



# RAIL INFRASTRUCTURE ALLIANCE EASTERN PORTAL DEVELOPMENT PLAN AMENDMENT - JUNE 2020 COMMUNITY ENGAGEMENT SUMMARY



# ENGAGING WITH COMMUNITIES

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## INTRODUCTION

The Metro Tunnel will create a new end-to-end rail line from Sunbury to Cranbourne / Pakenham, with high capacity trains and five new underground stations.

The Rail Infrastructure Alliance (RIA), a partnership between John Holland, CPB Contractors, AECOM, Metro Trains Melbourne (MTM) and Rail Projects Victoria (RPV), is building the eastern entrance to the Metro Tunnel in South Yarra (Eastern Portal).

Eastern tunnel entrance works are being completed in line with RIA's Eastern Portal Development Plan, which was placed on public display in February and March 2019 and approved by the Minister for Planning on 15 May 2019.

The Eastern Portal Development Plan sets out required above-ground works to construct the eastern tunnel entrance and described the response to the Urban Design Strategy (UDS) and relevant Environmental Performance Requirements, as defined in the Metro Tunnel Environmental Management Framework.

Further to the Ministerial approval of the Eastern Portal Development Plan on 15 May 2019, RIA sought to amend the Development Plan to reflect further design development and consultation outcomes. Amendments to the Eastern Portal Development Plan were prepared to reflect changes that occurred during the design development process in consultation with the City of Stonnington, other key stakeholders and the community. Proposed changes to the approved Development Plan focussed on increasing access to public open space. This included:

- New public open space and associated landscaping along Arthur Street
- Amendments to the design solution along Osborne Street and the Osborne Street Reserve
- Minor design changes to the surface treatment of the William Street bridge
- Minor design changes to the William Street pocket park
- Minor updates to provide further information on aspects of the approved design that have been refined as part of the design development process.

The draft RIA Eastern Portal Development Plan was placed on public display from Monday 17 February 2020 to Friday 6 March 2020.

Feedback received during public display was considered in the finalisation of amendments to the RIA Eastern Portal Development Plan. An updated plan was submitted to the Minister for Planning for consideration and was approved on 15 June 2020.

## PURPOSE

This Community Engagement Summary seeks to provide a summary of the feedback received as part of the community consultation undertaken to support completion of amendments to the RIA Eastern Portal Development Plan.

## OUR ENGAGEMENT FRAMEWORK

RIA delivered its community engagement activities in line with RPV's engagement framework, which can be found on the Metro Tunnel website at [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au). This framework guides all engagement activities for the Metro Tunnel and captures the project's commitment to meaningful consultation with stakeholders and communities during the planning and delivery of the project.

The following core principles guide our engagement:

- **Direct:** Direct engagement is the preferred means of communicating major issues to affected stakeholders and communities
- **Open:** Communication will be open, transparent, inclusive, accessible, accurate and consistent in its content, and will be planned, coordinated and timely in its delivery to all audiences
- **Proactive:** Proactive communications and early engagement are integral parts of all project and operational planning processes to ensure a "no surprises" approach
- **Tailored:** Messages and delivery channels must be tailored to the communication and information needs of their intended audiences.

## EASTERN PORTAL DEVELOPMENT PLAN AMENDMENT - PUBLIC DISPLAY

Draft amendments to the Eastern Portal Development Plan were released for public display from Monday 17 February 2020 to Friday 6 March 2020 via the Metro Tunnel website. This 15-business day public display period provided the community and stakeholders with the opportunity to view and formally comment on proposed updates to the approved plan.

Our engagement approach is outlined in the table below.

Mailouts and media	Online / Digital	Face-to-face interactions
Letterbox drop to 2400 dwellings advising of the public display of the draft Plan. Residents received a postcard containing information about the proposed planning amendment and information session. The postcard also invited the community to participate in an online survey seeking feedback on their views.	Public display of the draft RIA Development Plan on the RPV website, including the opportunity to complete an online survey and provide feedback, from 17 February 2020 to 6 March 2020.	One drop-in community information session at Café Republic, South Yarra on 22 February 2020. Attendees met with project team members, were provided with copies of the draft Plan and display boards and fact sheets were made available.
	Social media posts on Metro Tunnel Project Twitter and Facebook accounts featuring links to the draft plan and online survey, and advising of time and location of community drop-in session.	
Update in Eastern Portal February Construction Update.		Doorknock of residents in Arthur Street, Osborne Street and William Street
Public notice advertisements published in The Age and Herald Sun on 17 February 2020.	E-news update sent to Metro Tunnel Project subscribers.	Briefing provided to South Yarra Community Reference Group (CRG) on 4 February 2020.
	Mobile phone SMS update to registered subscribers.	

