initial project proposal, feedback from stakeholders and the community has been actively sought and used in making decisions about the development of the project. An iterative process has allowed the project team to incorporate community and stakeholder input at each step of planning and design, and to consider and respond to issues raised and ideas presented.

The engagement program follows five phases, aligned with key milestones in the planning, design and construction stages of the project. This chapter describes the five phases and sets out the overarching principles and consultation approach being adopted across the engagement program. It identifies the relevant stakeholders and summarises engagement activities undertaken to date, the community feedback received, how the project has responded to this feedback and the approach to future engagement.

7.2 Consultation framework

The Minister for Planning's Order under the *Environment Effects Act 1978* and the EES Scoping Requirements require the Western Distributor Authority to prepare and implement an EES Consultation Plan "to ensure that the public and stakeholders are familiar with the EES investigations and are consulted on issues of potential concern".

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".

The Scoping Requirements note that consultation encompasses formal opportunities for public input as part of the EES process, as well as consultation conducted by the project proponent prior to and during the EES investigations to assist in the development of a sound EES. The Scoping Requirements specify that the proponent is responsible for "informing and engaging with the public and other relevant stakeholders to identify and respond to their concerns during the EES process". 'Relevant stakeholders' are defined as including government bodies and authorities, potentially affected parties, the community and interested organisations and individuals.

The EES Consultation Plan is required to:

- Identify the relevant stakeholder groups

- Characterise 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 would be recorded, considered and/or addressed in the preparation of the EES.

To address these requirements, the West Gate Tunnel Project EES Communications and Engagement Strategy was provided to DEWLP on 10 June 2016 and made available on the department's website.

7.3 Engagement principles

The West Gate Tunnel Project EES Communications and Engagement Strategy is built on the recognition that public participation in the planning and delivery of major projects is essential for achieving positive outcomes. The development of the strategy was guided by the relevant Victorian Government legislation and policies, including:

- *Transport Integration Act 2010* – most notably the principles of stakeholder engagement and community participation in decision-making
- *Environment Effects Act 1978* – provides for formal opportunities for public engagement during the EES exhibition and panel hearing period, as well as the proponent's proposed plan for informal consultation
- Victorian Government Accessible Communications Guidelines – ensures communications materials are presented in ways that allow the information to reach all Victorians
- Victorian Government Communications Guidelines – frameworks to ensure communications activities by Victorian Government entities are effective, well managed and responsive to the diverse needs of the Victorian community
- Victorian Auditor-General's Office Public Participation in Government decision-making – provides a high-level framework for the public sector to use when deciding how best to involve the public in government decision-making and implementation.

From this guidance, principles were identified to underpin an engagement approach for the West Gate Tunnel Project that is responsive, transparent, open, accountable and inclusive (see Table 7-1).

Table 7-1 West Gate Tunnel Project engagement principles and approach

Public participation principles	West Gate Tunnel Project engagement approach
Responsiveness Transparency and integrity Openness Accountability Inclusiveness Awareness	<ul style="list-style-type: none"> • Being open and honest with communities to allay concerns and support constructive discussions • Providing accessible information about the project and its potential environmental and social effects • Giving people time to digest information, understand the project and make informed decisions • Involving stakeholders and the community so they have the opportunity to play a part in decisions that affect them • Maximising benefits and minimising adverse effects by listening to the community and incorporating their needs where possible into project planning • Providing opportunities for ongoing two-way dialogue that allows for detailed timely discussions and provides a continuous feedback loop

7.4 Engagement approach

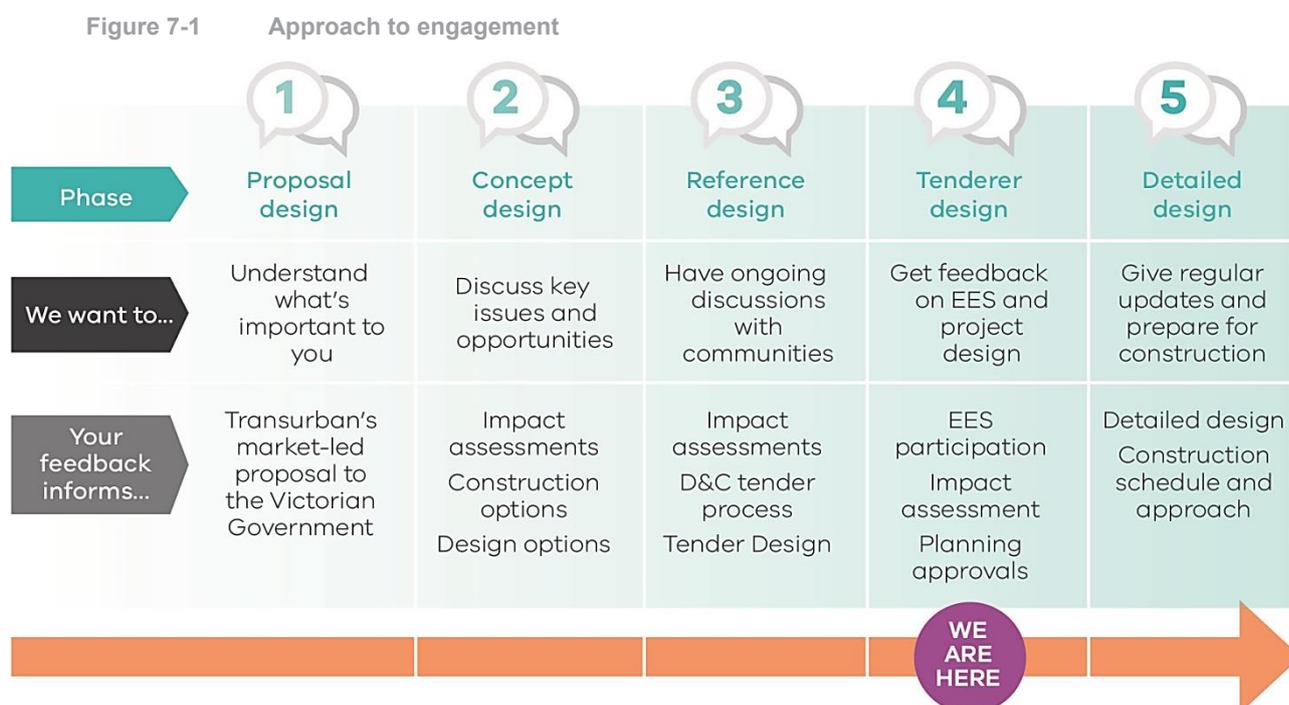
7.4.1 Phases of engagement

A five phase approach was prepared to establish the purpose of stakeholder and community engagement at key points in the project's development and identify how feedback would be used to inform the project design and the preparation of the EES. The objectives of the EES Communications and Engagement Strategy are to:

- Build trust so stakeholders and the community can be confident they are receiving accurate and timely information
- Gather information about stakeholders and the local community to inform the project design
- Encourage public participation in the project's development.

Achieving these objectives would help to deliver the best possible outcomes for local communities in the vicinity of the project, as well as for the broader Victorian community.

The five phases of engagement, their purposes and outcomes are outlined in Figure 7-1.



The integration of the engagement program with the project's planning and design has enabled an iterative approach that gathers and incorporates feedback as it is received. Importantly, during all stages, feedback has been provided to the technical experts and specialists undertaking the impact assessments and/or design for the West Gate Tunnel Project.

Table 7-2 outlines the process for collecting and using feedback during phases 1 to 3, and future engagement proposed for phases 4 and 5 transitioning into construction and operation.

Table 7-2 Engagement and planning activities

Phase	Engagement	Planning, design and procurement
PHASE 1		
Proposal Design April 2015 – February 2016	Seek feedback from people who live, work and travel through the area to understand what's important Use this input to inform and develop the Concept Design	Confirm technical assumptions and feasibility with on-site investigations: <ul style="list-style-type: none"> • Location of underground and overhead utilities • Bridge and structure inspections • Targeted drilling to test ground conditions • Flora, fauna and waterway surveys • Develop Concept Design
PHASE 2		
Concept Design March 2016 – July 2016	Technical Reference Group (TRG) established by DELWP Community Liaison Group (CLG) established by project team Discuss issues, ideas and options to inform the project design, EES preparation and tender requirements for construction Gather community and stakeholder inputs to inform the development of the Reference Design Consult on urban design principles and cycling and walking opportunities	Continue on-site technical investigations Finalise EES Scoping Requirements after public comment period led by DELWP Conduct environmental existing conditions studies Consider technical and environmental constraints and community feedback to develop the project requirements and Reference Design Expressions of Interest released to construction market Develop Urban Design Strategy
PHASE 3		
Reference Design July 2016 – early 2017	Keep people informed, respond to ideas and concerns and engage on localised issues for EES CLG meetings continue Provide community and stakeholder feedback to tenderers and specialists to inform the Tender Designs and assessment of impacts	Release Reference Design and design and construction tender specifications to bidders Tenderers prepare tender response based on Reference Design Conduct impact assessments and prepare EES Update EES documentation with the design
PHASE 4		
Design Early – mid 2017	Community and stakeholder engagement to support input to the formal planning process CLG meetings continue Public exhibition and panel hearings	EES documentation on public exhibition, including assessment of the design
PHASE 5		
Detailed Design From late 2017	Updates on EES and planning approvals Provide information on how planning process outcomes would inform final design and construction approach	Decision on EES and planning approvals: <ul style="list-style-type: none"> • Sets out the Project Area • Confirms Environmental Performance Requirements (EPRs) that Project Co must follow during construction • Establishes conditions of approval

Section 7.5 provides further detail on activities undertaken within each phase. Section 7.6 details how stakeholder and community feedback has been considered.

