

Prepared for  
Australian Rail Track Corporation Ltd  
ABN: 75 081 455 754



# Environment Report

## Attachments

Inland Rail - Beveridge to Albury

# Attachment G

Inland Rail  
Beveridge to Albury  
Consultation Report



# Inland Rail Tottenham to Albury Consultation Report

**ARTC** **INLAND  
RAIL**

September 2021

Australian  
Rail Track  
Corporation

ABN 75 081 455 754  
11 Sir Donald Bradman Drive  
Keswick Terminal, SA 5035

# INLAND RAIL ALIGNMENT MAP



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# SECTION 1 INTRODUCTION

## PROJECT OVERVIEW

Australia is heavily reliant on efficient supply chains to provide competitive domestic freight links and gateways for international trade. Freight transport services between major population centres, particularly our capital cities, deliver millions of tonnes of freight each year and provide for the distribution of goods throughout the country. With travel speeds of up to 115km/h, train lengths of 1,800m, and containers double-stacked, Inland Rail will significantly reduce freight transport costs for industries, provide a real alternative to road transport for interstate freight, be a catalyst for growth for regional businesses, and help to reduce transport-related fuel consumption, carbon emissions and the road incident toll.

Spanning 1,700km between Melbourne and Brisbane, Inland Rail is the largest freight rail project in Australia. It is broken up in to 13 individual projects across Victoria, New South Wales and Queensland. Each section can be independently delivered and operated. Once operational, Inland Rail will become part of Australian Rail Track Corporation Ltd (ARTC) freight rail network and complete the missing link in Australia's supply chain.

Inland Rail will connect Melbourne and Brisbane via regional Victoria New South Wales and Queensland. Inland Rail will better link businesses, farmers and producers to national and global markets.

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# Inland Rail Tottenham to Albury Stage 1 – project sites



### LEGEND

- Existing track
- Project sites
- Bridge replacement
- Oversized vehicle underpass
- Track lowering
- Track slew
- New platform
- Pedestrian underpass
- Signal gantry (21 sites in total)
- Project boundary
- Town
- Port

Maps not to scale

## INLAND RAIL IN VICTORIA

In Victoria, Stage 1 of Inland Rail consists of 12 discrete project areas (also referred to as 'enhancement sites') from Beveridge to Albury, where road and rail interfaces do not provide the required 4.5m horizontal and 7.1m vertical clearance for double-stacked freight trains (the Project). While some investigations have been carried out between Tottenham and Beveridge, whether any works will be required between Tottenham and Beveridge will only be determined once a decision on the location of the intermodal freight terminal is made.

ARTC is the proponent for the 'brownfield' Project, which means modifications and upgrades will be made to infrastructure works along the existing North East rail line. Travelling from north to south, the North East rail line runs largely parallel to the Hume Highway from the Murray River at Wodonga to the outskirts of Melbourne. ARTC shares the rail corridor with V/Line's passenger operations, the Sydney-Melbourne XPT.

Since the announcement of the Inland Rail project, ARTC has engaged with communities and key stakeholders, seeking feedback in relation to what they would like to see included as part of the Project. An important part of these discussions related to providing design options. ARTC's project team has been engaging with communities along the Tottenham to Albury section of the Inland Rail corridor since the commencement of concept designs and the Federal Government's commitment to the project in the 2016-17 budget.

In addition to this general project consultation, ARTC has also sought separate feedback on the Amendment in order to inform the Minister for Planning's decision in relation to the Amendment under 20(4) of the *Planning and Environment Act* (P&E Act).



## SECTION 2 PROJECT ENGAGEMENT

### OVERVIEW

This Consultation Report provides an overview of the consultation delivered to date on the Inland Rail Tottenham to Albury Project.

The Project's vision is to support a more prosperous Australia with a world-class supply chain, based on a fast, safe, reliable and connected Inland Rail. The Inland Rail Social Responsibilities Framework (Appendix 1) prescribes our approach to facilitating the support of governments in partnership with the private sector and the community.

To date, the Project team has engaged with stakeholders and communities through media and news coverage, conducted 5391 separate communications initiatives (from phone calls to pop-up information discussion events) and directly engaged with more than 8233 distinct stakeholders.

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# SUMMARY OF GENERAL ENGAGEMENT

**1658**

EMAILS SENT

**1078**

EMAILS RECEIVED

**629**

PHONE CALLS MADE

**370**

MEETINGS HELD

**232**

SUBMISSIONS RECEIVED

**126**

PUBLIC INFORMATION SESSIONS

**68**

BULK MAILOUTS

**329**

PHONE CALLS RECEIVED

**378**

OTHER TYPES OF COMMUNICATIONS (SMS, PRESENTATION ETC)

Communication and engagement objectives for the public display period, project approvals, market readiness and start of construction of the T2A project are:

- > Ensure external stakeholders are clearly identified, and their specific needs are understood and managed.
- > Ensure all stakeholders understand and are aware of the project; and work to increase acceptance of Inland Rail in the region.
- > Ensure the social licence to operate (reputation and trust) is built and maintained through the engagement of external stakeholders.
- > Engagement and communication activities are transparent, equitable and accessible, with adequate opportunities for stakeholders to comment or provide input.
- > Deliver engagement targeted at mitigating identified stakeholder risks, so that the project can be delivered on budget and to schedule.
- > Relationships are built with stakeholders to ensure effective dialogue with the Inland Rail team.
- > All stakeholders, including relevant Aboriginal Parties and bodies, are aware of the statutory consultation process, timeframes and opportunities to provide feedback.
- > Stakeholders are aware of the Inland Rail Program and understand the early field studies, environmental approvals and design development process.
- > Involve the community in negotiable decision points to build trust and buy-in with Inland Rail about the design.
- > Feedback from road authorities is incorporated into the road rail interface design and approvals process.
- > Potentially affected landowners contact Inland Rail directly with concerns about the design and have trust in Inland Rail to assist them to resolve their concerns and include their feedback into the design and approval process.
- > Gain stakeholder and community cooperation, understanding and acceptance of the design through meaningful interactions and appropriate engagement.



The Project hosts regular drop-in sessions along the North East rail line, such as this outdoor event in Glenrowan.



ARTC's targeted engagement activities focused on reaching stakeholder groups using the following engagement methods:



### Community

- > Conducting community information sessions, train station and community drop-ins, issuing information and promoting engagement opportunities via the following channels:
  - ARTC website and digital and social media campaigns
  - the project's online consultation hub
  - letter mail-outs to properties adjacent to project sites along the rail corridor
  - advertising and communications materials including community updates and flyers.

### Stakeholders

- > Meeting with key stakeholders, including local authorities within the project corridor including:
  - Mitchell Shire Council
  - Strathbogie Shire Council
  - Rural City of Benalla
  - City of Wangaratta
  - City of Wodonga
  - Aboriginal Victoria and
  - The Registered Aboriginal Parties of Yorta Yorta Nation Aboriginal Corporation
  - Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
  - Taungurung Land and Water Aboriginal Corporation,
  - VicRoads
  - Department of Transport
  - VicTrack
  - VLine
  - Water authorities
  - Utility operators
  - Impacted private property owners.

### Businesses

- > Communications materials including targeted emails, doorknocks to businesses near project sites, as well as one-on-one phone calls and meetings with businesses.
- > ARTC engaged Industry Capability Network (ICN) Victoria in January 2021 to host a project information and supplier registration portal on the ICN Gateway ([inlandrailt2a.icn.org.au](http://inlandrailt2a.icn.org.au)).
- > To date, more than 160 businesses have registered interest. Fifty per cent of these registrations are from local businesses and 10% from Indigenous businesses in the local area.
- > ARTC presented to attendees at the 'Greater Shepparton and Hume Regional Showcase' facilitated by ICN Victoria on 17 February 2021. This online event was attended by >100 Victorian businesses.
- > ARTC communicated social media and website articles about the supplier portal, briefing sessions and supplier capability webinars.
- > ARTC has partnered with Industry Capability Network Victoria to facilitate three (3) online supplier development webinars for local businesses. These include:
  - 'Intro to ARTC Inland Rail and ICN' webinar held on 13 April (150 registrants/ 65 attendees).
  - 'ICN Gateway profile improvement' webinars (x 2) held on 21 April (50 registrants/ 30 attendees)
- > ARTC engaged ICN Victoria to undertake a project-specific supply chain analysis and prepare a report which informs ARTC about the capability and capacity of Victorian businesses to supply to the project. The report comprises details for hundreds of businesses, categorised according to their capability and location.
- > The Project engaged, and continues to engage, with key business advocacy bodies including the Kinaway Aboriginal Chamber of Commerce, Social Traders, Supply Nation and Chambers of Commerce to develop key relationships and to gain understanding of local business needs and future opportunities.

## ENGAGEMENT APPROACH AND METHODOLOGY

Following the media release in April 2014 on the ARTC website (see here [inlandrail.artc.com.au/ministerial-statement-2-october-2014](http://inlandrail.artc.com.au/ministerial-statement-2-october-2014)), community consultation for the Project commenced immediately.

ARTC is committed to engaging with local communities along the proposed rail corridor alignment openly and in a collaborative manner. We will operate in accordance with the International Association for Public Participation (IAP2) Core Principles. The process to prepare for planning and environment approval involves a significant program of community consultation. ARTC will continue to work to address issues of concern to the community and interest groups from project planning through to operations.

As such, we will ensure there is:

- > a stringent record-keeping process for stakeholder and community interactions
- > an inclusive and transparent approach to our interaction with community members and key stakeholders
- > collaboration with our Social Performance Team to ensure any requirements outlined in the Terms of Reference regarding the Social Impact Assessment are achieved and mitigations developed as part of the Social Impact Management Plan
- > opportunity for community members and stakeholders to provide feedback
- > a process for feedback to be considered within the project design
- > consideration of potential risks and issues, to ensure we work with the local community to achieve the best possible outcomes
- > clear record keeping and tracking of all commitments
- > clear communication of and adherence to the Inland Rail Complaint Management Handling Process.

### Complaints management process

Enquiries and complaints may be received via the 1800 732 761 number, in person and by email and letter. The Stakeholder Engagement and Communications team responds to complaints in line with the Inland Rail Complaints Management Handling Procedure. The timeframes on page 11 set out the minimum standards expected to be adhered to by this Team.

It should be noted the Commonwealth Ombudsman, operating under Ombudsman Act 1976, has the power to investigate complaints about the administrative actions of Australian Government Business Enterprises, departments and agencies. State and Territory Ombudsman bodies can also enquire about complaint handling procedures in their relevant State or Territory.

A complaint refers to allegations of specific incidents and of any damage, impact or dissatisfaction resulting from ARTC or contractor actions, whether perceived or actual.

ARTC is committed to engaging with local communities along the proposed rail corridor alignment openly and in a collaborative manner.



## COMPLAINTS MANAGEMENT PROCESS

ACTION	TIMEFRAME	TEAM MEMBER RESPONSIBLE
> Interaction acknowledged with stakeholder and entered into Consultation Manager (CM)	> Day of receipt	> Receiver
> If received via email, file into the relevant Inbox project folder		> Complaints to be assigned to a Project Stakeholder Engagement Lead in the first instance. The Lead will allocate responsibility for preparing a response as appropriate.
> Complaint assigned to responsible team member via CM	> Day of receipt	> The Lead will also advise any other team members who may need to be aware of the interaction, including the Stakeholder Engagement Manager, Environment Manager and relevant Project Manager.  > It is the Stakeholder Engagement Manager's responsibility to advise other external and internal stakeholders if appropriate.
> Prepare and send simple responses (project details etc)	> 1–2 days	> Team member assigned to response
> Information gathered for a more complex response	> 1–2 days	> Team Member assigned to response
> Draft Response	> 1 day	> Team member assigned to response
		> Draft to be reviewed/approved by relevant Stakeholder Engagement Lead in the first instance (content of phone call discussed, if responding to a hotline contact).
> Response reviewed and approved	> 1–4 days	> Lead to secure approvals from Project Manager, Environment Manager and Stakeholder Manager as required.  > Stakeholder Engagement Manager to advise if additional approvals are required.
> Response sent	> Upon approval being received	> Team member assigned to response
> Response recorded in CM and action closed out	> Day of reply	> Team Member assigned to response
> Document any lessons learned and issues that may need to be followed up	> 2–3 Days after response sent	> Relevant Stakeholder Engagement Lead and Adviser

## COMMUNICATION AND ENGAGEMENT TOOLS AND ACTIVITIES

Different engagement tools and methods were used to issue information and conduct engagement with all stakeholder groups (see Table 6), the table below lists all engagement tools used by the ARTC project team to communicate and engage with stakeholders.

### 1800 community information line

A free call community information line providing access to the ARTC project team 24/7. The 1800 732 761 number is published on all communication materials.

### Access agreement

Letter the landholder signs to grant access to their property.

### Advertisement

Advertising in:

- > Local newspapers
- > State newspapers
- > State and local (including CALD) radio.
- > Advertising at station precincts, including platforms,
- > Online channels usually being banners
- > Posted on selected websites i.e., Herald Sun, The Age, Leader news group websites.

Advertises and promotes engagement events, planning changes proposed by ARTC in relation to the project, opportunities to participate in consultation events, sponsorships, significant construction activities, campaigns, major disruptions and/or events.

### Broadcast

Community radio

### Bulk Mailout

Hardcopy mail distributed to a large number of people – usually containing project information or the opportunity to provide feedback on the Project.

### Community Working Group meeting

Formally run working groups with key community stakeholders to share project information and local knowledge

### Community event (not organised by ARTC)

Community events held in local areas, such as field days or community farmers markets. The stakeholder team members provide information regarding upcoming works and outline project benefits.

### Community / public information session

Community information sessions held in local areas. The Alliance team members provide information regarding upcoming works and outline project benefits.

### Correspondence in

Incoming contact from stakeholder to ARTC

### Correspondence out

Contact from ARTC to stakeholder(s)

### Door knock

Provide timely notification to nearby residents of upcoming construction works, the installation of temporary bus stops, expected impacts, travel changes and proposed mitigation. Provide written information of construction activity and Project team contact details.

### Email (in)

Email from stakeholder to ARTC

### Email (out)

Email from ARTC to stakeholder(s)

### Monthly eNews

A monthly email newsletter providing updated information on project scope, benefits, construction progress, achievement of project milestones and other project related issues of interest.

### Feedback Form (in)

Form completed by community members to provide feedback on elements of the project.

### Letter box drop / information hand-out

Drop project information into letter boxes, usually containing localised impacts to those properties.

### Letter in

Letter sent by stakeholder to ARTC

### Letter out

Letter sent by ARTC to stakeholder

### Media engagement

ARTC-led media activities to promote major project milestones and activities and generate broader community awareness. ARTC is responsible for all media management related to media engagement.

### Media release

Contribute to ARTC-led media activities to promote major project milestones and activities, and generate broader community awareness.

### Meeting/ face-to-face contact

Activities include meetings, briefings and “walking the site” to engage directly with key stakeholders, directly-impacted residents, business owners and the wider community. Translators to assist with interactions as required.

### Ministerial (and other) correspondence / political correspondence

Ministerial (and other) correspondence that is subject to strict response timeframes. Includes correspondence to Federal or State Ministers, State Premier, Department of Transport, and agency Chief Executives.

### Newsletters

Available in hard copy and electronic format. A quarterly newsletter providing updated information on project scope, benefits, construction progress, achievement of project milestones and other project related issues of interest.

### Notification distribution/ information hand-out

ARTC distribute information notifying residents, stakeholders or community members about upcoming works and associated impacts.

### Phone call (in)

Stakeholder phones ARTC for discussion

### Phone call (out)

ARTC phones stakeholder for discussion

### Photography, time-lapse photography, and videography

Captures progress of construction works and chronicles particular construction activities. Images to be used in notifications, newsletters and report, on the project website and social media channels, at information sessions and in presentations.

### Posters/display boards

Details project information for display at interactive engagement sessions and stations.

### Presentation/project event/ speaking event

Details project information for presentation to stakeholder and community groups.

### Property / site visit

Demonstrate Project works and progress and facilitate a maintained level of interest in the project. Includes media visits to promote the reporting of construction progress.

### Project email address

Provide stakeholders and the community an email address linking direct to the T2A Stakeholder engagement team. Email address is published on all communications materials.

### Site visits

Walkthroughs of sites subject to discuss proposed designs.

### Public display

Displays held at local community venues located along the length of the corridor. Displays to introduce the rail-over solution, outline project benefits, detail the construction program and provide general project updates. Translators to assist with displays as required.

### Q&As

Information about the project in the form of key questions that have been anticipated and the respective answers to those questions about the project.

**Signage**

Informs the community and stakeholders of the location and timing of onsite engagement activities. During construction stage, signage will indicate project designs and expected impacts, and wayfinding. Signage prioritises the use of infographics, diagrams and visual materials.

**SMS (in)**

Text message received by ARTC from stakeholder

**SMS (out)**

During construction, SMS will be used to provide notification of local area impacts. Notifications are delivered through Consultation Manager and used to supplement other notifications, such as advise on timing of impacts delivered via letter, doorknock or newsletter notification

**Social media in**

Contact made through ARTC social media channels from stakeholder, community member, resident or otherwise

**Social media out**

ARTC post to followers on project social media channels or sending of a direct message in response to stakeholder, community, resident or other enquiry that has been received

**Social Pinpoint map**

Online community engagement tool that provides interactive mapping capability to facilitate two-way dialogue with communities and residents around places in the project area of significance to the local community

**Survey/submission**

Questionnaire seeking views on the project

**Website**

A dedicated project page located on the ARTC website. The project page provides updates about the works, including scope, impacts, stakeholder and community engagement activities or events, video and photography. It features extensive information on the project, including:

- > a section for each T2A project site describing the project design stage
- > graphic and slider for sites where designs are available (visual concepts of completed designs compared to existing)
- > factsheets: project designs, approvals, key topics e.g., heritage, environment
- > design rationale, impacts and opportunities
- > feedback mechanisms – map, designs, and a link to the Survey Monkey survey tool
- > a live listing of project consultation events
- > reporting on feedback raised at engagements across the year.

**Website enquiry**

Question or feedback received by ARTC via the online website form.

**Webinars**

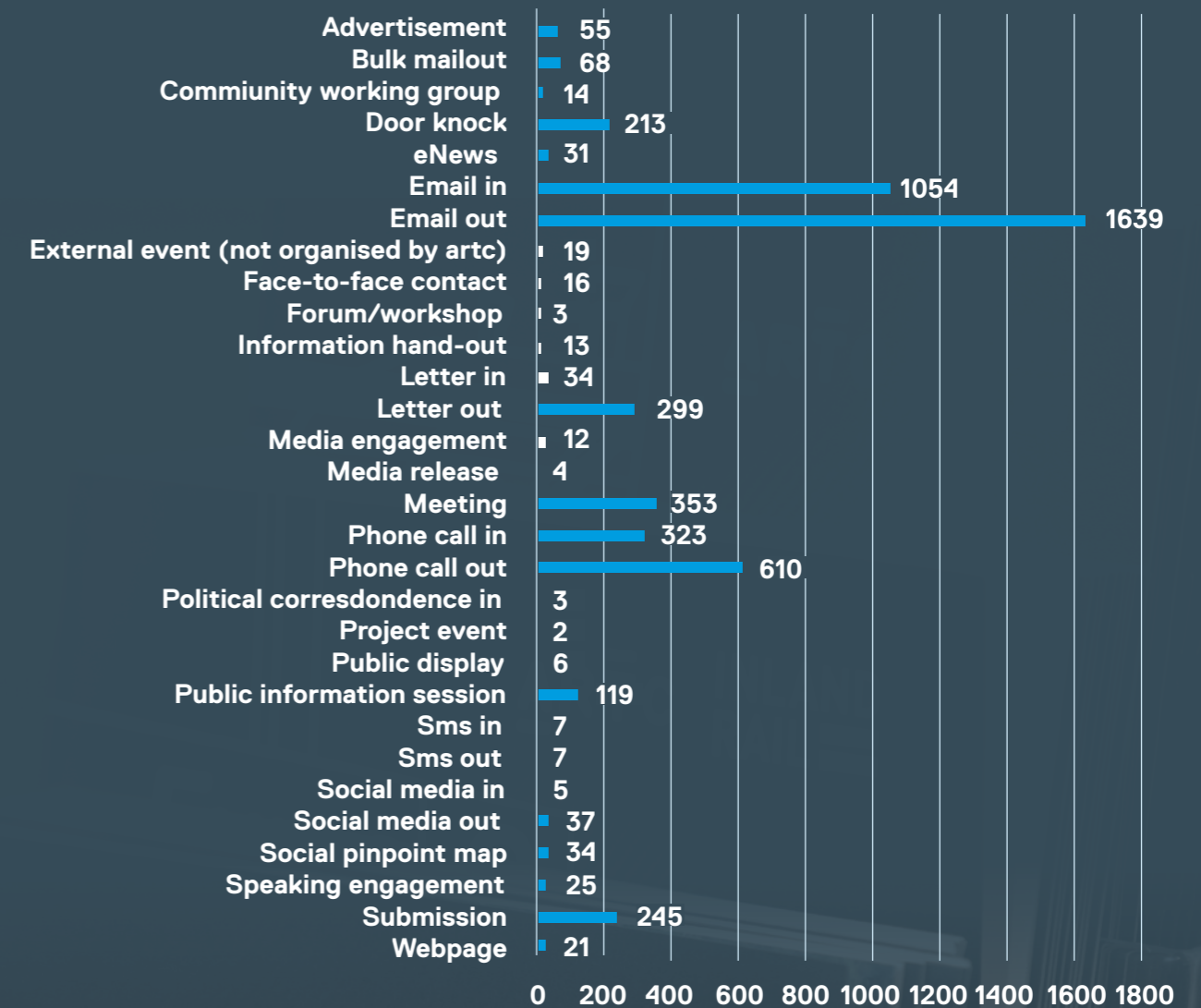
Seminar delivered online providing project information and updates, such as for supplier opportunities on the project.

**Workshop/forum**

Discussions with specific stakeholder groups, such as rail operators, councils and utility companies to address specific issues such as rail shutdowns, maximising communication with affected stakeholders and interfacing with other stakeholders. Conducted in person with rollout maps used as a discussion and feedback tool, unless workshops are conducted virtually due to the Covid-19 pandemic

**USE OF COMMUNICATION AND DESIGN TOOLS TO SUPPORT COLLABORATION**

The figure below shows the application of the tools which are detailed further on pages 14–16.