## ENGAGEMENT SNAPSHOT

The table below provides a breakdown of key interactions with the community.

<p><b>52</b></p> <p>Responses to the online surveys</p>	<p><b>52</b></p> <p>Interactions at drop-in information session</p>	<p><b>171</b></p> <p>Residents doorknocked in the immediate area</p>
<p><b>2,400</b></p> <p>Letterbox drop to dwellings surrounding South Yarra station advising of the public display of the draft Plan</p>	<p><b>2,400</b></p> <p>Households updated via Eastern Portal February Construction Update</p>	<p><b>564</b></p> <p>Visits to Metro Tunnel Project website to view information about the Eastern Portal Development Plan amendment</p>
<p><b>337</b></p> <p>Downloads of the Eastern Portal Development Plan amendment</p>	<p><b>18,094</b></p> <p>Eastern Portal Development Plan amendment related content views on Facebook and Twitter</p>	<p><b>750</b></p> <p>Social media likes, comments, shares and post clicks on content related to the Eastern Portal Development amendment</p>
<p><b>174</b></p> <p>Mobile phone SMS messages to registered recipients advising of Eastern Portal Development Plan amendment and public display</p>	<p><b>680</b></p> <p>Metro Tunnel Project subscribers received an e-news update</p>	<p><b>25,674</b></p> <p>Total interactions with the community and key stakeholders</p>

## COMMUNITY FEEDBACK

The table below outlines a summary of the specific issues raised about the Eastern Portal Development Plan amendment.

Comments	Project team response
<p><b>Arthur Street public open space and landscaping</b></p> <ul style="list-style-type: none"> <li>• Broad support for inclusion of new public space and the proposed design.</li> <li>• Requests for enhancement to the pocket park including: <ul style="list-style-type: none"> <li>• Solid rather than permeable fencing as a way to provide acoustic and visual treatment to the interface with the rail corridor.</li> <li>• Maximising the use of large trees and bushes to mitigate the loss of green outlook from residential properties across the rail corridor.</li> </ul> </li> <li>• Concerns regarding the visual and audible impact of the rail corridor on residential properties now exposed to the rail corridor.</li> <li>• Concerns regarding the information provided regarding the anti-throw screens with requests for more detail and notes that Clear Perspex is not suitable.</li> </ul>	<ul style="list-style-type: none"> <li>• RIA has reviewed the proposed design of the pocket park and provided additional trees to assist in minimising the visual impact of the rail corridor.</li> <li>• Acoustic assessments prepared for the project have not identified any noise attenuation benefits through the provision of an acoustic or solid fence along the corridor.</li> <li>• The landscaping within the Arthur Street pocket park achieves a balance of form and function through significant screen planting to minimise the visual impact of the rail corridor and provides a functional open space for community use. The pocket park also maintains continuity of the pedestrian and cycle connection from the Promenade and allows for a clear line of sight across the open space for passive surveillance.</li> <li>• Indicative materials and finishes used throughout the Eastern Portal are provided within Section 6.4.8 of the Development Plan. Indicative images for the anti-throw screens are provided and demonstrate the design intent of the screens.</li> <li>• A combination of robust, high quality materials such as steel and aluminium will form sections of barriers, permeable screens and fencing. Visual permeability has been favoured where possible over solid screens to promote visual connections across the Precinct, enhancing safety. Selected materials also comply with MTM Standards.</li> </ul>

