



7 Consultation and stakeholder engagement

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7.1 OVERVIEW

Engaging and consulting with key stakeholders and the broader community is critical to ensuring the design, development and delivery of the Mordialloc Bypass (Freeway) (the project) reflect community expectations and meet the needs of commuters, businesses and other users of Melbourne's southern movement corridor.

Major Road Projects Authority (MRPA) implemented an Environment Effects Statements (EES) Consultation Plan to engage with local councils, government departments, special interest and community groups, and the broader community. MRPA provided project information and consulted on the proposed designs and measures to manage impacts. The engagement processes undertaken included a mix of:

- face-to-face communication
- printed materials (e.g. flyers and project newsletters)
- digital media.

The EES consultation process enabled the community to participate in discussions about key issues and potential solutions. The engagement program will continue through the delivery phase to keep the community informed about project progress, seek input into the project's detailed design, and respond to stakeholder and community concerns during construction and operation.

This chapter describes the stakeholder engagement and consultation activities conducted before and during preparation of this EES. It outlines the overarching principles and consultation approach adopted, and identifies the stakeholder participation, community feedback received and how this feedback has been responded to through the project design. The chapter also outlines the ongoing engagement activities that MRPA will conduct as part of the exhibition of this EES.

7.2 EES SCOPING REQUIREMENTS

The *EES Scoping Requirements for Mordialloc Bypass EES* (scoping requirements) Department of Environment, Land, Water and Planning (DELWP) 2018 state that MRPA is responsible for "informing and engaging the public and stakeholders to identify and respond to their issues in conjunction with the EES studies". Stakeholders include potentially affected parties, the local community, interested organisations and individuals, as well as government bodies.

To address the scoping requirements, MRPA:

- identified stakeholders
- characterised public and stakeholders' interests, concerns, consultation needs, and potential to provide local knowledge and inputs
- prepared a schedule for ongoing consultation, and
- outlined how public and stakeholder inputs would be recorded, considered and/or addressed in the preparation of the EES.

The consultation process goal is to provide local communities with timely, clear and easy to understand information during the EES process, encouraging community involvement. The consultation process was guided by the preparation and implementation of an EES Consultation Plan that was continually updated and improved.

This chapter documents the process and outcomes including issues and suggestions from the consultation undertaken by MRPA prior to (Section 7.5) and during the preparation of the EES (Section 7.6). Sections 7.7 and 7.8 also provide details of ongoing consultation and an outline of the activities which will continue beyond the EES.

Table 7.5 provides a summary of the consultation responses received and a response as to how these have been addressed in the EES or where further information can be found.

7.3 ENGAGEMENT PRINCIPLES

Project engagement principles were developed with guidance from relevant government legislation and community engagement policies, including:

- the *Transport Integration Act 2010* (Vic), which includes the principles of stakeholder engagement and community participation in decision-making
- schedule 10: Guidelines under the *Environment Effects Act 1978* (Vic), which allow the Minister to provide guidelines for matters he considers expedient to carrying out this Act, provide formal opportunities for public consultation to be undertaken in relation to the requirements for the scope and preparation of EES
- Victorian Government *Accessible Communications Guidelines 2014*, which ensures communications activities by Victorian Government entities are effective, well managed, responsive to the community’s diverse needs and presented in ways that provide access to information for all Victorians
- the Victorian Auditor-General Office’s *Public Participation in Government Decision-Making Guide 2015*, which provides a high-level framework to use when deciding how best to involve the public in government decision-making and implementation.

Table 7.1 outlines the principles adopted for the project along with MRPA’s approach to meeting these principles.

