Environment Effects Statement
Engagement Plan

May 2018
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Purpose of this plan

The Minister for Planning has determined that North East Link is to be assessed through the preparation of an Environment Effects Statement (EES) under the Environment Effects Act 1978.

The Environment Effects Act 1978 requires ‘the proponent to prepare and implement a public consultation plan for informing the public and consulting with stakeholders during the preparation of the EES’. Further information on the EES process is available at www.planning.vic.gov.au/environment-assessment/what-is-the-ees-process-in-victoria

The EES engagement plan (EESEP) is the framework which guides all communication and engagement activities for the planning and approvals phase for North East Link. Its focus is the Environment Effects Statement, including statutory preparation, exhibition and independent inquiry process.

The EESEP applies for period of 2018-19 as the North East Link EES is prepared and assessed. It is designed to

- Build on the activities completed and information gathered to date
- Inform stakeholders and the community about North East Link and gather information to inform the project design and specialist studies being completed for the EES.

The EESEP will be supported by activity-specific plans which include dates, venues, activity-specific objectives and information on how feedback from stakeholders and the community will be used.

A timeline overview of engagement activities proposed for the EES phase of the project provided to communities and stakeholders and available on the North East Link project website is provided as Appendix 1.

North East Link’s objectives and principles

As part of our early work the North East Link Authority (NELA) developed objectives and principles for North East Link. It was important for NELA to test these with stakeholders and the community because they were used to develop evaluation criteria for assessing different corridor options.

Almost 80 per cent of stakeholder and community feedback indicated support for the evaluation criteria used to select the corridor.

The objectives tell us what any option for North East Link must achieve. They require improvements to existing conditions in Melbourne’s north, east and southeast. The objectives are:

- Connect more businesses to customers, workers and other businesses
- Connect more people to jobs and education
- Make freight move more efficiently
- Make neighbourhoods in the north-east safer and easier to travel in

The principles guide how we plan and design the new road.

- Minimise impacts on communities
- Minimise impacts on the environment and places with cultural or heritage value
- Minimise impacts during construction
- Use resources efficiently.

Stakeholder and community feedback to date

Stakeholders and communities in the north east of Melbourne have been engaged during 2017 as a corridor was selected and the business case was prepared.

Reports on engagement during 2017 are available on the North East Link website. An outline of activities is included in Appendix 2. Evaluation of the engagement was based on the objectives and principles outlined on page 7.

The key issues for stakeholders and the community are how we manage design and mitigation measures to protect the environment; and how we improve local traffic conditions while preserving community connectivity.

Engagement during 2017 was designed to provide multiple ways for stakeholders and communities to participate. These included face-to-face activities such as drop-in displays, a feedback website with surveys, Q and A tools, discussion forums, and social media channels. A 1800 community telephone hotline and email address were also established. All methods were used by communities to provide feedback. Online and face-to-face activities were the most popular. This plan recognises the need to continue to provide multiple ways to obtain information about North East Link and to participate in engagement activities.
About North East Link

North East Link is a proposed new freeway standard road connection that would complete the missing link in Melbourne’s metropolitan ring road, giving the city a fully completed orbital connection for the first time. North East Link would connect the Western Ring Road (M80) to the Eastern Freeway, and include works along the Eastern Freeway.

Since 1969, successive Victorian Governments have identified the need for a freeway standard road link through Melbourne’s north-east to complete the city’s orbital connection. In 2016, North East Link was identified as Victoria’s next priority road project in Infrastructure Victoria’s 30-year strategy, which sets out a pipeline of initiatives to be delivered over the next three decades to help create the best possible future for the State of Victoria.

Project description

The following section describes the North East Link alignment and the key elements, noting that the development of the concept design is ongoing.

- **M80 Ring Road to Lower Plenty Road** – from the Metropolitan Ring Road (M80 Ring Road) at Plenty Road, and the Greensborough Bypass at Plenty River Drive in the north to south at Lower Plenty Road, this section would include a mixture of above, below and at surface road sections. This includes new road interchanges at M80 Ring Road, Grimshaw Street, and Lower Plenty Road and includes the northern portal and associated ventilation facility.

- **Lower Plenty Road to Bridge Street** – from just north of Lower Plenty Road to south of Manningham Road, twin tunnels, constructed with tunnel boring machines, would travel under residential areas, Banyule Flats and the Yarra River.

- **Bridge Street to Eastern Freeway** – this section would include a new interchange at Manningham Road, open cut and cover or mined tunnel. The southern tunnel portal and associated ventilation facility would be located south of the Veneto Club. Further south, surface road and elevated ramps would connect to the Eastern Freeway via a new interchange.

- **Eastern Freeway** – from around Hoddle Street in the west through to Springvale Road in the east, modifications to the Eastern Freeway would include widening to accommodate future traffic volumes, provision of new dedicated bus lanes for the Doncaster Busway and associated works.