7.4.2 Consultation activities and tools

A wide range of activities and tools has been employed to provide the best opportunities for stakeholders and the community to be involved in the consultation process (summarised in Table 7-3). These channels are instrumental to building awareness about the project and to ensuring that information about the West Gate Tunnel Project is disseminated regularly and feedback from the community and stakeholders is received, considered in project planning and addressed promptly wherever possible.

Table 7-3 West Gate Tunnel Project engagement activities and tools

Interactive website and social media	<ul style="list-style-type: none"> • Interactive map with capacity for public comments • Discussion questions • Twitter • Facebook
Print and online material	<ul style="list-style-type: none"> • Project website • Q&As • Fact sheets and discussion papers • Community update newsletters (including e-news) • Maps • Reports
Media	<ul style="list-style-type: none"> • Advertising • Editorial contributions • Interviews and responses
Community engagement	<ul style="list-style-type: none"> • CLG meetings • Consultation sessions and community events • Face to face meetings and briefings • Pop-up stands in nearby communities • Workshops on key areas of interest • Project presence at community events • Dedicated community email and phone line • Letter/flyer drop for surrounding residents • Signage • Doorknocks • Surveys
Culturally and linguistically diverse (CALD), vulnerable and hard to reach communities, Aboriginal stakeholders	<ul style="list-style-type: none"> • Consultation with community group leaders • Meetings • Translation of printed materials (Arabic, Chinese, Greek, Italian, Vietnamese) • Translation and Auslan assistance on request • Contact number for translated information and enquiries
Freight, transport and logistics industry engagement	<ul style="list-style-type: none"> • Meetings, briefings and workshops • Representation on the CLG • information sessions, surveys and discussion forums
Government and agency engagement	<ul style="list-style-type: none"> • TRG • Regular engagement with councils • Meetings • Workshops

Local government

Councils with direct involvement in the West Gate Tunnel Project are the Brimbank City Council, City of Melbourne, Hobsons Bay City Council, Maribyrnong City Council, and Wyndham City Council. Surrounding councils Moonee Valley City Council and Port Phillip City Council also have an interest in the project.

The project team has worked with all local councils, primarily through:

- Working group meetings with council officers on areas such as transport, planning, urban design and environment issues
- Briefings with Chief Executives and councillors
- Council officer representation on the project's TRG and CLG (see sections 'Regulators and other government agencies' and 'Community Liaison Group').

Peak bodies and community groups

Many peak bodies and other representative organisations have an interest in the West Gate Tunnel Project, including:

- Peak industry groups – such as the Victorian Transport Association, the National Bulk Tanker Association and the Container Transport Alliance Australia
- Community groups and facilities – such as the Maribyrnong Truck Action Group, North West Melbourne Association, Yarraville Community Centre, Friends of Stony Creek, Concerned Locals of Yarraville, Spotswood and South Kingsville Residents Association, Emma McLean Kindergarten, Westgate Golf Club, Friends of Kororoit Creek, Friends of Moonee Ponds Creek and Docklands Community Association
- Transport focused organisations – such as the RACV, Bicycle Network Victoria, Victoria Walks and Bus Association of Victoria.

WDA has sought input from and ongoing involvement by each of these groups through briefings and workshops.

The project has also sought input from indigenous representative organisations. Aboriginal Victoria were invited to join the TRG and Aboriginal stakeholders played a critical role in the development of the urban design for the project (refer to Chapter 6 *Urban design*). There would be further opportunities for indigenous involvement in the development of the proposed heritage interpretation strategy for the project (refer to Technical Report P *Historical heritage*), which would include the exploration of Aboriginal cultural heritage themes.

Regulators and other government agencies

Regulators and other government agencies play an important role in project planning. The Minister for Planning's Order required DELWP to convene an agency-based TRG to provide advice on a range of matters associated with the EES and statutory approval processes. Matters specified in the TRG's terms of reference included:

- EES Scoping Requirements
- Applicable policies, strategies and statutory provisions
- Proponent's public information and stakeholder consultation program for the EES
- Design and adequacy of technical studies for the EES
- Responses to issues arising from the EES investigations

- Adequacy of draft EES documentation.

DELWP established a TRG for the project in early 2016. The TRG comprised representatives from:

- DELWP
- Melbourne Water
- EPA Victoria
- Department of Health and Human Services
- Port of Melbourne
- Heritage Victoria
- Aboriginal Victoria
- VicTrack
- Parks Victoria
- VicRoads
- Public Transport Victoria
- Hobsons Bay City Council
- Maribyrnong City Council
- City of Melbourne.

TRG meetings have generally been held at monthly intervals, although dates have varied to coincide with key phases of the project and the timetable for review of technical specialist reports and the EES Main Report.

Typically, the TRG meetings have involved briefings from the project team and technical specialists, and discussion among TRG members on key points of feedback in their review process.

As well as TRG meetings, there have been:

- Specialist drop-in sessions for TRG members and their advisors or representatives to discuss specific issues with technical specialists arising out of the existing conditions and impact assessment reports
- Regular one-on-one meetings with TRG members.

Businesses and property owners

Engaging with businesses and property owners within the project area has been an important focus of the engagement program.

Potentially affected commercial properties along the project corridor have been given information regarding the project so that land owners and tenants have adequate time to understand and possible impacts to their businesses and discuss any concerns with the project team.

During phases 1 to 3, almost 40,000 addressed letters were sent to land owners adjacent to the West Gate Freeway (from the M80 Ring Road to Hyde Street), near the Maribyrnong River (from Footscray Road to Bunbury Street) and in West Melbourne and Docklands. All businesses that could be directly impacted by commercial property acquisition have been assigned a relationship manager, providing a single point of contact for the duration of the project.

Community Liaison Group

The CLG, established in April 2016 by the West Gate Tunnel Project team, is an important avenue for seeking community feedback as planning for the project progresses. The CLG comprises:

- 10 community representatives from and/or representing suburbs including Altona, Brooklyn, Spotswood, Yarraville, Seddon, Footscray, Kensington and North/West Melbourne, including members of Maribyrnong Truck Action Group, Concerned Locals of Yarraville, Spotswood and South Kensington Residents Association, and Friends of Stony Creek
- Four representatives from local councils including Maribyrnong City Council, City of Melbourne, Brimbank City Council and Hobsons Bay City Council
- Three stakeholder group representatives from the Royal Automobile Club Victoria (RACV), the Victorian Transport Association (VTA) and LeadWest
- Members of the project team.

The CLG was open to all members of the community through an application process that was promoted online and via an eNews update to subscribers, a media announcement and local advertising.

Community members were appointed to the CLG through a formal recruitment process that considered where applicants live, their links into local community networks, their knowledge of local issues and their capacity to communicate issues and concerns of importance to their communities.

The group has met twelve times and is chaired by a facilitator independent of the project team, appointed by the Minister for Roads and Road Safety.

Topics and issues addressed through discussions and feedback in CLG meetings have included:

- Concept Design
- Reference Design
- Air quality
- Noise
- Human health
- EES process
- EES document structure
- Engagement and communications feedback
- Site tour
- Presentations from CLG members and information on views from their local community.

7.5 Overview of engagement

7.5.1 Phase 1 – Proposal Design (April 2015 to February 2016)

The purpose of consultation during this phase was to understand matters of importance to people who live, work and travel through the inner west, and to discuss the need for and potential benefits of the West Gate Tunnel Project.

Feedback was collected on first impressions of the West Gate Tunnel Project proposal to understand what is important to people in their local areas, what travelling around the inner west is like and how people would like to participate in the project's development.

Market-led Proposal Design

In September 2015, Transurban updated their original market-led proposal to reflect ongoing technical assessments and the outcomes of the early stages of the engagement process.* A second round of consultation was held to seek feedback on the revised Proposal Design. Feedback was invited to better understand if or how people's views of the proposal might have changed based on the updated design.

An overview of activities undertaken during both rounds of consultation in Phase 1 is provided in the table below. Section 7.6 summarises feedback received.

Table 7-4 Phase 1 engagement activities

Activity	Statistics	Description
Newsletter	3 newsletters to 30,000+ households each	Newsletters updating local communities about the project and consultation activities were distributed to residents across the inner-west on three occasions – in April, July and September 2015.
e-news	8 updates 500+ subscribers	Email updates were sent to subscribers as new information became available – usually at milestones and to inform about opportunities to get involved.
Social media	30+ tweets by Transurban 5500+ views for 4 YouTube clips	Social media raised awareness of the proposal and encouraged participation in consultation.
Site investigations notifications	Tailored letters to 200+ households	Notifications were provided to residents and businesses in areas surrounding geotechnical investigations. Letters included information about the West Gate Tunnel Project, explained why investigations are important, and detailed how people could contact the project team for more information.
Pop-up sessions	13 sessions	Pop ups were held across the inner-west at Docklands, Yarraville, Footscray and Spotswood. The project team spoke to hundreds of people about the project and handed out invitations to upcoming information sessions.

* Chapter 3 *Project development* describes the progress of the project from the Transurban market-led proposal to the Reference Design.