## INITIAL ENGAGEMENT

Engagement at this stage consisted of stakeholder and project introductions and the gathering of qualitative feedback, which informed early thinking on options for project design solutions.

Early feedback conveyed a range of responses that were analysed and categorised to assist with understanding the concerns of the community and other key stakeholders regarding concept designs.

Feedback sought and received from these stakeholders and communities was extensive and significant in shaping initial design thinking at each of the 12 project sites.

To enable collaboration, community stakeholders and councils are empowered through processes ranging from face-to-face meetings, publication material and email updates. In addition, the project publishes information on preferred designs on the project website.

Consultation with the community, traders, local community groups and services, and key stakeholders will continue throughout the Project's detailed design and construction stages.

## MODIFICATIONS TO ENGAGEMENT METHODOLOGY DURING THE COVID-19 GLOBAL PANDEMIC

During the COVID-19 pandemic, the project needed to find new ways of interacting with the communities along the Tottenham to Albury section of the Inland Rail corridor. With traditional face-to-face engagement becoming increasingly difficult, the project launched several new digital tools for communities to find the latest information about each project site and provide feedback.

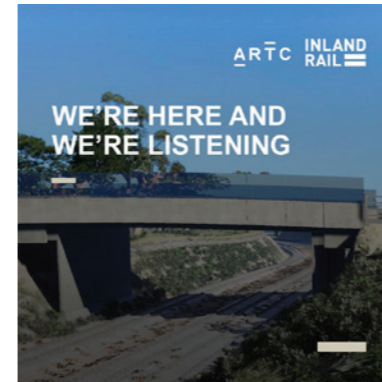
- > An interactive map was published on the project website. The map included information points and visuals about each of the 12 project sites along the Tottenham to Albury section of the Inland Rail corridor.
- > A Q&A button was added to the bottom of the project page, allowing people to immediately submit their queries to the team.
- > Online FAQs were updated.
- > A new project website was launched at the end of 2020.
- > The project team increased its use of more outwards-facing engagement tools, such as writing letters and emails to stakeholders to ask them how they would like the project to communicate with them during the pandemic.
- > Between March 2020 and May 2021, stakeholder meetings were primarily held by online video conferencing tools (Zoom, Microsoft Teams).
- > eNews became a core feature of project engagement and communications.

Adding to these measures, in July 2020, the project launched its 'We're here and we're listening' campaign, which sought to reassure stakeholders ARTC wanted to keep hearing from them and had expanded ways of keeping in touch while complying with restrictions.

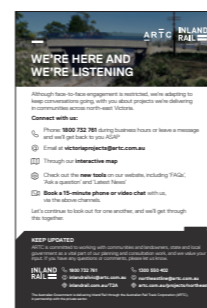
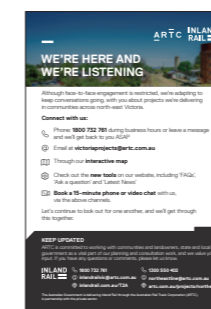
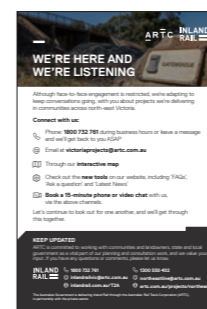
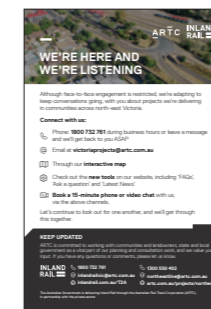
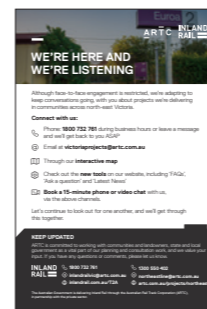
The integrated campaign featured in the project's target regional newspapers, social media, eNews and A3 posters positioned in various locations across rail corridor communities. The artwork used local imagery to ensure the campaign was relatable to these specific audiences.

## CAMPAIGN STATISTICS AND IMAGERY FROM THE 'WE'RE HERE, WE'RE LISTENING' CAMPAIGN

July 2020



Social media tile used across geotargeted points to avoid repetition on homepage of Facebook account.



Newspaper artwork used localised images for each community.

## Newspaper Reach

PUBLICATION	READERSHIP
SEYMOUR TELEGRAPH	1500
BORDER MAIL	22,200
EUROA GAZETTE	1700
BENALLA ENSIGN	2700
WANGARATTA CHRONICLE	4600

### A3 POSTER

We placed posters at locations including:

- Train stations
- Supermarkets
- Community notice boards

## Facebook Statistics

Post was geo-targeted to residents in Mitchell Shire (Seymour, Wandong, Tallarook, and Broadford) North East: (Wodonga, Benalla, Euroa, Glenrowan and Wangaratta)

REACH	8476	WOMEN	30.9%
REACTIONS	15	MEN	69.1%
SHARES	5		
LINK CLICKS	43	FROM VIC	69.7%
COMMENTS	28	FROM NSW	30.3%
		COMMENTS	28

NEUTRAL OR NEGATIVE

## eNews Statistics

eNews distributed to 1093 contacts from the NERL and T2A databases.

OPENED	52.26%
CLICKED	25.23%
POPULAR LINKS	NERL Interactive Map, Victoria Projects Newsletter, digital tools story and T2AInteractive Map

## Stakeholder response

15 MINUTE MEETINGS BOOKED	6
T2A INTERACTIVE MAP	695 VISITS (compared to 328 previous week)
NERL INTERACTIVE MAP	320 VISITS (compared to 81 previous week)
T2A WEBSITE VISITS	465 VISITS (compared to 259 previous week)
NERL WEBSITE VISITS	334 VISITS (compared to 257 previous week)

## ENGAGEMENT DURING PROJECT STAGES

ARTC has undertaken a staged engagement approach for the Project, which will continue as plans and designs develop, in line with the following approach.

### T2A PROJECT TIMELINE



#### Stage 1 – Concept Assessment

During this stage, the project’s intended objectives, outcomes and benefits, and route options were identified and assessed. This included documenting any known technical issues, regulatory requirements, timings, and potential risks and opportunities. During this stage, key milestones and benefits of the Project were communicated to Councils, communities and stakeholders. Additionally, further ways to obtain information and contact ARTC were promoted.

ARTC used a variety of methods to raise awareness and encourage feedback on the Project. Consultation methods adopted were tailored to the different demographics and communities at each of the 12 Project sites.

A comprehensive report on consultation activities conducted in relation to this stage was published to support the Environmental Effects Statement Referral in March 2020. The report described engagement activity performed, and stakeholder feedback elicited during this stage.

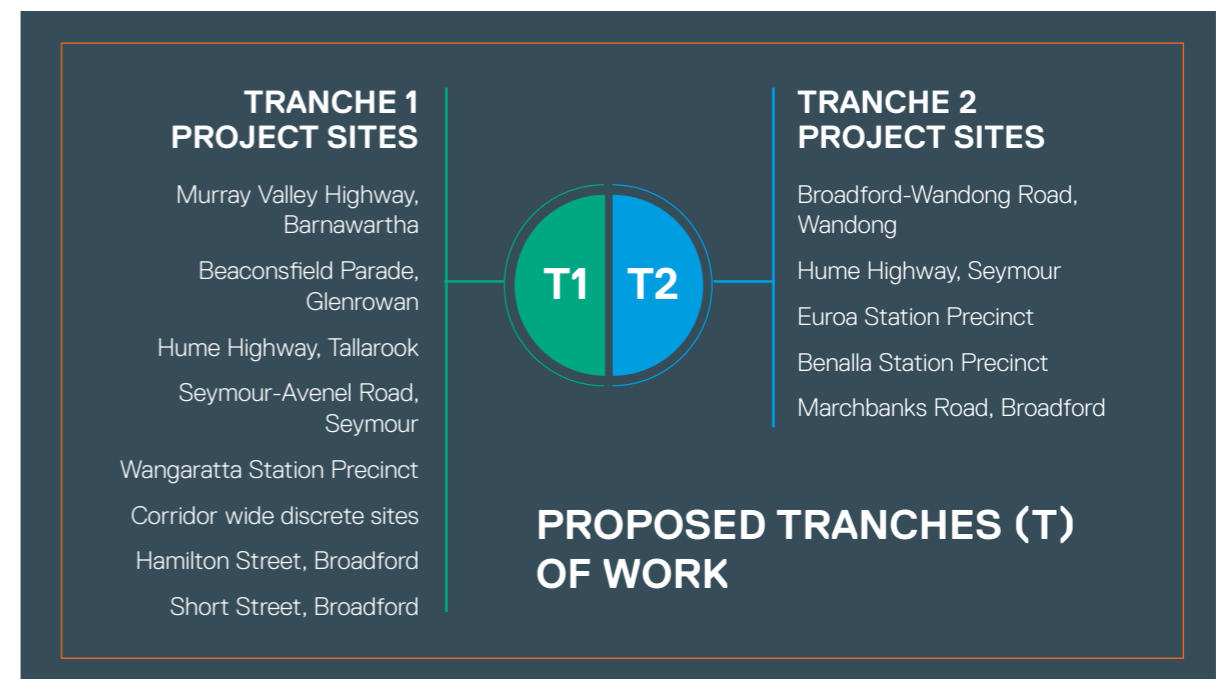
Consultation methods adopted were tailored to the different demographics and communities around the Project area.

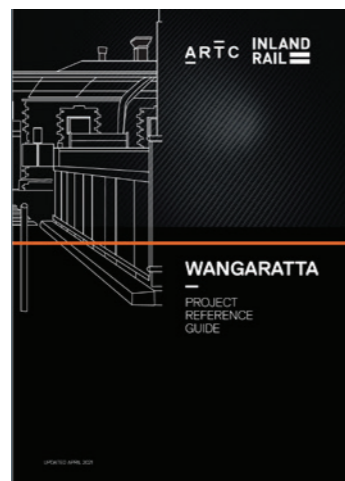
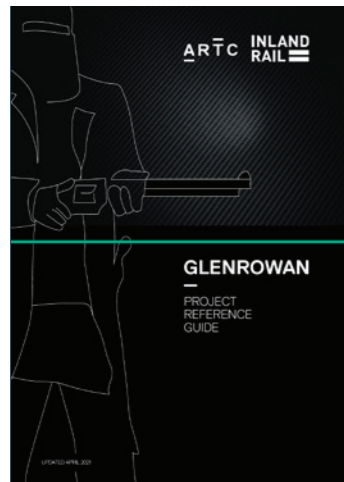
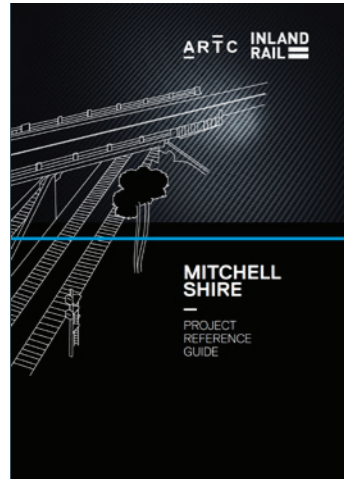
Consultation methods adopted were tailored to the different demographics and communities around the Project area.

#### Stage 2 – Reference Design

Staged engagement activity conducted across the reference design stage has occurred to enable an iterative approach to the design process and desire for genuine inclusion of collaboration across each step of the design.

The development of reference designs for the project was advanced in two ‘tranches’ (work packages) to allow for efficiency, flexibility, collaboration and innovation between designers and construction contractors.





To support understanding of design progression and collaboration, the Project created a series of reference guides. These guides mapped out timelines and provided updates on approvals for the project. There are six different guides tailored for individual communities, including the whole project, Mitchell Shire, Benalla, Euroa, Wangaratta and Glenrowan.

Communities were invited to have their say on the project at the 12 project sites. ARTC invited communities in Wandong, Broadford, Tallarook, Avenel, Seymour, Euroa, Benalla, Glenrowan, Wangaratta, and Barnawartha North to learn about the project and its benefits, promote ways of obtaining information and understand local community and stakeholder requirements and future aspirations for the sites.

ARTC recognises that aside from significant benefits, the Project will result in potential changes and impacts for those living and managing businesses close to key areas of works in these towns.

ARTC used a variety of methods to raise awareness and encourage feedback on the Project. Consultation methods adopted were tailored to the different demographics and communities around the Project area.

Reference guides supporting voluntary exhibition

## Engage early, often and genuinely was the cornerstone of the approach during this engagement stage.

To support this process:

- > A large-scale mail out was sent to homes and businesses.
- > The community was invited to attend 20 drop-in sessions held along the alignment. These sessions were held in Benalla, Wangaratta, Broadford, Euroa, and Glenrowan.
- > ARTC conducted doorknocks in Broadford, Benalla, Wangaratta, and Glenrowan.
- > Public displays were placed at Mitchell Shire Library, Albury library and in Seymour.
- > The community were invited to attend a drop-in sessions.
- > Engaged in one-on-one phone calls and meetings with stakeholders.
- > Community and stakeholders were invited to attend Urban Design Framework collaboration sessions.

Information was disseminated online via direct emails, the ARTC website and social media channels. During this stage, ARTC introduced an online engagement portal – Community Feedback Panel – to continue the conversation and share project information online.

ARTC recognises that aside from significant benefits, the Project will result in potential changes and impacts for those living and managing businesses close to key areas of works in these towns.

During this phase, which coincided with the Covid-19 pandemic, eNews were a key communication tool to update project stakeholders on the progress of project reference designs. eNews items issued during this period are listed below:

### February 2020 eNews notification of Seymour Expo exhibit

[australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=D8F4D1237F5F98312540EF23F30FEDED&temp=False&tx=0&source=Report](http://australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=D8F4D1237F5F98312540EF23F30FEDED&temp=False&tx=0&source=Report)

### March 2020 eNews update on essential projects during COVID-19 pandemic

[australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=24514263D0F44A1E2540EF23F30FEDED&temp=False&tx=0&source=Report](http://australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=24514263D0F44A1E2540EF23F30FEDED&temp=False&tx=0&source=Report)

### May 2020 eNews to prospective contractors re: Early Contract Involvement opportunity

[australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=C510807A1BE5246C2540EF23F30FEDED&temp=False&tx=0&source=Report](http://australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=C510807A1BE5246C2540EF23F30FEDED&temp=False&tx=0&source=Report)

### June 2020 eNews

[australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=2E75E5435FBF6C-2B2540EF23F30FEDED&temp=False&tx=0&source=Report](http://australianrailtrackcorporationltd.createsend.com/campaigns/reports/viewCampaign.aspx?d=j&c=5362D5B1612B68C2&ID=2E75E5435FBF6C-2B2540EF23F30FEDED&temp=False&tx=0&source=Report)

### July 2020 eNews – We're here and listening

[vision6.com.au/em/message/email/view.php?id=1497575&a=84019&k=c\\_Eyl9-HFFS9nMULe694n7ZhAqr-G0ev6wYWC0Xbx5zo](http://vision6.com.au/em/message/email/view.php?id=1497575&a=84019&k=c_Eyl9-HFFS9nMULe694n7ZhAqr-G0ev6wYWC0Xbx5zo)

### October 2020 eNews

[vision6.com.au/em/message/email/view.php?id=1508125&a=84019&k=-8yLtcAuAVeJNRcR-CA8feG-7PQBmHbqme3m8VMFDnDo](http://vision6.com.au/em/message/email/view.php?id=1508125&a=84019&k=-8yLtcAuAVeJNRcR-CA8feG-7PQBmHbqme3m8VMFDnDo)

### Benalla Working Group members confirmed

[inlandrail.artc.com.au/benalla-working-group-members-confirmed/](http://inlandrail.artc.com.au/benalla-working-group-members-confirmed/)

### Minister provides outcomes on referrals

[inlandrail.artc.com.au/artc-gets-green-light-to-progress-inland-rail-project-in-glenrowan-without-further-epbc-heritage-assessment/](http://inlandrail.artc.com.au/artc-gets-green-light-to-progress-inland-rail-project-in-glenrowan-without-further-epbc-heritage-assessment/)

### Glenrowan pub owner backs Inland Rail

[inlandrail.artc.com.au/glenrowan-pub-owner-backs-inland-rail/](http://inlandrail.artc.com.au/glenrowan-pub-owner-backs-inland-rail/)

### Right as rain: Kilmore Men's Shed gains new water tank

[inlandrail.artc.com.au/right-as-rain-kilmore-mens-shed-gains-new-water-tank-and-pump/](http://inlandrail.artc.com.au/right-as-rain-kilmore-mens-shed-gains-new-water-tank-and-pump/)

### Consultation on Planning Scheme Amendment process

Consultation on planning matters to support a Planning Scheme Amendment (PSA) began in late August 2020 when the Minister for Planning announced that the project did not require an Environmental Effects Statement (EES). This consultation included the voluntary exhibition of proposed PSA key documents. These documents were available in ARTC community drop-in locations and online via the Inland Rail website.

Engagement methods specifically supporting the PSA voluntary exhibition process, which occurred between 19 April and 17 May 2021, included:

- > A fact sheet was developed by subject matter experts and the communications team to provide key information on the PSA process
- > A video interview with a planning expert explaining the PSA and how people can have their say
- > PSA notification letters, including a hard copy of the submission form and factsheet explaining the PSA process were mailed to directly affected landowners within the project area. This information was also mailed to landowners and occupiers within at least 250m from project area to seek their views about the project and the proposed planning scheme amendment. In total, over 7200 letters were mailed to landowners and occupiers within 250m of the project area at each site.
- > Geotargeted social media posts to all impacted communities, which included the video
- > Advertisements in local newspapers including Benalla Ensign, Euroa Gazette and Wangaratta Chronicle.

Through the PSA exhibition period, 216 submission responses were received from residents and community members.

Letters, home visits, phone calls and emails were used to inform stakeholders of issues relating to land access. Door knocking was completed to proactively talk with residents and landowners who may be affected by the works.

Individual meetings were conducted with landowners and occupiers whose properties were identified to be acquired or temporarily occupied during construction, prior to receiving a formal PSA notification letter to seek their views of the project.

An online engagement platform acted as a dedicated hub for information about and engagement with not only the project but also the PSA process. The platform allowed the community to provide meaningful input, interact with the project and get informed about the PSA process and its status.

- > Councils and other elected officials, including MP's and local councillors, were offered briefings on the PSA process.
- > Meetings were held with other key stakeholders who may be affected by the PSA, including the Benalla Working Group.
- > eNews continued to play an important part in providing detailed project information during this period
- > Regular drop-in sessions were established in key locations to promote community awareness and allow ease of accessibility to the project.
- > Public information sessions specific to the PSA process were held in communities along the alignment to provide specific PSA related information and access to members of the environmental planning approvals team.

### Detailed Design and Construction

Once the project has transitioned into the delivery phase (i.e., detailed design and construction), the community will continue to receive frequent updates about progress, disruptions and milestones. ARTC has and will continue to present updated design solutions at the appropriate times as detailed design development progresses, which will also show how community input has been reflected.

Construction for some of the sites is planned to begin in early 2022. The community will be provided with more information about how construction will be rolled out and what impacts there might be. The methods for providing this information to the community will occur through the engagement tools shown in Table 3 based on what information is to be conveyed, and the most effective means of conveying that information to the intended audience.

Where required, targeted engagement for specific aspects of the project will be undertaken. For example, engagement on road access arrangements will continue to occur with emergency services providers.







## SECTION 3 KEY STAKEHOLDER ENGAGEMENT

### OVERVIEW

ARTC consulted with nearby landowners and occupiers, and relevant local authorities being City of Whittlesea, Mitchell Shire Council, Strathbogie Shire Council, Rural City of Benalla, Rural City of Wangaratta and the City of Wodonga and key State Government agencies about the Project.

Local governments have been a key stakeholder group for the project since it started. ARTC has actively consulted with Council on iterative designs for sites as they become available. Councils' responses to the project designs during the period of consultation on the PSA reflects ARTC's active consultation. This includes the release of reference designs for sites within the Wodonga, Wangaratta and Mitchell Shire Council areas. Particularly, ARTC has worked to understand municipalities' priorities through workshops, council officer working groups, councillor and council leadership briefings, and meetings. These events have enabled productive, meaningful conversations between councils and ARTC, with ARTC's subject matter experts being available to explain early design decisions, and council representatives able to provide input on local projects and strategic priorities and visions. In addition to actively engage in the consultative design process, councils have significantly facilitated the project team's engagement with community members on the Inland Rail project.

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Engagement with all local governments along the rail corridor has resulted in the project's iterative designs better incorporating local needs, including defined and practical future needs.

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The project recognises the input of councils to the project consultation process including by:

- > issuing information to businesses, communities and other groups within their municipalities, including providing access to property mailing lists as appropriate
- > sharing information posted on ARTC social platforms, and providing venues for engagement
- > providing advice on the concerns of its communities as raised via councillors, and facilitating direct discussion with community representatives including councillors, which has strengthened the consultation process
- > providing spatial data, flood models and other water studies, and road and other infrastructure asset information, which has informed the project’s understanding of municipal needs. This understanding has been incorporated into the development of reference designs.

ARTC recognises that consultation with key stakeholders is ongoing and will respond to any further concerns raised across the life of the project.

Stakeholders consulted by the project are listed in pages 26 to 37.