The project would also include improvements to existing bus services from Doncaster Road to Hoddle Street through the Doncaster Busway and pedestrian connections and the bicycle network through connected cycling and walking paths from the M80 Ring Road to the Eastern Freeway.

Project benefits

The anticipated benefits of North East Link are:

- **Economic growth** – providing a fast, reliable and direct orbital connection to key employment areas in the north, east and south-east will attract more investment in these areas and improve the ability of businesses to access skilled workers, participate in supply chains and share inputs, ideas and innovation.
• **Increased economic opportunity for households in the north, east and south-east** – improved accessibility will give residents more job choices and more options for working closer to home, boost income levels and support the development of ‘employment rich’ suburban hubs that can generate new economic opportunities from Melbourne’s expanding services sectors.

• **Improved competitiveness of the State** – greater orbital connectivity will allow improvements and efficiencies in freight movements and supply chains, which will flow through to reduced business costs and lower consumer prices and deliver productivity benefits across the Melbourne and Victorian economies.

• **Improved liveability and thriving communities in the north-east** – decreased reliance on local and arterial roads as key orbital routes through Melbourne’s north-east will boost amenity in these areas through reduced noise pollution, improved air quality, safer local roads, less time lost sitting in traffic and better connections to local destinations.
Communication and engagement framework

Engagement approach
Public participation is essential for achieving high quality outcomes for the community and stakeholders. A key objective of the EESEP is to provide communities and stakeholders with opportunities to participate in the North East Link’s development and delivery during the EES planning and approvals phase. A focus on best practice public participation will enhance the project’s reputation and reduce the cost and time risk associated with failing to involve local people and stakeholders in decisions about their communities.

The International Association for Public Participation (IAP2) defines public participation as the involvement of those affected by a decision in the decision-making process. IAP2’s core values of public participation include promoting sustainable decisions by recognising the interests of all decision-makers, actively facilitating the involvement of those potentially affected by or interested in a decision, providing participants the information they need to participate in a meaningful way, and communicating to participants how their input affected the decision (Source: IAP2 Federation).

There are varying levels of public participation, ranging through:

- informing people about what we are doing
- involving them in the decision making
- delegating decision-making to them.

Public participation for the North East Link EES phase will range from simply informing people about the project, to consulting and involving them in meaningful decisions about key aspects of project design and management of project impacts.

The project is subject to safety, technical and operational requirements. This may mean opportunities for empowering the public to make decisions could be limited. However, there are likely to be opportunities to make decisions jointly with stakeholders and communities as part of the EES phase of the project: examples could include decisions around improvements to public open space and community facilities; urban design features; and ways to manage construction impacts.
Communication and engagement principles
In keeping with the Victorian Auditor-General’s Office Public Participation in Government decision-making, NELA will be guided by the following principles:

- **Open communication** – being open and honest about project considerations, impacts and opportunities
- **Transparency and integrity** – sharing information broadly and establishing and maintaining agreed channels for communication
- **Collaboration** – working to seek mutually beneficial outcomes where feasible
- **Inclusion** – seeking to identify and involve a broad and diverse range of stakeholders in planning and decisions
- **Responsiveness** – acknowledging all feedback and demonstrating how and why decisions are being made
- **Accountability** – actively seeking diverse opinions and perspectives to broaden understanding of views and assist our decisions
- **Awareness** – communicating broadly to inform on the project and allow for meaningful community and stakeholder input

EES communication and engagement objectives
During the EES phase NELA’s engagement objectives are to:

- Achieve a high level of awareness with stakeholders and community members about the EES process and opportunities to influence outcomes
- Encourage participation and provide opportunities for stakeholders and community members to be involved in the EES process and project development, particularly regarding any potential environmental impacts and mitigation measures
- Provide communications materials that are timely, clear, accessible and easily understandable, supporting stakeholders and community members to take part in the EES process.
- Encourage stakeholders and community members to provide comment on the draft scoping requirements and the EES
• Demonstrate how community and stakeholder concerns have been considered as the project and EES develop, including through reporting back which have been incorporated into the project and how, which were not and why.

**EES communication and engagement approach**

NELA will work with community members and stakeholders to help them understand the EES process and potential impacts of North East Link that would be assessed as a part of the EES; and will encourage public participation.

NELA will collect, record and consider all feedback and demonstrate how it has been considered as part of the EES. In some instances, it may be that community or stakeholder preferences are not able to be met: in such cases the reasons will be clearly explained.

NELA will also use the information collected from engagement activities as a key input into the EES impact assessments. This will improve the site specific detail included in the EES.

North East Link is expected to attract interest from a broad cross-section of the Victorian community. The figure below shows an overview of stakeholder groups.