Comments	Project team response
<p><b>Osborne Street and Osborne Street Reserve design updates</b></p> <ul style="list-style-type: none"> <li>• Several community members requested the removal of the Osborne Street bridge from the project scope.</li> <li>• Concerns about potential loss of vegetation and lack of shade with requests for: <ul style="list-style-type: none"> <li>• New tree plantings to be similar to existing trees in the nature strip beyond the current bridge linking Osborne Street and Arthur Street.</li> <li>• Tree and planting to be of sufficient density and maturity at the time of install in order to facilitate the return of native birds.</li> <li>• Demobilisation and rehabilitation as soon as possible to enable the restoration of green spaces which would also have visual amenity and benefits such as reduced dust.</li> </ul> </li> <li>• Concerns of broken sightlines and views across the reserve due to high walls with a potential safety impact, particularly at night-time.</li> </ul>	<ul style="list-style-type: none"> <li>• The Osborne Street bridge's inclusion in project scope was not part of the scope of this Eastern Portal Development Plan amendment. The bridge was considered as part of the projects' Environmental Effects Statement, included in the RIA project scope, and approved in the Eastern Portal Development Plan on 15 May 2019 following extensive community and stakeholder engagement.</li> <li>• To address community concerns, the Development Plan amendment provides additional landscaping and trees along the Osborne Street Linear Reserve, including: <ul style="list-style-type: none"> <li>• An additional fifteen trees along Osborne Street and a new landing at the entrance to the stairs of the bridge.</li> <li>• Widening of the garden beds north and south of the Osborne Street bridge, minimising the visual impact of fencing along the rail corridor and maintaining the existing character of Osborne Street.</li> <li>• Selecting street trees that match existing tree species along Osborne Street in consultation with the City of Stonnington.</li> </ul> </li> <li>• Due to the constraints of the project, this area is currently required for construction purposes. The construction program seeks to return public open space as soon as possible.</li> <li>• The design of the Osborne Street Reserve has been prepared in line with Crime prevention through environmental design (CPTED) principles and will be appropriately lit.</li> </ul>
<p><b>William Street bridge surface treatments and pocket park</b></p> <ul style="list-style-type: none"> <li>• William Street bridge surface treatments and pocket park.</li> <li>• Broad support for inclusion of new public space and the proposed design.</li> <li>• Request for CCTV surveillance within new public spaces and comments about the importance of anti-graffiti deterrents.</li> <li>• Concerns regarding safety at the cyclist and pedestrian crossing of William Street at the promenade and car traffic flow, and requests for the addition of traffic calming solutions in this location.</li> <li>• Concerns regarding the abundance of cycling activity and space required for cyclists, removing park access and requests for narrowed and / or reduced space for cycling access.</li> </ul>	<ul style="list-style-type: none"> <li>• New public space designs have been prepared in line with CPTED principles. CCTV surveillance will also be provided across the Eastern Portal precinct. All materials and finishes will be robust and resistant to vandalism.</li> <li>• The intersection of the William Street bridge and the new Promenade will feature a pedestrian priority crossing. Traffic calming solutions will be explored further in consultation with the City of Stonnington.</li> <li>• The provision of safe cycling infrastructure supports the Stonnington Cycling Strategy 2013-2018 and the City of Stonnington Draft Cycling Strategy 2019-2024. Furthermore, maintaining a safe east-west commuter cycling link is in accordance with the UDS.</li> </ul>

Additional comments	Project team response
<p><b>South Yarra Siding Reserve</b></p> <ul style="list-style-type: none"> <li>Request for inclusion of a basketball ring within South Yarra Siding Reserve design.</li> <li>Concerns that the design does not consider the current usage of South Yarra Siding Reserve and that the path design inhibits use of the park for dog owners.</li> </ul>	<ul style="list-style-type: none"> <li>The design of South Yarra Siding Reserve provides passive recreational areas, dog off-leash areas and an important pedestrian and cyclist connection from Osborne Street to William Street, Arthur Street, Toorak Road and Chapel Street via the planned Osborne Street bridge.</li> <li>There have not been any changes to the design solution for South Yarra Siding Reserve, which was approved as part of the Eastern Portal Development Plan. Nevertheless, feedback relating to the South Yarra Siding Reserve has been acknowledged and passed on to the design team.</li> </ul>
<p><b>Requests for additional public space, connections, landscaping and CCTV surveillance</b></p> <ul style="list-style-type: none"> <li>Request for temporary pocket parks within land reserved for rail purposes.</li> <li>Request for additional pedestrian link from northern edge of Portland Place across the Sandringham line.</li> <li>Request to complete the bicycle connection along the eastern edge of the Sandringham rail corridor to Toorak Road.</li> <li>Requests for streetscape improvements to Arthur Street.</li> <li>Requests for additional trees and CCTV surveillance within parks and throughout the precinct.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback relating to additional public space and connections is acknowledged. The construction program seeks to return public open space as soon as possible, however due to the constraints of the project area, this area is currently required for construction purposes.</li> <li>An additional pedestrian link from Portland Place and the continuation of the bicycle corridor to Toorak Road is outside the scope of the project.</li> <li>Improvements to the streetscape of Arthur Street is outside the scope of the Project.</li> <li>New public space designs have been prepared in line with CPTED principles and CCTV surveillance will also be provided across the Eastern Portal precinct.</li> <li>Additional tree plantings have been provided where possible, including new trees at the Arthur Street pocket park and Osborne Street Reserve.</li> </ul>



