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Montrose Quarry Communications and Engagement Plan





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1. Site Context

The Boral Montrose Quarry has provided the foundations for development and growth across the greater Melbourne metropolitan area for almost 60 years. A prime source of hard rock, the Montrose Quarry is located 32 kilometres east of the Melbourne CBD.

The 77.4 hectare site incorporates the quarry pit and processing area, the operations of both the Boral Montrose asphalt and concrete plants, and buffer zones which include examples of remnant eastern and southern forest.

The quarry's main approval is Extractive Industry Work Authority 100 (WA100), issued under the Mineral Resources (Sustainable Development) Act 1990. This allows the operation of extractive activities at the site.

WA100 is supported by Planning Permit PE94/508, issued by Yarra Ranges Council, which provides planning permission to operate the quarry. This permit is itself a requirement of WA100.

Access to the site from Melbourne is via Fussell Road, off Canterbury Road. The operations are located in the foothills of Mt Dandenong, between the suburbs of Montrose and Kilsyth, adjacent to Canterbury Rd.

The nearest residential buildings are dense residential areas approximately 80m from the quarry's north-eastern boundary, and 500m from the southern boundary.

Major road projects have been supported from the Montrose Quarry given its accessible location. Early completion of the EastLink was made possible through the supply of all concrete aggregates from Montrose, as well as half the project's asphalt aggregate requirements and a significant proportion of road base materials.

Other projects supplied with concrete aggregates from Montrose include;

- Drainage medium for MCG playing surface, Caulfield Racecourse, and Mooney Valley Racecourse
- Albert Park redevelopment
- O'Shanassy dam remedial works zone filter materials
- South Eastern Freeway grade separation (Burke Road to Toorak Road), Eastern Freeway extension (Doncaster Rd Interchange), Eastern Freeway extension (Blackburn Rd to Springvale Rd), Ringwood By-pass, Eastern Freeway (Springvale Road to Park Road),
- Heritage Golf Course development
- Lysterfield Lake dam works
- Eastland Shopping Centre redevelopment, Knox City Shopping Complex
- The Melbourne Aquarium

The Montrose Quarry was developed in the Mt. Dandenong volcanic sequence. Resources within the quarry include Rhyodacite (a type of igneous rock which is formed through the cooling and solidification of lava or magma) and Rhyolite (an extrusive igneous rock, usually pink or grey in colour with grains so small that they are difficult to observe without a hand lens).

The majority of the quarry development to date has been in rhyolite and this will continue as the quarry deepens, however, product to the east and south will be in Rhyodacite. Exposure of this rock type has increased markedly since the geotechnical surveys undertaken in 1991, 1996 and 2000.

There is also significant, and ongoing rehabilitation works on exhausted sections of the quarry to assist in preserving the visual amenity of the local area.

2. Site Stakeholders

Boral's overarching approach to community engagement, which applies to all company operations in Victoria, recognises that potential stakeholders of operational sites can be classified into 13 categories. These categories are listed in the table below, along with individual stakeholders of the Montrose Quarry which fit each category.

The table also shows the level of engagement recommended between the quarry and each stakeholder site as determined through application of the International Association for Public Participation Spectrum (IAP2). These recommendations have been made on a day-to-day operational basis rather than for 'Special Projects'.

IAP2, which has been in use as part of Boral's stakeholder engagement programs for several years, is an internationally recognised tool used to guide the development and implementation of best practice stakeholder engagement programs.

3. Table 1 – Stakeholders of the Boral Montrose Quarry and Recommended Engagement Levels (Day-to-Day Operations)

Stakeholder	IAP2 Engagement Level Recommendation	Frequency of engagement
<i>Fenceline neighbours/host communities/local community groups supported by operations</i>		
Immediate boundary neighbours	Consult	Regularly
Neighbours within 3km radius of operations	Inform	Biannual
<i>Local Government</i>		
Yarra Ranges Council <ul style="list-style-type: none"> Mayor & Councillors (Streeton Ward) CEO & Executive Planning, Environment & Waste Management Teams 	Inform	As required
<i>State Government</i>		
MLA for Monbulk	Inform	As required
MLC for Eastern Victoria	Inform	As required
<i>Federal Government</i>		
Member for Casey	Inform	As required
<i>Government Authorities</i>		
VIC Department of Economic Development, Jobs, Transport and Resources (DEDJTR) – earth Resources Regulation (ERR)	Involve	As required