<table>
<thead>
<tr>
<th>Victorian government</th>
<th>Federal government</th>
<th>Local government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private road operators</td>
<td>Traditional owners and indigenous groups</td>
<td>Residents and landowners</td>
</tr>
<tr>
<td>Road and public transport users</td>
<td>Social service providers</td>
<td>Community and environment interest groups</td>
</tr>
<tr>
<td>Freight industry &amp; transport operators</td>
<td>Community and education providers and user groups (including young people)</td>
<td>Vulnerable groups and individuals</td>
</tr>
<tr>
<td>Utilities providers</td>
<td>Sporting groups</td>
<td>Culturally and linguistically diverse communities</td>
</tr>
<tr>
<td>Industry associations and peak bodies</td>
<td>Cyclists and walkers</td>
<td>Local and regional business owners</td>
</tr>
</tbody>
</table>

More detail is provided in Appendix 2 which will be reviewed and updated quarterly.
Key messages

Key messages are the main points that help community and stakeholders understand the rationale for North East Link, the EES process and how people can be involved.

Project background

- North East Link will:
  - Provide a safe and efficient freeway connection for more than 100,000 vehicles per day, reducing travel times and congestion on north-south roads
  - Take trucks without local deliveries off local streets and reduce congestion in Melbourne’s north-eastern suburbs
  - Provide an efficient connection to the airport and freight hubs, as well as health, education and employment precincts
  - Improve access for people to jobs and services located in Melbourne’s north and south-east, including hospitals, education and sporting facilities
  - Create and support thousands of jobs during planning, construction and operation
  - Minimise impacts on urban areas and environmental assets through tunnelling of some project sections
- Planning for North East Link is underpinned by comprehensive technical investigations, with a focus on protecting existing urban areas and minimising impact to the environment.
- Major construction works are not likely to start before 2020.

EES process

- The Minister for Planning has determined that an EES is required to be prepared for North East Link
- The EES will contain an assessment of the potential environmental, social and planning effects of the project
- The matters to be addressed in the EES will be set out in scoping requirements issued by the Minister for Planning. The scoping requirements will be finalised following exhibition for public comment
- A Technical Reference Group (TRG) including relevant government agencies and local councils has been convened by DELWP to advise on environmental issues throughout the EES assessment
- There are many opportunities for community involvement in EES development, including meetings and workshops, information sessions, Community Liaison Groups and online engagement
- The completed EES will be exhibited for public comments with the EES submissions considered by an Independent Assessment Committee through public hearings
- The Minister for Planning will consider the Independent Assessment Committee report and then prepare a Minister’s Assessment to inform statutory approvals decisions for the project.
Activities and tools

A suite of tools and activities will help meet stakeholder engagement needs and communication preferences throughout the EES process.

The table below provides a summary description of the tools and activities.

The EES Engagement Plan 2018-2019: indicative program in the following section outlines how and when the activities and tools will be used to support communication and engagement during the EES phase of the project.

Many of the activities and tools listed have been used to communicate and engage effectively with stakeholders and communities during the options assessment stage of the project. Where possible the activities and tools communities and stakeholders are already familiar with (such as the Engagement website) will be used throughout the EES stage of the project.

Print and digital communication

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project newsletters</td>
<td>Quarterly newsletters delivered direct to householders and businesses; and available for libraries, Council offices, offices of members of parliament and other community outlets.</td>
</tr>
<tr>
<td>Fact sheets and brochures</td>
<td>A suite of material: from initial project overview, history, field investigations, design progress through to statutory planning and construction. Available online (in an accessible, HTML format) and in hard copy for face to face events and distribution to community outlets.</td>
</tr>
<tr>
<td>Posters and signage</td>
<td>Posters, banners and signage help increase awareness of North East Link. They will be used at NELA public events and can be provided to Councils, MPs and libraries and community notice boards.</td>
</tr>
<tr>
<td>Media &amp; advertising</td>
<td>Radio, local print and digital advertising will help inform people about North East Link and feedback opportunities.</td>
</tr>
<tr>
<td>Maps and other visual aids</td>
<td>Clear maps displaying project options and other aspects online and at information sessions.</td>
</tr>
<tr>
<td>Engagement reports</td>
<td>Reports outlining what comments, ideas, suggestions and issues we have heard from stakeholders and communities, which have been incorporated into the project and EES studies and how, which have not and why.</td>
</tr>
</tbody>
</table>

Digital communication

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website (including interactive maps)</td>
<td>Updated promptly as new information becomes available. Content prepared in line with Victorian Government accessibility guidelines.</td>
</tr>
<tr>
<td>Email updates</td>
<td>Sent at regular intervals (milestone triggers) to keep people informed and highlight opportunities to get involved.</td>
</tr>
<tr>
<td>Social media</td>
<td>Communicating project updates and promoting discussion. NELA is active on Facebook, Twitter, Instagram, YouTube and Linkedin. Includes use of other government accounts such as the Victorian Premier’s Facebook page, and coordination with local government to re-post social media posts to reach a larger audience.</td>
</tr>
<tr>
<td>Videos</td>
<td>Videos help communicate project messages and distil complex information into an easy to understand format.</td>
</tr>
</tbody>
</table>
### 3D modelling

3D modelling and other visualisation techniques help provide an understanding of the look and feel of the road.