## STAKEHOLDERS CONSULTED AND TOPICS OF PRIMARY INTEREST

### Federal Ministers, Senators and MPs

**Hon. Michael McCormack MP – Minister for Infrastructure, Transport and Regional Development, Deputy PM, Member for Riverina**

- > Project benefits and delivery, transport impacts, railway regulation, safety, and funding
- > Impacts to electorate – constituents concerns, project benefits for community

**Hon. Sussan Ley – Minister of the Environment (Lib)**

- > Environmental impacts and management, impacts to local ecology and heritage, planning approvals

**Hon Dr Helen Haines, Member for Indi (Ind)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Hon. Bridget McKenzie, Senator for Victoria (Nat)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Janet Rice, Senator for Victoria (Greens)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Hon. Damian Drum MP, Member for Nicholls (Nat)**

- Impacts to electorate – constituents concerns, project benefits for community

### Federal Government departments and agencies

**Department of Infrastructure, Transport, Regional Development and Communications (DITRDC)**

**Secretary: Dr Steven Kennedy**

- > Project benefits and delivery, economic growth, opportunities for regional development and local communities, transport safety and accessibility

**Infrastructure Australia**

- > Project benefits and delivery, nationally significant infrastructure investment and reform

**Infrastructure and Project Financing Agency**

- > Commercial and financial benefits of nationally significant infrastructure projects

**Department of the Agriculture, Water and Environment (DAWE)**

- > Project benefits and delivery, environmental impacts, and management

**Department of Industry, Science, Energy and Resources (DISER)**

- > Project benefits and delivery, environmental impacts, and management, sustainability

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

**Victorian Ministers, MPs and Senators**

**Jacinta Allan, Minister for Transport Infrastructure**

- > Project benefits, impacts to transport, standards, and safety regulations

**Roma Britnell, Shadow Minister for Rural Roads, Ports and Freight**

- > Impacts to transport, roads, ports and freight activity, standards and safety regulation, project benefits for freight

**Melissa Horne, Minister for Public Transport, Minister for Ports and Freight (ALP)**

- > Impacts to transport, roads, ports and freight activity, standards and safety regulation, project benefits for freight

**David Davis, Shadow Minister for Public Transport, Transport Infrastructure**

- > Project benefits, impacts to transport, standards, and safety regulations

**Richard Wynne, Minister for Planning (ALP)**

- > Environmental impacts and management, planning approvals

**Bill Tilley MP, Member for Benambra (Lib)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Steph Ryan MP, Member for Euroa (Nat)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Tim McCurdy, Member for Ovens Valley (Nat)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Wendy Lovell MLC, Member for Northern Victoria Region (Lib)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Mary-Anne Thomas, Minister for Agriculture, Regional Development (ALP)**

- > Impacts to agricultural activity, regional development, project benefits for local communities and industry

**Jaclyn Symes MLC, Member for Northern Victoria Region, Minister for Resources (ALP)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Tim Quilty MLC, Member for Northern Victoria Region (Lib Dem)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Mark Gepp, Member for Northern Victoria Region (ALP)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Tania Maxwell, Member for Northern Victoria Region (Derryn Hinch)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Suzanna Sheed, Member for Shepparton (Ind)**

- > Impacts to electorate – constituents concerns, project benefits for community

**Justin Clancy, Member for Albury (Lib) NSW**

- > Member – electorate interfacing with North-East corridor
- > Impacts to electorate – constituents concerns, project benefits for community, electorate synergy with Victoria

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

**Victorian Government departments and agencies**

**Environment Protection Authority (EPA)**

- > Environmental compliance relating to areas such as noise and air quality. Ongoing consultation regarding contaminated land management

**Department of Environment, Land, Water and Planning (DELWP)**

- > Environmental compliance, ongoing consultation regarding environmental and planning approvals

**Department of Transport**

- > Road standards, traffic safety and access, impacts to existing infrastructure, timing of activities

**Department of Jobs, Precincts and Regions**

- > Impacts to local communities and regional industry project benefits – regional development, job opportunities and skills development

**Regional Development Victoria – Hume**

- > Project benefits and impacts to the Hume region – regional development through employment and skills development, regional land use and strategic infrastructure planning

**Victorian Planning Authority**

- > Major projects – Urban design and renewal, planning approvals

**Transport for Victoria**

- > Road standards, traffic safety and access.

**VicRoads**

- > Manager of declared roads and will review design and project requirements and maintenance requirements of any new applicable assets

**Public Transport Victoria (PTV)**

- > Impacts to public transport and passenger services, road standards, traffic safety and access, timing of activities

**VicTrack**

- > Owner of the State’s rail assets
- > Ongoing review of design and project requirements and maintenance requirements of any new applicable assets

**Major Transport Infrastructure Authority**

- > Interfacing with other major projects in Victoria, timing of activities

**Rail Projects Victoria**

- > Interfacing with other major rail projects in Victoria (Melbourne Airport Rail, the Metro Tunnel Project, Regional Rail Revival, Sunbury Line Upgrade and the Western Rail Plan), timing of activities

**Parks Victoria**

- > Impacts to local and protected ecological communities – native vegetation, flora and fauna

**Heritage Victoria**

- > Impacts to historical heritage and approvals

**Office of the Victorian Government Architect (OVGA)**

- > Urban design framework review

**Aboriginal Victoria**

- > Indigenous heritage approvals

**Goulburn Broken CMA, North East CMA,**

- > Relevant floodplain management authorities
- > Ongoing consultation regarding flood modelling and design and protection of assets



**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

**Traditional Owner groups – Registered Aboriginal Parties (RAPs)**

**Yorta Yorta Nation Aboriginal Corporation**

- > Engagement concerning the Cultural Heritage Management Plan (CHMP), being prepared for the project in accordance with the *Aboriginal Heritage Act 2006* (Vic) and Indigenous Engagement Plan

**Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation**

- > Engagement concerning Indigenous Engagement Plan

**Taungurung Land and Waters Council**

- > Engagement concerning the Cultural Heritage Management Plan (CHMP), being prepared for the project in accordance with the *Aboriginal Heritage Act 2006* (Vic) and Indigenous Engagement Plan

**Emergency Services**

**Country Fire Authority and Fire Rescue Victoria**

- > Emergency egress, access to properties for fire response

**Ambulance Victoria**

- > Emergency egress, access to properties for response

**Police**

- > Emergency egress, access to properties for response

**SES**

- > Emergency egress, access to properties for response



The Project team liaises with a range of stakeholders including Registered Aboriginal Parties. The team seek to understand cultural practices, such as this smoking ceremony conducted in Seymour.

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**



Bullawah Cultural tour

**Local Government**

**Whittlesea Council**

- > Significant landowner, responsible authority and local roads authority. Ongoing consultation regarding impacts to local communities, council assets, planning and design options, local development, outcomes, and timing of activities

**Mitchell Shire Council**

- > Significant landowner, responsible authority and local roads authority. Ongoing consultation regarding impacts to local communities, council assets, planning and design options, local development, outcomes, and timing of activities

**Strathogie Shire Council**

- > Significant landowner, responsible authority and local roads authority. Ongoing consultation regarding impacts to local communities, council assets, planning and design options, local development, outcomes, and timing of activities

**Rural City of Benalla**

- > Significant landowner, responsible authority and local roads authority. Ongoing consultation regarding impacts to local communities, council assets, planning and design options, local development, outcomes, and timing of activities

**Rural City of Wangaratta**

- > Significant landowner, responsible authority and local roads authority. Ongoing consultation regarding impacts to local communities, council assets, planning and design options, local development, outcomes, and timing of activities

**City of Wodonga**

- > Significant landowner, responsible authority and local roads authority. Ongoing consultation regarding impacts to local communities, council assets, planning and design options, local development, outcomes, and timing of activities

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

**LGA-led Interest Groups**

**Municipal Association of Victoria (MAV)**

- > Local government support, advocacy for council and constituents

**Melbourne to Brisbane Freight Alliance**

- > Project benefits and upgrades freight, timing of activities, logistics

**Rail Freight Alliance**

- > Project benefits and upgrades freight, timing of activities, logistics

**Ovens Murray Regional Partnership**

- > Advocacy for the Ovens Murray region, project benefits and impacts to communities

**Goulburn Regional Partnership**

- > Advocacy for the Goulburn region, project benefits and impacts to communities

**Public Transport Operators**

**V/line**

- > Impacts to passenger services, access to stations, connectivity, timing of activities, legacy and reputation concerns for passengers along the North-East corridor

**Metro Trains Melbourne (MTM)**

- > Impacts to passenger services, access to stations, connectivity, timing of activities

**Dysons Bus Lines**

- > Impacts to passenger services, access to stations, connectivity, timing of activities, parking

**Benalla Bus Lines**

- > Impacts to passenger services, access to stations, connectivity, timing of activities, design outcomes for Benalla, parking



Benalla resident Charlie Mead is a regular visitor to drop-in sessions.

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**



The Tottenham to Albury project is working to enable the safe passageway of double-stacked freight trains.

**ARTC Customers and Freight Operators**

**Gube Logistics (Altona, Victoria Dock)**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Austrak (Somerton)**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Logic (Wodonga)**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Pacific National**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Port of Melbourne (and tenants)**

- > Project benefits, timing of activities, delivery of existing ARTC services

**SCT Logistics**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Southern Shorthaul Railroad**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Specialised Bulk Rail**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Aurizon**

- > Project benefits, timing of activities, delivery of existing ARTC services

**Freightliner Australia**

- > Project benefits, timing of activities, delivery of existing ARTC services

## Peak Bodies

### Freight and Trade Alliance

Impacts and benefits to freight activity in Australia, freight advocacy and industry development

### Australasian Railway Association

Advocacy for rail projects and organisations, networking, industry development, timing of activities and project benefits

### Victorian Chamber of Commerce and Industry

Project benefits, timing of activities, regional and industry development

### Victorian Employers Chamber of Commerce and Industry (VECCI)

> Project benefits, timing of activities, regional and industry development, employment, and skills development

### Victorian Farmers Federation

> Project benefits, timing of activities, regional development and agricultural industry development, advocacy for Victorian farmers and local communities

### RACV

> Project benefits, timing of activities, regional development, opportunities for volunteer program

### VTA / VTA Wharf Carrier Group

Project benefits, timing of activities, advocacy for Wharf Carriers

### Container Transport Association

> Project benefits, timing of activities, freight industry development

### Bicycle Network Victoria

> Urban design, pedestrian / cyclist impacts

### Victoria Walks

> Urban design, pedestrian / cyclist impacts

### Bus Association Victoria

Design outcomes, connectivity, functionality and safety



Border Rail Action Group (BRAG) is one of the project's key stakeholders, with members pictured here with ARTC Project Director Matthew Hart.



## Transport Groups and Users

### Border Rail Action Group

> Community benefits and regional investment, improvement of transport services along the North-East corridor, modernisation, and passenger train service quality

### All Aboard

> Accessibility – advocacy for accessible public transport journeys for everyone

### Rail Futures Institute

> Advocacy for sustainable rail solutions (freight and passenger)

### Vline Accessibility Reference Group

> Impacts to passenger services, accessibility, timing of activities

### Public Transport Users Association (PTUA)

> Impacts to passenger services, accessibility, timing of activities

### Vline passengers – Seymour/Albury/Shepparton lines

> Impacts to passenger services, access to platforms, accessibility, timing of activities, impacts of freight and passenger services sharing the rail corridor

### Metro passengers – Craigieburn line, Sunbury line

> Impacts to passenger services, timing of activities

### Motorists

> Connectivity, functionality, safety, timing of activities

### Cyclists

> Connectivity, functionality, safety, timing of activities

### Pedestrians

> Connectivity, functionality, safety, timing of activities

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

**Utilities**

**Electricity (SP Ausnet...)**

Ongoing consultation regarding protection, relocation, and management of assets.

**Gas**

Ongoing consultation regarding protection, relocation, and management of assets.

**Telecoms/NBN**

Ongoing consultation regarding protection, relocation, and management of assets.

**Water (NE Catchment Management Authority; Goulburn Broken CMA)**

> Ongoing consultation regarding protection, relocation, and management of assets. Planning and environmental matters.

**Unions**

**Rail, Tram and Bus Union**

> Labour representation, impacts to services, project benefits and timing of activities

**Australian Railways Union**

> Labour representation, impacts to services, project benefits and timing of activities

**Tram and Locomotive Drivers Association**

> Labour representation, impacts to services, project benefits and timing of activities

**CFMEU**

> Labour representation, impacts to services, project benefits and timing of activities

**Electrical Trades Union**

Labour representation, impacts to services, project benefits and timing of activities

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

**Residents**

**Direct neighbours**

> Ongoing consultation, construction impacts and connectivity, visual amenity, noise and vibration

**Residents within 200m**

> Ongoing consultation, construction impacts and connectivity, visual amenity

**Residents within local municipalities**

> Construction impacts and connectivity, visual amenity

**Resident, progress and traders' associations**

**Euroa Bridge Alternatives Group (EBAG)**

> Ongoing consultation regarding design options and outcomes. Urban design – connectivity, functionality, safety, visual amenity. Legacy issues and trust of ARTC

**Glenrowan Improvers**

> Ongoing consultation regarding design options and outcomes. Urban design – connectivity, functionality, safety, visual amenity, impacts to cultural heritage of the Glenrowan precinct

**Wandong-Heathcote Junction Community Group**

> Design outcomes, community benefits and impacts



Regular drop-in sessions provide opportunities for face-to-face interaction with communities.



**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

Local businesses, trader and industry groups

**Wodonga TAFE**

- > Career opportunities, skills development, regional development

**Goulburn Ovens TAFE**

- > Career opportunities, skills development, regional development

**Kangan Institute of TAFE**

- > Career opportunities, skills development

**Benalla Business Network**

- > Career opportunities, skills development, regional development

**Business Enterprise Euroa**

- > Career opportunities, skills development, regional development

**Business Wangaratta**

- > Career opportunities, skills development, regional development

**Barnawartha Development Association**

- > Career opportunities, skills development, regional development

**Wangaratta Chamber of Commerce Inc**

- > Career opportunities, skills development, regional development

**Northern Victoria Livestock (NVLX)**

- > Impacts to livestock and agriculture activity, project benefits

**Business Wodonga**

- > Career opportunities, skills development, regional development

**Wodonga Chamber of Commerce**

- > Career opportunities, skills development, regional development

**Go Seymour**

- > Career opportunities, skills development, regional development



**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**



Protecting and enhancing the history of Glenrowan is a focus for the Project.

Historical societies

**Australian Railway Historical Society VIC**

- > Impacts to heritage, urban design, construction impacts, planning approvals

**Benalla Historical Society**

- > Impacts to heritage, urban design, construction impacts, planning approvals

**Euroa Historical Society**

- > Impacts to heritage, urban design, construction impacts, planning approvals

**Wangaratta Historical Society**

- > Impacts to heritage, urban design, construction impacts, planning approvals

Sensitive Receptors (education, aged care, community facilities)

**Broadford PS**

- > Impacts to students – safety, and travel

**Broadford Secondary School**

- > Impacts to students – safety, and travel

**Wandong PS**

- > Impacts to students – safety, and travel

**Glenrowan PS**

- > Impacts to students – safety, and travel



**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

Friends of / environment groups

**Friends of Steel Creek**

- > Impacts to local ecology, environmental management

**Friends of Stony Creek**

- > Impacts to local ecology, environmental management

**Friends of Merri Creek**

- > Impacts to local ecology, environmental management

**Friends of Malcom Creek and Grasslands**

- > Impacts to local ecology, environmental management

**Friends of the Maribyrnong Valley**

- > Impacts to local ecology, environmental management

**Wangaratta Urban Landcare Group**

- > Environmental management, urban design outcomes and land care

**North East Ecological Farmers Landcare Group**

- > Impacts to local ecology, environmental management, impacts to agricultural industry and activities

**Benalla Sustainable Futures Group**

- > Impacts to local ecology, environmental management, sustainability

**Wangaratta Sustainability Network**

- > Impacts to local ecology, environmental management, sustainability

**Goulburn Valley Environment Group**

- > Impacts to local ecology, environmental management, sustainability

**BEAM: Mitchell Environment Group**

- > Impacts to local ecology, environmental management, sustainability

**Albury Conservation Company**

- > Impacts to local ecology, environmental management, sustainability



The Community Sponsorships and Donations program supports a range of non-profit initiatives, including the new Sculpture Exhibition at the Kilmore Art Exhibition.

**STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST**

Media

**The Age**

- > Project benefits, milestones, and timing of activities.

**Herald Sun**

- > Project benefits, milestones, and timing of activities.

**Weekly Times**

- > Project benefits, milestones, and timing of activities. Impacts to regional communities, industry, and agricultural activities

**Stock and Land**

- > Project benefits, milestones, and timing of activities. Impacts to regional communities, industry, and agricultural activities

**What's on Wandong**

- > Project benefits, milestones, and timing of activities. Impacts to the local Wandong community, local concerns

**Seymour-Nagambie Advertiser**

- > Project benefits, milestones, and timing of activities. Impacts to the local Seymour-Nagambie community, local concerns

**Seymour Telegraph**

- > Project benefits, milestones, and timing of activities. Impacts to the local Seymour community, local concerns

**The Community Voice Nagambie**

- > Project benefits, milestones, and timing of activities. Impacts to the local Seymour-Nagambie community, local concerns

**North Central Review**

- > Project benefits, milestones, and timing of activities. Impacts to the local Seymour-Kilmore community, local concerns

**Benalla Ensign**

- > Project benefits, milestones, and timing of activities. Impacts to the local Benalla community, local concerns

**The Border Mail**

- > Project benefits, milestones, and timing of activities. Impacts to the local Albury-Wodonga community, local concerns

**Euroa Gazette**

- > Project benefits, milestones, and timing of activities. Impacts to the local Euroa community, local concerns

**North by North-East Magazine**

- > Project benefits, milestones, and timing of activities. Impacts to the local North-East Victoria region, local concerns

**Wangaratta Chronicle**

- > Project benefits, milestones, and timing of activities. Impacts to the local Wangaratta community, local concerns

**Glenrowan Gazette**

- > Project benefits, milestones, and timing of activities. Impacts to the local Glenrowan community, local concerns

**Riverine Herald**

- > Project benefits, milestones, and timing of activities. Impacts to the Echuca-Moama community, local concerns

**Shepparton News**

- > Project benefits, milestones, and timing of activities. Impacts to the local Shepparton community, local concerns

**ABC Murray Goulburn**

- > Project benefits, milestones, and timing of activities. Impacts to the local Murray Goulburn region, local concerns

**2AY Albury**

- > Project benefits, milestones, and timing of activities. Impacts to the local Albury community, local concerns

**Prime7 Albury**

- > Project benefits, milestones, and timing of activities. Impacts to the local Albury community, local concerns

**WIN Albury**

- > Project benefits, milestones, and timing of activities. Impacts to the local Albury community, local concerns

**WIN Shepparton**

- > Project benefits, milestones, and timing of activities. Impacts to the local Shepparton community, local concerns

**9 News Border North East**

- > Project benefits, milestones, and timing of activities. Impacts to the local North-East Victoria region, local concerns

STAKEHOLDERS CONSULTED AND TOPICS OF INTEREST

Landowners, occupiers, and businesses

Nearby residents and businesses within 250m of the Project Land

- > Potential impacts due to proximity to the Project, land matters, planning and environmental approvals, engagement on proposed designs



Wandong pop-up

Appendices 2 and 4 of this report contain copies of consultation documents provided to the community relating to general project consultation.

Market research

ARTC has conducted three tranches of market research since 2018 with the goal of better understanding the communities along the Project corridor. The research has particularly focused on understanding the existing perceptions of connectivity within Wangaratta, Euroa, Benalla and Glenrowan communities.

Key objectives of the research were to:

- > Engage on future needs and priorities
- > Understand what is valued within specific rail corridor communities
- > Explore the connectivity habits and experience of the key communities both in general and around relevant project site precincts
- > Understand what is currently working well in terms of connectivity, what needs improving, and the community wants and needs in terms of future connectivity across the railway in light of the North East rail line project sites planned.

As part of this research, between November 2018 and August 2020, more than 112 residents took part in several market research activities, including in-depth interviews (held both face-to-face and via Teams online software), engagement consultation sessions, online discussion groups and focus groups.



SPECIFIC RESEARCH PROJECTS

LEGEND

- Date
- Objectives of research
- Method – participant numbers / sample sizes and data collection approaches

Wangaratta Community Engagement Research

November – December 2018

- > Explore the connectivity habits and experience of the Wangaratta community both in general and around the station precinct
- > Understand what is currently working well in terms of connectivity, what needs improving, and the community wants and needs in terms of future connectivity across the railway in light of the North East rail line project sites planned

All conducted face to face in Wangaratta

- > Three in-depth interviews conducted with local representatives (3)
- > Three engagement consultation sessions with the general population (20 over the 3 sessions)
- > Two engagement consultation sessions with local special interest group representatives (14 over the 2 sessions)



SPECIFIC RESEARCH PROJECTS

## Euroa Community Engagement Research

📅 April 2019

- 📋 > Explore the connectivity habits and experience of the Euroa community both in general and around the station precinct
  - > Understand what is currently working well in terms of connectivity, what needs improving, and community wants and needs in terms of future connectivity across the railway in light of the North East rail line projects planned
- 
- 🔍 > Four engagement consultation sessions conducted face to face with the general population in Euroa (26 over the four sessions)
  - > Seven in-depth interviews via telephone with local stakeholders (mixture of those from local businesses, schools and special interest groups)



SPECIFIC RESEARCH PROJECTS

## Benalla and Glenrowan Community Engagement Research

📅 August 2020

- 📋 The overall objective for the project was to provide a forum to engage with the two communities in relation to local connectivity issues and ascertain community values, priorities and concerns of relevance to any upgrades that will form part of the Inland Rail project.
- Specifically, the engagement consultations focused on:
  - > What is valued about the local area?
  - > What features / attributes / systems are working well currently from a community perspective (with a focus on local movement and connectivity)
  - > What about the local area needs to be improved (again, with a connectivity and movement focus)?
  - > Future needs and priorities

🔍 Five discussion groups (up to six participants per session) and seven in-depth interviews were conducted with residents who live and move around the local area of Benalla.

**Benalla:**

- > Sixteen participants across four online discussion groups (conducted over Teams)
- > Seven in-depth interviews over Teams

**Glenrowan:**

- > Thirteen participants across three online discussion groups (conducted over Teams)
- > Four in-depth interviews over Teams



### Other ARTC market research relevant to the project

Ipsos market research was undertaken for ARTC's business more broadly. While not conducted specifically for the project and in some cases before the Minister for Planning decision on the EES referral, Melbourne and/or North-eastern Victorian residents participated in the study. The market research information collected after the start of pandemic, shaped the way we engaged with the community and stakeholders. Details relevant to this study are included where they have a bearing on the stakeholder feedback for the project.



## OTHER GENERAL RESEARCH CONDUCTED

Not specific to the Project but including Victorian participants

### LEGEND

-  **Date**
-  **Objectives of research**
-  **Method – participant numbers / sample sizes and data collection approaches**

### ARTC Reputation Measurement and Management Research

 **December 2020**

#### Objectives of research

- > Benchmark ARTC's reputation in North East Victorian region (awareness, familiarity, favourability, trust and advocacy).
- > Identify the key drivers of ARTC's reputation and inform its community and stakeholder communications and engagement strategy in the region; and
- > Provide a baseline from which to understand the impact of both ARTC's efforts and the upcoming works.