Table 7.1 Engagement principles and MRPA’s approach to meeting these principles

Principle	MRPA’s approach to meet principles
Responsiveness	<ul style="list-style-type: none"> • Acknowledge queries and/or concerns in a prompt manner. • Respond to all issues raised, no matter how big or small.
Openness	<ul style="list-style-type: none"> • Be open and honest in all interactions with the public. • Continue to meet with residents and stakeholders as requested.
Inclusiveness	<ul style="list-style-type: none"> • Establish a Community Reference Group (CRG) during the formal planning phase to communicate project information and capture community and stakeholder views. • Ensure materials and documents provided are in accessible formats, ensuring the widest range of community members can access information and participate in consultation.
Transparency and integrity	<ul style="list-style-type: none"> • Provide timely updates on project progress through various communication channels. • Provide information with enough time for people to understand and ask informed questions, before requesting feedback.
Accountability	<ul style="list-style-type: none"> • Take ownership of issues that arise and can impact residents or stakeholders. • Provide key points for contacting MRPA about any community queries and concerns.
Awareness	<ul style="list-style-type: none"> • Target neighbouring suburbs when implementing broad EES communications and opportunities for involvement. • Use a range of communication channels to tap into different audiences (such as online, letterbox drops, face-to-face).

7.4 ENGAGEMENT OBJECTIVES

MRPA has also established project engagement objectives to:

- build project awareness among councils, key stakeholders and the public of the project’s objectives, scope and proposed timeline
- investigate stakeholder and landholder needs, desires and any issues and risks to inform delivery and refinement of:
 - project design
 - approval requirements
 - measures to mitigate environmental impacts and risks
 - environmental management framework (EMF) and environmental performance requirements (EPRs)
- engage with residents and businesses at the local level about the project; seek local knowledge, experience and feedback on the proposed project design.

7.5 PRE-EES CONSULTATION

As part of a 2012 project feasibility study, VicRoads consulted with the local community and sought information about issues experienced on the local road network and concerns about quality of life and the environment. The feedback indicated mixed community views. Some people believed congestion and poor access meant the project was overdue and that it should be designed and constructed to freeway standard. Others were concerned about the impact that building a new road in the existing road reserve would have on the environment including wetlands, residential dwellings and nearby areas, and believed that upgrades to surrounding existing roads should be considered as an alternative solution. The 2012 feasibility study recommended constructing a new arterial road in the reservation to achieve the overall best result.

Figure 7.1 details consultation activities undertaken before commencing the current EES process.

2012	<p>Online survey and community information sessions:</p> <ul style="list-style-type: none"> • VicRoads received over 500 responses from individuals and stakeholder groups via an online survey, emails and letters. In addition, approximately 150 people attended community information sessions. These engagement activities were used to inform the feasibility study and understand how to best cater for the increasing demand in the corridor.
May 2017	<p>Government funding announcement for the project:</p> <ul style="list-style-type: none"> • briefing to representatives and councillors from City of Kingston, City of Greater Dandenong and local members of parliament.
June 2017 (ongoing)	<p>Landowners:</p> <ul style="list-style-type: none"> • consultation with property owners, residents and business operators impacted by the project. Provided project information including potential impacts, mitigation and resolution options.
July 2017	<p>Government and indigenous stakeholders:</p> <ul style="list-style-type: none"> • further briefed local councils, government departments and local indigenous groups.
Jul – Oct 2017	<p>Community Groups:</p> <ul style="list-style-type: none"> • briefed local community and special interest groups who have an interest in the project.
Aug 2017	<p>Wider community engagement:</p> <ul style="list-style-type: none"> • project information on the VicRoads website and engageVicRoads • targeted Facebook posts, local paper advertising and postcard mail-out to 70,000 residents.
Aug – Oct 2017	<p>Concept design – online consultation:</p> <ul style="list-style-type: none"> • VicRoads received 1325 comments from more than 550 residents • online interactive map allowing the public to view and comment on the concept design and engage in discussion • 'pop-up' information stands at local shopping centres near the proposed bypass to promote and direct people to the online interactive map.