<table>
<thead>
<tr>
<th>Digital advertising</th>
<th>Includes sponsored posts on NELA’s digital channels and advertising on popular news sites and search engines.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement snapshots</td>
<td>Snapshots outlining what comments, ideas, suggestions and issues we have heard from stakeholders and communities and links to more detailed reports.</td>
</tr>
</tbody>
</table>

## Engagement

<table>
<thead>
<tr>
<th>Landowners Stakeholder meetings</th>
<th>A dedicated team to work with residents and landowners closest to the project area. Building stakeholder relationships through meetings and briefings, targeted and on request.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Liaison Groups (CLG)</td>
<td>Up to three CLGs are being convened from March 2018 to provide an opportunity for information-sharing between community representatives, NELA and other stakeholders.</td>
</tr>
<tr>
<td>Information sessions/displays</td>
<td>Information sessions/displays will be a primary engagement method to present information and collect feedback. These will be held at key milestones, including during the exhibition of the EES, in accessible venues, allowing a wide cross section of the community to attend.</td>
</tr>
<tr>
<td>Engagement website</td>
<td>A dedicated website to collect feedback. Feedback methods include Q and A tools, discussion forums, surveys, interactive maps and ideas boards.</td>
</tr>
<tr>
<td>Community workshops</td>
<td>Multiple workshops will occur throughout 2018. Aim is to build understanding and capacity for people to be involved in various aspects of the EES and project development. Areas of interest include urban design, environment, traffic, active transport, connectivity. To ensure participants have maximum opportunities to participate in interactive activities and for the sessions to be facilitated in a professional manner, the workshops will be limited to 40 participants per workshop. Workshops that have higher levels of interest will be repeated as required or replicated online. Workshop topics and timing will be developed based on key issues/topics raised by communities during the EES phase.</td>
</tr>
<tr>
<td>Stakeholder workshops</td>
<td>Targeted workshops with local stakeholders such as schools and businesses will be organised throughout 2018. Opportunity for affected businesses to build understanding and capacity to be involved in relevant aspects of EES and project development.</td>
</tr>
<tr>
<td>Community presentations</td>
<td>On request, NELA will present to groups interested in North East Link such as local Rotary and Probus clubs, highly interested stakeholders, culturally and linguistically diverse groups (with the support of cultural leaders), schools, youth and industry groups.</td>
</tr>
<tr>
<td>Community events/pop-ups</td>
<td>Opportunity to reach a large audience by having a presence at local events, markets and festivals attract wide and varied crowds, and different cultural groups.</td>
</tr>
<tr>
<td>Email and telephone</td>
<td>1800 phone number and community email address for community queries. All calls, responses and action required are recorded in the Consultation Manager database.</td>
</tr>
<tr>
<td>School partnerships</td>
<td>NELA will engage with local schools to explore opportunities for partnering in suitable activities and to engage young people in the project.</td>
</tr>
<tr>
<td>Community surveys</td>
<td>Targeted community research activities such as intercept surveys of public transport commuters and household surveys to support social impact assessments.</td>
</tr>
</tbody>
</table>

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## Communities with targeted needs

<table>
<thead>
<tr>
<th>Category</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culturally and Linguistically Diverse (CALD)</td>
<td>Consulting with specialist CALD communicators, community group leaders and Councils to identify preferences for communication and participation. Translation and interpreter service (including AUSLAN)</td>
</tr>
<tr>
<td>Vulnerable and hard to reach groups</td>
<td>NELA will work with support agencies and local government to identify vulnerable and hard to reach communities, understand their preferences for communication and participation and the most appropriate levels of involvement.</td>
</tr>
<tr>
<td>Older and younger people</td>
<td>Different age groups have different preferences for communication tools and levels of discussion; and they often have significantly different areas of interest and levels of concern. In preparing communication and monitoring our effectiveness NELA will pay particular attention to provided avenues for people of all ages to be involved.</td>
</tr>
</tbody>
</table>
### EES engagement plan 2018-2019: Indicative program

#### Early-mid 2018: EES existing conditions investigations and scoping requirements

**Engagement purpose**
- To introduce the EES process, explain the role stakeholders and communities can play and project timelines
- To provide information about key design considerations, concepts, constraints and options being considered
- To obtain information from stakeholders and communities on local and individual issues and opportunities to help guide impact assessments
- To obtain information from stakeholders and communities to help develop the project design (for example urban design, walking and cycling connections and local connectivity)
- To assist the stakeholders and communities to respond to the EES scoping requirements when released
- To identify where consultation and engagement should be modified

**Communication tools**
- Project newsletters
- Fact sheets and brochures, posters and signage, maps and other visual aids
- Media and advertising
- Website, email updates, social media and videos
- Engagement reports and snapshots

**Engagement activities**
- Conversations with affected landowners
- Meetings with stakeholders
- Community Liaison Group(s) established
- Information sessions/displays and community events
- Engagement website
- Community workshops
- Community presentations (as requested)
- Email and telephone contact points continued
- Community surveys