Additional comments	Project team response
<p><b>Parking</b></p> <ul style="list-style-type: none"> <li>Concerns regarding the impact on local resident parking due to the removal of car park along Arthur and William Street and requests for the introduction of permit only parking zones for local residents.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback about reduction of parking is noted and requests for parking permits will be passed on to the City of Stonnington, as establishment of resident only parking zones is a council matter.</li> </ul>
<p><b>Consultation process</b></p> <ul style="list-style-type: none"> <li>Concerns regarding the application of previous comments and submission from the previous engagement and insufficient access to information at the drop-in session.</li> <li>Request for additional communication and communication methods about the Eastern Portal Development Plan amendment and for more time to review documents and submit comments.</li> </ul>	<ul style="list-style-type: none"> <li>The approved Eastern Portal Development Plan was completed through a formal planning process in consultation with the community, City of Stonnington and key stakeholders. All feedback was considered when finalising the planning documents for review by the Minister for Planning. The extent of time provided for public display is in accordance with statutory requirements.</li> <li>RIA utilised multiple communications channels to raise awareness of the draft amendments and provide opportunity to comment through public display. These methods are outlined in Table 1 and Table 2.</li> </ul>

## PREVIOUS ENGAGEMENT

Prior to the current amendment, RIA actively engaged with stakeholders and the community regarding the approval of the original Eastern Portal Development Plan in late 2018 and early 2019.

As part of this engagement process, RIA implemented a pre-engagement program and completed a public display process prior to finalizing the Eastern Portal Development Plan. This provided the opportunity to seek and test ideas to inform preparation of design concepts, seek feedback on key community interests and concerns, outline which design elements are fixed and why, and deliver a transparent process.

The Development Plan pre-engagement program started in October 2018 and involved community pop ups, design workshops and briefings prior to public display.

This approach enabled the project team to reach a broad representation from the local community while also helping to:

- Identify community ideas and feedback in relation to the development of the design
- Enhance community understanding of the design process
- Produce urban design outcomes that consider and reflect community ideas and feedback
- Identify participants for future project engagement activities such as design workshops and the South Yarra CRG.

The RIA Eastern Portal Development Plan was released for public display from 4 February 2019 to 22 February via the Metro Tunnel Project website.

The project team implemented a combination of written, online and face-to-face communications to engage with community members.

Community feedback focussed on the look and feel of the new South Yarra Siding Reserve and on the design of the Promenade, the future Osborne Street pedestrian and cycling bridge, the new William Street bridge, and Lovers Walk. We also received comments and enquires about potential parking impacts, traffic calming measures and plans for areas referred to in the development plan as land identified for future rail purposes. The project team's approach to design and management of these elements is provided below.

### South Yarra Siding Reserve

- South Yarra Siding Reserve has been designed to provide passive recreational areas, dog off-leash areas and an important pedestrian and cyclist connection from Osborne Street to William Street, Arthur Street, Toorak Road and Chapel Street (via the proposed Osborne Street bridge). The design solution seeks to informally delineate the different areas through landscaping.
- The landscaping strategy for South Yarra Siding Reserve will use a combination of native and exotic species selected to achieve optimum performance, appearance and longevity for public open space environments.

### Promenade design

- Soft materials and landscaping is provided through feature planting along the Promenade and soft scaping within the South Yarra Siding Reserve, which is directly accessible from the Promenade.
- The design of the Promenade minimises conflicts between pedestrians and cyclists.
- Lighting of the Promenade will be designed to reduce light spill into adjoining properties and the rail corridor.

### **Osborne Street pedestrian and cycling bridge**

- The new Osborne Street bridge is included in the project scope to provide an important and safe shared use connection in the South Yarra precinct.
- The Osborne Street bridge will create two access points in and out of the South Yarra Siding Reserve, providing additional passive and community surveillance opportunities.
- The bridge will be a Disability Discrimination Act compliant design, providing an accessible option in the South Yarra precinct.
- The design of the Osborne Street bridge seeks to minimise impacts to the Osborne Street Reserve.

### **William Street bridge**

- The William Street bridge design incorporates a number of design treatments that seek to maximise opportunities to visually maintain connections to the surrounding environment and reflect the character of the precinct.
- All materials and finishes will be robust and resistant to vandalism, including anti-graffiti paints and finishes, and a limit to surfaces that attract graffiti.

### **Lovers Walk**

- Public green space near the corner of William Street and Lovers Walk will include a mix of low planting and feature planting in garden beds.
- Greenery is not possible along the walkway as a result of rail safety requirements of the rail corridor and width requirements to achieve safety along the walkway.
- Design of proposed screens and fences along the walkway will provide maximum visibility. Lighting and CCTV surveillance will be installed.