#### Methodology

- > Data was collected via online methodology
- > Respondents were n=344 18+ year old residents within the North East rail corridor communities
- > N=43 respondents completed the survey who did not live in specified North East rail line postcode range therefore have been excluded from the results
- > Recruitment of respondents was via geo-targeted advertisements on social media platforms, with a secure survey link hosted and managed by Ipsos
- > Fieldwork dates: 18 November to 6 December 2019

Summarised copies of the above research can be viewed in **Appendix 5** in this report.

### ARTC COVID-19 Research

 **May 2020**

#### Objectives of research

- > To understand perceptions and expectations toward transport and freight in the COVID-19 pandemic.
- > To determine the perceptions of freight and whether this has changed as the consequence of different consumer behaviours (e.g., panic buying)
- > To understand perception of the role of transport and rail freight in the supply chain ecosystem during the pandemic

#### Methodology

- > Online omnibus survey of n=1,022 Australians with quotas on age, gender and location to ensure robust sample.
- > Post-weighting applied to the latest ABS population statistics to ensure representative data.
- > Fieldwork dates: 23 to 28 April 2020

### ARTC Inland Rail Metro Awareness

 **September 2020**

#### Objectives of research

- > Benchmark awareness of Inland Rail and quantify community attitudes, perceptions and understanding of: Inland Rail, the need for it and the benefits it will create, the supply chain and freight rail sectors, ARTC and Inland Rail.
- > Measure understanding of the Inland Rail project. Explore and understand aspects that contribute to perceptions of the project.
- > Explore perceived advantages/ disadvantages of Inland Rail, both direct impacts and as part of the supply chain.
- > Understand the relative impact of various lines of messaging on the community – both positive and negative

#### Target Audience

- > Total sample of n= 1,536 residents among East Coast capital city residents only (Sydney, Melbourne, Brisbane)
- > Greater Sydney residents (n=518)
- > Great Melbourne residents (n= 516)
- > Greater Brisbane residents (n=502)

#### **Methodology**

- > Data was collected via online methodology
- > Data collected was completed between 25 August and 7 September 2020
- > The full interview length was 15 minutes

OTHER GENERAL RESEARCH CONDUCTED

## ARTC Inland Rail Corridor Communities

 **December 2020**

-  > Benchmark awareness of Inland Rail and quantify attitudes, perceptions and understanding of Inland Rail, the need for it and the benefits it will create for supply chain and freight rail sectors.
- > Measure understanding of the Inland Rail project. Explore and understand aspects that contribute to perceptions of the project.
- > Explore key concerns for the community regarding the planning, construction and operation of Inland Rail.
- > Measure depth and strength of both positive and negative community perceptions of Inland Rail.
- > Understand satisfaction with community consultation to date and expectations for future consultation.
- > Explore perceived advantages/ disadvantages of Inland Rail, both direct impacts and as part of the supply chain.
- > Measure impact of vocal minorities in communities and impact of news/media attention (including but not limited to 2019 Senate Inquiry).
- > Understand the relative impact of various lines of messaging on the community – both positive and negative.

 **Target Audience and timing**

- > Total sample of n=1,196 residents along the corridor
- > This provided a margin of error of +/- 2.82%

**Methodology**

- > Data was collected via online methodology
- > Data collection was completed between 28 September and 19 October 2020. The average interview length was 20 minutes
- > The locations of Inland Rail Corridor Communities are typically difficult to reach by traditional market research methods, therefore recruitment of respondents was via geo-targeted advertisements on social media platforms, with a secure survey link hosted and managed by Ipsos
- > The ad campaign about the survey ran over a three-week period on social media platforms to maximise survey responses.

Summarised copies of the above research can be viewed in **Appendix 5** in this report.

Euroa, Victoria

**News Media**

A media statement was issued by then-Deputy Prime Minister Warren Truss (currently ARTC Chairman) and former-ARTC CEO John Fullerton on 2 October 2014, announcing that industry engagement to progress Inland Rail was underway. See here [inlandrail.artc.com.au/ministerial-statement-2-october-2014](http://inlandrail.artc.com.au/ministerial-statement-2-october-2014)



**KEY MEDIA RELEASES ISSUED ON THE WHOLE INLAND RAIL PROJECT**

Read online here [inlandrail.artc.com.au/media-centre](http://inlandrail.artc.com.au/media-centre)

 AUSTRALIAN GOVERNMENT/ARTC  AUSTRALIAN GOVERNMENT  ARTC

<p>2/10/2014 <b>AUSTRALIA'S LARGEST FREIGHT PROJECT ON TRACK</b> AUSTRALIAN GOVERNMENT/ARTC</p>	<p>30/10/2014 <b>INLAND RAIL – LISTENING TO THE LOGISTICS INDUSTRY</b> AUSTRALIAN GOVERNMENT/ARTC</p>	<p>6/3/2015 <b>FIRST INLAND RAIL TENDERS OPEN</b> AUSTRALIAN GOVERNMENT/ARTC</p>
<p>3/7/2015 <b>FIRST INLAND RAIL TENDER AWARDED</b> AUSTRALIAN GOVERNMENT/ARTC</p>	<p>11/9/2015 <b>GOVERNMENT RELEASES DELIVERY PLAN TO BUILD INLAND RAIL</b> AUSTRALIAN GOVERNMENT</p>	<p>8/3/2016 <b>MORE THAN 11 MILLION IN INLAND RAIL CONTRACTS AWARDED</b> AUSTRALIAN GOVERNMENT</p>
<p>6/5/2016 <b>GETTING ON WITH BUILDING INLAND RAIL</b> AUSTRALIAN GOVERNMENT</p>	<p>9/5/2017 <b>\$20 BILLION INVESTMENT IN RAIL</b> AUSTRALIAN GOVERNMENT</p>	<p>14/7/2017 <b>ARTC LEADERSHIP APPOINTMENTS TO HELP DELIVER INLAND RAIL</b> ARTC</p>

<p>19/7/2017 <b>NEXT MAJOR MILESTONE FOR SIGNATURE MELBOURNE TO BRISBANE INLAND RAIL PROJECT</b> AUSTRALIAN GOVERNMENT</p>	<p>16/11/2017 <b>ARTC AWARDS \$30 MILLION IN DESIGN CONTRACTS FOR INLAND RAIL</b> ARTC</p>	<p>7/12/2017 <b>AUSSIE STEEL ON TRACK FOR INLAND RAIL</b> AUSTRALIAN GOVERNMENT</p>
<p>18/4/2018 <b>ARTC APPOINTS INLAND RAIL CEO</b> ARTC</p>	<p>22/10/2018 <b>ARTC KEEN TO HEAR FROM NORTH EAST VICTORIAN COMMUNITIES ON RAIL PROJECTS</b> ARTC</p>	<p>7/11/2018 <b>INLAND RAIL CONTINUING ENGAGEMENT IN BROADFORD AND WANDONG</b> ARTC</p>
<p>15/2/2019 <b>100 YEARS IN THE MAKING, AUSTRALIANS FROM BUSH TO BEACH WILL BENEFIT FROM INLAND RAIL</b> TRACK AND SIGNAL MAGAZINE</p>	<p>5/4/2019 <b>REGIONAL GROUPS ENCOURAGED TO APPLY FOR INLAND RAIL COMMUNITY FUNDING GRANTS</b> ARTC</p>	<p>9/12/2019 <b>CONTRACT AWARDED FOR NORTH EAST RAIL LINE UPGRADE</b> ARTC</p>
<p>16/3/2020 <b>INLAND RAIL'S \$13.3 BILLION VALUE ADD TO BOOST REGIONAL AUSTRALIA</b> ARTC</p>	<p>8/6/2020 <b>EXPRESSIONS OF INTEREST OPEN FOR TOTTENHAM TO ALBURY SECTION OF INLAND RAIL</b> ARTC</p>	<p>10/6/2020 <b>INLAND RAIL SCHOLARSHIPS AWARDED AT LA TROBE UNIVERSITY</b> ARTC</p>
<p>24/9/2020 <b>INLAND RAIL PROCUREMENT STRATEGY TO ENHANCE INDUSTRY AND REGIONAL AUSTRALIA</b> ARTC</p>	<p>20/1/2021 <b>INLAND RAIL CONTRACTS TURNOUT BIG FOR AUSSIE MADE</b> ARTC</p>	<p>31/5/2021 <b>INLAND RAIL SUCCEEDS WITH SKILLS DEVELOPMENT IN REGIONAL COMMUNITIES</b> ARTC</p>

**Web and social media (Twitter, Facebook, YouTube, Instagram)**

The Tottenham to Albury project has its own hub on the ARTC website, which is used to provide project updates, including indicative renders, timelines, frequently asked questions and publications. The project is promoted as a sub section (Stage 1) of the broader Tottenham to Albury project.

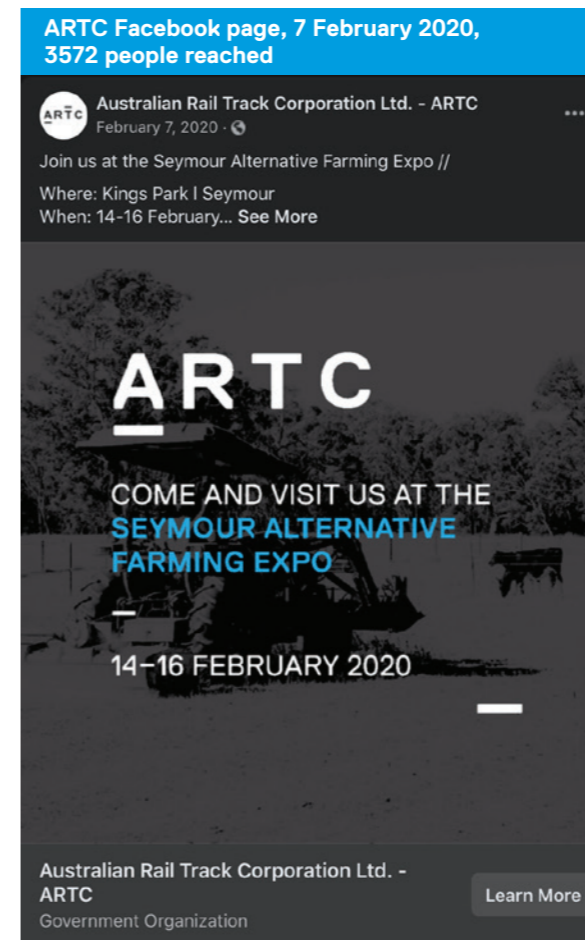
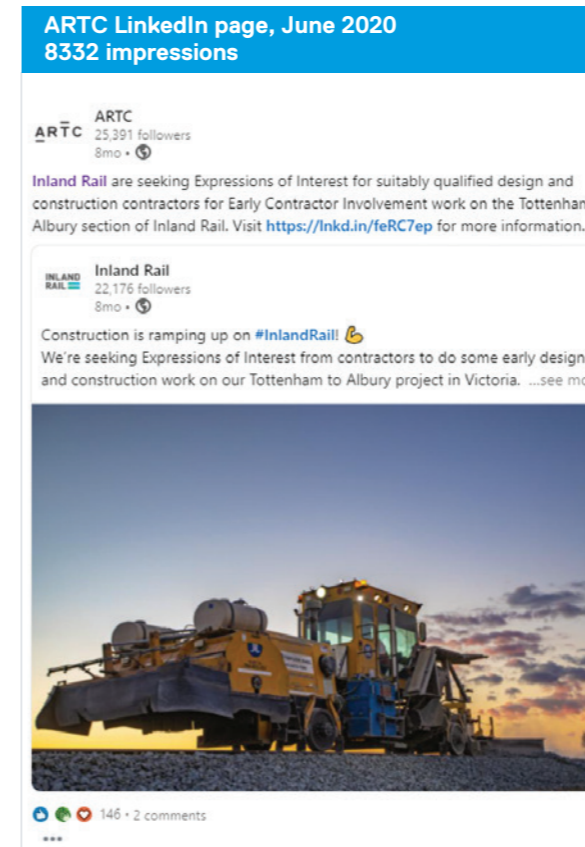
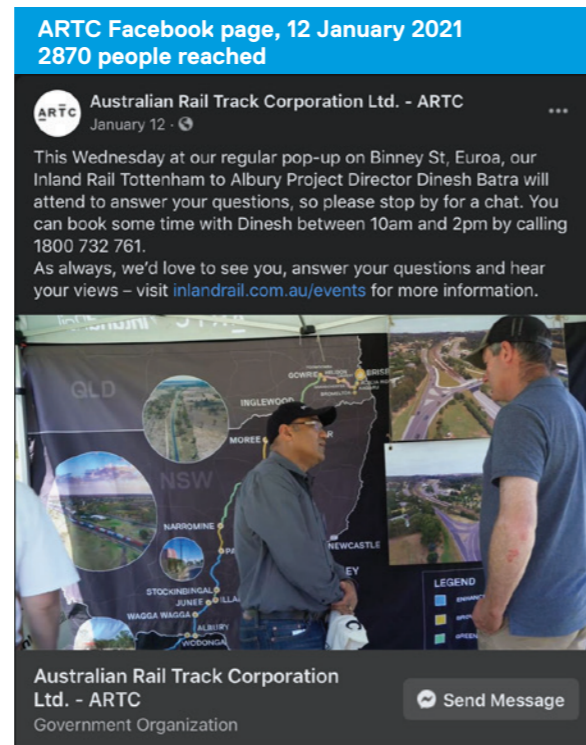
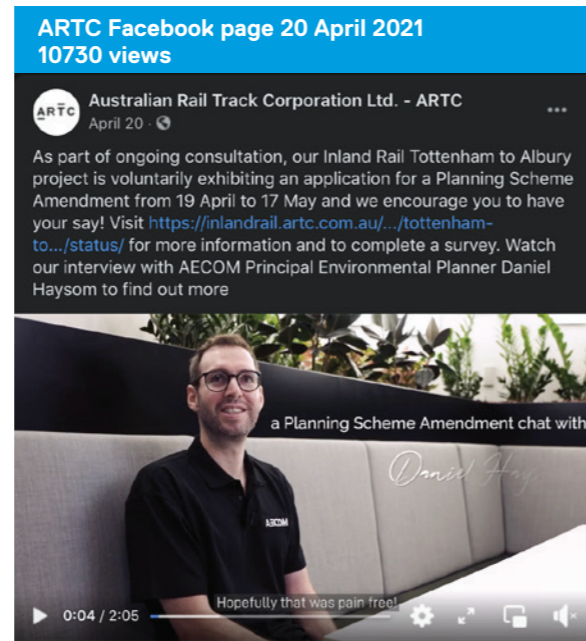
This online engagement hub allows the community to provide online submissions relating to planning, preferences on the project’s look and feel and general community feedback.

ARTC’s social media channels have been key communication tools. ARTC Facebook and Twitter pages are regularly used to make announcements, promote engagement opportunities and start conversations. ARTC has as of August 2021:

- > 5,700 Facebook followers  
**facebook.com/australianrailtrackcorporation**
- > 852 Twitter followers  
**twitter.com/Inland\_Rail?ref\_src=twsrc%5E-goo%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor**
- > 3,522 Instagram followers  
**instagram.com/inlandrailofficial/?hl=en**
- > 28,954 LinkedIn followers  
**linkedin.com/company/artc/mycompany/**

Facebook posts relating to the Project have been engaged with by over 737,323 people since 2018 and engagement on LinkedIn has reached 16,445. Examples of social media posts and tools are provided in the Figure on the right and in Appendix 4 of this report.

This online engagement hub allows the community to provide online submissions relating to planning, preferences on the project’s look and feel and general community feedback.



**Direct email communication**

Since the project was announced, 32 e-updates were sent out to subscribers. In direct relation to planning and environmental approvals, the project has distributed 6 additional e-updates. The eNews items were sent to over 7,000 people with an average open rate of 40%.

**eNews items issued since the commencement of consultation relating to the planning and environmental approvals, including subscriber numbers and open rates**

- > **Victoria Projects eNews 20 October 2020**  
sent to 1330 recipients  
51.05% open rate
- > **Victoria Projects eNews 18 December 2020**  
sent to 7249 recipients  
36.29% open rate
- > **Victoria Projects eNews 29 January 2021**  
sent to 6870 recipients,  
39.54% open rate
- > **Victoria Projects eNews 9 April 2021**  
sent to 7198 recipients,  
39.16% open rate
- > **Victoria Projects eNews 30 April 2021**  
sent to 7121 recipients  
39.46% open rate
- > **Victoria Projects eNews 1 June 2021**  
sent to 7084 recipients  
40.80% open rate

## APPROVALS FEEDBACK AND PSA SUBMISSION METHODOLOGY

On 23 August 2020, the Minister for Planning decided that an Environmental Effects Statement was not required for the Project. A Planning Scheme Amendment process commenced to facilitate the use and development of the project area to enable safe passage of double-stacked freight trains.

The table below provides a detailed breakdown of activities conducted to support this period of consultation.

### ENGAGEMENT ACTIVITIES RELATING TO PLANNING AND ENVIRONMENTAL APPROVALS

#### Key engagement activities

The following activities were undertaken as part of the engagement process:

- > Six eNews items distributed
- > 38 pop-ups held across the alignment in Avenel, Broadford, Benalla, Euroa, Glenrowan, Wangaratta, and Wandong
- > ARTC website and social media
- > ARTC online consultation hub
- > Direct project email updates
- > Meetings with business stakeholders re construction methodology
- > Community sessions consulting on Urban Design Framework objectives in Benalla, Euroa, Wangaratta, Glenrowan, Broadford and Wandong in March 2021
- > Geotargeted social media posts
- > Advertisements in local newspapers including Benalla Ensign, Euroa Gazette and Wangaratta Chronicle
- > Radio live-read advertising

Residents across all project corridor communities including Wandong, Seymour, Avenel, Broadford, Euroa, Wangaratta, Glenrowan, Benalla and Wodonga received a Project community update newsletter in November 2020. ARTC completed 11,000 letter box drops in Wangaratta and Benalla. Other distribution was managed through pop-ups, team drop-offs and the Glenrowan Post Office.

This newsletter encouraged people to visit the Project's online platform, which housed both a planning-specific and general engagement survey (social pinpoint interactive map and feedback site).

Residents in proximity to proposed project works across Broadford (81 properties), Tallarook (seven properties), Seymour (six properties) Euroa (52 properties) and Wandong (16 properties) received tailored letters with an enclosed Project community update newsletter on Friday 25 September 2020.

Residents in proximity to proposed project works across Wangaratta (30 properties), Benalla (11 properties) and Glenrowan (21 properties) received a letter inviting them to get in contact with the Project and a community update newsletter on Thursday 20 August 2020. This newsletter was issued immediately before starting the consultation on the PSA and encouraged engagement with the project as this consultation period began.

#### Planning consultation – mail out

PSA notification letters mail out to 7,253 homes and businesses within 250 metres of the Project Land, with recipients sent information regarding the PSA process, a PSA factsheet and a hard copy of the submission form. The letter contained links to the online submission form and our website where the draft Incorporated Document, explanatory report and reference guides were located.

The key PSA documents were exhibited between 19 April and 17 May 2021.

Feedback received during this process, including formal submissions, was used to inform the Minister for Planning's decisions in relation to the planning scheme amendment required for the Project under the *Planning and Environment Act*.

#### Door knocking

The project has met with the landowners of 13 properties to discuss the impact of the project to their property. The team have had 19 face-to-face meetings, and 2 teleconference phone conversations.

#### Engagement with impacted businesses

Businesses were provided with information on the project, a local business survey, an invitation to the trader drop-in sessions and information on how to contact the project.

#### Face-to-Face engagement – general public

ARTC had a regular presence in key communities along the North-East rail corridor. The project team ran weekly drop-in sessions in Euroa, Wangaratta and Broadford, a bi-monthly drop-in session in Wandong and Glenrowan and a monthly drop-in session in Avenel. A regular weekly drop-in session in Benalla also commenced in early December 2020.

Project fact sheets and newsletters were handed out across 38 drop-ins at in Avenel, Broadford, Benalla, Euroa, Glenrowan, Wangaratta and Wandong.

Community members also took the opportunity to provide feedback or complete a survey.

A range of information was made available to the community at these sessions, including:

- > Community update newsletters, and tailored site-specific fact sheets, including concept images
- > Technical drawings showing reference designs
- > Feedback forms
- > Information on the PSA process was available from 24 August 2020 via advice from stakeholder engagement personnel, as well as via printed and online materials.

#### Government briefings

Collectively, the 22 local Members of Parliament for the Federal seats of Riverina and Senate seats in Victoria, State Legislative Council seats of Northern Victoria and the State Legislative Assembly seats of Benambra, Euroa, Ovens Valley, Shepparton and Albury were briefed on the PSA process and the project in general.

The following list shows briefing details with MPs:

- > Tim McCurdy MP was briefed three times
- > Tania Maxwell MP was briefed three times
- > Helen Haines MP was briefed four times
- > Steph Ryan MP was briefed two times
- > Damien Drum MP briefed two times
- > Bill Tilley MP briefed once

Separate briefings were provided to relevant portfolio Ministers and Shadow Ministers.

Information regarding the planning scheme amendment process was also provided to each Member's Electoral Office.

#### Councils

Introductory, planning and environmental approval process and design-focused meetings were held with technical officers from:

- > Whittlesea Council
- > Mitchell Shire Council
- > Strathbogie Shire Council
- > Rural City of Benalla
- > Rural City of Wangaratta
- > City of Wodonga

ARTC also sought assistance from these councils for the provision of address data to support the PSA consultation mail-out.

Council officers were included in the Project's Urban Design Framework development process to provide advice on the preferred design outcomes for the Project.

ARTC have regularly liaised with the above councils throughout the development of the Project. This has included meetings to understand the key matters and preferred outcomes for Councils, consultation on engineering and design material about the Project, discussions regarding use of land associated with the Project, and ongoing discussions regarding landscaping and replacement tree plantings.