#### Mid-late 2018: EES impact assessments

**Engagement purpose**
- To provide information about the project design (including responses to community feedback so far)
- To report on the impact assessments and performance requirements
- To obtain community feedback to help
  - Further refine and shape the project design
  - Further inform measures to avoid, mitigate and manage impacts
  - Further inform performance requirements

**Communication tools**
- Project newsletters
- Fact sheets and brochures, posters and signage, maps and other visual aids
- Media and advertising
- Website, email updates, social media, videos and 3D models
- Engagement reports and snapshots

**Engagement activities**
- Conversations with affected landowners continued
- Meetings with stakeholders continued
- CLGs continued
- Information sessions/displays and community events
- Engagement website
- Community workshops continued
- Stakeholder workshops
- Community presentations (as requested) continued
- Email and telephone contact points continued
- Community surveys continued

#### Early 2019: EES exhibition and panel submissions

**Engagement purpose**
- To release the project design and final planning study
- To present and explain findings
- To explain the next steps in the planning process
- To assist the community to make panel submissions

**Communication tools**
- Project newsletters
- Fact sheets and brochures, posters and signage, maps and other visual aids
- Media and advertising
- Website, email updates, social media, videos and 3D models
- Engagement reports and snapshots

**Engagement activities**
- Information sessions on EES with environmental and technical specialists
- EES statutory exhibition
- Responding to public submissions at the Independent Assessment Committee hearings
- DELWP activities including EES panel
Evaluation and continuous improvement of the engagement program

Effective engagement is a combination of:

- Developing an engagement strategy and plans to meet communication and engagement objectives
- Following engagement strategy and plans
- Checking that the strategy and plans are serving their purpose.

Tools, techniques and activities outlined above will be assessed continuously and revised as necessary to ensure that communication and engagement objectives are met. We can measure our performance by analysing:

- Feedback on our performance from people attending sessions and workshops
- Comments received through the engagement website, emails and phone calls
- Website visits
- Social media statistics
- Number and content of survey responses
- Market research
- Sentiment captured through media monitoring.

Participation levels and feedback received on the engagement process will be recorded, collected and considered as part of ongoing evaluation and continuous improvement of the engagement program during the EES planning and approvals phase.

To assist with reporting, feedback received from community members and stakeholders on the engagement process will be recorded using a Consultation Manager database. Data will also be collected and recorded using tools available on the engagement website, social media platforms and website analytics tools.

A summary of participation levels, feedback and ideas from stakeholders and communities to improve the engagement process will be included in public-facing engagement reports.
Appendix 1: Engagement timeline fact sheet

FACT SHEET
COMMUNITY ENGAGEMENT 2018-2019

In 2018 we’ll be designing North East Link and completing the specialist studies required for planning approvals in 2019.

Community engagement
There are lots of opportunities for communities to get involved in key stages of project design and the planning approval process.

2018
Community workshops start
These will be the first in a series of interactive workshops on key elements and talk to our specialists at drop-in sessions and at a permanent info hub.
We’ll also have lots of information and opportunities to get involved online.

Design update #1
Updates on design work. You’ll be able to view maps and concept drawings for key elements and talk to our specialists at drop-in sessions.

Mid 2018
Community workshops continue
These workshops will help us to pin down community feedback on specific design challenges, options and opportunities as we continue to refine the design. There will also be opportunities to get involved online.

Design update #2
We’ll display a more refined project design, including how community feedback has helped shape the project so far.
You’ll be able to view the design and give us further feedback at drop-in displays at our info hub and on our website.

Environment Effects Statement (EES) display
The EES will be on public display for 30 business days. The EES will include:
• The proposed project design, including how we’ve considered the feedback received from communities throughout 2018.
• The potential improvements North East Link would deliver, as well as any impacts and the environmental outcomes to be achieved to manage impacts.
You’ll be able to get involved in the EES process, including through formal submissions to an independent panel established by the Minister for Planning.

Planning studies
Planning approvals will be through an Environment Effects Statement (EES) – Victoria’s most stringent planning process.

Investigating existing conditions
Our planning studies for the EES start with understanding the existing conditions within the project area. Studies include:
• Aboriginal cultural heritage
• Air quality
• Articulation
• Bulkiness
• Ecological (flora, fauna and aquatic)
• Greenhouse gas
• Ground movement
• Groundwater
• Historical heritage
• Human health
• Land contamination
• Land use planning
• Landscape and visual
• Noise
• Social and community
• Surface water
• Traffic and transport
• Vibration

Investigating environmental effects
Following the existing conditions investigations, the potential effects of the project will be assessed by comparing the current situation with and without North East Link being built.
Based on the assessment, a set of environmental performance requirements will be developed. These will define the minimum environmental outcomes that must be achieved for design, construction and operation of the project.
Based on similar projects, the performance requirements will be comprehensive. A few examples could include minimising the project footprint, a tree protection plan and tree replacement program, design standards to groundwater basins and managing construction noise.