Activity	Statistics	Description
Community information sessions	8 sessions with over 500 attendees	Sessions were held in West Melbourne, Yarraville, Footscray, Spotswood and South Kingsville, to explain the proposal and seek community input to inform its development.
Advertising	50 adverts	Advertisements in metro, suburban, languages other than English publications and regional newspapers promoted the different opportunities to have a say on the proposal.
Meetings with key stakeholders	150+ meetings with around 50 stakeholders	Meetings provided project briefings and gathered input from key stakeholders including local government, various government departments and agencies, freight industry representatives, and community groups.
Technical Reference Group	3 meetings	DELWP convened the TRG with representatives from relevant authorities to review and advise on the preparation of the EES.
Telephone enquiries (1300 number)	50+ calls received	Public enquiries were received on the project community information line.
Email enquiries	190+ emails received	Emails from the public asking questions or providing feedback received individual responses from the project team.
Project website	27,400 page views 14,900 downloads	The website was regularly updated with information.
Online enquiries using Q&A tool	135 enquiries received, 120 answered publicly	The online enquiry tool allowed people to ask a question and have an answer published publicly on the project website. Some were answered directly due to the personal nature of the issues.
Online discussion forums	45 comments and 170+ votes	Three online discussion forums between April and June 2015 encouraged discussion about the proposal.
Online survey	200 survey responses	An online survey was used to collect initial community feedback about the West Gate Tunnel Project proposal during May and June 2015.
Online interactive map	2 maps 5500+ views 430+ comments	Interactive maps were used to seek community comment on specific topics or areas to inform the proposal development.
Doorknocks	150 households	Doorknocks were conducted to speak directly with residents who lived close to the updated southern portal location.
Feedback forms	177 responses	A hardcopy feedback form was used to collect community feedback about the southern portal in September 2015.

7.5.2 Phase 2 – Concept Design (March 2016 to July 2016)

The purpose of this phase of engagement was to seek feedback on the Concept Design, identify ways to address community concerns and discuss key topics being assessed as part of the EES. The development of the Concept Design and options presented considered feedback gathered through Phase 1 of the engagement program. Feedback also informed the preparation of the scoping briefs for technical specialists, tender requirements for the design and construction of the project and the preparation of the Existing Conditions Reports that form part of the impact assessments undertaken for the EES.

Broad feedback was collected on the advantages and disadvantages of the Concept Design, as well as targeted feedback on urban design, active transport opportunities, construction methodologies and potential noise, air quality, traffic and health issues.

An overview of activities undertaken in Phase 2 is provided in the table below.

Table 7-5 Phase 2 engagement activities

Activity	Statistics	Description
Newsletter	1 newsletter to 30,000+ households	Newsletters updating local communities about the project and consultation activities were distributed to residents across the inner-west on one occasion in March 2016.
e-news	6 updates 1100+ subscribers	Email updates were sent to subscribers as new information became available – usually at milestones and to inform about opportunities to get involved.
Advertising	40+ advertisements	Advertisements in suburban titles covering the Geelong, Wyndham, Hobsons Bay, Brimbank, Maribyrnong, Moonee Valley and Melbourne areas and in several publications in languages other than English.
Media	3 announcements	Joint Transurban and Victorian Government media announcements were released through the phase.
Letters	9000 letters	Targeted letters to properties near project corridor.
Doorknocks	400 households	Doorknocks to inform those living close or near to the project corridor about the Concept Design and encourage involvement in the consultation.
Technical Reference Group	3 meetings	The TRG met three times through Phase 2.
Community Liaison Group	3 meetings 17 members	The Community Liaison Group met three times through Phase 2.
Community information sessions	7 sessions 400+ attendees	Sessions were held in West Melbourne, Yarraville, Footscray, Spotswood, Altona North, Docklands and South Kingsville to explain the Concept Design and seek community input. Short listed tenderers also attended some sessions.
Submissions	50+ submissions	Around 40 submissions were received via email or letter about the impacts associated with the Concept Design.
Meetings and working groups with key stakeholders	50+ meetings with around 40 stakeholders	Project briefings and input from local government, various government departments and agencies, freight industry representatives, and community groups, including the establishment of a working group with the sporting groups associated with Donald McLean Reserve.
Telephone enquiries (1300 number)	13+ calls received	Public enquiries received on the project community information line.
Email enquiries	100+ emails received	Emails from the public asking questions or providing feedback received individual responses from the project team.
Project website	9000+ page views 10,000+ downloads	During this phase, the tools on the website were designed to align with the information and feedback approaches used at the community sessions, so that participants would have a similar opportunity to engage regardless of the method used.
Online enquiries using Q&A tool	25 enquiries received, 18 answered publicly	The online enquiry tool allowed people to ask a question and have an answer published publicly on the project website.

Activity	Statistics	Description
Online discussion forums	2155 visitors 52 participants	Three online discussion forums between April and June 2015 encouraged discussion about the proposal.
Online survey	195 visits 20 survey responses	The survey provided detailed information about the process being used to plan and develop the project, and included questions focused on noise, air quality and construction impacts.
Online interactive map	3 maps 1533 visitors 146 participants 398 comments	Three interactive maps were used to seek community comment on the advantages and disadvantages associated with Concept Design options and to capture ideas about improving cycling opportunities.
Online video	4 videos	Videos were produced on four different subjects to provide another way for people to understand the project design, potential impacts, and assessment process.

7.5.3 Phase 3 – Reference Design (July 2016 to early 2017)

Phase 3 of engagement commenced with the release of the Reference Design and in parallel with the commencement of the competitive tender process for the design and construction of the project. The purpose of Phase 3 engagement was to:

- Build stakeholder and community understanding of the EES, planning and consultation processes, explaining how feedback was considered in the preparation of the Reference Design and tender requirements
- Increase the reach of engagement to encourage participation by hard-to-reach and CALD communities
- Strengthen relationships with key stakeholders and community members to support future discussions about the expected design, impacts, approvals and delivery of the project through ongoing workshops and briefings
- Identify further opportunities to address stakeholder and community concerns and ideas and make this feedback available to tenderers through positive guidance workshops
- Coordinate feedback from stakeholders and the community into planning and procurement activities by working closely with tenderers and specialists writing the EES
- Provide timely information to stakeholders and the community to minimise unnecessary concerns, by working closely with the project team.

An overview of activities undertaken in Phase 3 is provided in the table below.

Table 7-6 Phase 3 engagement activities

Activity	Statistics	Description
Newsletter and information pack	Newsletter, Reference Design fact sheet and community updates to 30,000+ households	Newsletters and Reference Design fact sheets were distributed to residents across the inner-west on one occasion in July 2016 to explain how feedback had been considered in the preparation of the Reference Design.
e-news	8 updates 1300 subscribers	Email updates were sent to subscribers as new information became available – usually at milestones and to inform about opportunities to get involved.

Activity	Statistics	Description
Advertising	20+ print adverts 50+ broadcast updates	Print advertisements in suburban titles covering the Geelong, Wyndham, Hobsons Bay, Brimbank, Maribyrnong, Moonee Valley and Melbourne areas. Broadcast updates across local and commercial radio stations. Advertisements in several publications in languages other than English
Media	3 announcements	Media announcements were released through the phase.
Technical Reference Group	10 meetings 20+ attendees	The TRG met 10 times through Phase 3.
Community Liaison Group	7 meetings 18 members	The Community Liaison Group, formed in April 2016, met 7 times and discussed the Reference Design and EES process, and provided feedback on improvement opportunities to be delivered as part of the project.
Letters	30,000 letters	Targeted letters to properties near project corridor.
Community information sessions and pop-up displays	12 locations over 37 days 2000+ discussions	Sessions and pop-ups were held in West Geelong, Point Cook, Altona North, Yarraville, Spotswood, Docklands, North Melbourne the Yarraville Farmers Market, with specialists regularly on hand to discuss the design and impact assessments as part of the EES. The project was also presented at several community events including a G21 conference in Geelong.
Submissions	30 submissions	Around 30 submissions were received via email or letter about the impacts associated with the Reference Design.
Project Team meetings, briefings and workshops with key stakeholders	120+ meetings with around 200 stakeholders	Meetings provided project information and gathered input into the Tender Designs from key stakeholders including local government, various government departments and agencies, freight industry representatives, businesses, and community groups
Tenderer meetings with key stakeholders	200+ meetings with councils, utilities and other stakeholders	The three shortlisted tenderers met with councils, utilities, regulators and transport and emergency service agencies to understand their needs and inform Tender Designs.
Working groups/ workshops	8 workshops and working group meetings	The Working Group with sporting groups from Donald McLean Reserve continued to meet, and workshops were held with stakeholders interested in the four key waterways to discuss impacts, priorities and opportunities.
Telephone enquiries (1300 number)	100+ calls received	Public enquiries received on the project community information line.
Email enquiries	300+ emails received	Emails from the public asking questions or providing feedback received individual responses from the project team.
Project website	180,000+ page views	During this phase, the information on the website was designed to align with the information provided at the community sessions so that participants would have a similar opportunity to learn about the project's Reference Design, progress and EES and tender processes.

Activity	Statistics	Description
Online interactive map	1 map across 4 sections 12,000 visitors	An interactive map as well as 3D visualisations and concept images demonstrated the project's Reference Design, providing detailed localised plans at the West Gate Freeway, southern tunnel portal, northern portal tunnel/Footscray Road and at the central city access and bypass.

7.5.4 Phase 4 –Design (early to mid-2017)

Phase 4 of the engagement process includes activities to support the statutory planning process, including public exhibition of the EES and subsequent public hearings. This phase involves a variety of communication and engagement activities, with the specific objectives of:

- Presenting and explaining the design to both DELWP and the TRG, providing an opportunity for them to provide feedback on EES documentation
- Presenting and explaining the design to stakeholders, along with impact assessments completed as part of the EES process
- Helping people understand the EES process and how to participate, including providing information about formal avenues for making submissions
- Reporting back to key stakeholders and the community on engagement and planning outcomes and how feedback has been considered in the preparation of the design.