#### Feedback Mechanism

An online platform was created at [inlandrail.artc.com.au/t2a](https://inlandrail.artc.com.au/t2a) to facilitate the consultation process. All published channels pointed to the project site.

An interactive social pinpoint site was live on this platform. A summary of this process is as follows:

- > Anyone with an interest in the Project could provide feedback.
- > This process was promoted on social media, via email to businesses, and during conversations with stakeholders.
- > Visitors were required to register and create an account before they could submit feedback online.
- > The ARTC contact phone number and email address were widely publicised, which provided the community an avenue to contact the team with questions or queries at any time.



### PSA related themes and matters

Feedback received is reviewed by the project Stakeholder and Engagement team and, where necessary, technical specialists to determine the matters raised and recorded on the register. The matters raised were analysed and categorised, and grouped into broad themes and matters, which are listed in the table on page 57.



#### Corridor Works

- > Access changes
- > Communications/signalling
- > Construction compound /lay-down areas
- > Level crossings
- > Other construction impacts
- > Post-construction defect/s
- > Safety
- > Signage
- > Temporary accommodation
- > Track condition
- > Traffic impacts and management
- > Worker behaviour



#### Heritage / Native Title

- > Air quality/dust
- > Biodiversity offsets
- > Coal
- > Domesticated animals
- > Environmental management
- > Environmental planning approvals
- > Fauna/livestock
- > Flooding/drainage
- > Heritage/cultural Indigenous
- > Heritage/cultural non-Indigenous
- > Light
- > Noise
- > Parks/public facilities
- > Soil/land
- > Vegetation/flora management
- > Vibration
- > Waste management
- > Waterway management and quality



#### General

- > Community Working Group
- > Consultation process
- > Employment/business opportunities
- > Other projects or government
- > Project cost/funding
- > Project/works timing
- > Public transport
- > Social benefit
- > Social cost
- > Sponsorships and donations



#### Design Impacts

- > Connectivity
- > Economic impacts
- > Legacy
- > Project approvals
- > Project/works design
- > Route selection/alignment
- > Visual amenity



#### Property Impacts

- > Compensation
- > Fencing/gates
- > Impacts on property value
- > Impacts to agricultural activities
- > Noise walls
- > Property access
- > Property acquisition
- > Property damage
- > Property use/lease requests
- > Reinstatement/rehabilitation
- > Surveys
- > Trespass

During the exhibition of the PSA, the Project received 216 submissions. The submissions were categorised in accordance with the themes shown in the table above.

Many of the submissions were general in nature and have been responded to by reference to general strategies or performance requirements for management and mitigation. Where a more complex response was required, the task was completed with the assistance of technical specialists.

On matters related to environmental and planning approvals, 422 separate engagement activities (from letters to drop-in sessions) occurred. In addition, more than 30,000 people were reached via news media and promotional advertisements about the project, which included encouraging participation in the consultation process.

## SUMMARY OF ENGAGEMENT ACTIVITIES RELATING TO ENVIRONMENT AND PLANNING APPROVALS

ENGAGEMENT ACTIVITIES	TOTAL NUMBER OF		
	Direct consultative interactions	Distinct stakeholders consulted	Stakeholders consulted through this engagement activity
Email out	128	111	212
Email in	71	53	84
Phone call out	47	41	135
Meeting	55	89	135
Public information session	18	91	102
Phone call in	19	19	20
Letter out	36	68	80
Submission	6	6	6
Door knock	6	5	6
Social media out	4	0	0
Bulk mailout	1	1	1
Face-to-face contact	16	49	50
Letter in	7	7	7
Social pinpoint map	3	8	12
Working Group meeting	8	30	84
eNews	6	592	592
SMS in	6	4	6
SMS out	3	2	2
Media release	4	0	0
Speaking engagement	1	3	3
Media clip	3	1	1
Political correspondence in	2	1	2
Other	6	36	36
<b>Total Event search</b>	<b>422</b>	<b>538</b>	<b>755</b>



## SECTION 4 ENGAGEMENT AND FEEDBACK

### PROTOCOLS WHEN RECEIVING GENERAL FEEDBACK

The below protocol reflects how feedback and any questions to the project are handled.

All initial community and council stakeholder queries are managed by the Project's Stakeholder Engagement team. Stakeholder Engagement team members are responsible for liaison with stakeholders associated with allocated project sites along the corridor. When an enquiry is received via email, phone, website, or another channel:

1. The query is assessed to determine whether it is relevant to the Project.
  - a. **If not relevant to the Project**, the query is recorded in Consultation Manager (CM), tagged to the relevant project, and forwarded via email to a representative of the relevant ARTC project (or external agency where relevant). Examples include queries relating to another section of the Inland Rail project corridor
  - b. **If relevant to existing operational or maintenance aspects of the project corridor**, (e.g., grass cutting request, current operational noise) the query is recorded in CM and tagged to project operations and forwarded via email to a representative of the operations/maintenance team for action (or external agency where relevant).
  - c. **Where the feedback or query relates to Project design**, the query is forwarded to the regional Stakeholder Engagement Lead for resolution.
2. The Stakeholder Engagement Lead contacts the enquirer to record their feedback and / or resolve the query, including relevant information. The query is recorded in CM, consistent with established internal processes.
3. **Feedback records are fed into the design development process** – the Stakeholder Engagement team provides query records/feedback summary to a regular internal working group, which notes the stakeholder queries received and incorporates this into the Project's design change management process
4. **Communicating feedback themes that have influenced designs** – At the commencement of each Project site and design stage, information materials such as newsletters and media releases provide summary information on how feedback to date has been incorporated into the current design.
  - a. On a case-by-case basis, individual stakeholders are verbally advised on how their specific feedback was incorporated into the design by the regional Stakeholder Engagement Lead.

## ENGAGEMENT AND FEEDBACK EVENTS

There is a high level of community interest in the Project. Where attendance was formally recorded, a minimum of 357 community members attended 38 Community Information Sessions. These events covered all the 12 Project sites along the North-East rail line.

Concurrently while delivering engagement events, the Project attended 19 external community events to promote the project and share information on designs where possible. In addition to overall event attendance, 146 distinct stakeholders provided feedback or registered their attendance at Project information stands at these events.

### EXTERNAL PUBLIC EVENTS ATTENDED BY ARTC (events not organised by the project)

<b>16–18 April 2021</b> SEYMOUR FARMING EXP	<b>02 Apr 2019</b> SEYMOUR U3A MONTHLY PUBLIC TALK
<b>14–16 Feb 2020</b> SEYMOUR FARMING EXPO	<b>28 Mar 2019</b> YEA ROTARY MEETING
<b>01 Dec 2019</b> TALLAROOK FARMERS MARKET	<b>17 Feb 2019</b> SEYMOUR ALTERNATIVE FARMING EXPO
<b>05 Oct 2019</b> SEYMOUR SHOW	<b>06 Feb 2019</b> GLENROWAN IMPROVERS MONTHLY MEETING
<b>26 Oct 2019</b> SEYMOUR TOURISM AND BUSINESS CHAMBER LAUNCH	<b>20 Dec 2018</b> WANGARATTA TWILIGHT MARKETS
<b>25 Aug 2019</b> LATROBE UNI OPEN DAY	<b>01 Dec 2018</b> KILMORE AGRICULTURAL SHOW
<b>27 July 2019</b> WODONGA FARMERS MARKET	<b>27 Oct 2018</b> EUROA SHOW
<b>25 May 2019</b> BENALLA FARMERS MARKET	<b>18 – 20 Sep 2018</b> HENTY MACHINERY FIELDS DAY
<b>14 Apr 2019</b> AVENEL FARMERS MARKET	<b>14 July 2018</b> WANGARATTA FARMERS MARKET

Community members completed a total of 8,175 visits to the Social Pinpoint interactive map tool seeking feedback via commentary on the project map. Of these over 8,000 visits, 21 comments were entered. (Note – these numbers have indicated to the Project team that stakeholders’ primary use for the social pinpoint map is a clarification and information tool rather than a feedback mechanism.) Sample questions from stakeholders lodged via the Social Pinpoint interactive feedback tool and project team responses are shown below.

Community members completed a total of 8,175 visits to the social pinpoint interactive map tool seeking feedback via commentary on the project map. Of these over 8,000 visits, 21 comments were entered.

### Comment

#### Road & Transport Comment

New pedestrian/cycling bridge and change of access to Jacana Station. New bridge must ensure 24/7 disability access either through provisions of a ramp to station platforms or 2 lifts to access station platform and 2 lifts from road. Single lift is not sufficient, as during maintenance or breakdown disability access no longer provided. There are a number of special schools in the area, so this is important.

#### Comment Response

Hi there, As mentioned previously, we have placed a temporary hold on ongoing project development and delivery activities south of Beveridge while the Victorian Department of Transport undertakes a study to determine the location, configuration and the timeframe of a new intermodal terminal in Melbourne. Once details of the intermodal terminal are confirmed, we will resume our engagement and progress our reference design as required for Stage 2, south of Beveridge. Thanks

Sample question 1 – Social Pinpoint

### Comment

#### General Comment

Hi All I do support the inland rail project. I understand the new euroa rail overpass will meet all the safety requirements for motorist & pedestrians access when completed. My concern is the future proposed landscaping /paving works in the vicinity of Frost & Elliot St may not deliver the outcomes that I think can be achieved. Let's make it a great project. Cheers Chris Carroll 34 Frost St

#### Comment Response

Hi there, Thanks for your message and appreciate the support. The Euroa community will have the opportunity to provide further direct feedback during the detailed design phase which will commence next year for this project site. In the meantime, we will also be having a regular presence in the Euroa community to discuss the project throughout the second half of this year. We welcome any feedback or questions you might have by emailing us on inlandrailVIC@artc.com.au or alternatively, the team are happy to give you a call

Sample question 3 – Social Pinpoint

### Comment

#### Road & Transport Comment

This crossing will highly likely be a part of a future OD route. Therefore it's design and construction needs to cater to these needs. It is close to future residential growth, a known walking/bike route so pedestrian crossings are required to be included in construction with consideration to on and off access.

#### Comment Response

Hi there, thank you for your comment and apologies for the delay in getting back to you. Through the engagement undertaken till date, ARTC is not aware of any formal consideration for this as an OD route to date, however, a walking/bike path a 1.5m wide shared use facility on one side of the bridge is being considered to be incorporated in the design.

Sample question 2 – Social Pinpoint

Website visits to the Tottenham to Albury Project online engagement hub totalled 14,843 (as of August 2021), with 1,124 documents downloaded.

The tables on pages 63–69 show the top areas of concern for the community raised during consultation. These key areas ranked highest in responses or comments in the survey responses and commentary at the drop-in sessions. Overall, the most regularly raised comments were about:

- > the broader program or scope of works.
- > concerns about the visual impact of all elevated bridges proposed
- > concerns about safety where proposed new bridges will integrate with local streets, including road gradient, traffic safety, pedestrian and cyclist paths and crossings.
- > requests and messages of thanks about project grants and sponsorships
- > queries on project timing and works programming including construction start dates
- > positive feedback on the Euroa Working Group engagement
- > liaison about accessing private property for site investigations and surveys.

Website visits to the Tottenham to Albury project page (and Beveridge to Albury sub-project page in this section) on our online engagement hub totalled 14,843 (as of August 2021), with 1,124 documents downloaded.



## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### PROJECT WIDE

#### STAKEHOLDERS ENGAGED

- > Community members
- > Councils

#### WE HEARD FROM THE COMMUNITY

- > Specific concerns around safety, visual amenity, connectivity and functionality

#### LISTENED TO FEEDBACK



#### PROJECT REACTIONS

- > Feedback specifically requested on Urban Design Framework incorporated into Urban Design Guidelines that ARTC will be held accountable to



The Project team regularly attends community events, such as the Seymour Alternative Farming Expo



## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### EUROA

STAKEHOLDERS ENGAGED	WE HEARD FROM THE COMMUNITY	LISTENED TO FEEDBACK	PROJECT REACTIONS
<ul style="list-style-type: none"> <li>&gt; Euroa community</li> <li>&gt; Euroa Working Group</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Community concerned about lack of involvement in planning and design of Anderson Street bridge</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Established the Euroa Working Group (community-nominated representatives) to broadened engagement</li> </ul>
<ul style="list-style-type: none"> <li>&gt; Strathbogie Shire Council</li> <li>&gt; Euroa Connect</li> <li>&gt; Department of Transport</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Community desired a whole of rail precinct solution</li> </ul>		<ul style="list-style-type: none"> <li>&gt; We committed to including the requirements detailed in Working Group's 'Creating a Civic Presence' which expanded our plans to an entire Euroa Station Precinct upgrade with a new station platform, connecting underpass and a more accessible train station for the community.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Proposed roundabout at Brook St did not have community support</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Roundabout removed and alternative solution proposed for traffic flow at Brook St</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Alternative community ideas to a bridge solution including level crossing and vehicle underpass.</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Shared six options with the Working Group for discussion and to show why our preferred solution offered the most community benefit and why a level crossing could not be considered due to safety concerns</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Some community members continued to be unsatisfied that preferred solution was the best option for Euroa</li> </ul>		<ul style="list-style-type: none"> <li>&gt; We committed to stepping back from our preferred solution and progressing two options: a vehicle underpass or a bridge, and resetting community and key stakeholder engagement to ensure all voices were heard</li> </ul>
			<ul style="list-style-type: none"> <li>&gt; Informal meetings with Euroa Connect to share project updates and commitment to transparency in decision making</li> </ul>
			<ul style="list-style-type: none"> <li>&gt; Euroa Stakeholder Group established with representatives from Department of Transport, Strathbogie Shire Council and ARTC to work through design impacts and requirements of these agencies. This is an interim solution to the disbandment of Euroa Working Group</li> </ul>



## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### BENALLA

STAKEHOLDERS ENGAGED	WE HEARD FROM THE COMMUNITY	LISTENED TO FEEDBACK	PROJECT REACTIONS
<ul style="list-style-type: none"> <li>&gt; Benalla community</li> <li>&gt; Better Benalla Rail</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Community concerns about involvement in the planning and design of Benalla station precinct</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Established Benalla Working Group (community-nominated representatives) to enhance community engagement</li> </ul>
<ul style="list-style-type: none"> <li>&gt; Benalla Rural City Council</li> <li>&gt; Department of Transport</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Community concern around preferred bridge replacement solution, particularly visual amenity of a new proposed bridge</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Consultation with working group and key stakeholders, including Better Benalla Rail, have resulted in commitment to revisit two design options – a new bridge or track realignment, pending further design investigation and stakeholder engagement</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Concerns raised around safe access for pedestrians and vehicles, including buses.</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Bus and pedestrian access will be upgraded, regardless of final option</li> </ul>





## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### GLENROWAN

STAKEHOLDERS ENGAGED	WE HEARD FROM THE COMMUNITY	LISTENED TO FEEDBACK	PROJECT REACTIONS
<ul style="list-style-type: none"> <li>&gt; Heritage Victoria</li> <li>&gt; Department of Transport</li> <li>&gt; Glenrowan Improvers</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Community, City of Wangaratta, and Heritage Victoria raised concerns around initial proposal to lower the track through Glenrowan</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Changed preferred solution to new bridge reducing potential impacts to the heritage precinct</li> </ul>
<ul style="list-style-type: none"> <li>&gt; City of Wangaratta Council</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Desire to improve the amenity of Beaconsfield Parade and access to the iconic siege site</li> </ul>	   	<ul style="list-style-type: none"> <li>&gt; Commitment to improve amenity and minimise impacts to historical precinct captured in UDF.</li> <li>&gt; Commitment to open span bridge design</li> <li>&gt; Developed 3D visualisations of proposed new bridge to help communities understand impacts and opportunities</li> <li>&gt; Offered to work with Council on heritage interpretation centre (declined) but will ensure designs complement Council plans wherever possible.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Concerns raised regarding safety for vehicles and pedestrians/cyclists on new bridge</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Pedestrian and cyclist access will be a key feature of the new bridge</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Community group (Glenrowan Improvers) concerns of lack of consultation</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Regular meetings with Glenrowan Improvers to try to address concerns</li> </ul>



## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### WANGARATTA

STAKEHOLDERS ENGAGED	WE HEARD FROM THE COMMUNITY	LISTENED TO FEEDBACK	PROJECT REACTIONS
<ul style="list-style-type: none"> <li>&gt; Wangaratta community</li> <li>&gt; City of Wangaratta Council</li> <li>&gt; Department of Transport</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Some preference for predestination overpass rather than proposed underpass, in part due to safety concerns</li> </ul>	 	<ul style="list-style-type: none"> <li>&gt; We acknowledge the different community preferences and have confirmed a pedestrian underpass due to project constraints for an overpass</li> <li>&gt; To address safety concerns underpass design to include monitored CCTV security</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Currently no parking on Spearing St is an issue for some people</li> </ul>		<ul style="list-style-type: none"> <li>&gt; New dedicated parking to be include in detailed designs</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Desire to fill in 'The Dive' on Norton St as part of project</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Commitment to fill in 'The Dive' to enable future of area</li> </ul>





## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### BROADFORD

STAKEHOLDERS ENGAGED	WE HEARD FROM THE COMMUNITY	LISTENED TO FEEDBACK	PROJECT REACTIONS
<ul style="list-style-type: none"> <li>&gt; Broadford community</li> <li>&gt; Mitchell Shire Council</li> <li>&gt; Broadford Community Liaison Group</li> <li>&gt; Department of Transport</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Safety concerns about the increased road gradient at Hamilton Street, slight lines, truck movements and speeds entering an existing off the bridge</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Design will incorporate a mountable roundabout at the intersection of Hamilton and Ferguson Streets to slow bi-directional traffic using the new bridge</li> <li>&gt; Design will not require significant changes to the grade lines at the Hamilton St, instead the project area has been extended to High St to allow for maximum distance to ease the road grade back to High St intersection levels.</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Safe access for pedestrians and cyclists a key concern</li> </ul>		<ul style="list-style-type: none"> <li>&gt; A shared user path on the south and a footpath on the north of will be included in the design of the bridge</li> </ul>
	<ul style="list-style-type: none"> <li>&gt; Issues around emergency vehicle access across bridge and traffic management during construction</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Bridge construction will be staged to maintain traffic flow.</li> </ul>



## AREAS OF CONCERN IDENTIFIED DURING CONSULTATION

### WANDONG

STAKEHOLDERS ENGAGED	WE HEARD FROM THE COMMUNITY	LISTENED TO FEEDBACK	PROJECT REACTIONS
<ul style="list-style-type: none"> <li>&gt; Wandong community</li> <li>&gt; Wandong History Group</li> <li>&gt; Wandong-Heathcote Junction Community Group</li> <li>&gt; Mitchell Shire Council</li> <li>&gt; Department of Transport</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Concerns about the safety of the current Broadford-Wandong Road bridge and connecting Rail Street intersection.</li> <li>&gt; Concerns regarding impacts on local heritage sites, community garden and mature trees planted by the community.</li> <li>&gt; Uncertainty how the Urban Design Framework will ensure new bridge aesthetically respects the town's county look and feel, history and address the community's connectivity and safety concerns</li> </ul>		<ul style="list-style-type: none"> <li>&gt; Established Benalla Working Group (community-nominated representatives) to enhance community engagement</li> <li>&gt; As designs advance and impacts are more clearly understood, we will work with the community to minimise impacts</li> <li>&gt; The Urban Design Framework sets out specific objectives for the Broadford-Wandong Road bridge (as it does for all project sites) that holds ARTC and our contractor accountable to Mitchell Shire Council and the Wandong community to deliver a bridge that provides a positive legacy.</li> </ul>



Existing Broadford-Wandong Road bridge in Broadford.

ARTC will continue to work with the community and stakeholders to prioritise and refine ideas to ensure we deliver positive outcomes for each project site.

The community will also have more opportunity to collaborate on the look and feel of the designs near each site, as site designs are further refined.

The community will also have more opportunity to collaborate on the look and feel of the designs near each site, as site designs are further refined.



Wangaratta Station Precinct, Wangaratta

# COLLABORATION OPPORTUNITIES

## HERITAGE PERMITS

Submit feedback on heritage permit applications for Glenrowan and Wangaratta on Heritage Victoria's website:

[bit.ly/heritagepermits](https://bit.ly/heritagepermits)

## APPOINT CONSTRUCTION CONTRACTOR

We expect to finalise a contractor by December 2021. Detailed design work will continue for all 12 project sites.

We will continue to consult with the community on landscaping, safety features, artwork, materials and more to refine our detailed designs and minimise community impacts.

## FINAL REFERENCE DESIGNS

Community feedback will be used to help finalise reference designs for all Victorian sites. Feedback will be gathered via information sessions, online platforms, in person at our drop-in sessions and via email or phone.





The table below summarises the feedback received since ARTC commenced developing designs for the Project until the end of the PSA voluntary exhibition period.