Developing the design
Our engineers and planners will be working on early ideas for:
• How interchanges could work and connect with existing roads
• Types of construction for different sections of North East Link
While we develop the design, we’ll also consider how to create high quality urban design outcomes, public space and parklands, and walking and cycling connections.

Finalising the planning studies and writing the EES
The potential improvements North East Link would deliver, as well as any impacts and environmental performance requirements, will be detailed in reports written for the EES.

A copy of this fact sheet is available online at http://northeastlink.vic.gov.au/publications

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## Appendix 2: 2017 communication and engagement

<table>
<thead>
<tr>
<th>Early 2017: Raise public awareness</th>
<th>Mid-late 2017: Seek community input</th>
<th>Late 2017: Announce the project corridor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Engagement purpose</strong></td>
<td><strong>Engagement purpose</strong></td>
<td><strong>Engagement purpose</strong></td>
</tr>
</tbody>
</table>
| • To raise public awareness of the project and encourage community participation in strategic planning for North East Link  
  • To obtain information about how communities travel in and through the north-east, what they value about their local neighbourhoods and their views on improving transport infrastructure. | • To inform the community about North East Link corridor options (four potential options)  
  • To seek feedback on the criteria process being used to select the preferred option. | • To announce the project corridor and obtain early feedback on key areas of community interest/concern and preferred engagement methods for 2018. |
| **Communication tools**          | **Communication tools**             | **Communication tools**                 |
| • Project newsletter  
  • Fact sheets and brochures  
  • Media and advertising  
  • Website, email updates, social media and videos | • Project newsletter  
  • Fact sheets and brochures, posters and signage, maps and other visual aids  
  • Media and advertising  
  • Website, email updates, social media, and videos | • Project newsletter  
  • Fact sheets and brochures, posters and signage, maps and other visual aids  
  • Website, email updates, social media and videos |
| **Engagement activities**        | **Engagement activities**           | **Engagement activities**               |
| • Meetings with stakeholders  
  • Community presentations (as requested)  
  • Community survey  
  • Email and telephone contact points established | • Notices about site investigations sent to affected landowners  
  • Meetings with stakeholders continued  
  • Information sessions/displays and community events  
  • Engagement website launched  
  • Community presentations continued (as requested)  
  • Email and telephone contact points continued | • Letters and doorknocks to affected landowners  
  • Meetings with stakeholders continued  
  • Information sessions/displays and community events  
  • Engagement website continued  
  • Email and telephone contact points continued |
| **How feedback influenced outcomes** | **How feedback influenced outcomes** | **How feedback influenced outcomes** |
| • Findings were used to help inform the project objectives and principles  
  • Feedback on communication and engagement preferences helped inform the overall strategy  
  • Feedback on key areas of interest/concern helped focus communication. | • Community feedback was considered in the options assessment process  
  • Feedback on the evaluation process led to refinement of criteria and assessment  
  • Technical and engagement reports clearly included community values and concerns  
  • Feedback on the value of environmental and social impacts led to longer sections of tunnel  
  • Feedback not related to North East Link was passed on to relevant authorities  
  • Feedback related to later stages (i.e. construction) was retained. | • Feedback on communication and engagement preferences for 2018 helped inform the overall strategy  
  • Feedback on key areas of interest/concern will help focus communication during the EES engagement. |
### Appendix 3 – North East Link stakeholders

<table>
<thead>
<tr>
<th>Stakeholder groups</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Victorian government</strong></td>
</tr>
<tr>
<td>Aboriginal Victoria</td>
</tr>
<tr>
<td>Active Transport Victoria</td>
</tr>
<tr>
<td>Ambulance Victoria</td>
</tr>
<tr>
<td>Country Fire Authority</td>
</tr>
<tr>
<td>Department of Economic Development, Jobs, Transport and Resources</td>
</tr>
<tr>
<td>Department of Environment, Land, Water and Planning</td>
</tr>
<tr>
<td>Department of Health and Human Services</td>
</tr>
<tr>
<td>Department of Justice</td>
</tr>
<tr>
<td>Department of Premier &amp; Cabinet</td>
</tr>
<tr>
<td>Department of Treasury and Finance</td>
</tr>
<tr>
<td>Development Victoria</td>
</tr>
<tr>
<td>Emergency Management Victoria</td>
</tr>
<tr>
<td>Environment Protection Authority Victoria</td>
</tr>
<tr>
<td>Essential Services Commission</td>
</tr>
<tr>
<td>Greensborough Highway Patrol</td>
</tr>
<tr>
<td>Heritage Victoria</td>
</tr>
<tr>
<td>Infrastructure Victoria</td>
</tr>
<tr>
<td>Level Crossing Removal Authority</td>
</tr>
<tr>
<td>Local Infrastructure Group, DELWP</td>
</tr>
<tr>
<td>Melbourne Metro Rail Authority, Metro Tunnel</td>
</tr>
<tr>
<td>Melbourne Water</td>
</tr>
<tr>
<td>Metropolitan Fire Brigade</td>
</tr>
<tr>
<td>Office of Projects Victoria</td>
</tr>
<tr>
<td>Office of the Victorian Government Architect</td>
</tr>
<tr>
<td>Parks Victoria</td>
</tr>
<tr>
<td>Public Transport Victoria (PTV)</td>
</tr>
<tr>
<td>Sustainability Victoria</td>
</tr>
<tr>
<td>The Heritage Council of Victoria</td>
</tr>
<tr>
<td>VicRoads</td>
</tr>
<tr>
<td>Victoria Planning Authority</td>
</tr>
<tr>
<td>Victoria Police</td>
</tr>
<tr>
<td>Victorian Government Land Monitor, Land Use Victoria, DELWP</td>
</tr>
<tr>
<td>Victorian School Building Authority</td>
</tr>
<tr>
<td>VicTrack</td>
</tr>
<tr>
<td><strong>Federal government</strong></td>
</tr>
<tr>
<td>Department of Defence, Simpson Barracks</td>
</tr>
<tr>
<td>Department of the Environment and Energy</td>
</tr>
<tr>
<td>Department of Infrastructure and Regional Development (&amp; Ministers)</td>
</tr>
<tr>
<td><strong>Local government</strong></td>
</tr>
<tr>
<td>Banyule City Council</td>
</tr>
<tr>
<td>Boroondara City Council</td>
</tr>
<tr>
<td>Manningham City Council</td>
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<tr>
<td>Maroondah City Council</td>
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</tbody>
</table>
## Stakeholder groups