Figure 7.1 Consultation activities prior to EES

7.6 CONSULTATION DURING THE EES

The DELWP manages the EES process on the Minister for Planning’s behalf, provides advice to the proponent (MRPA) and coordinates the Technical Reference Group (TRG) function and advice. MRPA, in collaboration with DELWP, worked with key stakeholders and communities throughout the EES process to:

- raise awareness of the proposed Mordialloc Bypass (Freeway) EES and opportunities for engagement
- gather local knowledge to be considered as part of specialist studies
- share key findings from the specialist studies
- build understanding around the EES submission and assessment process.

7.6.1 Consultation approach

MRPA is committed to regular monitoring and reflecting on engagement performance. At key project milestones and at the conclusion of consultation, engagement and communications activities will be evaluated through external feedback and an internal review, considering:

- the objectives set out in the EES Consultation Plan
- suitability of engagement and communications activities to meet stakeholder and project needs
- clarity, openness and transparency of communications materials (including plain English explanations)
- distribution and availability of communication materials
- external feedback received regarding the engagement and communications process (collected through community information sessions and stakeholder workshops).

7.6.2 Stakeholders

Stakeholder participation and involvement during this EES preparation was important to ensure key stakeholder awareness of the proposed project, and that specialist studies, project design and MRPA’s proposed project delivery methods were informed by local feedback and knowledge.

During this EES preparation, MRPA engaged with the stakeholders listed in Table 7.2.

Table 7.2 List of stakeholders consulted

Stakeholder type	Stakeholder
Community members	<ul style="list-style-type: none"> • Road users • Local residents • Business owners • Directly impacted land owners/occupiers
Community groups and resident associations	<ul style="list-style-type: none"> • Aspendale Gardens Residents Association • Carrum and Patterson Lakes Forum • Seaford Community Committee • The Waterways Residents Association Owners Corporation • Residents Against Mordialloc Freeway • Kingston Residents Association • Build the Mordialloc Bypass • Dingley Village Community Association • Mordialloc Beaumaris Conservation League • Friends of the Mordialloc Catchment • Friends of Braeside Park • Friends of Edithvale Seaford Wetlands • Defenders of the South East Green Wedge • Frankston Business Network
Industry groups	<ul style="list-style-type: none"> • Municipal Association Victoria • Victorian Transport Association • South East Melbourne Manufacturers Association • Freight industry • Sustainable Business Network • South East Business Network

Stakeholder type	Stakeholder
Government representatives/ departments/agencies	<ul style="list-style-type: none"> Department of Economic Development, Jobs, Transport and Resources (DEDJTR) DELWP Public Transport Victoria Level Crossing Removal Authority Transport for Victoria Victorian Planning Authority Aboriginal Victoria Heritage Victoria Environment Protection Authority (EPA) Melbourne Water Parks Victoria <ul style="list-style-type: none"> Members of Parliament and Cabinet
Local government	<ul style="list-style-type: none"> City of Kingston Council City of Greater Dandenong Council <ul style="list-style-type: none"> City of Frankston Interface Council Group
Utilities	<ul style="list-style-type: none"> South East Water AusNet Services NBN Co Optus Telstra <ul style="list-style-type: none"> United Energy Viva Energy Esso APA Group Asset Engineering

7.6.3 Technical Reference Group (TRG)

As part of the EES process, a TRG was established and chaired by DELWP. The TRG aimed to provide MRPA and DELWP with appropriate advice on:

- the project's alignment with statutory requirements and applicable policy, including potential inconsistencies and possible impediments to statutory approvals
- the scope of documentation required for impact assessment (i.e. statutory application requirements)
- the study design for addressing the impact assessment scope
- the adequacy of baseline data and predictive studies used for impact assessments
- the community consultation plan design and implementation
- the suitability of proposed environmental mitigation/management or offset measures
- the adequacy of MRPA's draft documentation
- the suitability and application of particular statutory instruments or alternative control mechanisms.