Theme/matter	Number of feedback raising this matter	Percentage of feedback raising matter (approximate)
General matters		
Consultation process	<b>341</b>	<b>12.3%</b>
Project/works design	<b>322</b>	<b>11.7%</b>
Visual amenity	<b>291</b>	<b>10.5%</b>
Sponsorships and donations	<b>260</b>	<b>9.4%</b>
Property access	<b>219</b>	<b>7.9%</b>
Traffic impacts and management	<b>204</b>	<b>7.4%</b>
Working Group	<b>197</b>	<b>7.1%</b>
Project/works timing	<b>154</b>	<b>5.5%</b>
Environmental planning approvals	<b>145</b>	<b>5.2%</b>
Heritage/cultural non-Indigenous	<b>133</b>	<b>4.8%</b>
Employment/business opportunities	<b>109</b>	<b>3.9%</b>
Surveys	<b>105</b>	<b>3.8%</b>
Property acquisition	<b>105</b>	<b>3.8%</b>
Heritage/cultural Indigenous	<b>92</b>	<b>3.3%</b>
Project cost/funding	<b>92</b>	<b>3.3%</b>
Access changes	<b>85</b>	<b>3%</b>
Route selection/alignment	<b>68</b>	<b>2.4%</b>
Connectivity	<b>68</b>	<b>2.4%</b>
Project approvals	<b>63</b>	<b>2.2%</b>
Other projects or government	<b>54</b>	<b>1.9%</b>
Noise	<b>54</b>	<b>1.9%</b>
Legacy	<b>52</b>	<b>1.8%</b>
Flooding/drainage	<b>46</b>	<b>1.6%</b>
Environmental management	<b>45</b>	<b>1.6%</b>
Economic impacts	<b>43</b>	<b>1.5%</b>
Level crossings	<b>42</b>	<b>1.5%</b>
Vibration	<b>40</b>	<b>1.4%</b>
Soil/land	<b>32</b>	<b>1.1%</b>

Theme/matter	Number of feedback raising this matter	Percentage of feedback raising matter (approximate)
Social benefit	<b>30</b>	<b>1%</b>
Vegetation/flora management	<b>24</b>	<b>Less than 1%</b>
Safety	<b>21</b>	<b>Less than 1%</b>
Other construction impacts	<b>20</b>	<b>Less than 1%</b>
Property use/lease requests	<b>20</b>	<b>Less than 1%</b>
Parks/public facilities	<b>17</b>	<b>Less than 1%</b>
Construction compound/lay down areas	<b>14</b>	<b>Less than 1%</b>
Fauna/livestock	<b>13</b>	<b>Less than 1%</b>
Fencing/gates	<b>12</b>	<b>Less than 1%</b>
Waterway management and quality	<b>12</b>	<b>Less than 1%</b>
Light	<b>12</b>	<b>Less than 1%</b>
Waste management	<b>11</b>	<b>Less than 1%</b>
Biodiversity offsets	<b>11</b>	<b>Less than 1%</b>
Coal	<b>10</b>	<b>Less than 1%</b>
Compensation	<b>10</b>	<b>Less than 1%</b>
Impacts on property value	<b>9</b>	<b>Less than 1%</b>
Property damage	<b>9</b>	<b>Less than 1%</b>
Reinstatement/rehabilitation	<b>9</b>	<b>Less than 1%</b>
Impacts to agricultural activities	<b>7</b>	<b>Less than 1%</b>
Social cost	<b>7</b>	<b>Less than 1%</b>
Temporary accommodation	<b>6</b>	<b>Less than 1%</b>
Air quality/dust	<b>5</b>	<b>Less than 1%</b>
Worker behaviour	<b>3</b>	<b>Less than 1%</b>
Signage	<b>3</b>	<b>Less than 1%</b>
Track condition	<b>2</b>	<b>Less than 1%</b>
Noise walls	<b>1</b>	<b>Less than 1%</b>
Public transport	<b>1</b>	<b>Less than 1%</b>
Post construction defect/s	<b>1</b>	<b>Less than 1%</b>
Trespass	<b>1</b>	<b>Less than 1%</b>



Wangaratta, Victoria

## LOCAL COUNCILS

ARTC consulted with the City of Whittlesea, Mitchell Shire Council, Strathbogie Shire Council, Rural City of Benalla, Rural City of Wangaratta, and the City of Wodonga and key State Government agencies during the development of concept and reference designs, and as part of planning approval consultation.

Mitchell Shire Council, Strathbogie Shire Council, Rural City of Benalla and Rural City of Wangaratta have been involved with the development of the Project through the Urban Design Framework process, given the proposed changes to significant assets and/or station precincts within their municipality.

The Project is committed to continuing collaboration with these councils as designs progress through to construction.

The Project is committed to continuing collaboration with these councils as designs progress through to construction.

## GENERAL PUBLIC ENGAGEMENT FEEDBACK

The following section of this report details matters raised by the general public during consultation across the Project. All queries have been noted by the project. Where relevant, the matter raised will be considered and incorporated into the project's design as far as is practicable, both to mitigate potential disruption during construction and optimise project operations.

### Construction Impacts

The most common themes emerging from the Construction Impacts category related to impacts to traffic and how ARTC would manage impacts to pedestrian, cyclist and vehicles during works.



## RANKING OF ISSUES RAISED IN CONSTRUCTION IMPACTS

From most to least raised

MATTER RAISED	EVENTS	STAKEHOLDERS	
		Distinct	Total
Traffic impacts and management	204	304	455
Access changes	85	45	51
Other construction impacts	20	21	38
Construction compound/ lay-down areas	14	17	22
Temporary accommodation	6	10	11
Signage	3	15	15
Worker behaviour	3	13	13
Track condition	2	4	4
Post construction defect/s	1	1	1

A summary of the feedback raised about these matters by project site is provided in **Appendix 6**.

### Design Impacts

The most common themes emerging from the Project Components category were queries about associated pedestrian and cyclist impacts, considerations for key elements of the design, such as overpasses and dedicated trails, and matters relating to field investigations – most commonly in relation to coordinating site investigations on private property and the associated permissions and liaison with landholders. Generally, these matters were raised in relation to the Wangaratta area.

### Environment and Planning Approvals

The Environment and Planning Approval's process was the most common matter raised in relation to the Project. A number of matters related to environmental management and drainage assessments were also received. The most common themes emerging from items relating to Heritage included concerns about impacts to heritage areas such as the Siege site in Glenrowan, the historic Windamingle property, and concerns around the proposed loss of heritage footbridges at Wangaratta, resulting from the Project's design.

Matters relating to Indigenous Heritage were generally in relation to cultural heritage management plans. Concerns about how the project will manage and preserve heritage recurred in many interactions regarding heritage.



## RANKING OF ISSUES RAISED IN DESIGN IMPACTS

From most to least raised

MATTER RAISED	EVENTS	STAKEHOLDERS	
		Distinct	Total
Project/works design	322	462	808
Visual amenity	291	503	830
Connectivity	68	106	114
Route selection/alignment	68	669	697
Project approvals	63	668	732
Legacy	52	108	130
Economic impacts	43	48	53
Level crossings	42	58	82
Safety	21	36	44

A summary of the feedback raised about these matters by project site is provided in **Appendix 6**.



## RANKING OF ISSUES RAISED IN ENVIRONMENT AND PLANNING APPROVALS

From most to least raised

MATTER RAISED	EVENTS	STAKEHOLDERS	
		Distinct	Total
Environmental planning approvals	145	738	897
Heritage/cultural non-indigenous	133	135	231
Heritage/cultural indigenous	92	90	164
Noise	54	99	117
Flooding/drainage	46	63	82
Environmental management	45	82	120
Vibration	40	105	114
Soil/land	32	47	61
Vegetation/flora management	24	44	52
Parks/public facilities	17	46	52
Fauna/livestock	13	23	24
Light	12	40	41
Waterway management and quality	12	24	24
Biodiversity offsets	11	21	22
Waste management	11	27	27
Coal	10	14	14
Air quality/dust	5	21	21

### General Engagement

The most common themes emerging from matters relating to General Engagement included general matters relating to the consultation process, questions around timing of key activities, general questions or requests for information about the broader Inland Rail Program, and matters relating to sponsorship and donation opportunities provided by Inland Rail.

Generally, most matters relating to engagement were raised in Wangaratta and Euroa. A summary is provided in the following table, with specific engagement matters detailed below.



## RANKING OF ISSUES RAISED ABOUT GENERAL ENGAGEMENT

From most to least raised

MATTER RAISED	EVENTS	STAKEHOLDERS	
		Distinct	Total
Consultation process	341	900	1073
Working group	197	141	417
Project/works timing	154	248	358
Employment/business opportunities	109	758	824
Project cost/ funding	92	110	151
Other projects or government	54	66	74
Social benefit	30	40	40
Social cost	7	14	14

Eighty-six per cent of engagement activities relating to the project’s consultation process were neutral communications. Community and stakeholder consultation is an important component of all ARTC projects. ARTC will make available information on opportunities to ‘have your say’, on the ongoing progress of the design, transport disruptions and alternative services, throughout the works.

The community will continue to receive frequent updates about progress, disruptions, and milestones during construction.

### Property Impacts

The most common themes emerging from items relating to Property Impacts, included interactions regarding property access for technical surveys and the associated landholder signoffs required for the project to carry out investigations. Some general questions about land and property acquisition were also raised.



## RANKING OF ISSUES RAISED IN PROPERTY IMPACTS

From most to least raised

MATTER RAISED	EVENTS	STAKEHOLDERS	
		Distinct	Total
Property access	219	130	265
Property acquisition	105	73	157
Surveys	105	75	139
Property use/lease requests	20	15	26
Fencing/gates	12	7	12
Compensation	10	10	11
Impacts on property value	9	15	16
Property damage	9	9	9
Reinstatement/rehabilitation	9	18	19
Impacts to agricultural activities	7	6	6

A summary of the feedback raised about these matters by project site is provided in **Appendix 6**



Broadford Wandong Road, Wandong

# Appendices



Seymour-Avenel Road, Seymour, Victoria.

# Appendix 1

## Social Responsibility Framework



# Social licence strategic framework

## Our vision

A more prosperous Australia with a world-class supply chain based on a fast, reliable and safe Inland Rail delivered with support from the Government, in partnership with the private sector and hand-in-hand with the Community.

## Our values

NO HARM | FUTURE THINKING | ACTIVE ENGAGEMENT | RESULTS

## Our social licence objectives

BUILD TRUST | BUILD CREDIBILITY | BUILD VISIBILITY

### Key principles to drive our social licence objectives

ENGAGE	DELIVER	COMMUNICATE
<ul style="list-style-type: none"> <li>▶ We engage the community in ways they support</li> <li>▶ We keep the community informed</li> <li>▶ We are responsive</li> <li>▶ We explain our decisions with empathy</li> <li>▶ We recognise the respective needs of impacted and interested stakeholders</li> <li>▶ We engage via many touchpoints</li> </ul>	<ul style="list-style-type: none"> <li>▶ We acknowledge our impacts and collaborate on solutions</li> <li>▶ Everyone working on the project conducts themselves in line with ARTC values</li> <li>▶ We see construction as an opportunity to benefit communities</li> <li>▶ We will leave a positive legacy</li> </ul>	<ul style="list-style-type: none"> <li>▶ We adopt a pro-active and integrated approach</li> <li>▶ We use an authentic voice to communicate with clarity and conviction</li> <li>▶ Our message is consistent – at project and program levels</li> <li>▶ We inform but do not overwhelm or over-complicate</li> <li>▶ We deliver the right messages at the right time, via the right channels</li> <li>▶ We engage, inspire and equip others to share our story</li> </ul>

**Hand-in-hand with the community means:**

- ▶ We recognise the importance of local communities and value local knowledge to inform our decisions
- ▶ We need everyone to participate – community, industry and government working together to unlock the opportunities Inland Rail will create
- ▶ We identify and create opportunities to maximise community benefits during project delivery and beyond.

### Priority initiatives that seek to build and retain our social licence:

- ▶ Inland Rail Skills Academy
- ▶ Highlighting our positive stories
- ▶ Localised community sponsorships
- ▶ Regional benefits and regional legacies work (e.g. P2N cycle path)
- ▶ Building confidence in our engineering (e.g. flood modelling)
- ▶ Enabling advocates





Aerial view of Murray River Bridge in Albury, New South Wales.

## Appendix 2

### Project Consultation Documents



Tottenham to Albury Mailout – Page 1 of 4



WHAT IS INLAND RAIL?

Work on Australia's largest rail infrastructure project is well underway. Inland Rail will reduce freight costs, better link businesses and producers to markets, create jobs, and reduce our reliance on roads to move our growing volumes of freight.

Inland Rail will create more than 16,000 direct and indirect jobs during construction and award contracts to businesses, large and small in every state and territory of Australia.

WHAT IS THE TOTTENHAM TO ALBURY PROJECT?

This section of Inland Rail is planned along 305km of existing rail corridor from metropolitan Melbourne to the Victoria-NSW border at Albury-Wodonga.

The project will involve modifications to existing bridge structures along the rail corridor to provide sufficient height and width to support the safe running of 1,800m double-stacked freight trains between Melbourne and Brisbane in less than 24 hours.

The first stage of the project to be delivered are modifications to 12 sites along the North East Rail Line from Beveridge to Albury.

Construction is expected to start in 2021 with works to be delivered in two packages.

We have placed the second stage of the project - Beveridge to Tottenham - on hold temporarily while a study is undertaken to determine the location, configuration and timing of a new Intermodal terminal in Melbourne.

ENHANCEMENT SITES AND PROPOSED SOLUTIONS

WORK PACKAGE	PROJECT SITES	PROPOSED SOLUTION
1	Murray Valley Highway, Barnawartha	Track lower
	Beaconsfield Parade Bridge, Glenrowan	Bridge rebuild
	Hume Highway, Tallarook	Track lower
	Seymour-Avenel Road Bridge, Seymour	Bridge rebuild
	Wangaratta Precinct works	Green Street Bridge replacement, replace footbridges, track, reconfiguration and Track lower
2	Corridor wide various sites	Overhead, signal gantry, Track slews
	Hamilton Street Bridge, Broadford	Bridge rebuild
	Short Street Bridge, Broadford	Track lower
	Broadford-Wandong Road, Wandong	Bridge rebuild
	Hume Highway, Seymour	Track lower
	Anderson Street Bridge, Euroa	Bridge rebuild with potential track reconfiguration
	Benalla Station Approach Road, Benalla	To be confirmed
	March banks Road Bridge, Broadford	Bridge rebuild

Table 12 project sites divided into two work packages and corridor works.

Tottenham to Albury Mailout – Page 2 of 4

WHAT STAGE IS THE PROJECT AT?

We are moving towards the detailed design phase. Work to date has involved technical investigations and field studies that have enabled us to refine the rail corridor design.

ENVIRONMENTAL APPROVALS

In 2020, the project went through a number of planning processes, including submitting three referrals:

- 1. Environmental Effects Referral**  
This referral led the Minister for Planning to confirm the project would not require assessment through an Environmental Effects Statement (EES), if conditions are followed, including completion of an environmental report and framework.
- 2. EPBC Heritage Referral**  
We sought public comment on referral for the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act) for Heritage Matters of National Environmental Significance at Glenrowan. The Minister for Environment determined the project could proceed without formal assessment and approval under the EPBC Act.
- 3. EPBC Biodiversity Referral**  
We also referred the Project under the EPBC Act for Biodiversity Matters of National Environmental Significance, excluding Glenrowan and Barnawartha North sought public comment. The Minister determined these elements would require formal assessment and approval under the EPBC Act. Due to their proximity and potential impacts on some ecological species and communities.

DELIVERY STRATEGY

ARTC has developed a delivery strategy to support the project through its state and federal approval processes.

Key delivery highlights:

- ▶ ARTC will conduct an Early Contractor Involvement (ECI) process to validate ARTC's design thinking for Work package 1 sites.
- ▶ Following the ECI process, a Design and Construct contract will be awarded to the successful contractor who will work with ARTC to commence the detailed design stage planned for early 2022.

WHAT'S NEXT?

We will work with external contractors and communities to refine site designs, continue environmental approvals including heritage permits, Urban Design Framework and Ministerial Planning Scheme Amendments and complete surveying work and processes for utilities, signaling and ecology.

We'll continue the Euroa Working Group meetings to refine design for the Anderson Street site.

We're seeking further support from local councils around refined designs and approvals, while negotiating land access agreements with property owners.

We recently established the Benalla Working Group, which will focus on developing a formal set of community requirements to inform the final Inland Rail design.

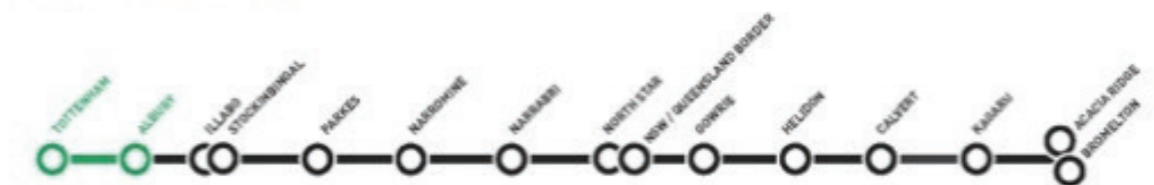
HOW CAN I GET INVOLVED?

We are committed to working with communities and stakeholders to get your feedback as we progress our planning. This engagement is vital to the success of Inland Rail and we welcome your participation.

To ensure we're being COVID-19 safe,

- ▶ The interactive map on our website has information points and visuals about each of the 12 project sites along the North East Rail Line.
  - ▶ Got a question as you look through the webpage? Click on the Q&A button at the bottom of the page to submit your query and we'll get back to you ASAP.
  - ▶ Check out the latest news on each project area where we'll publish updates on Inland Rail initiatives and project milestones.
  - ▶ Our new Inland Rail website is now live.
- Outside of lock-down restrictions, engagement and communication will continue to include:
- ▶ one-on-one meetings with residents living close to enhancements sites
  - ▶ neighbourhood conversations to share information and hear local feedback
  - ▶ catch-ups at events hosted inside your community – such as farmers markets
  - ▶ opportunities to share your thoughts with us in person or via our website
  - ▶ working groups in Euroa and newly established in Benalla to help refine project designs in those areas.
  - ▶ engaging with Councils, industry and road and rail agencies to facilitate design solutions that support wider community outcomes where practicable.

PROJECT ALIGNMENT



The 15 Inland Rail projects from Melbourne to Brisbane.

Tottenham to Albury Mailout – Page 3 of 4

WHERE CAN I FIND OUT MORE?

The Tottenham to Albury website is a comprehensive resource for regular project updates, documents such as fact sheets and working group minutes, and the project's interactive map.

Check out some recently updated fact sheets and external resources:

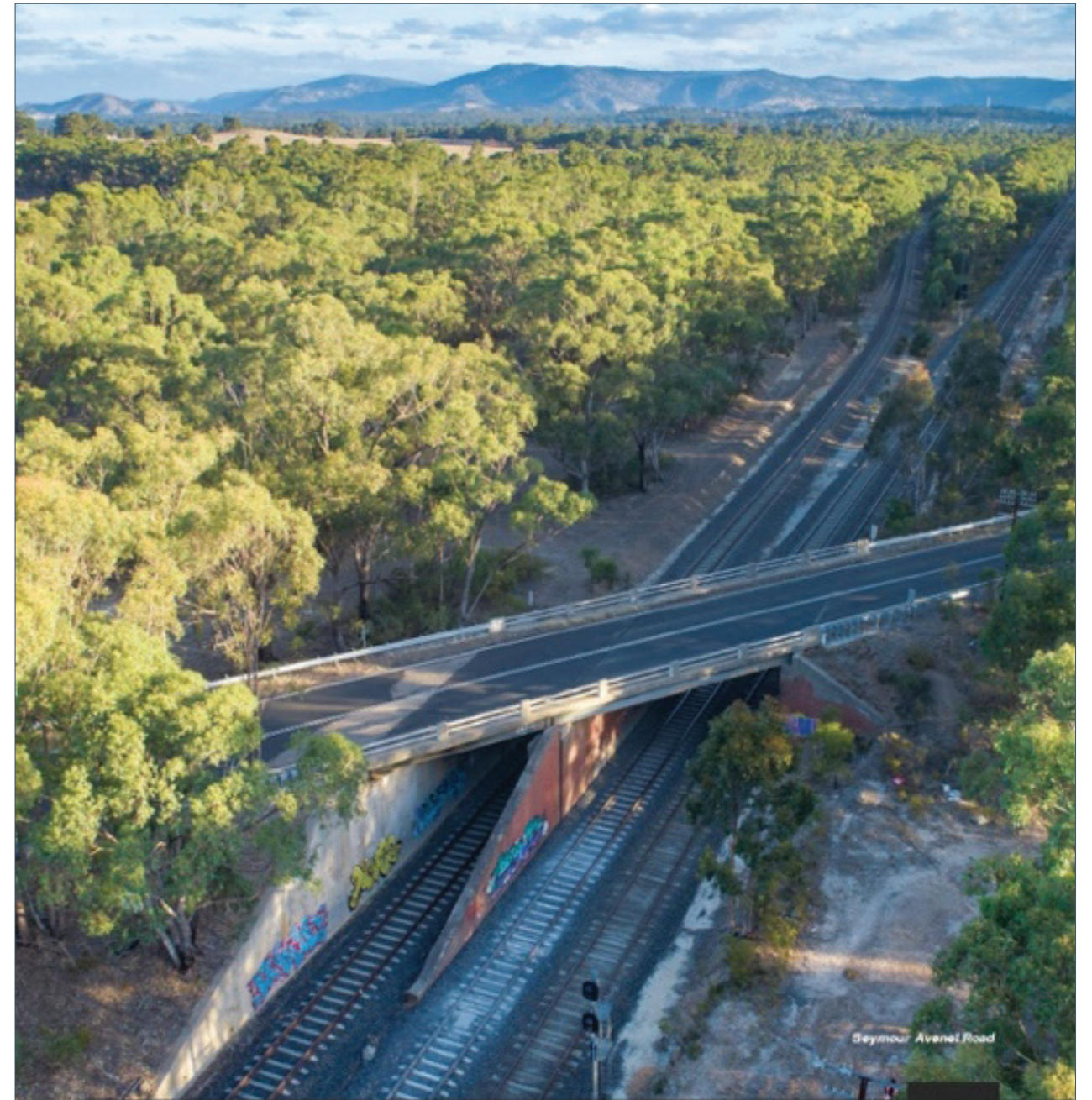
- ▶ Mitchell Shire [bit.ly/3dZ3ApX](http://bit.ly/3dZ3ApX)
- ▶ Flora and fauna in Victoria [bit.ly/3jlAUZd](http://bit.ly/3jlAUZd)
- ▶ Aboriginal Cultural Heritage in Victoria [bit.ly/2FSwv2c](http://bit.ly/2FSwv2c)
- ▶ Land access in Victoria [bit.ly/3dU17wL](http://bit.ly/3dU17wL)
- ▶ Noise and vibration in Victoria fact sheet [bit.ly/3dMX4ll](http://bit.ly/3dMX4ll)
- ▶ For more information on EPBC referrals, visit – [environment.gov.au/epbc](http://environment.gov.au/epbc)
- ▶ For more information on the Environmental Effects referral, visit [bit.ly/IR\\_EER](http://bit.ly/IR_EER)