7.5.5 Phase 5 – Detailed design and construction (from late 2017)

Phase 5 would focus on community and stakeholder engagement in relation to the final detailed design of the project, the formal land acquisition process and the start of construction. The objectives of this phase would be to:

- Identify and develop opportunities for stakeholders and the community to provide input and feedback on detailed design and project delivery
- Support land owners 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
- Provide advance notice about the construction schedule, activities and potential impacts to local businesses, residents, road users and members of the public
- Manage stakeholder relationships and keep stakeholders informed about any major developments
- Provide communications channels and opportunities for stakeholders and the community to ask questions about the project and raise issues.

Stakeholder and community engagement would continue throughout the construction and operation phases of the project. As part of the design and construction procurement process, tenderers were required to present a proposed communications and engagement strategy for implementation before and during construction activities.

While the precise details and operation of the strategy would be confirmed following completion of the EES process, the strategy developed by CPB John Holland Joint Venture includes:

- A tailored engagement process that includes dedicated Community Relations Managers for each project component to provide central and consistent points of contact
- A Visitor Hub complemented by mobile pop-ups for local community information
- A Strategic Relations Manager dedicated to working with local councils
- A targeted stakeholder liaison program
- A Community Charter, a 24-hour community hotline and detailed protocols for responding to enquiries and managing complaints
- A specific CALD Communities Strategy
- Opportunities for community input into detailed design issues and construction approaches
- Communication targeted at road users, including advertising, online information, social media and the use of new community engagement tools such as real-time traffic information technology.

CPB John Holland Joint Venture and Project Co would need to follow any specific recommended EPRs related to communications. This would include developing a Communications and Community Engagement Plan (CCEP) for the construction and operation of the project to confirm the approach to communications and engagement (EPR reference SP2). The CCEP would set out matters such as:

- Timeframes for works notifications and responses to enquiries and complaints
- Approach to providing updates to residents, communities and key stakeholders through a range of communications channels
- Communicating with road users about changes to transport conditions and travel arrangements.

7.6 Responding to feedback

7.6.1 Feedback received through engagement

Feedback has been captured during all phases of engagement and provided insights into stakeholder and community awareness of and concerns about the project, as well as the project's potential impacts, benefits and opportunities. Further information on feedback received is included in EES Attachment III *Stakeholder and community engagement report*.

Across all phases, engagement activities provided multiple opportunities for stakeholders and the community to view and discuss designs and other key aspects of the project's planning. Flexible engagement techniques were employed to give people options about how they wanted to review information and submit feedback.

Phase 1 – Proposal Design

Feedback on the Proposal Design identified strong interest in:

- Connections to the Port of Melbourne and the central city
- Location and impacts of tunnel portals and ventilation structures
- Air quality

- How the project would move trucks off local roads and complementary initiatives to support this objective
- Traffic benefits and expected changes to traffic movements
- Urban design
- Construction impacts
- Value for money
- Importance and best use of public open space
- Traffic noise on the West Gate Freeway and elevated structures
- Overall impacts on land use and transport connectivity.

Attachment III *Stakeholder and community engagement report* describes this feedback in greater detail.

Feedback on the updated Proposal Design indicated ongoing support for the overall project concept and benefits, but significant community concerns about the proposed relocation of the southern portal and placement of connecting ramps in Hyde Street Reserve, including:

- Proximity of roads to homes and community facilities
- Impacts from traffic including air quality, noise, visual and human health impacts
- Impacts on Hyde Street Reserve and Stony Creek, which are used and valued by the community
- A strong preference to revert to a design that places the tunnel portals within the West Gate Freeway and design alternatives that move the Hyde Street connection closer to the freeway.

Feedback received in this phase informed the preparation of the Concept Design, which included options for the location of tunnel portals and the Hyde Street connection in response to strong support for moving trucks out of residential streets.

Phase 2 – Concept Design

Consultation during Phase 2 confirmed that many of the themes identified in consultation during 2015 continued to be important to people, including addressing truck impacts in residential areas, improving travel and access to work and other activities, and maintaining the amenity of local areas and facilities.

While feedback varied among the different groups of stakeholders involved in consultation, topics that generated interest included:

- Improving connections to the port, the central city grid and growing employment precincts in inner and central Melbourne
- How the project would move trucks off local roads, including incentives and restrictions on freight movements
- Challenges associated with providing infrastructure to address growth while minimising local impacts
- The importance of well-considered urban design, particularly in locations where elevated structures may be needed
- How impacts including air quality, noise and vibration are considered and addressed
- Expected changes to traffic movements
- Cycling and walking improvements, both through new connections and on the existing network

- The importance and best use of public open space
- Managing construction impacts including noise, traffic flow and access for residents and businesses.

Feedback received in this phase informed the preparation of the Reference Design, including a long tunnel design and Hyde Street connection close to the West Gate Freeway. It also informed the preparation of existing conditions assessments for the EES and the development of specific functional requirements that would need to be met by Project Co.

Attachment III *Stakeholder and community engagement report* describes this feedback in greater detail.

Phase 3 – Reference Design

The release of the Reference Design was met with general support for the project alignment and selection of the long tunnel design, ongoing interest in understanding how impacts including air quality and noise would be addressed, and feedback and ideas on places of importance such as recreation areas and waterways.

Issues that generated interest and attracted feedback included:

- Potential changes in traffic and associated impacts for residential areas, businesses and public transport services
- Possible changes in air quality and noise, and any health implications of these changes
- The approach to urban design, given the range of new infrastructure to be built and impacts on vegetation and landscaping in some areas
- Impacts of elevated structures on waterways and approaches to protecting or reinstating improvements made by local groups
- Retaining open space areas and maintaining their use and enjoyment during construction
- Concerns about design options and potential impacts for areas near the Hyde Street ramps, including Emma McLean Kindergarten, Donald McLean Reserve and the West Gate Golf Club
- Maximising use of the West Gate Tunnel Project through approaches to tolls and truck restrictions on surrounding roads

Feedback collected through Phase 3 engagement was provided to construction contractors participating in the competitive tender process, has been considered in the preparation of the EES impact assessments, and helped to identify further opportunities to respond to local issues and ideas.

Further detail on feedback provided and the project's response is provided in Section 7.7.2 and Attachment III *Stakeholder and community engagement report*.

7.6.2 Feedback themes

The West Gate Tunnel EES includes technical reports that assess the impacts by specific disciplines (such as noise and vibration, ecology and traffic) within each individual project component.

Engagement with the community has been undertaken in phases since 2015. It has been a progressive conversation with residents and stakeholders regarding potential project benefits and impacts across the entire project.

Community feedback gathered through this process took many forms. Some related to the entire project, while other feedback was more specific about an individual component, or localised are within that component.

As such, community feedback has been presented by topic below as this is a true reflection of the engagement approach adopted and feedback gathered over the past two years.

Based on independent analysis of all feedback received – and taking account of the broad range of inputs, issues and ideas raised by hundreds of locals and diverse stakeholder organisations – the following high level themes have been identified to capture the sentiment and key feedback received through this consultation phase, as well as how the project has responded to feedback so far.

- Traffic and transport
- Air quality
- Noise and vibration
- Health and amenity
- Landscape and visual
- Project design and key connections (this would include long tunnel and cycling connections)
- Important places (this would include open space)
- Planning process, community input and opportunities
- Managing construction.

A summary of the key themes emerging from the consultation and how the project has responded is provided in the tables below, with the relevant component or components referenced for each feedback topic.

Further detail is available in Attachment III *Stakeholder and community engagement report*.

Table 7-7 Summary of issues raised and project response – traffic and transport

Issue raised	Project component	Project response
Requests to address congestion on the West Gate Freeway corridor and to move trucks away from residential streets in the inner west	<i>All components</i>	<p>The West Gate Tunnel Project would provide an alternative to the West Gate Bridge, taking 28,000 vehicles off the bridge every day and moving 9,300 trucks off residential streets in Melbourne’s inner west.</p> <p>In the case of an incident, road users would have another option for trips across Melbourne’s two major rivers, and separating traffic by destination would help keep the West Gate Freeway moving when incidents occur.</p> <p>Travel times are expected to improve for all journeys to and from Melbourne’s west, with savings of between 8 and 15 minutes in the morning peak, depending on the origin and destination.</p> <p>Congestion levels would reduce, helping people from Melbourne’s rapidly growing west access jobs and getting freight to and from the port more efficiently.</p>
Requests for information about likely changes in traffic and how these changes would be assessed	<i>All components</i>	<p>Information on the approach to assessing the project’s impacts has been shared widely with communities and stakeholders through two years of consultation on the project.</p> <p>The transport impact assessment (Technical Report A <i>Transport</i>) provides a detailed analysis of negative and positive impacts of the West Gate Tunnel Project on the transport network, including for traffic, freight, public transport, bicycles and pedestrians. It assesses impacts during both construction and operation.</p> <p>The assessment also addresses construction impacts due to project activities such as removal of spoil from tunnel excavation and delivery of materials, and looks at how to keep Melbourne’s critical M1 corridor moving while the West Gate Freeway is being widened.</p>
Requests to maintain or improve cycling and walking connections and safety	<i>All components</i>	<p>Melbourne’s inner west has an existing network of cycling paths, but there are several gaps which limit connectivity. Delivery of the West Gate Tunnel Project provides a significant opportunity to improve cycling and walking connections and safety for Melbourne’s west. The impacts of the project for cycling and walking are discussed in Technical Report A <i>Transport</i>.</p> <p>The project would vastly improve Melbourne’s western cycling network with over 14 kilometres of new and upgraded cycling and walking paths, making it easier and safer for people to get around their area or cycle to and from the city. New and upgraded facilities include:</p> <ul style="list-style-type: none"> • Completion of the Federation Trail to Hyde Street to create a continuous journey from Werribee to Docklands • Bridges over Whitehall Street and over Footscray Road, just east of CityLink, to further enhance cycling and walking • A 2.5km express veloway, suspended under the viaduct along Footscray Road to give commuter cyclists a safe and ‘express’ route to and from the city that is completely separated from traffic. The existing walking and cycling path along Footscray Road would be retained • New paths and connections to better connect communities north and south of the West Gate Freeway, with two new bridges over the freeway replacing existing bridges • New links to and around parks and waterways, including Kororoit Creek, Stony Creek, Maribyrnong River and Moonee Ponds Creek.