The TRG comprised representatives from the following government departments, local council and other organisations:

- DELWP
- Heritage Victoria
- Melbourne Water
- Southern Rural Water
- Parks Victoria
- City of Kingston
- EPA
- Aboriginal Victoria
- VicRoads.

The TRG met eight times during the EES process, between 30 November 2017 and 14 June 2018.

7.6.4 Community Reference Group (CRG)

A CRG was established as a key avenue for community involvement during the project planning phase. It is expected to continue during the project construction phase.

CRG members represent the diverse interests of the project area’s surrounding community and were selected based on the following criteria:

- involvement in the wider community
- strong community networks
- demonstrated ability to constructively participate in an advisory capacity
- ability to represent a broad range of views that reflect the community’s diversity
- strong understanding of the local community and its social, environmental and economic influences
- good knowledge and understanding of project-relevant local issues
- a willingness to contribute positively to meetings in a fair and unbiased manner
- ability to look beyond personal interests for the community’s benefit
- willingness to encourage community participation about the project
- ability to commit to the CRG for the required duration.

The CRG’s objectives are to:

- ensure the community’s individual interests are raised, acknowledged and considered by the project team
- ensure that the project balances local community and environment needs with Melbourne’s wider transport needs
- demonstrate due diligence by engaging stakeholders directly impacted by the project.

7.6.5 Tools and techniques

MRPA used a range of tools and techniques to engage key stakeholders and the community while preparing this EES. Table 7.3 outlines the engagement and community tools used.

Table 7.3 Engagement and communications tools and techniques

Tool	Description
Community presentations	<ul style="list-style-type: none"> • Provide targeted presentations on key topics. • Attend community group meetings to update people on project progress and distribute project information.
Community information sessions	<ul style="list-style-type: none"> • Host drop-in community information sessions at local venues.
Stakeholder briefings	<ul style="list-style-type: none"> • Provide one-on-one briefings to specific stakeholders.
Site walks/tours	<ul style="list-style-type: none"> • Conduct coordinated site tours for key stakeholders.
engageVicRoads (link)	<ul style="list-style-type: none"> • Provide an online platform for community members to ‘pin’ key issues, provide local knowledge, and identify opportunities associated with the concept design.
Fact/information sheets	<ul style="list-style-type: none"> • Summarise the project – the proposed route, ESS process overview, anticipated timing, and engagement opportunities.
Email	<ul style="list-style-type: none"> • Distribute updates via email to the project stakeholder database.
Website	<ul style="list-style-type: none"> • Provide up-to-date project summary, information and updates on the MRPA website. • Enable public to register to receive project updates by email.
Media release	<ul style="list-style-type: none"> • Inform the media about the key project milestones.
Social media	<ul style="list-style-type: none"> • Use social media to raise awareness of upcoming engagement activities, share the engage VicRoads link, and direct people to the MRPA website for further information.

Tool	Description
Project Hub	<ul style="list-style-type: none"> Locate an MRPA hub in the local area for the community to drop in and chat with the project team about the progress of the project design, answer any questions and provide information.
Video	<ul style="list-style-type: none"> Use video to explain studies and how they have been undertaken.
Newspaper	<ul style="list-style-type: none"> Articles to announce EES decision and final scoping requirements either in state and/or local newspapers. Advertising public exhibition of draft scoping requirements and EES documentation for public feedback in national and local newspapers.
Letter box drop	<ul style="list-style-type: none"> Distribute brochures/postcard updates to homes and businesses within and near the project area inviting the community to participate.
Telephone enquiries	<ul style="list-style-type: none"> Public enquiries received on the community project line to further explain project information.
Online survey	<ul style="list-style-type: none"> Used survey to capture information to gather information

7.6.6 Overview of consultation activities

Engagement activities undertaken during the EES process are outlined Table 7.4.