Project site - Mackellar Street, Benalla Train Station

1. CONCEPT ASSESSMENT	Completed 2016	
2. REFERENCE DESIGN	2017–2019 (complete) Environment Effects Statement submitted to State Government April 2020	
3. PROJECT ASSESSMENT	Mid 2019–2020 Detailed design consultation 2020–2021	
4. PROJECT APPROVAL	2020–2021	
5. CONSTRUCTION	2021–2025	
	<b>Mitchell: 2022 – 2025</b> Hume Highway, Tallrook Mid 2022 – Early 2023 Hamilton Street Bridge, Broadford Mid 2022 – Late 2022 Short Street Bridge, Broadford Mid 2022 – Late 2022 Hume Highway, Seymour Early 2023 – Mid 2023 Marchbanks Road Bridge, Broadford Late 2023 – Early 2024 Seymour-Avenel Bridge Early 2024 – Late 2024 Broadford-Wandong Road, Wandong Early 2024 – Early 2025	<b>North East: 2021 – 2024</b> Euroe Mid 2023 – Mid 2024 Benalla Late 2023 – Early 2024 Glenrowan Late 2021 – Early 2022 Wangaratta Mid 2022 – Late 2022 Barnewerths North Late 2021 – Early 2022
6. OPERATION	2025	

Tottenham to Albury Mailout – Page 4 of 4



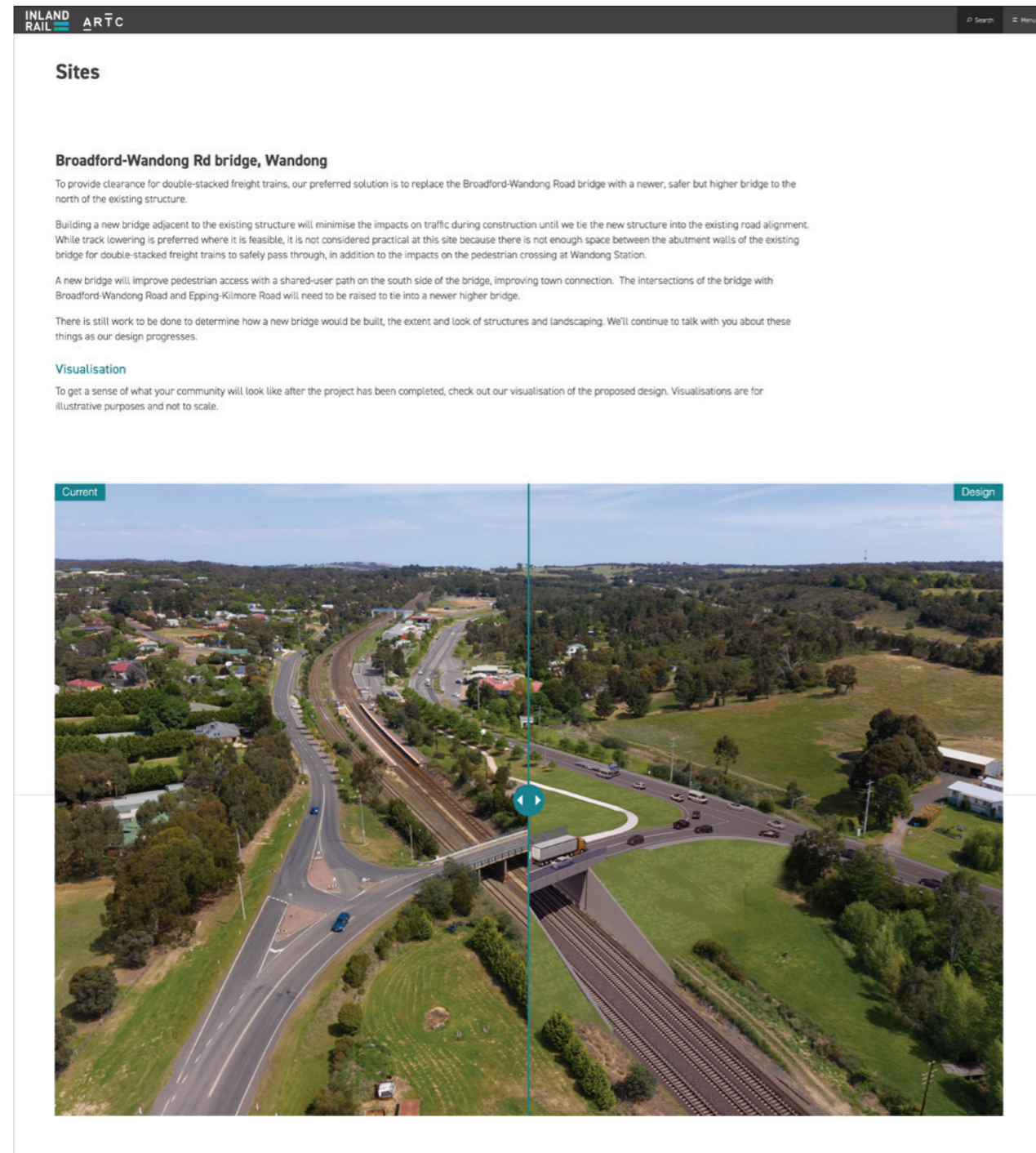
WANT TO KNOW MORE?

ARTC is committed to working with communities and landowners, state and local government as a vital part of our planning and consultation work, and we value your input. If you have any questions or comments, please let us know.

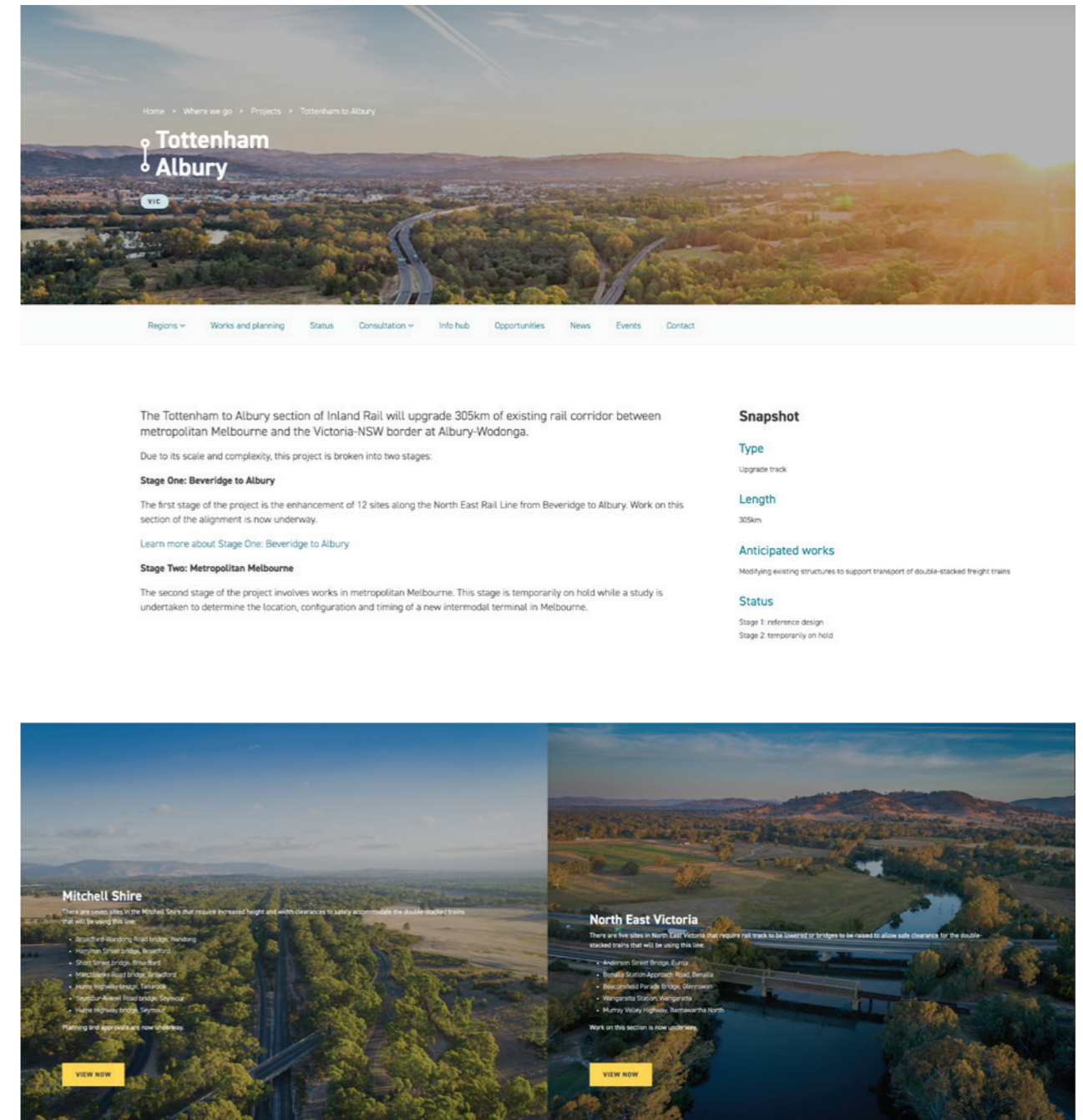
ARTC is also delivering the North East Rail Line Upgrade. See [artc.com.au/projects/northeast](http://artc.com.au/projects/northeast) for more information.

- ☎ 1800 732 761
- ✉ [victoriaprojects@artc.com.au](mailto:victoriaprojects@artc.com.au)
- 🌐 [inlandrail.com.au/T2A](http://inlandrail.com.au/T2A)

### Mitchell Region sites page, in the Regions section of the T2A website



### Regions section (landing page of the T2A website)





Seymour, Victoria

## Appendix 3

### News Media Clippings – samples

Article from the Euroa Gazette, 15 Jan 2020

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 1,385 PAGE: 8  
 PRINTED SIZE: 360.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 2,571 WORDS: 964  
 ITEM ID: 1223000020

15 JAN, 2020  
**District News**

Euroa Gazette, Euroa



Page 1 of 2

**District News**

**ACTIVITIES IN AVENEL**  
 By LYNJ JAMES

WITH soaring and plummeting temperatures and smoky skies from the bushfires in the North East Avenel and the district has had a dramatic beginning of the New Year like the rest of Australia.

We have the rain last week briefly, the highest rainfall in Victoria since June 2019.

An Avenel community meeting with Inland Rail and the Australian Rail Track Corporation is taking place this Saturday, January 18, 2020, at Avenel Memorial Hall, Queen Street, at 3pm. Organised by the Avenel Action Group, the meeting will let us know what's happening to our North East rail line and to talk about upcoming improvements.

The Inland Rail Tottenham to Albury project, along with the North East rail line upgrade will bring a more reliable passenger service, economic and connectivity benefits to regional Victoria and Melbourne. Everyone welcome. For further info contact John Hyland on 0400 466 201.

The Avenel Australia Day celebrations for 2020 on January 26 begins at 9.30am at Avenel Jubilee Park – with citizens awards, Michael Leunig as speaker/ambassador, local kids singers, a poem from Bob Buntine followed by the customary light refreshments in the tennis club building.

A local Avenel and Australian history exhibition by the Avenel Neighbourhood House in the Avenel ex-courthouse will also be opening at 11am until 6pm.

The Avenel pool is open from 12pm until 7pm weekdays regularly for locals and visitors these school holidays. A special early morning session is also available for aquatic activities between 8 and 9am on Mondays, Tuesdays, Thursdays and Fridays.

The pool closed last Saturday, as regulated as air temperature was 22 degrees.

The new barbecue at the pool is also set up and awaiting approval to be used - thanks to the committee and shire for their work.

**LONGWOOD LOOKOUT**  
 By THE LONGWOOD ACTION GROUP

HAPPY New Year and welcome back to another year of the Longwood Lookout, which is brought to you by the Longwood Action

Group.  
 The Action Group meet monthly and are involved in local community projects and issues. If you would like to become a member or just come along with an idea, please feel free to attend our meetings or contact us on the below email. Everyone is welcome.

It was fantastic that at our last AGM we gained several new members and hope our numbers may grow further this year. The next meeting will be advised soon.

The White Hart Hotel will host Neale Williams and Tim Ireland this Friday January 17, 7.30pm. Come along and enjoy these legends for a great social night to end the week.

A reminder that the Longwood Seniors lunch is held at the Community Centre the first Monday of each month recommencing again in February 2020. A note for the diary – their first trip for 2020 will be to Rochester Mural Festival on February 27.

Please forward any information you would like included to longwoodlookout@gmail.com. Inclusions are at the editor's discretion.

**VIOLET TOWN VOICE**  
 By KIRSTY HARRIS

CONGRATULATIONS to Monkey Business Clothes and Gifts who turns one - drop in this week to enjoy some birthday specials and promos.

Violet Town Place of Last Resort - the footie oval/club is our place of last resort in a bush-fire (as designated by council), but it is not an evacuation centre in the first instance. It means you only go there when you cannot get out of town, your fire plan has failed, and you've left it too late to evacuate.

Information about evacuations will come via the Emergency Vic website or app if you have it on your mobile phone - emergency.vic.gov.au - and look at incidents and warnings. Listen

to ABC Radio or any other emergency broadcaster. The location of where to evacuate will depend on the fire itself, how large an area is being evacuated (a street, a town etc), weather conditions, visibility and road closures.

Evacuation and relief centres are established by council. If a large fire came to VT, the evacuation centre may be out of town, possibly in another larger urban space. Apart from home preparation, visit emergency.vic.gov.au/prepare/#understanding-warnings and gain a good understanding (in advance) about warn-

Article from the Daily Cargo News, April 2020

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 0 PAGE: 14  
 PRINTED SIZE: 156.00cm<sup>2</sup> REGION: NSW MARKET: Australia ASR: N/A WORDS: 280  
 ITEM ID: 1255905853

APRIL, 2020  
**Freight task demands rail response, says Vic minister**

Daily Cargo News, Sydney



Page 1 of 1

**Freight task demands rail response, says Vic minister**

Victorian freight minister Melissa Horne says rail will be crucial in the future of container movements in and around the Port of Melbourne.

Addressing the Victorian Transport Association State Conference at San Remo, Ms Horne said with the freight task in Melbourne set to triple over the next 30 years, infrastructure had to keep up.

"The port rail shuttle is on its way. The Melbourne Market site expression of interest is now open and is protecting the future for ports and freight use," Ms Horne told the gathering.

"Later this year we will be releasing the business cases for the Western Interstate Freight Terminal and Beveridge Interstate Freight Terminal.

"Negotiations are underway with the Commonwealth on the ARTC lease and Inland Rail."

Ms Horne also talked of how crucial it was to ensure farmers were able to easily get their exports to ports, while also addressing the issue of truck levels near Port of Melbourne.

"The Port of Melbourne is an economic asset for the whole state, it contributes \$6bn to our economy [annually]," the minister said.

"Under a business as usual scenario, port traffic would grow from 11,000 trucks per weekday in 2016, to about 24,000 in 2050 – it is simply unsustainable, both from an operational perspective and also from an economic perspective."

"The Australian community needs reassurance about the availability of essential day-to-day items, and the best way to provide that reassurance is to make certain products are available when consumers need them," she said.

"Economic stimulus is important – but we also urgently need an injection of common sense around some of the planning and enforcement provisions imposed on freight movement throughout the supply chain."

Article from Country News insert, 23 June 2020



SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 34,176 PAGE: 30  
 PRINTED SIZE: 255.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,510 WORDS: 270  
 ITEM ID: 1291700271



23 JUN, 2020  
**VFF wants rail promises kept**

Country News insert, Shepparton



Page 1 of 1



Honour it . . . The VFF wants the promised Murray Basin Rail Project completed in full to help Mallee and Sunraysia farmers.

# VFF wants rail promises kept

The VFF is calling on the Victorian and federal governments to deliver the vital Murray Basin Rail Project in full, as was promised in 2015.

VFF president David Jochinke said the group was promised the standardisation of the Sea Lake and Manangatang lines.

"A commitment was made to build the Murray Basin Rail Project just under five years ago, including the standardisation of the Sea Lake and Manangatang lines," Mr Jochinke said.

"Despite the problems with the project, our expectations have not changed.

"The MBRP will secure freight connections to port for grains and horticulture producers in the Mallee and Sunraysia."

VFF Grains Group president Ashley Fraser said the potential of not delivering the project in full would undermine the whole project.

"Failing to convert the Sea Lake and Manangatang rail lines to standard gauge effectively isolates these lines from the rest of the Victorian and interstate network, including the Inland Rail project," Mr Fraser said.

"It not only weakens the gains of the entire network upgrade here in Victoria, but also creates difficulties delivering essential grain into NSW and Queensland.

"We want it fully funded, we want it finished and we must have it in a single rail gauge to ensure the overall effectiveness of the network.

"If we continue to have duplication of broad and standard-gauge trains, not only will we see an under-utilisation of grain storage sites along the broad gauge lines, we will see an increase in freight pushed onto our roads."

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Article from Wangaratta Chronicle, 19 June 2020



SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 3,911 PAGE: 19  
 PRINTED SIZE: 177.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 343 WORDS: 397  
 ITEM ID: 1290494446



19 JUN, 2020  
**Moving forward with Inland Rail Victorian section**

Wangaratta Chronicle, Wangaratta



Page 1 of 1

# Moving forward with Inland Rail Victorian section

COMPANIES with the knowhow to design and construct the \$200 million Tottenham to Albury section of Inland Rail are being called upon to apply.

The Australian Rail Track Corporation (ARTC) has commenced an expressions of interest process to engage two companies to complete the early phase of design and construction work in a procurement process known as early contractor involvement.

The Victorian section of Inland Rail is one of 13 connected projects that will enhance supply chains and complete the backbone of the national rail freight network, offering a transit time of 24 hours or less for freight trains between Melbourne and Brisbane via regional Victoria, New South Wales and Queensland.

ARTC's general manager Projects Victoria, Ed Walker, said the Tottenham to Albury project involves designing and rebuilding bridges, associated civil works and track lowering at 12 sites, as well as the delivery of overhead wiring, signal gantry installations and track slews along the existing North East rail line from Beveridge (north of Melbourne) to Albury.

"We're asking contractors to express their interest in the works, especially those with

experience delivering a program of complex road and rail infrastructure in regional locations, with a value in excess of \$200 million," Mr Walker said.

"Inland Rail will cut over 10 hours and 200 kilometres off the transit from Victoria to Queensland for freight, and provides a direct connection to Queensland, bypassing the heavily constrained route through Sydney and the circuitous route via the NSW North Coast.

"Not only does Inland Rail deliver a freight solution to support the country's future, but it is critical to keep the national economy moving, particularly in regional areas along the alignment by supporting businesses and keeping locals employed.

"A recent EY report into Inland Rail Regional Opportunities estimated that Inland Rail will boost the Victorian Gross Regional Product by up to \$4.6 billion over a 50-year operating period, on top of the positive impacts during the construction period.

"Key industries such as food processing, timber/paper manufacturing and defence manufacturing are set to benefit from more connected rail freight links and efficiency from the project."

For more information or to view the EOI documents,

visit [tenderlink.com/inlandrail](http://tenderlink.com/inlandrail) - applications can be submitted until 5pm on July 13, with plans to shortlist dual early contractor involvement contractors by August 2020 and select a contractor for the design and construction by early 2021.

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Article from Euroa Gazette, 1 July 2020

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 1,385 PAGE: 2  
 PRINTED SIZE: 186.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,329 WORDS: 356  
 ITEM ID: 1295587642

01 JUL, 2020  
**Contractors sought by ARTC to work on region's railway**

Euroa Gazette, Euroa



Page 1 of 1

## Contractors sought by ARTC to work on region's railway

COMPANIES who are interested in being involved in the process of designing and constructing work in the Australian Rail Track Corporation (ARTC) Tottenham to Albury project are being encouraged to apply.

ARTC's general manager Projects Victoria Ed Walker said the Tottenham to Albury project involves designing and rebuilding bridges, associated civil works and track lowering at 12 sites.

The delivery of overhead wiring, signal gantry installations and track slews along the existing North East rail line from Beveridge (north of Melbourne) to Albury is also involved in the project.

"We're asking contractors to express their interest in the works, especially those with experience delivering a program of complex road and rail infrastructure in regional locations, with a value in excess of \$200 million," Mr Walker said.

"Inland Rail will cut over ten hours and 200 kilometres off the transit from Victoria to Queensland for freight, and provides a direct connection to Queensland, bypassing the heavily constrained route through Sydney and the circuitous route via the NSW North Coast.

"Not only does Inland Rail deliver a freight solution to support the country's

future, but it is critical to keep the national economy moving, particularly in regional areas along the alignment by supporting businesses and keeping locals employed," said Mr Walker.

The Victorian section of Inland Rail is one of 13 connected projects that will enhance supply chains and complete the backbone of the national rail freight network, and offers a transit time of 24 hours or less for freight trains.

"A recent EY report into Inland Rail Regional Opportunities estimated that Inland Rail will boost the Victorian Gross Regional Product by up to \$4.6 billion over a 50-year operating period, on top of the positive impacts during the construction period.

"Key industries such as food processing, timber/paper manufacturing and defence manufacturing are set to benefit from more connected rail freight links and efficiency from the project."

For more information or to view the EOJ documents, visit [tenderlink.com/inland-rail](http://tenderlink.com/inland-rail)

Applications can be submitted until 5pm on July 13, with plans to shortlist dual contractors by August 2020 and select a contractor for design and construction by early 2021.

Article from Wangaratta Chronicle, 13 July 2020

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 3,911 PAGE: 14  
 PRINTED SIZE: 560.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,086 WORDS: 430  
 ITEM ID: 1301237337

13 JUL, 2020  
**News from last week's Wangaratta Chronicle**

Wangaratta Chronicle, Wangaratta

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 3,911 PAGE: 14  
 PRINTED SIZE: 560.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,086 WORDS: 430  
 ITEM ID: 1301237337

13 JUL, 2020  
**News from last week's Wangaratta Chronicle**

Wangaratta Chronicle, Wangaratta

News from last week's Wangaratta Chronicle

**A BULLISH RUN**

STORE cattle at Wangaratta's latest sale have fetched the highest bidding in the history of the local saleyards' existence. Auctioneers were energetic with the bidding in front of a buoyant crowd dominated by local producers looking to buy in new stock. The top price for steers was \$1810 for 450kg beasts, the highest for heifers was \$1650 for a pen of 450kg average, and the best in the cows and calves returned \$300.

**A FUTURE HOPE**

OCULSBURN Ovens Institute of TAFE has recorded a 19.64 per cent operating deficit for 2019, according to a new Auditor General's report. OCTAFE's operations did not reach targets in 2019, with efficiency and effectiveness falling short on the two key performance indicators (KPIs), including employment costs as a proportion of training revenue (down 8.1 per cent), and training revenue per fulltime equivalent student (-\$501).