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VIC Environment Protection Authority	Involve	Regularly
VicRoads	Consult	As required
Media		
Print <ul style="list-style-type: none"> Lilydale and Yarra Valley Leader Maroondah & Yarra Ranges Weekly Radio <ul style="list-style-type: none"> All Melbourne metro stations Television <ul style="list-style-type: none"> All Melbourne metro stations 	Inform	As required
Interest/Activist Groups		
Community consultation and feedback opportunities	Involve	As required
Environment/Heritage Groups		
Candlebark Nursery	Inform	As required
Business Groups		
Institute of Quarrying Australia	Inform	As required
Cement Concrete Aggregates Australia	Inform	As required
Lilydale Chamber of Commerce	Inform	As required
Indigenous Groups		
Wurndjeri Woi Wurrung Cultural Heritage Aboriginal Corporation	Involve	As required
Essential Community Services		
Billanook Primary School (located 1km from site – South side) Kirkbrae Aged Care Montrose Township Group	Inform	As required



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Montrose Historical Society		
Police/Fire/Ambulance		
Nil hospitals / childcare / elderly / sensitive facilities within footprint		

4. Triggers for Stakeholder Engagement

Boral aspires to be proactive in its communications and relationships with all stakeholders of its operations, especially those living and working within close proximity of activities. All site teams are expected to identify stakeholders who are potentially affected by operations and to establish effective relationships with them.

Initial contact with stakeholders will usually arise as the result of either the outputs of day-to-day activities, or through a business need such as a planning application or change of activities. Recognising these triggers and undertaking appropriate engagement around them forms an important part of Boral's overall approach.

For the Montrose Quarry, 'day-to-day' triggers may include:

- Vibration and air blast from blasting activities
- Excess noise related to site operations, including transport
- Generation of fugitive dust emissions from extraction or haulage
- Aesthetic appearance of the operations
- Above 'normal' movements of heavy vehicles
- Operational activities out of standard operating hours

'Business need' triggers may include:

- Planning related changes to planning permits or Work Authorities
- The introduction of new plant or equipment which performs outside the 'normal experience' of the site by stakeholders
- 'Campaign' activity which may intensify operations for short- or long-term periods at the site
- A change of use for any part of the site, for example landfilling
- Discussions regarding final rehabilitation for the site

In addressing each of these triggers the site will strive to, in alignment with Boral's general approach:

- Educate stakeholders about the site and its purpose, history and general operation
- Inform stakeholders of the reasons for, and causes of, individual engagement triggers
- Provide advance notice, wherever possible, of activities or issues likely to affect stakeholders
- Be open with information about the site (where it does not contravene commercial-in-confidence information protocols)
- Actively seek feedback from stakeholders about the ongoing operations, their performance and any proposed changes
- Be responsive to any complaints or queries received

- Remain attentive to the presence of external stakeholders and conduct operations with due courtesy foremost in mind.

5. Complaints Management

Complaints made by external stakeholders of all Boral operations are recorded and managed through the organisation-wide Safety Incident Management System (SIMS) or alternatively tracked in a site complaints register. Use of SIMS is governed by separate Standard Operating Procedures (SOPs) which sit outside of this Plan.

6. Engagement Mechanisms and Channels

To support successful community engagement, Boral makes use of multiple mechanisms and channels which are selected on an individual site basis. Factors influencing the chosen options include the site context, feedback from stakeholders about preferences, and any legislated requirements or planning conditions.

The following table lists these channels and their application to the Montrose Quarry footprint from a day-to-day operational perspective.

7. Table 2 – Boral Montrose Quarry Engagement Mechanisms

Mechanism	Application / Comment	Frequency	Primary Targets
Basic Mechanisms/channels			
General correspondence	General updates on blasting, short term project activity, maintenance etc Community Funding Projects updates Blasting Register for site blasting notifications To provide general updated regarding the site and with significant change of activity or land use To seek feedback from the community about our operations	As required	Fenceline neighbours Newsletter range is 1.8kms in both North & South directions and 1.2kms East & West. Key stakeholders Local/State/Fed Govt
Email	General updates on blasting, short term project activity, maintenance etc Community Funding Projects updates Blasting Register for site blasting notifications To provide general updated regarding the site and with significant change of activity or land use To seek feedback from the community about our operations.	As required	Fenceline neighbours and broader community Members of our community contact database Local Government
Phone briefing	General updates on blasting, short term project activity, maintenance etc Community Funding Projects updates Blasting Register for site blasting notifications	As required	Fenceline neighbours and broader community