Table 7.4 Engagement activities undertaken during the EES process

Date	EES milestone	Engagement purpose	Engagement activity
September 2017	EES announcement	VicRoads referral of the project to: <ul style="list-style-type: none"> State Minister for Planning under the <i>Environment Effects Act 1978</i> (Vic). Minister determined an EES is required Federal Minister for Environment and Energy under the <i>Environment Protection and Biodiversity Conservation Act 1999</i> (Cth) (EPBC Act). Minister subsequently determined the project is a 'controlled action'. 	<ul style="list-style-type: none"> Media release. Website update. Community group presentations.
October–December 2017	EES announcement	<ul style="list-style-type: none"> Raise awareness of the proposed project, the EES and EPBC Act process. Opportunity to encourage key stakeholders to provide feedback, ask questions and raise concerns. 	<ul style="list-style-type: none"> Community group presentations Briefings to councillors Meetings with residents Website update.
October 2017	EES Community update	<ul style="list-style-type: none"> Increase awareness of the EES process, outline EES timing, and encourage feedback on draft scoping requirements. Promote the upcoming community information sessions. 	<ul style="list-style-type: none"> Email to subscribers (1000+) Mail drop to 35,000 properties Website update Social media posts.

Date	EES milestone	Engagement purpose	Engagement activity
November 2017	Site tour of the road reservation	<ul style="list-style-type: none"> Allow representatives from key community groups, resident associations and Mordialloc Member of Parliament (MP) to visit areas along the road reservation. 	<ul style="list-style-type: none"> Discussion of road alignment between members of the community and project team Ten representatives in attendance.
December 2017–January 2018	EES process	<ul style="list-style-type: none"> Encourage feedback on draft scoping requirements. Increase awareness of the project, gather local knowledge. Identify issues and opportunities, and explain the project in the context of the EES process. 	<ul style="list-style-type: none"> Community information sessions at: <ul style="list-style-type: none"> Mordialloc Plaza: 19 January 2018 (9am–5pm) Aspendale Gardens Shopping Centre: 20 January 2018 (9am–5pm) Costco Wholesale, Moorabbin: 24 January 2018 (10am–5pm) <ul style="list-style-type: none"> Community group presentations Meetings with residents Website update.
February 2018	EES process	<ul style="list-style-type: none"> Determine community knowledge and understanding of project scope, EES process and understand key concerns for locals. 	<ul style="list-style-type: none"> Online survey Email to subscribers Social media posts Website update.
March 2018	EES public exhibition of draft scoping requirements	<ul style="list-style-type: none"> Promote DELWP’s announcement of the release of the draft scoping requirements for public exhibition and invitation for public comment. Encouraging public review and feedback of the draft scope. 	<ul style="list-style-type: none"> Advertisement in national, metro and local newspapers Community group presentations Email to subscribers (1000+) Social media posts Website update.
June 2018	EES final scope announcement	<ul style="list-style-type: none"> Promote DELWP’s announcement of the release of the final scoping requirements and raise awareness of the EES studies being undertaken. Explain the project in the context of the EES process. 	<ul style="list-style-type: none"> Article in local newspaper Email to subscribers Social media posts Video Website update Local Council briefings/ presentation.
July – September 2018	EES studies	<ul style="list-style-type: none"> Explain the studies being undertaken as part of the EES process. 	<ul style="list-style-type: none"> Email to subscribers Social media posts Video Website update Community presentations.
October 2018	EES public exhibition of investigation and findings	<ul style="list-style-type: none"> Promote DELWP’s announcement of the release of the final EES for public exhibition and invitation for public comment. Encourage public review and feedback. 	<ul style="list-style-type: none"> Advertisement in national and local newspapers Community group presentations Email to subscribers Social media posts Website update.

7.6.7 Issues raised through community consultation

The key issues raised by the community and responses are broadly outlined in Table 7.5, including how this feedback has been incorporated into the reference design, EPRs and EMF. (For more information around design refinements, refer to Chapter 5: *Project alternatives*.)