<table>
<thead>
<tr>
<th>Shire of Nillumbik</th>
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</thead>
<tbody>
<tr>
<td>Whitehorse City Council</td>
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<tr>
<td>Whittlesea City Council</td>
</tr>
<tr>
<td>Yarra City Council</td>
</tr>
</tbody>
</table>

### Traditional owners and indigenous groups

- Wurundjeri Tribe Land and Compensation and Cultural Heritage Council

### Residents and landowners

- Bulleen Residents’ Action Group
- Banyule United Residents Group
- Collingwood Abbotsford Residents Association (CARA)
- Kew East Residents Association
- Postcode 3068
- Residents United Against North East Link Option A (RUANELA)
- We Live in Manningham (Facebook group)
- West Alphington Residents Incorporated

### Road and public transport users, cyclists and walkers

- Bicycle Network Victoria
- Boroondara Bicycle User Group
- Public Transport Not Traffic
- Public Transport Users Association
- Banyule Bicycle Users Group
- Banyule Cycling Club
- Disabled Motorists Association
- nilluBUG – Nillumbik Bicycle User Group
- Yarra Bicycle User Group

### Social service providers

- Austin Health
- Banksia Palliative Care Service (BPCS)
- Mercy Hospital for Women
- Warringal Private Hospital
- Latrobe Lifeskills
- Mind Australia Limited
- Neami National
- NorthWestern Mental Health
- North Western Melbourne PHN
- Prevention & Recovery Centre (PARC)
- Viewbank Family Medical Group
- Baptcare Strathalan Macleod
- Regis Macleod
- Viewbank House
- Viewbank Gardens
- Aged Care Services Australia Group (ACSAG) Nursing Home
- Assisi Centre Aged Care
- St John of God Health Care
- Applewood
- Women’s Health In the North (WHIN)
- Your Community Health
## Stakeholder groups

### Community and environment interest groups
- Banyule Environment Advisory Committee (BEAC)
- Friends of Banyule
- Friends of Koonung Creek Reserve
- Friends of Merri Creek
- Friends of Plenty River
- Friends of Plenty River Walk
- Friends of the Yarra Valley Parks
- Greensborough Historical Society
- Heidelberg Historical Society
- Merri Creek Management Committee
- Park Orchards Residents Association (PORA)
- Resolve Rosanna Road
- Riverland Conservation Society & Friends of Wilson Reserve
- Warrandyte Community Association
- Warringal Conservation Society
- Yarra Riverkeeper Association

### Catering to vulnerable groups and individuals
- Banyule Community Health Services
- Berry Street
- Brotherhood of St Laurence
- Doncare
- Haven Home Safe

### Culturally and linguistically diverse community organisations
- Action on Disability within Ethnic Communities Inc. (ADEC)
- Associazione Pensionati Laziali Aust. Inc
- Box Hill Greek Senior Citizens Club
- Chinese Senior Citizens Club of Manningham
- Chinese Youth Society of Melbourne (CYSM)
- Australian Coptic Senior Citizens Club
- Extended Families Australia (Eastern)
- Greek and Cypriots Elderly Citizens' Club of Whitehorse and District
- Chinese Community Social Services Centre Inc. (CCSSCI)
- Watsonia Neighbourhood House
- Australia Taiwan Foundation Global Alliance TCC Mission Australia United
- Manningham Interfaith Network
- Manningham Senior Citizens Reference Group
- North Eastern Jewish Centre
- Women’s Friendship Group - Manningham