Issue raised	Project component	Project response
Questions about the project's effect on existing and planned public transport services	<i>All components</i>	<p>Technical Report A <i>Transport</i> has assessed the impacts of the project across the transport network, including on public transport services. It has identified that there would generally be some improvements or no changes to public transport services once the project has been completed.</p> <p>The project team would work with Public Transport Victoria to prepare a strategy for minimising impacts during construction and delivering improvements post construction, where possible, for public transport services.</p>
Concern that tolls may discourage truck operators from using the West Gate Tunnel Project and requests for confirmation of reduction in truck traffic on roads in the inner west	<i>All components</i>	<p>The West Gate Tunnel Project would provide quicker and more direct access between the West Gate Freeway and Australia's busiest container port, reducing travel times and increasing efficiency for freight operators.</p> <p>Technical Report A <i>Transport</i> details the tolling structure used in the impact assessment, including toll points, vehicle types to be tolled, an indicative toll price structure and details on a potential city access toll to manage vehicle demand for access to inner urban areas.</p>
Request for confirmation of truck bans on a range of roads in the inner west	<i>All components</i>	<p>The West Gate Tunnel Project would provide an opportunity to implement a supporting set of truck curfews to reinforce the use of intended freight routes and manage the potential for toll diversion.</p> <p>The proposed truck curfews described in Technical Report A <i>Transport</i> support the indicative tolling structure and assist in protecting residential areas from use by through truck journeys.</p> <p>The project would be required to establish a Traffic Management Liaison Group, which would consider transport network changes such as arrangements for the proposed truck curfews.</p>
Concerns that the city connections would result in more cars travelling through the city centre and through roads in West and North Melbourne	<i>Port, CityLink and city connections</i>	<p>The city connections component includes access points between the West Gate Tunnel Project and Footscray Road, Dynon Road and Wurundjeri Way.</p> <p>To provide an alternative to the West Gate Bridge, the West Gate Tunnel Project needs to provide links to where people want to go such as health, education and employment precincts north of the Melbourne central city. The project would provide a more direct route for these trips, enabling them to bypass the West Gate Bridge and inner city streets. This would reduce reliance on and provide greater redundancy for the West Gate Bridge. It would also relieve pressure on Footscray Road and Dudley Street.</p> <p>The project would reduce traffic moving through the CBD grid from the north to locations south of the Yarra River. This would relieve pressure on roads such as Spencer and King streets.</p> <p>Peak hour traffic volumes in the inner north are forecast to change marginally with a mix of modest rises and falls in traffic volumes when comparing results for 2031 both with and without the project. Where small increases are predicted, these are typically confined to less than two vehicle movements per minute.</p> <p>The EES proposes EPRs for traffic monitoring in consultation with local councils and development of a strategy with Public Transport Victoria to minimise impacts or improve public transport.</p>

Table 7-8 Summary of issues raised and project response – air quality

Issue raised	Project component	Project response
Requests for information about how changes in air quality would be assessed	<i>All components</i>	<p>Air quality is an important issue for residents of Melbourne’s inner west, with many concerned about emissions from trucks travelling through the local area.</p> <p>The air quality impact assessment (Technical Report G) provides a detailed analysis of existing air quality conditions and changes expected to occur with the construction and operation of the West Gate Tunnel Project. It considers impacts from both tunnel emissions and from changes in traffic on surface roads like the West Gate Freeway, and any impacts for sensitive facilities such as homes, schools, hospitals, aged care facilities, child care centres, recreational areas and urban renewal areas.</p>
Concerns about existing air quality and any increases in vehicle air emissions in the inner west	<i>West Gate Freeway, Tunnels</i>	<p>The air quality impact assessment has used data from Environment Protection Authority Victoria’s (EPA) Footscray Ambient Air Quality Monitoring Station to assess existing air quality in the project area, and to provide a baseline for understanding likely changes in air quality with the West Gate Tunnel Project.</p> <p>The assessment has found that the tunnel ventilation system would effectively disperse emissions and achieve safe air quality conditions, and that the emissions from the tunnel would have no measurable effect on local or regional air quality.</p> <p>Analysis of existing air quality data in the area has shown that concentrations of some pollutants sometimes exceed SEPP objectives due to background levels. Accordingly, either with or without the project, some pollutants such as the 24-hour average concentration of PM₁₀ are predicted to exceed these objectives, with the project expected to contribute less than one per cent of this concentration. Events such as bushfires, dust storms as well as industry can affect ambient air quality.</p> <p>The EES includes proposed EPRs for monitoring of ambient air quality for five years after the project opens. The air quality monitoring results would be made publicly available.</p>
Concern that tunnel emissions would increase exposure to pollutants for communities around the ventilation structures	<i>West Gate Freeway, Tunnels</i>	<p>All tunnels need a ventilation system to move air into, through and out of the tunnel in a safe and efficient way. These systems are designed to meet stringent in-tunnel and local air quality criteria, and the West Gate Tunnel Project tunnel ventilation systems have been designed to achieve zero emissions from the tunnel portals.</p> <p>The assessment of impacts associated with the tunnel ventilation systems in the application for Works Approval and Technical Report G <i>Air quality</i> includes consideration of sensitive receptors and their proximity to the ventilation structures and tunnel portals.</p> <p>The assessment found that the tunnel ventilation systems in the project design would effectively disperse emissions and the emissions from the tunnel are expected to have no measurable effect on local or regional air quality.</p> <p>Experience from previous motorway tunnel projects, both in Australia and around the world, shows that air dispersion modelling for tunnel ventilation structures is robust and a conservative prediction.</p> <p>The Victorian air quality standards (consistent with national standards) apply and ongoing monitoring is done to check that tunnel operators meet air quality requirements for the tunnels.</p>

Issue raised	Project component	Project response
Requests to maximise the distance between tunnel ventilation structures and existing residential areas or other sensitive uses	<i>West Gate Freeway, Tunnels</i>	<p>The West Gate Tunnel Project outbound tunnel exit onto the West Gate Freeway has been moved into an industrial area west of the Newport Freight Railway Line. This longer outbound tunnel would place the ventilation structure in industrial land further from homes and community facilities</p> <p>Tunnels are usually located in built-up urban areas to protect land above ground while providing an efficient transport connection underground. Looking at ventilation structures from around Australia, they are located as close as 10 metres from homes, office buildings and community facilities.</p> <p>For the West Gate Tunnel Project:</p> <ul style="list-style-type: none"> • The closest homes (South Kingsville) and sporting fields (McIvor Reserve) are over 200 m away • The South Kingsville Community Centre is around 600 m away • Emma McLean Kindergarten is 1.8 km away • Scienceworks is over 2 km away • Spotswood Primary School is 1.5 km away. <p>The air quality impact assessment prepared for the EES has found that the tunnel ventilation system would effectively disperse emissions from the tunnel and meet relevant air quality and noise criteria at all sensitive receptors, including homes, aged care facilities, schools and childcare centres.</p>
Concerns about increases in vehicle air emissions in surrounding residential areas with additional lanes and increased traffic on the West Gate Freeway, and freeway interchanges with roads including Millers and Williamstown roads	<i>West Gate Freeway</i>	<p>Air dispersion modelling was used to assess any changes in vehicle emissions on 12 key roads where traffic volumes and vehicle types may change significantly with the project.</p> <p>Technical Report G <i>Air quality</i> considers scenarios both with and without the West Gate Tunnel Project and considers changes in multiple pollutants associated with vehicle emissions.</p> <p>Technical Report G provides extensive detail on air quality predictions for each pollutant, and shows a mix of increases and decreases in pollutant concentrations on the roads assessed.</p>
Requests to include assessment of additional pollutants including particulate matter measuring 1.0 microns in diameter and smaller	<i>West Gate Freeway, Tunnels</i>	<p>Scientifically validated air dispersion modelling has been used to assess the impacts of emissions from both the tunnel ventilation systems and changes to traffic on surface roads.</p> <p>This modelling has been used to assess ground level concentrations of pollutants most associated with vehicle emissions, including particulate matter, both PM₁₀ and PM_{2.5}.</p> <p>PM₁ and ultrafine particulate matter (UFPM) are not included in air quality assessments of this kind. There are no standards for PM₁ or UFPM in Australia. For particulate matter exposure in Europe, the World Health Organization has set criteria for PM_{2.5} and PM₁₀, not PM₁ and UFPM.</p> <p>The air quality impact assessment uses data from existing EPA Victoria monitoring stations as a key input to the air study, and these do not measure PM₁ or UFPM.</p> <p>PM₁ and UFPM are subsets of PM_{2.5}, with a large number of studies correlating the relationship between PM_{2.5} concentrations and human health impacts, enabling appropriate standards to be set.</p>