Several of the concerns listed in Table 7.5 and the project responses have translated into EPRs for the project which are discussed in each of the technical chapters. Some key consultation concerns directly relate to EPRs as detailed in the EES such as: wildlife connectivity and fauna crossings and culverts which are included in EPR B1; increased noise levels impacting nearby residents which will be mitigated through noise barriers in the design as detailed in EPR NV1; and visual impacts of new road structures which will be subject to an appropriate urban design approach as detailed in EPR LV1.

Table 7.5 Issues raised during consultation

Issues	Concerns raised	Response to feedback
Biodiversity	<ul style="list-style-type: none"> Connectivity/movement of local wildlife. Impact on migratory and wetland bird populations. Impact on wetlands, wildlife and vegetation. Loss of natural habitat and open space including mature gum trees. Impact of noise on wildlife populations. 	<ul style="list-style-type: none"> Incorporated fauna underpasses into surface water culverts. Proposed extra culverts to improve fauna connectivity. Provided a lightwell beneath the double bridge structure over the Waterways Wetlands to aid fauna connectivity. Adjusted shared use path alignment in several locations to avoid trees and native vegetation. Reduced the batter slope to reduce the project's overall footprint.
Traffic and Transport	<ul style="list-style-type: none"> Effectiveness of the project to reduce congestion in the area. Preference for bridges/overpasses over traffic lights to promote traffic flow and prevent bottlenecks. Two lanes of traffic in each direction would not cater for traffic volumes. Maintaining access to Old Dandenong Road to avoid additional pressure on Centre Dandenong Road. Need for a new on/off ramp at Thames Road to assist in traffic flow, lessening the pressure on subsidiary roads and improving safety. Other options investigated including public transport. 	<ul style="list-style-type: none"> Provided grade-separated interchanges in reference design. Maintained the elevated road between Centre Dandenong Road and Lower Dandenong Road. Assessed strategic interventions and response options as part of the Business Case development; considered project alternatives including public transport (refer Chapter 5: <i>Project alternatives</i>). Analysed project options as part of the Business Case development – assessed both a four-lane and six-lane freeway option (refer Chapter 5: <i>Project alternatives</i>).
Noise	<ul style="list-style-type: none"> Increased noise levels and impact on residential properties close to alignment. Need for adequate sound barriers. Impact on wildlife. 	<ul style="list-style-type: none"> Incorporated noise barriers into the reference design.
Contamination	<ul style="list-style-type: none"> Concerns about building over landfill site. 	<ul style="list-style-type: none"> Confirmed use of the displacement piling system to ensure minimum environmental impact while driving through landfill materials.

Issues	Concerns raised	Response to feedback
Visual	<ul style="list-style-type: none"> Visual amenity impacts. Safeguarding views of Christ Church Dingley. 	<ul style="list-style-type: none"> Confirmed MRPA's commitment to working with Melbourne Water to reduce the bridge height over the Waterways wetlands.
Safety	<ul style="list-style-type: none"> Concerns about safety and the need for additional land and hard shoulder. Need for a safe and well-lit pedestrian and cycle path. 	<ul style="list-style-type: none"> Included a pedestrian underpass between Parkway Drive and Braeside Park in the reference design. Proposed underpass would have daytime lighting and vegetated 'open' design entrances to improve user friendliness.
Air quality	<ul style="list-style-type: none"> Concerns about dust. 	<ul style="list-style-type: none"> Control dust emissions and limit dust-creating activities on windy days.

7.7 ONGOING COMMUNITY AND STAKEHOLDER ENGAGEMENT

MRPA will continue to inform landowners, stakeholders and the broader community about the EES process to keep people updated, provide information and answer questions, and to provide feedback, where appropriate.

7.7.1 Consultation activities during public exhibition of EES

MRPA will exhibit the EES for public comment for a period of 30 business days. During the public exhibition period, MRPA staff will be available at various locations to provide project updates and EES information. Further information about the exhibition of the EES is provided in Chapter 1: *Introduction* and in the *Mordialloc Bypass (Freeway) Environment Effects Statement Summary* document.