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	<p>To provide general updated regarding the site and with significant change of activity or land use</p> <p>To seek feedback from the community about our operations.</p>		<p>Members of our community contact database</p> <p>Local Government</p>
<p>Boral Montrose Website</p> <p>Specific Montrose Extension Project website</p>	<p>In addition to Boral's Montrose operations website, a dedicated website regarding future extension plans we be developed as a one stop shop for feedback and information.</p>	<p>Always available</p>	<p>All community</p>
In-person/interactive channels			
<p>Site inspections / visits</p>	<p>Use in follow up to one-on-one meetings for visual demonstration of information conveyed.</p> <ul style="list-style-type: none"> • Women in Quarrying site tour (48 industry attendees) • Billanook Primary (have enquired for a site visit in 2025 /2026 or Quarry Manager visit to school) • Gladesville Primary School (have enquired for 2025 site visit or Quarry Manager visit to school) • The Basin Scouts (Have enquired for 2025 visit) • Kirkbrae Aged Care (Feb 2025) • Montrose Quarry Family Open Day 250 attendees (November 2024). • Montrose Township Group / Local Historian. • Yarra Ranges Council – Graduate Engineers site tour and quarry educational site tour – September / October 2025. 	<p>As required</p>	<p>Montrose community members and community groups</p>
<p>Formal presentations and site tours for department officials</p>	<p>To provide information about site operations, any new proposed activity on site or land use changes</p>	<p>As required</p>	<p>Local/State/Fed Govt</p> <p>Business groups</p> <p>Indigenous groups</p>
<p>Stakeholder Engagement Database</p>	<p>Community database established to share and receive information with the broader Montrose community via email and through the Boral website.</p>	<p>Information distributed to database as required</p>	<p>Broader Montrose Community</p>



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Community open day	To provide information about the site operations, to discuss new activities on site, education about why quarrying is important to the region, provide information about equipment and vehicles at the site, to socialise future development at the site, showcase rehabilitation works completed and to be done in the future.	As required	All community
Montrose History room	To provide information on site operations, a snapshot of Quarry history and the economic benefits of the site to the region.	Always available by appointment	All community
Written channels			
General information and fact sheets	General updates on blasting, short term project activity, maintenance etc Community Funding Projects updates Blasting Register for site blasting notifications To provide general updated regarding the site and with significant change of activity or land use To seek feedback from the community about our operations	Always available on website	All community
Community newsletter	Use to communicate information about the quarry and site operations, employment opportunities, upcoming events and community benefit fund	Yearly	Fence line neighbours and broader community Local Govt Available on website
QR Code	To seek feedback from the community about our operations	Always available on website	All community
Media			
Editorial/photo opportunity	Respond to media queries as arise per Boral policy	As required	All/Media
Social media/on-line			
Website	Used to provide information relating to site operations. Can be used in conjunction with other stakeholder engagement methods as a referral portal	As required	All community



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	Website additions – uploaded newsletter and community funding made to date and any upcoming community events.		
Social media	<p>Post site updates and community events, funding, and site history (including long term employee's stories).</p> <p>Utilise community groups to share newsletters i.e. Montrose Township group / Montrose Historical Society.</p> <p>Monitor for community-based and interest group discussion and activity related to the site.</p>	As required	All community
Community Benefit Fund	<p>Recipients include:</p> <ul style="list-style-type: none"> • The Basin Scouts - donation of raffle profits from Montrose Family Open Day • The Basin Scouts- Crushed rock load for scouts car park. ▪ The Basin Scouts - Jambouree donation • Billinook Primary School - Garden to Kitchen project • Gladesville Primary School yarning circle items • St Richards Primary School – Yarning Circle • Candlebark Nursery, supporting for 30 years • CFA crushed rock donation • Montrose Church of Christ rock donation • Creative Bytes donation • Knoxbrook Nursery donation loads 	As required	All community

8. Use of feedback and verification of Plan effectiveness (Stakeholder Perception Benchmarking)

Successful community engagement is reliant upon providing external stakeholders with opportunities to offer their views on operational and related activities. Feedback gathered can then be analysed for potential changes in direction or for decision-making purposes.

For the Montrose Quarry, feedback will be captured about the site in the following ways:

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- Public enquiries and feedback received via phone/email/in-person visit to the site (SIMS) or Complaints Register, to Boral's Stakeholder Relations Manager, or to Boral's operational or corporate offices;
- In-person visits to stakeholders as per this Plan;
- Use of Boral's feedback email address by stakeholders – community@boral.com.au
- Via a publicly available QR code feedback form.

To verify community relations objectives are being met by each operation, Boral also conducts Stakeholder Perception Benchmarking (SPB) at a random selection of sites across Australia each year.

The SPB also involves gathering stakeholder opinions about operational performance in order to generate a picture of how each site is viewed by those within its footprint. This picture is compared with the internal perception of the site so that gaps may be identified and strategies developed to close them.

9. Review and updating of this Plan

The content of and activities captured within this plan remain flexible to the needs of individual stakeholders and situations throughout its implementation. However, it is recommended that the plan be reviewed:

- Annually to ensure all suggested actions have been undertaken and that any amendments to the separate list of the site's stakeholders (stakeholder register) are made.

Any changes to this plan will be discussed and agreed to between the site, business line (Quarries Southern Region) and Stakeholder Relations. Material changes will be advised to the relevant contact in Earth Resources Regulation (ERR) or equivalent agency as a courtesy.