Issue raised	Project component	Project response
Requests for the tunnel ventilation system to include filtration equipment	<i>Tunnels</i>	<p>The air quality impact assessment (Technical Report G) has used a robust and proven methodology to assess the impacts of emissions from the tunnels, and provides a detailed discussion of the prevalence, use and effectiveness of filtration, known as pollution control technology.</p> <p>Very few road tunnels (less than 1%) are installed with particulate matter filtration systems. In the majority of cases, the filtration systems are used to improve in-tunnel visibility and in some cases, these systems are in use because of difficulty in providing sufficient fresh air into the tunnel; for example, in long tunnels under mountains. In some cases, filtration systems are installed but are used just a few times a year.</p> <p>The assessment has found that the tunnel ventilation system would effectively disperse emissions and achieve no measurable effect on existing local or regional air quality.</p>
Requests for information about how any increases in emissions would be managed once the project is complete	<i>West Gate Freeway, Tunnels</i>	<p>The ventilation system would maintain safe air quality inside the tunnel and would push air from inside the tunnel up and out of the ventilation structure where it mixes with ambient air and is safely dispersed.</p> <p>The EES includes EPRs for monitoring ambient air quality for at least one year before operation and for five years after the project opens, to assess compliance with SEPP(AQM) and tunnel operation licence to the satisfaction of EPA Victoria. The air quality monitoring results would be made publicly available, consistent with results for the CityLink and EastLink tunnels.</p>

Table 7-9 Summary of issues raised and project response – noise and vibration

Issue raised	Project component	Project response
<p>Concerns about existing noise levels and increased noise impacts on residential areas, community facilities and open space areas</p> <p>Areas of interest include:</p> <ul style="list-style-type: none"> • Residential areas near the West Gate Freeway • Donald McLean Reserve in Spotswood • Hyde Street Reserve in Yarraville • Yarraville Gardens • Docklands Cotton Mills • West Melbourne and Docklands 	<p><i>All components</i></p>	<p>As part of the noise and vibration impact assessment (Technical Report H), noise testing was conducted to understand existing noise levels and provide a baseline to predict expected noise levels in 2031. The assessment assessed noise expected from construction activities and from the project's operation, including traffic noise and noise from the operation of tunnelling and other equipment, taking into account noise barriers that would be constructed as part of the project.</p> <p>The West Gate Tunnel Project design incorporates project-specific noise objectives. The project is responding to feedback from the community – and taking advantage of the unique opportunities available through the procurement model for the project – to introduce project-specific noise objectives.</p> <p>Residential dwellings adjacent to and facing the freeway would be protected by road noise to a level at or below 63dBA between 6am and midnight. For people living along major freeway interchanges up to 100 m from the freeway, noise protection would be provided to ensure they are no worse off with the project (protected to the noise levels expected if the West Gate Project is not built). For many residents, this would provide amenity benefits over and above the current noise environment and the noise protection that may be expected in a typical approach to a freeway upgrade in Victoria.</p> <p>Many residents alongside the West Gate Freeway are expected to benefit from this improved noise environment. Project-specific noise objectives also apply to aged care homes, schools, kindergartens and other noise-sensitive community buildings.</p> <p>The urban design treatment, in combination with the project noise objectives for sensitive uses, would also provide noise attenuation on bridges and ramps, resulting in added noise protection to commercial and open space uses close to these new structures.</p>
<p>Requests to apply a higher noise standard than the existing standard, consideration of night time noise and noise above the lowest habitable floor of buildings, and application of noise standards from other states or countries in the impact assessment</p>	<p><i>All components</i></p>	<p>Project-specific noise objectives have applied a higher noise protection standard than what may be expected with a typical approach to a freeway upgrade in Victoria. Applicable Victorian, Australian and international noise policy and standards informed the development of the project noise objectives. These would apply at the lowest habitable floor of sensitive buildings but, with a higher attenuation level, would provide more noise protection than the existing standard requires.</p> <p>Although there are no Victorian standards that apply to night-time construction noise, the project would apply night-time construction noise requirements drawn from the <i>NSW Interim Construction Noise Guidelines</i>.</p> <p>Addressing the unique noise issues and community needs along the project's route would contribute to the best community outcome that can be achieved, providing immediate improvements as well as long-term protection.</p>

Table 7-10 Summary of issues raised and project response – health and amenity

Issue raised	Project component	Project response
Concerns about impacts of increased vehicle air emissions and noise from trucks on human health, in residential, commercial and open space areas and facilities like schools and childcare centres	<i>West Gate Freeway, Tunnels</i>	<p>The West Gate Tunnel EES includes the first comprehensive human health impact assessment for a road project in Victoria. Technical Report J <i>Human health</i> provides an evaluation of how the project may benefit or impact upon the health and wellbeing of the local community, and facilitate more health-conscious planning and development.</p> <p>The assessment has drawn directly from other specific technical studies undertaken for the EES such as traffic, air quality, noise and social impacts. It has considered changes in air quality and noise for community facilities and residential and open space areas.</p>
Concern that tunnel emissions would increase exposure to pollutants for communities around the ventilation structures	<i>Tunnels</i>	<p>The human health impact assessment (Technical Report J) has drawn on the findings of the air quality impact assessment to consider the relationship between changes in pollutants associated with vehicle emissions and health impacts, such as potential acute, chronic, incremental and cumulative impacts. Air quality impacts during construction have also been considered.</p> <p>The air quality impact assessment has found that the tunnel ventilation system would effectively disperse emissions, and that the emissions from the tunnel are expected to have no measurable effect on local or regional air quality.</p>
Requests for information about any health impacts from construction disturbance and transport of contaminated soil	<i>All components</i>	<p>The removal and transport of contaminated soil and any associated health impacts have been addressed in the contamination, groundwater, air quality and human health impact assessments prepared for the EES.</p> <p>The industrial heritage of Melbourne's inner west means there are many areas where soil or groundwater is contaminated due to past industry practices. Naturally occurring contamination is also present, such as acid sulphate soils and rock formations with elevated concentrations of metals.</p> <p>Earthworks, excavation and tunnelling activities are likely to disturb contaminated material in some areas. These areas have been identified in Technical Report F <i>Contamination and spoil management</i>.</p> <p>There are a range of EPRs that would have to be met regarding management of contaminated material. Given these proposed requirements, there are not expected to be any health impacts from contaminated material.</p>
Requests for improvements to active transport	<i>All components</i>	<p>The project would vastly improve Melbourne's western cycling network with over 14 km of new and upgraded cycling and walking paths, making it easier and safer for people to get around their area or cycle to and from the city. New and upgraded facilities would improve opportunities for active transport, and include:</p> <ul style="list-style-type: none"> • Completion of the Federation Trail to Hyde Street create a continuous journey from Werribee to Docklands • Bridges over Whitehall Street and over Footscray Road, just east of CityLink, to further enhance cycling and walking • A 2.5 km express veloway, suspended under the viaduct along Footscray Road • New paths and connections to better connect communities north and south of the West Gate Freeway and link with parks and waterways.

Table 7-11 Summary of issues raised and project response – landscape, visual and environment

Issue raised	Project component	Project response
Concern about the appearance of elevated structures such as bridges and the tunnel ventilation structures	<i>All components</i>	<p>The West Gate Tunnel Project has been developed through three major phases of engagement to achieve a design that caters for Melbourne’s rapidly growing transport needs while minimising impacts for nearby communities.</p> <p>The project employs a high quality urban design approach that aims to minimise the visual effect of elevated structures and provide infrastructure that is visually connected and sensitive to the features of the surrounding area.</p> <p>Where elevated structures are necessary, significant work has been done to keep the height of structures as low as possible while still meeting the project’s obligations, such as providing safe clearances for other transport services or ventilation of the tunnel in a way that maintains good air quality.</p> <p>The design has also been developed to minimise impacts by containing new roads to existing road and freeway corridors and industrial areas wherever possible. A re-designed tunnel alignment moves the ventilation structures further from people’s homes and creates a new green community space.</p>
Concern about impacts of new structures on the use and enjoyment of waterway areas	<i>All components</i>	<p>The West Gate Tunnel Project would cross four main waterways and introduce additional structures in these areas to provide the new alternative to the West Gate Bridge.</p> <p>The project has been designed in a way that minimises the impact of new structures. This has included placing bridge piers outside waterways or in line with existing piers, incorporating high quality urban design, delivering new cycling and walking connections which would improve access to these areas, and inclusion of a major replanting and landscaping program which would help to activate these areas for enjoyment by local communities.</p>
Requests for high quality, locally sensitive urban design treatments	<i>All components</i>	<p>Urban design has been a key topic of discussion during consultation, with councils providing feedback on the urban design strategy and a peer review panel established to consider and provide feedback on Project Co’s urban design concept.</p> <p>The project-wide urban design approach celebrates the rich history and Aboriginal cultural heritage of the west, with a visual representation of fishing nets, eels and rope evident at the tunnel portals and the new Maribyrnong River Bridge. Other features of the urban design approach include:</p> <ul style="list-style-type: none"> • A new 2.8 hectare park and wetland on Whitehall Street opposite Yarraville Gardens and a new three hectare park in Altona North to create new open space areas for the local community • A curved design for the ventilation structures to reflect local aboriginal canoes • Connection of Yarraville Gardens and the Maribyrnong River via a new pedestrian and cycle bridge • Water-sensitive design to enable the natural treatment of storm water run-off before it reaches waterways such as Moonee Ponds Creek • Almost one million plants, including 17,500 trees, provided along the project corridor, including along Kororoit, Stony and Moonee Ponds creeks.