The consultation objectives during public EES exhibition are to:

- present and explain the EES findings
- explain the next steps in the planning process
- encourage further community engagement
- consider and respond to submissions.

Table 7.6 outlines planned consultation activities during the EES public exhibition phase.

Table 7.6 Planned consultation activities during EES public exhibition

Activity	Description	Audience
Stakeholder briefings	<ul style="list-style-type: none"> Share final EES document and respond to any issues. 	Key stakeholders
Community presentations	<ul style="list-style-type: none"> Share final EES document and respond to any issues. 	Community groups
Media briefings	<ul style="list-style-type: none"> Provide local media outlets with current project status, outcomes and information to go on public exhibition. (It is expected that any public announcements for exhibition would originate from the Minister/MP.) 	Media
Community update (Information bulletin)	<ul style="list-style-type: none"> Update the community about the Minister for Planning's final EES document release for public comment, and respond to any issues. 	Community
Project website	<ul style="list-style-type: none"> Update the project website with project information including public exhibition material and EES documentation. 	Community

Activity	Description	Audience
EES documentation	<ul style="list-style-type: none"> • Ensure the formal report and appendices includes accessible written and visual information to inform the community about the findings of the process. • Place the EES documentation on exhibition for minimum 30 days as static display to enable community feedback. • Make the documentation available at key community locations and on the project website. 	Community
Advertising	<ul style="list-style-type: none"> • MRPA (at the request of key agencies) to advertise locations for accessing the EES documentation. 	Community

7.8 CONSULTATION POST-EES

After the EES process and during the project construction phase, regular updates would continue. The key objectives for consultation in this period are to:

- explain the EES outcomes for implementation
- provide timely and accurate information to the community and stakeholders
- provide the community with easily accessible information and updates about the construction phase
- encourage the public to provide feedback.

These and other communication activities would be undertaken using the most appropriate and effective communication tools.

7.8.1 What tools would be used?

The MRPA website would be used, via the Mordialloc Bypass (Freeway) project page, to provide project updates, contact numbers for further information, and notices of upcoming works.

A site office would be established to enable contact with local MRPA personnel, to provide information, and to deal with project-related issues and complaints. Information would also be published in local papers, including traffic control notifications, such as road closures.

MRPA would make direct contact with selected parties via phone, email and letter.

A Community and Stakeholder Engagement Plan will be prepared in consultation with the City of Kingston and the City of Greater Dandenong prior to construction. Details of this plan are provided in Chapter 19: *Social effects*.

7.8.2 Land acquisition process

Affected landowners will be formally notified in writing of the EES process outcome, including arrangements for meeting with MRPA about the acquisition process before formal notices are issued.

Direct consultation would continue throughout any land acquisition process under the Land Acquisition and Compensation Act 1986, allowing affected parties to liaise directly with MRPA property officers.

Notification and any necessary statutory notices would be sent to affected landowners to inform them of pre-construction activities such as fencing and service relocation.

7.8.3 Construction updates

Construction updates would be provided on the MRPA website.

The contractor would be required to appropriately notify affected landowners about any specific issues with direct impacts on properties (e.g. access changes, out-of-hours work).

7.8.4 Complaints process

Direct contact should be made through the site office or the contact numbers provided on the website, advertisements and letters.

MRPA would manage all complaints received during construction, determine the appropriate responses, and follow through with complainants. MRPA would also follow up with the contractor to ensure that all contractual and statutory obligations are met.

7.8.5 Other stakeholders

MRPA would:

- continue to work with City of Kingston Council, City of Greater Dandenong Council and City of Frankston Council on project updates, impacts and implementation management and issues
- monitor contractor activities to ensure that the contractor complies with all approval conditions and applicable statutory requirements
- consult with service authorities regarding impacts on services, and requirements for service relocations and continuity of supply during the construction period.