### **Additional comments relating to parking, traffic calming measures and land identified for future rail purposes**

- Two car parking spaces will be removed from the eastern side of Osborne Street near the new pedestrian bridge.
- Two car parks will be removed from the northern side of Arthur Street between William Street and Chapel Street.
- Approximately 20 – 25 car parks will be removed along William Street, predominantly on the reinstated William Street bridge to allow for improved pedestrian amenity and movement.
- No car parking spaces will be permanently removed outside residential properties on Osborne, Arthur or William Street.
- The requirements for land designated as “Land Reserved for Future Rail Purposes” is being determined by the design team and will be subject to a future Development Plan amendment.
- Local traffic treatments are not within the scope of RIA works.

## ONGOING ENGAGEMENT

In addition to consultation undertaken with the community, RIA has undertaken extensive stakeholder consultation to guide preparation of the Eastern Portal Development Plan and draft amendments to the Development Plan prior to and following the public display and submission process. This involved consultation with the Metro Tunnel Development Plan Review Committee (DPRC) and the Metro Tunnel Urban Design and Architecture Advisory Panel (UDAAP). We have also sought feedback from Local Government, service providers and stakeholder groups.

As part of the design process, we will continue to engage with key stakeholders including:

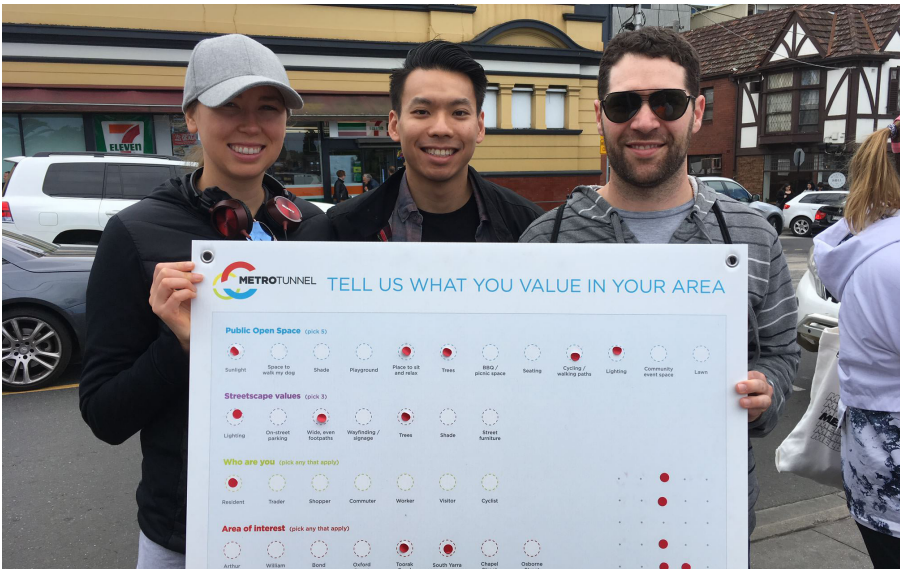
- City of Stonnington
- Department of Environment, Land, Water and Planning (DELWP)
- Department of Transport (DoT)
- Environment Protection Authority (EPA)
- Heritage Victoria (HV)
- Melbourne Water
- Metro Tunnel Development Plan Review Committee (DPRC)
- Metro Tunnel Urban Design and Architecture Advisory Panel (UDAAP) including the Office of the Victorian Government Architect (OVGA)
- Public Transport Victoria
- Metro Tunnel Traffic and Transport Working Group
- VicRoads
- VicTrack
- Metro Trains Melbourne (MTM)
- South Yarra Community Reference Group (CRG)
- Toorak Road Traders Association
- Our interface delivery partners, Cross Yarra Partnership (CYP) and Rail Systems Alliance (RSA).

# NEXT STEPS

The Minister for Planning approved the RIA Eastern Portal Development Plan amendment on 15 June 2020.

RIA is continuing to progress through the design process for the Eastern Portal precinct. We will continue to engage with the local community and seek feedback where possible throughout this process.

The project team will also continue to engage with its key project and government stakeholders, including the City of Stonnington, as we seek to finalise detailed designs.



## More information

To find out more about the Metro Tunnel Project:

 [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au)

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It should be noted that this information is current at the time of printing, however due to unforeseen circumstances, changes may occur. Please visit [railprojects.vic.gov.au](http://railprojects.vic.gov.au) for the latest updates.