Issue raised	Project component	Project response
Concern about the amenity impacts of removal of trees and other vegetation, including along the West Gate Freeway, Footscray Road and Wurundjeri Way	<i>West Gate Freeway, Port, CityLink and city connections</i>	<p>Following feedback from councils about the importance of amenity tree plantings as well as trees with ecological significance, the project team engaged specialists to conduct an arboriculture assessment (which is included in the EES). This assessment has provided a comprehensive understanding of how existing trees would be affected by the project, and the findings have been considered in the landscape and visual and ecology impact assessments.</p> <p>The EPRs would require measures to protect existing trees, minimise the removal of trees and implement a landscaping plan prepared in consultation with local councils.</p>
Requests for use of quality materials in noise barriers and consideration of visual amenity in noise barrier design	<i>All components</i>	<p>The West Gate Tunnel Project would involve extensive replacement and upgrades of noise barriers to maintain amenity for nearby communities.</p> <p>New noise barriers would be of a similar or better quality than barriers on other newly-built Melbourne freeways – a vast improvement on noise barriers found along the West Gate Freeway today.</p> <p>Noise barriers are proposed to be made of high quality textured concrete and acrylic panels of pale blues and greens. They have been designed with residents in mind, allowing light to pass through and providing an attractive view.</p>

Table 7-12 Summary of issues raised and project response – project design and key connections

Issue raised	Project component	Project response
Strong preference for a design that contains the project to existing road areas and industrial land	<i>All components</i>	<p>Over three phases of consultation, communities and stakeholders have reinforced their preference for a design that contains the road as much as possible to existing freeway reserves and industrial areas.</p> <p>The design has been developed through an iterative process of listening to and addressing consultation feedback, with a range of changes made through the design process.</p> <p>For example, an option to place the southern tunnel portal outside the West Gate Freeway was replaced with the Reference Design, which provided a longer tunnel than the original proposal and eliminated the tunnel portal from Hyde Street Reserve.</p> <p>The design now includes an even longer westbound tunnel, which places the tunnel exit and ventilation structure within the freeway reserve and predominantly in an industrial area.</p> <p>Several options for the new Hyde Street connection for placard loads and local trucks were considered. The option chosen places the new ramps as close as possible to the West Gate Freeway and through disused industrial areas.</p> <p>At the eastern end of the project, connections would be provided along the edge of E-Gate, which is currently used for industrial and rail purposes. The design has been developed to minimise impacts on the future redevelopment potential of E-Gate by containing it to the northern boundary of this site. The West Gate Tunnel Project connection to Footscray Road has been moved to the west of Moonee Ponds Creek in industrial land away from E-Gate.</p>
Concern that the Dynon Road connection and extension of Wurundjeri Way would impact the development potential of E-Gate	<i>Port, CityLink and city connections</i>	<p>The project is being planned with an eye to assisting future renewal of underused areas on the central city's doorstep and connecting communities in this growing part of the city.</p> <p>While the West Gate Tunnel Project would require a relatively small amount of the E-Gate area currently used for industrial and rail purposes, the design is confined to the northern edge to maximise the area for future development.</p> <p>The project is not expected to impact future connections to and from the E-Gate site, and the design does not preclude future pedestrian and cycling connections between West Melbourne and Docklands. To ensure an integrated approach, Project Co would continue to work closely with the stakeholders driving these initiatives, such as the City of Melbourne, the Victorian Planning Authority and Major Projects Victoria to understand key aspects of these proposed developments and how to best develop the project alongside them.</p>

Issue raised	Project component	Project response
Request for a design that retains open space and recreation areas	<i>All components</i>	<p>Open space has been a key focus in the development of the design and construction approach. This approach limits impacts on existing open spaces including WLJ Croft Reserve, GJ Hosken Reserve, Lynch Road Reserve, McIvor Reserve, Hyde Street Reserve West Gate Golf Course and the sporting ovals at Donald McLean Reserve.</p> <p>Where small sections of some open space areas would be needed for the project, the construction footprint would be limited as much as possible to ensure parks remain open and accessible to the community.</p> <p>The EES includes EPRs Project Co would need to follow to protect open space and reinstate impacted areas in consultation with councils and local groups.</p> <p>Open space improvements to be delivered by the project include:</p> <ul style="list-style-type: none"> • 8.9 hectares of new community parks and wetlands at the northern and southern tunnel portals • 14 km of new and upgraded walking and cycling paths connecting open spaces and waterways along the project alignment • Almost one million native plants to be planted along and around the project, including 17,500 trees.
Requests for improvements to design of West Gate Freeway noise barriers, including extensions, new barriers and improved materials	<i>West Gate Freeway</i>	<p>Noise barriers along the West Gate Freeway would be upgraded as part of the project. Generally, noise barriers would be located in the same locations they are in now, but would be higher and longer to meet project-specific noise objectives. More detail on noise mitigation measures is provided in the noise and vibration (surface) impact assessment (Technical Report H).</p> <p>New noise barriers would be of a similar or better quality than noise barriers on other newly-built Melbourne freeways – a vast improvement on noise barriers found along the West Gate Freeway today.</p>

Table 7-13 Summary of issues raised and project response – important places

Issue raised	Project component	Project response
<p>Questions about the impact of additional structures over Kororoit Creek, including on community improvement works in the area</p>	<p><i>West Gate Freeway</i></p>	<p>The project team has consulted with local groups regarding possible changes around Kororoit Creek and understands the community has already undertaken a range of improvements in this area.</p> <p>Widening of the West Gate Freeway would require widening and strengthening the bridge over Kororoit Creek which means that there would be construction happening around and above the creek.</p> <p>The new bridge piers would be placed in line with existing piers on either side of the creek to minimise waterway and visual impacts, and the constructor has identified a construction approach and equipment which reduces the risk of materials or waste falling into the creek during construction.</p> <p>The project would complete a key gap in the Kororoit Creek Trail between Geelong Road and Grieve Parade. The shared use path would connect with the Federation Trail via the heritage bluestone bridge across Kororoit Creek.</p> <p>Planting of indigenous trees, shrubs and groundcovers around the path and banks of the creek are proposed, in consultation with Melbourne Water and local groups.</p>
<p>The importance of Donald McLean Reserve and West Gate Golf Club to the Spotswood and surrounding community, and concerns about noise, air quality, visual and construction impacts on the use and enjoyment this open space and recreation areas</p>	<p><i>West Gate Freeway</i></p>	<p>Communities in the inner west have confirmed the importance of Donald McLean Reserve for many people in this area, including children and families who use the play areas, sporting facilities and open space.</p> <p>Sporting clubs and local people would be able to continue to use Donald McLean Reserve both during construction and after the project opens to traffic. The golf club would also be able to continue operating, with some changes and construction disruption at times.</p> <p>The design keeps the Hyde Street ramps, which both pass through the golf course, within the existing freeway reserve, as close as possible to the West Gate Freeway and at around the same height. However, a section of the road reserve is currently utilised by the golf course and a permanent reduction in the length of Hole 9 is expected. A synthetic tee is proposed beneath the ramp to ensure this hole remains as long as possible.</p> <p>The Hyde Street ramp has also been moved further north so that the project's permanent footprint in Donald McLean Reserve is limited to approximately one per cent of its total area.</p> <p>New shared club rooms for the golf, cricket and football clubs are also proposed – by refurbishing and relocating a construction building following construction activity. This would be designed in keeping with Hobsons Bay City Council's <i>Donald McLean Reserve Master Plan</i>.</p> <p>Noise barriers are proposed along the boundary of Donald McLean Reserve and along the Hyde Street ramp to reduce noise for residents, which would also benefit users of the reserve.</p>

Issue raised	Project component	Project response
Concerns about options considered for the Hyde Street ramps and potential noise, air quality and construction impacts for families using Emma McLean Kindergarten	<i>West Gate Freeway</i>	<p>Every effort has been made to avoid impacts to Emma McLean Kindergarten and the design and construction approach ensures that it can continue offering a high-quality outdoor program for children both during and after construction.</p> <p>Construction activities and new infrastructure have been kept as close to the existing freeway (and as far from the kindergarten) as possible. This includes avoiding use of The Avenue or Hope Street for construction traffic.</p> <p>The project team would work with Emma McLean Kindergarten when planning major works, with a focus on avoiding or minimising any impacts and ensuring that the kindergarten and parents are kept up-to-date about what's happening.</p>
Concerns about options considered for the southern portal connection, and the importance of Hyde Street Reserve and Stony Creek for Yarraville and surrounding communities, and concerns about noise, air quality, visual, waterway, amenity and construction impacts	<i>West Gate Freeway</i>	<p>The project team has held extensive discussions with residents and stakeholders with an interest in Hyde Street Reserve and Stony Creek.</p> <p>The connection between the West Gate Freeway and Hyde Street has been designed to follow the alignment of the freeway as much as possible to minimise impacts to the reserve, and is largely located between the freeway and Stony Creek.</p> <p>The design and the construction approach ensures that Hyde Street Reserve can continue to provide open space and recreation for local people and a habitat for animals by minimising impacts on Stony Creek and avoiding construction in the reserve area.</p> <p>The design avoids adding piers to Stony Creek and includes new improvements including:</p> <ul style="list-style-type: none"> • Improvements to the Stony Creek environmental habitat – including on the south side of the creek • Use of indigenous species for replanting and new landscaping to increase canopy cover • A new cycling and walking connection between Spotswood station and Hyde Street Reserve/Beverley Street/the Federation Trail • New seating and environmental signage along the Stony Creek backwash boardwalk • Water-sensitive road design with stormwater treated naturally before it enters Stony Creek.
Emphasis on the importance of Yarraville Gardens and Hanmer Reserve for communities in the inner west	<i>Tunnels</i>	<p>Yarraville Gardens was highlighted early in consultation as a highly-valued community facility and open space area.</p> <p>The design does not impact on land at Yarraville Gardens and includes new improvements. Yarraville Gardens would remain open as usual during the works.</p> <p>A walking and cycling bridge is proposed to connect Harris Street to the Maribyrnong River – passing over Whitehall Street and through a new 2.8 hectare community park and wetlands on the east side of Whitehall Street.</p> <p>New trees would be planted along Whitehall Street and the new shared use path on Harris Street.</p> <p>The design places the northern tunnel portal and a tunnel ventilation structure in industrial land north-east of Yarraville Gardens, which would also feature extensive tree planting and a wetlands – opening up this currently restricted industrial land to community use.</p>