### Community, education and sporting providers and user groups (including young people)
- Aquarena
- Balwyn High School
- Balwyn North Primary School
- Banyule Primary School
- Belle Vue Primary School
### Stakeholder groups

<table>
<thead>
<tr>
<th>Stakeholder Groups</th>
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</thead>
<tbody>
<tr>
<td>Bulleen Heights School</td>
</tr>
<tr>
<td>Carey Baptist Grammar (Kew and Donvale)</td>
</tr>
<tr>
<td>Concord School</td>
</tr>
<tr>
<td>Greensborough College</td>
</tr>
<tr>
<td>Greensborough Road Early Learning &amp; Kinder</td>
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<tr>
<td>Kalker Montessori Centre</td>
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<tr>
<td>La Trobe University</td>
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<tr>
<td>Loyola College</td>
</tr>
<tr>
<td>Macleod Preschool</td>
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<tr>
<td>Marcellin College</td>
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<tr>
<td>Melbourne Polytechnic (Greensborough)</td>
</tr>
<tr>
<td>Presbyterian Theological College</td>
</tr>
<tr>
<td>RMIT Bundoora</td>
</tr>
<tr>
<td>Rosanna Golf Links Primary School</td>
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<tr>
<td>St Martin of Tours Primary School</td>
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<tr>
<td>St Mary’s Parish Primary School</td>
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<tr>
<td>Trinity Grammar School</td>
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<tr>
<td>Viewbank College</td>
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<tr>
<td>Viewbank Primary School</td>
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<tr>
<td>Warekila Preschool</td>
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<tr>
<td>Watsonia North Pre-School</td>
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<tr>
<td>Watsonia North Primary School</td>
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<tr>
<td>Watsonia Pre-School</td>
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<tr>
<td>Watsonia Primary School</td>
</tr>
<tr>
<td>Winston Hills Pre School</td>
</tr>
<tr>
<td>Banyule Theatre Complex</td>
</tr>
<tr>
<td>Heide Museum of Modern Art</td>
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<tr>
<td>Nova Music Theatre Rehearsal Hall</td>
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<tr>
<td>Phoenix Theatre Company Inc</td>
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<tr>
<td>Tende Beck Scout Hall</td>
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<tr>
<td>Watsonia Library</td>
</tr>
<tr>
<td>Watsonia Scout Centre</td>
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<tr>
<td>Banyule NETS Stadium</td>
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<tr>
<td>Banyule Tennis Club</td>
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<tr>
<td>Boroondara Tennis Centre</td>
</tr>
<tr>
<td>Box Hill North Supers Football Club</td>
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<tr>
<td>Bulleen Swim Centre</td>
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<tr>
<td>Bulleen Templestowe District Junior Football Club</td>
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<tr>
<td>Camberwell Golf Club</td>
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<tr>
<td>Doncaster Aeromodellers Club</td>
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<tr>
<td>FC Bulleen Lions (Veneto Club)</td>
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<tr>
<td>Freeway Public Golf Course</td>
</tr>
<tr>
<td>Greythorn Bowling Club Inc</td>
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<tr>
<td>KBH Brumbies Hockey Club</td>
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<tr>
<td>Kew Golf Club</td>
</tr>
<tr>
<td>North Box Hill Tennis Club</td>
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<tr>
<td>Slater Reserve Stadium</td>
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<tr>
<td>Templestowe United Football Club</td>
</tr>
</tbody>
</table>
### Stakeholder groups

- Veneto Club Melbourne (David Barro Stadium)
- Yarra Bowmen Archery Club
- Yarra Junior Football League
- Yarraleen Cricket Club
- **Local and regional business interest groups and owners, industry associations and peak bodies**
  - Committee for Dandenong
  - Committee for Melbourne
  - Greensborough Chamber of Commerce
  - Lower Plenty Traders Association
  - Rosanna Traders Association
  - Manningham Business Network
  - Melbourne Airport
  - Melbourne Market
  - Nillumbik Tourism and Business Inc.
  - NORTH Link
  - Victorian Chamber of Commerce
  - Watsonia Traders Association
  - Australian Logistics Council
  - Australian Trucking Association
  - Supply Chain Advisory Network
  - Victorian Transport Association

### Transport groups

- RACV
- Intelligent Transport Systems Australia
- Tourism and Transport Forum
- Victorian Community Transport Association
- Victorian Transport Association (VTA)
- Bus Association Victoria
- Transport Safety Victoria
- Eastern Transport Coalition
- We Support Doncaster Rail
- Metropolitan Transport Forum

### Transport operators

- Australian Taxi Industry Association
- Doncaster Park & Ride
- Metro Trains Melbourne
- Uber
- Yarra Trams

### Private road operators

- ConnectEast - EastLink
- Transurban Group

### Media

- Local print media
- Local radio
- Community radio & TV
- CALD radio
<table>
<thead>
<tr>
<th>Stakeholder groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALD print media</td>
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<tr>
<td><strong>Utilities providers</strong></td>
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<tr>
<td>To be determined as project design develops</td>
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