Issue raised	Project component	Project response
Concern about construction impacts and ongoing visual, air quality and noise impacts on the historic Docklands Cotton Mills	<i>Port, CityLink and city connections</i>	<p>The crossing of the Maribyrnong River is a key part of providing an alternative to the West Gate Bridge. The main bridge over the river carries freeway traffic between the tunnel and the Footscray Road elevated roadway to distribute traffic heading towards the central city or CityLink. The two ramp bridges over the river provide direct entry and exit points to the port from the tunnel under Yarraville, which moves trucks away from residential areas in the inner west.</p> <p>The main bridge would be around 9.4 m high on the west bank of the river near the Docklands Cotton Mills, and about 14.6 m high on the east side of the river next to the Port of Melbourne.</p> <p>A connection to MacKenzie Road would provide access to West Swanson Dock that considers future port operations and the proposed closure of Coode Road between Dock Link Road and MacKenzie Road.</p> <p>The proposed closure of Coode Road would allow increased capacity and operational efficiency of West Swanson Dock and would also facilitate an increase in rail mode share for container movements. The entry and exit ramp to and from MacKenzie Road at the Port vary in height from 3.4 m to 9.3 m.</p> <p>The innovative design of the new Maribyrnong River bridge features a high quality and visually dynamic architectural cladding, which would also reduce traffic noise from the bridge. Improved cycling connections and landscaping would help to open up this area for community use.</p>
Requests to improve connections to open space and waterway areas such as the Maribyrnong River and Moonee Ponds Creek	<i>Port, CityLink and city connections</i>	<p>The proposed new bridges over the Maribyrnong River represent a major change to the riverfront south of Footscray Road. The project includes an urban design and landscaping plan to minimise the impact of this change.</p> <p>The areas under and next to the Maribyrnong River bridges provide opportunities for landscaping and improved cycling connections in line with the <i>Maribyrnong River Masterplan</i>. The project would connect open space at Yarraville Gardens, new wetlands at the northern portal and the riverfront.</p> <p>Moonee Ponds Creek also plays an important role in providing cycling and walking access and open space areas for Melbourne's inner west. The design has eliminated two crossings of Moonee Ponds Creek and three km of elevated roads when compared to the Reference Design. The West Gate Tunnel Project connection to Footscray Road is now located west of the creek, avoiding a creek crossing.</p> <p>Land that is currently disused and landlocked would be opened up for community use and rehabilitated with hundreds of new plants – ranging from large trees to shrubs – to attract animal life to the creek area.</p> <p>The design supports the ongoing rehabilitation of Moonee Ponds Creek by expanding the creek environment, opening up new open spaces and introducing water sensitive design to treat stormwater before it enters the creek.</p> <p>New walking and cycling connections across the creek, linking the West Gate Tunnel Project veloway with the Capital City Trail and Moonee Ponds Trail, would make this area accessible to more people.</p>

Table 7-14 Summary of issues raised and project response – community input and opportunities

Issue raised	Project component	Project response
Requests for information about how the project's impacts would be considered and assessed	<i>All components</i>	<p>Engagement with residents, community groups, councils, industry and other stakeholders has been underway for over two years to ensure information is being shared about the project's development, impacts and expected benefits.</p> <p>The project team has used a wide range of activities to reach people across the project area, including a CLG with 10 community members, broad and targeted mailouts, popups in parks and other local areas, community sessions and workshops.</p> <p>These activities have been used to provide information about the approach to impact assessment, through brochures, videos, and specialists on hand to talk with people about key areas of interest including traffic, noise, air quality and human health.</p>
Questions about the project planning, EES and procurement processes, and how community input would be factored in	All components	<p>Input from communities, stakeholders, industry and regulators has been used in many ways at each stage of the project's development, to inform assessments and decision making.</p> <p>Each phase of consultation has helped the project team learn more about community views and expectations, and the design has developed accordingly, with several options and design updates discussed with local people over the last year or more.</p> <p>Detailed consultation reports were released at key points in the project's development and updates provided to communities at each step.</p> <p>A key consideration in tender evaluation was how tenderers had responded to stakeholder and community feedback and sought to minimise impacts.</p> <p>The emphasis placed on obtaining great community outcomes drove the development of a design and construction approach that prioritises community needs, maximises benefits and minimises impacts.</p>

Table 7-15 Summary of issues raised and project response – managing construction

Issue raised	Project component	Project response
Concern about increased noise during construction, including in residential areas along the West Gate Freeway, near the Hyde Street connections and near Yarraville Gardens	<i>West Gate Freeway, Tunnels</i>	<p>Managing noise impacts during construction would be an important responsibility for Project Co. Construction activities have been considered in the noise and vibration (surface) impact assessment (Technical Report H), including types of construction equipment, hours and duration of works, and proximity of homes, childcare centres and other sensitive areas.</p> <p>Noise from construction would be unavoidable and would be noticeable in some areas. Every effort would be made to minimise disturbance for residents, and Project Co would be required to prepare a Construction Noise and Vibration Management Plan and comply with EPA Victoria's <i>Environmental Guidelines for Major Construction Sites</i>.</p>
Concerns that vibration from construction of the tunnel would damage homes and other buildings	<i>Tunnels</i>	<p>Vibration impacts during construction have been assessed in the noise and vibration (surface) (Technical Report H) and vibration and regenerated noise (tunnel) (Technical Report I) impact assessments.</p> <p>Some residents close to the tunnel route may experience some temporary vibration and/or regenerated noise as a tunnel boring machine progresses through their area. The extent of this vibration would depend on the existing ground conditions and the depth of the tunnel.</p> <p>Vibration would be carefully managed and monitored throughout construction and Project Co would be required to carry out inspections of properties and develop a condition report for properties in areas close to major construction activities.</p>
Requests to replace noise barriers immediately or provide temporary barriers during works	<i>West Gate Freeway</i>	Project Co would be required to replace noise barriers or provide temporary barriers during works.
Changes in traffic conditions during construction that may limit access and parking for local residents and businesses, particularly freight businesses which require particular routes and hours of access	<i>All components</i>	<p>The traffic impact assessment (Technical Report A) includes an assessment of changes in traffic during construction, including consideration of additional construction vehicles and traffic flow on routes which would be used for haulage of spoil and other materials.</p> <p>Key areas of interest to businesses, such as Footscray Road and Whitehall Street near Somerville Road, would experience additional truck movements but are expected to continue operating efficiently and providing access for nearby businesses.</p> <p>Project Co would be required to use routes away from residential areas wherever possible, and spoil removed from the tunnel would be moved via arterial roads and the freeway network.</p> <p>A Construction Traffic Management Plan would be developed and a Traffic Management Liaison Group established, including key local councils and VicRoads.</p>
Concerns about construction impacts on peak hour access to and from the city, including on the West Gate Freeway and Footscray Road	<i>All components</i>	<p>Innovative traffic staging would be used to keep traffic moving during the widening of the West Gate Freeway. Four lanes would remain open during peak times, and lane closures outside peak times would be planned to cater for expected traffic and take account of any major events.</p> <p>Project Co would be required to prepare a Construction Traffic Management Plan, and traffic flow on the West Gate Freeway would be monitored throughout construction.</p>

Evaluation

The effectiveness of the consultation program for the West Gate Tunnel Project would continue to be evaluated on an ongoing basis. At the time of preparing the EES, communities have completed two surveys relating to engagement activities for the project: a survey on Concept Design engagement (Phase 2) and a survey on Reference Design engagement (Phase 3). Further information about these surveys is provided in Attachment III *Stakeholder and community engagement report*.

Independent surveys and other research would continue to be used to evaluate the engagement approach every 12 months throughout the life of the project.

7.7 Ongoing engagement

A range of issues may emerge during the project delivery phase. Identification of these issues and risks (along with associated strategies to manage them appropriately) is critical to effective delivery of the project. Systems and processes would be established to respond to new and emerging issues identified through the EES process and during the project construction phase.

Engagement with the community and stakeholders, together with regular updates and information about the project, would continue through the project delivery phase. Feedback mechanisms would enable stakeholders and local communities to ask questions and provide feedback on the delivery of the West Gate Tunnel Project.