**Need 'order at the border'**

NSW Premier Gladys Berejiklian must guarantee order at the NSW border after its closure according to Wangaratta based federal independent MP Helen Haines (MPHR, Ind).

**BRIDGE UNDER SIEGE**

Dr Haines said the decision taken by the Premier to close the border will cause significant disruption to many who live on the border. "I know many locals are asking why alternatives were not considered; we could have drawn the border either north of Albury or south of Wodonga, or even around Melbourne where the outbreak is concentrated," she said.

**BRIDGE UNDER SIEGE**

A POTENTIAL alteration to a major site linked to the famous Glenrowan siege of 1860 has been referred to Victoria's Minister for Environment for consideration. As part of the Inland Rail project and to accommodate double stacked trains, the bridge over the rail line may have to be relocated or altered, however, it is heritage listed as is the Glenrowan station that was part of the siege story involving the Kelly Gang bushrangers. The Australian Rail Track Corporation has referred the matter to the minister and public comments are welcome until July 14.

**Taking the fight against the coronavirus to Egypt**

A WANGARATTA company has secured a contract to help fight the COVID-19 virus in Egypt. Const in Rowan Street is sending 10 locally designed mist cannons to be used by the Egyptian army to sanitise large areas, similar to those seen in other countries to spray streets and buildings.

**Need 'order at the border'**

NSW Premier Gladys Berejiklian must guarantee order at the NSW border after its closure according to Wangaratta based federal independent MP Helen Haines (MPHR, Ind).

**BRIDGE UNDER SIEGE**

Dr Haines said the decision taken by the Premier to close the border will cause significant disruption to many who live on the border. "I know many locals are asking why alternatives were not considered; we could have drawn the border either north of Albury or south of Wodonga, or even around Melbourne where the outbreak is concentrated," she said.

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**Chronicle**

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[www.wangarattachronicle.com.au](http://www.wangarattachronicle.com.au)

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Article from Benalla Ensign, 22 July 2020

isentia AUTHOR: Simon Ruppert SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 2,630  
 PAGE: 9 PRINTED SIZE: 296.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 626 WORDS: 775  
 ITEM ID: 1305267421

22 JUL, 2020  
**Push continues**  
 Benalla Ensign, Benalla



Page 1 of 1

# Push continues

By Simon Ruppert

With just over 12 months until work is due to start on the inland rail redevelopment of Benalla Station the Save our Station lobby group has been busy.

From raising funds to spreading awareness of the current plans, and its objections to them, the SOS group has made the most of having a bit more time thanks to COVID-19.

The preferred ARTC plans would see a new seven-metre-tall overpass built on Mackellar St to allow for double-stacked freight trains to pass underneath.

However, the SOS group favours the relocation of the XPT line to the opposite of the station in order to open up a station precinct.

ARTC's main focus is the cost of the project, while SOS is only interested in the best outcome for the town.

As such the two entities have been not been able to find a mutually beneficial compromise.

However, the ARTC inland rail website does cite a third plan as an option.

That being the removal of the overpass and the construction of a new, handicap-accessible underpass for pedestrians.

SOS member David Moore said the group had heard of a plan to build an underpass, but was under the impression it had been shelved due to it not providing car and bus access to the station.

"That was actually suggested at a meeting at BPACC well over 12 months ago," Mr Moore said.

"The idea proposed was that it would be for pedestrians only.

"But we were subsequently told it was not viable as the station needs vehicle access.

"Not just for replacement buses and cars, but for emergency services.

"What if there was a fire, there would need to be a way for CFA to access the site.

"We were unaware that option was still on the table."

The ARTC has been contacted for clarification on that particular plan and to ask if it can provide concept drawings to give the community an idea of their various proposals.

At the time of going to press we had received no reply.

Mr Moore said in the meantime the group had pulled the trigger on a long-term plan, which was to go over the heads of ARTC and appeal directly to Federal Infrastructure, Transport and Regional Development Minister — and present deputy Prime Minister — Michael McCormack.

"The ARTC say they have their budget and there is no scope to spend more money than has already been allocated in Benalla," Mr Moore said.

"So we've always understood that we need to convince the politicians, both state and Federal.

"What they are proposing for Benalla is totally unsuitable and we intend on letting the people with power know that.

"Since we started we have been preparing an extensive list of state and Federal politicians.

"We have now begun to work our way through that list, and Michael McCormack is at the top of it."

SOS has now sent a summary report to Mr McCormack regarding the Inland Rail plan.

That report has also been sent to Australian Rail Track Corporation board chairman Warren Truss.

Mr Moore said the document outlined the issues and options the Benalla community had regarding the ARTC plans to create a huge "Mt Benalla" rail overpass off McKellar St.

"It has been compiled after extensive discussion and feedback from the community and local experts," he said.

"An alternative straight through design is outlined in the report, and the multiple benefits for both freight and passenger services comprehensively detailed."

Better Benalla Rail spokesperson Suzie Pearce announced the groups current plans, stating the report had previously been forwarded to Victorian Planning Minister Richard Wynne.

"Mr Wynne's department is currently considering an application from the ARTC seeking state approval for its plans," Ms Pearce said.

"Minister for Regional Development Jaclyn Symes, and Minister for Transport Infrastructure Jacinta Allen, have also been approached for their support at the state level.

"This is just the beginning. Our report has been prepared very carefully.

"We take pride in the detail and accuracy we have incorporated into it, and we are confident our proposal is not only functionally superior — but may well be the cheapest solution.

"What we are asking for is what the ARTC initially claimed they wanted — an outcome we can all be proud of."

Better Benalla Rail has an upcoming meeting to brief Federal Member for Indi Helen Haines, in a bid to gain her support when federal parliament resumes.

● A copy of the report can be downloaded at the this link [www.betterbenallarail.com/resources](http://www.betterbenallarail.com/resources)

● The SOS group has a pop-up shop on Nunn St and encourages members of the public to pop in to learn more about its cause.

Article from Euroa Gazette, 29 July 2020

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 PRINTED SIZE: 176.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,257 WORDS: 307  
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29 JUL, 2020  
**Inland Rail forecast to benefit sectors**  
 Euroa Gazette, Euroa



Page 1 of 1

# Inland Rail forecast to benefit sectors

A NEW study has identified investment opportunities in Victoria's agricultural, manufacturing, freight and logistic sectors arising from the operation of the Inland Rail.

The biggest winners will be food processing, transport logistics and manufacturing facilities - a welcome boost to the future of Victoria's economy.

Nationals MP Damian Drum (MHR, Nicholls), said the Federal Government was laying the tracks for regional Victoria's economic recovery over the coming months and years after the COVID-19 pandemic subsides.

"Our agricultural sector will play a significant role in the future success of our local communities," Mr Drum said.

"We will bolster Victoria's agriculture supply chains by providing the crucial links between long-haul rail, road and warehouse, as well as between farm-gate and every mainland state capital and international port."

Deputy Prime Minister and Minister for Infrastructure, Transport and Regional Development, Michael McCormack (MHR, Wagga Wagga), said the

EY-led Victorian Regional Intelligence Report had forecast 940 full time jobs to the region in the 10th year and a boost of up to \$4.6 billion to the gross regional product for the study area over the first 50 years of Inland Rail's operation.

"This nation-building infrastructure lays the foundation for regional Victoria's future success, through job creation and economic stimulus," Mr McCormack said.

The report studied 49 local government areas in Victoria that are around 50km east and 100km west of the Inland Rail alignment, which includes Strathbogie Shire.

The report is part of a broader economic study released back in March 2020, building on the existing benefits outlined in the 2015 Inland Rail Business Case.

Forecasts show regional Queensland, New South Wales and Victoria will see a boost of up to \$13.3 billion in gross regional product off the back of Inland Rail's first 50 years of operation.

The Inland Rail Regional Intelligence Report for Victoria is available at [www.inlandrail.gov.au](http://www.inlandrail.gov.au).



Article from Country News, 4 August 2020

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 34,176 PAGE: 20  
 PRINTED SIZE: 235.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,391 WORDS: 0  
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04 AUG, 2020  
**Inland Rail good for farming**

Country News insert, Shepparton



Page 1 of 1

# Inland Rail good for farming

A new study has identified investment opportunities in Victoria's agricultural, manufacturing, freight and logistic sectors arising from the operation of the Inland Rail.

The biggest winners will be food processing, transport logistics and manufacturing facilities, which MPs say will be a welcome boost to the future of Victoria's economy.

According to the Federal Department of Infrastructure's *Trends - Transport and Australia's Development to 2040 and Beyond* report, Australia's freight demand has been forecast to grow by about 75 per cent by 2031 and the Inland Rail is intended to share the load and reduce reliance on roads to transport goods.

Deputy Prime Minister and Federal Transport Minister Michael McCormack said the Ernst & Young-led *Victorian*

*Regional Intelligence* report had forecast 940 full-time jobs to the region in the 10th year and a boost of up to \$4.6 billion to the gross regional product for the study area over the first 50 years of Inland Rail's operation.

"This nation-building infrastructure lays the foundation for regional Victoria's future success, through job creation and economic stimulus," Mr McCormack said.

Federal Member for Nicholls Damian Drum said in these unprecedented times, the Federal Government was laying the tracks for regional Victoria's economic recovery over the coming months and years.

"Our agricultural sector will play a significant role in the future success of our local communities," Mr Drum said.

"We will bolster Victoria's agriculture supply chains by providing the crucial links between long-haul rail, road and warehouse, as well as between farm gate and every mainland state capital and international port."

Victorian Senator Bridget McKenzie said the study provided assurance to Victoria's producers that Inland Rail was not a "splash and dash" investment, but rather a long-term commitment by the Federal Government to the region.

"Each new independent study or report released into the benefits of Inland Rail provides more certainty to our farmers that our government is making the strategic decisions needed to support and strengthen our agriculture sector over the long-term," Senator McKenzie said.

"We have seen time and again how important our regions are to keeping our nation running."

The *Victorian Regional Intelligence* report studied the 49 local government areas that are about 50 km east and 100 km west of the Inland Rail alignment.

The report is part of a broader economic study released in March 2020, building on the existing benefits outlined in the 2015 Inland Rail business case.

Construction has begun on the Inland Rail project, which includes the upgrade of 1100 km of existing track and building of 600 km of new track. The project is expected to be completed by 2025.

■ **The Inland Rail Victorian Regional Intelligence report, and reports from other states, can be found at:**  
[www.inlandrail.gov.au](http://www.inlandrail.gov.au)

Article from Euroa Gazette, 5 August 2020

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE : 1,385 PAGE: 11  
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 ITEM ID: 1311953432



05 AUG, 2020  
**Community collaboration key for ARTC: Haines**

Euroa Gazette, Euroa



Page 1 of 1

# Community collaboration key for ARTC: Haines

THE Australian Rail Track Corporation (ARTC) is being urged by Independent MP Dr Helen Haines (MHR, Ind) to reassure that community concerns are met with upgrades on the Inland Rail.

Speaking with the *Gazette* when she visited Euroa on Friday, Dr Haines said it was important that the many communities had their say with the amount of projects that are planned in her electorate.

"Our train line remains a key priority for me, and Inland Rail has its issues around the amenity of station, and am very aware of the community of Euroa being concerned about their station," she said.

Dr Haines said the construction planned to improve the line is a one in one hundred year opportunity for the ARTC to work with communities.

"The North East Rail line and Inland Rail have implications and the ARTC is federal entity that can work with communities long this line and get something that is value-add for those communities," Dr Haines said.

"It should serve the purposes of Inland Rail which is important but the work should create the railway precinct and stations that communities want."

"This is something that we should work towards."

Dr Haines also said that she was pleased at the rate of the rail works on the North East Rail Line, which is running ahead of schedule.

"This is possibly the one silver lining of COVID-19, considering there are not as many trains running on the track, and we should have a fully restored train track with our brand new train sets this time next year," she said.

"We should be talking this time next year and they should be whizzing by."

Last month the ARTC commenced an expressions of interest process to engage two companies to complete the early phase of de-



**ON SCHEDULE: Works on the North East Rail Line are on track to be completed by 2021. Works include this rail bridge and level crossing construction and renewal undertaken in April of this year.**

PHOTO: ARTC

sign and construction work for the Tottenham to Albury section of Inland Rail.

Plans to shortlist dual early contractor involvement contractors will be happening this month with a contractor selected for the design and construction by early 2021.

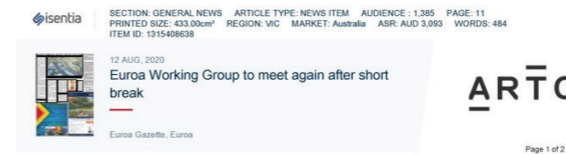
In regards to the North East Rail Line upgrade, more than 150,000 tonnes ballast has been used, 105km tamping delivered, approximately 100km drainage reinstated and 17 Level crossing renewals completed.

ARTC general manager Victoria projects Ed Walker said the project is substantially benefiting the local economy.

"A key focus of the North East Rail Line upgrade is to ensure regional centres in North East Victoria directly benefit and we are proud that 38 local suppliers including 20 North East Victorian and 18 businesses from Melbourne are already contracted to work on the multi-million-dollar project," Mr Walker said.

Article from Wangaratta Chronicle, 10 August 2020

Article from Euroa Gazette, 12 August 2020



Rail talks failing to build bridges

By SHANE DOUTHIE

A GLENROWAN resident's group has lost faith in the Australian Rail Track Corporation (ARTC) community consultation process described as a waste of time.

Glenrowan Improvers chairperson Helen Senior said her work meeting with ARTC representatives was the last straw.

This was the fourth community meeting arranged by ARTC that we have been involved with and it is always with a bunch of new ARTC faces," Ms Senior said.

"These meetings are never set up to carry on from where the last one ended, follow up regarding the issues raised at the previous meetings nor propose any path to go forward to receiving a satisfactory outcome for all."

"These meetings are a continual 'meet and greet' style with 'do you have any more questions?'"

"The emphasis is on ARTC being able to tick another box as it can justify the costing of tenders for design/construction for another poorly thought through part of the project."

Ms Senior said the ARTC failed to not doing even the most preliminary investigation works for the new Glenrowan bridge to cater for the Inland Rail Service and now is left with a budget many times less than what is required.

"ARTC have failed to understand the main issue with the failing North East Line rail line and that is the failed subgrade which due to its age plus the poor works ARTC undertook when installing the concrete sleepers in this area which destroyed the integrity of the railway subgrade material," she said.

"They have just completed raising of the rail line works through Glenrowan which will result in ARTC now having to raise the new bridge level even further instead of correcting the subgrade issues and as a minimum maintaining the current rail line levels."

She said local residents were told by ARTC representatives at the meeting that their personal design had the support of Wangaratta Council and Heritage Victoria which Ms Senior disputed.

Cl Ross told the Wangaratta Chronicle that council was virtually powerless to change the

"Ultimately, ARTC will make the decision and even if council advocates for a different location they will still make the decision they want," he said.

"We would be more than happy for it to be relocated but we can't spend too much time on it because they will make the decision that meets their fiscal responsibility."

Ms Senior said the unknown other local supporters of ARTC that we have been involved with and it is always with a bunch of new ARTC faces."

"As a local group we are interested in understanding the current issues of the township and moving forward with all including council and ourselves any path to go forward to receiving a satisfactory outcome for all."

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considered in the early design analysis," the spokesperson said.

"After the replacement bridge is commissioned, the existing bridge and associated structures and embankments will be removed and the area appropriately landscaped.

"The new bridge option has undergone technical and heritage assessments and is considered the best option for protecting the precinct's heritage."

The spokesperson also defended the ballast works on the line saying it was developed and agreed with by engineering experts from Victorian state agencies (including Transport for Victoria and V/Line) and independently peer reviewed by the Institute of Railway Technology of Monash University.

They said the project does include increasing the depth of ballast across the track by up to 100mm which does not have bearing on the height clearances required for the Inland Rail project and proposed works for the Glenrowan location.

"ARTC has and continues to work closely with the Rural City of Wangaratta during the planning and development process for this project, including providing regular briefings," the spokesperson said.

"We will work with council to ensure our final design aligns with council's future plans for improvements to the heritage precinct."

The spokesperson said ARTC had "engaged with Heritage Victoria and as part of the project development process ARTC has to apply for relevant heritage permits."

ARTC said it had offered to arrange a meeting with the Glenrowan Improvers Group and members of the environmental and heritage team to provide an overview of this process.

The spokesperson said following previous meetings in 2019 the project team had provided a detailed response in September last year to questions raised by the Improvers Group including why the Thomas Street bridge proposal put forward by the Glenrowan Improvers was not being progressed and why the ARTC chose the new location adjacent to the existing bridge at Isaacswick Park including geotechnical studies, topography survey, ground water monitoring, safety investigations and hydrology modelling were undertaken, and specialist advice received from heritage specialists and Heritage Victoria.

"These technical investigations together with feedback regarding the proposed response to the Ned Kelly heritage precinct were all



NEW ROAD PLANS: The environmental assessment corridor which will be replaced with a new one to cater for the Inland Rail. Many local residents want the new response to be introduced from historic sites and the local primary school.

THE Euroa Working Group - which was tasked with refining the design for the Inland Rail project for Euroa's site on Anderson Street site in conjunction with the Australian Rail Track Corporation (ARTC) is set to meet again late August through virtual meeting platforms.

The group had an extended break while essential approvals were progressed, but in the lead-up to their next meeting, ARTC's general manager Victoria Projects Ed Walker updated the Euroa community by mail to outline the project's timing and approvals processes.

"Our delivery strategy will see the 12 Victorian enhancement sites placed across two tranches," Mr Walker said.

"Euroa is placed in the later tranche to allow sufficient time to work through planning and design for the Anderson Street site, as well as requirements developed by the Euroa Working Group and Strathgile Shire Council.

"The detailed design process in Euroa is expected to start mid-way through next year. We will meet with the Euroa Working Group in the coming weeks to update members on ARTC progress, outline the next steps for and the important role they will play in the detailed design."

The group was set up last year to allow to ensure community engagement in Euroa for the Inland Rail project.

Mr Walker also said ongoing COVID-19 restrictions in Victoria have limited the ability for the working group to meet in person.

"The safety of the community and our team are paramount, so unfortunately meeting face-to-face has not been an option for the working group this year," Mr Walker said.

"Given the issue across Victoria is persisting, we are looking to explore online options where possible to maintain the positive dialogue to date."

"A major milestone for the project was recently reached with Expressions of Interest being sought to engage two companies to complete the early phase of design work across T2A enhancement sites."

"These contractors will be selected in September and invited to work closely with ARTC to address the complex engineering and constructability challenges we face at our key sites."

"ARTC also recently submitted referrals for the Environmental Protection and Biodiversity Conservation Act (EPBC) for Biodiversity Matters of National Environmental Significance (including Glenowall and Heritage Matters of National Environmental Significance at Glenowall."

Both referrals called for public feedback and the outcomes will be shared when they are available.

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Euroa residents can keep up to date with progress of the Working Group via Inland Rail's website where all meeting minutes and presentation materials are uploaded, as well as the option for residents to ask questions and provide feedback on the visualisations - inlandrail.com.au

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Article from the Herald Sun, 24 August 2020



FUTURE VICTORIA » EXCLUSIVE

Blueprint for building blitz to rejuvenate Melbourne's pandemic-hit north & west. Second Metro rail tunnel, city-fringe hospital, super highway among 66 projects

ROAD TO REVIVAL

A blueprint for transforming Melbourne's north and west... including a second Metro tunnel, a super-highway and a hospital... is being launched to kickstart the post-pandemic economy.

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CORONAVIRUS CONTAGION

OUR RECOVERY STARTS HERE

Building blitz to get virus-ravaged areas 'firing on all cylinders'

Building blitz to get virus-ravaged areas 'firing on all cylinders'... A NSW blueprint to transform Melbourne's north and west... including a second Metro tunnel, a super-highway and a hospital...

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Infographic titled 'THE BOLD BLUEPRINT FOR MELBOURNE'S NORTH & WEST'. It lists various projects under categories: MEGA PROJECTS, PRECINCT PROJECTS, THEMED PROJECTS, and EAST WERRIBEE EMPLOYMENT PRECINCT.

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Continuation of the infographic 'THE BOLD BLUEPRINT FOR MELBOURNE'S NORTH & WEST', showing more project details and maps of the region.

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Article from Benalla Ensign, 30 September 2020



Rail needs investment

Infrastructure Australia's latest case review of the North-East Rail Upgrade Project... The Victorian Government made the rail works... The Victorian Government made the rail works... The Victorian Government made the rail works...

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Article from Courier Mail, 3 October 2020

isentia AUTHOR: Matthew Kilbram SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE: 166,502 PAGE: 16 PRINTED SIZE: 1488.00mm\* REGION: QLD MARKET: Australia ASR: AUD 39.883 WORDS: 782 ITEM ID: 134220274

I'M THE MAN FOR THE JOBS TREASURER HAS JUST ONE FOCUS THIS BUDGET

MATTHEW KILBRAM THERE will be tax incentives for tenants and business, no... investment in infrastructure projects... Mr Frydenberg said...

isentia AUTHOR: Matthew Kilbram SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE: 166,502 PAGE: 16 PRINTED SIZE: 1488.00mm\* REGION: QLD MARKET: Australia ASR: AUD 39.883 WORDS: 782 ITEM ID: 134220274

FEDERAL BUDGET 2020: WHAT WE KNOW SO FAR \$1.5bn... \$100m... \$61m... \$53m... \$21m... \$2.5m... \$800m... \$200m... \$326m... 700...

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Article from Wangaratta Chronicle, 16 October 2020

isentia AUTHOR: Steve Kelly SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE: 3,911 PAGE: 7 PRINTED SIZE: 394.00mm\* REGION: VIC MARKET: Australia ASR: AUD 764 WORDS: 470 ITEM ID: 134877648

Rail consults still going

Track authority to engage with community more at end of month... AUSTRALIAN track authority will hold community consultation sessions this month to discuss changes to accommodate the... Mr Walker said...

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LONG TRACK: The first Inland Rail train on the Parkes to Narran section of the track. PHOTO: ARTC

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The wait of a nation on Josh... TOM MINER... NEXT Tuesday's budget is... "It feels like we've done..."

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Article from Benalla Ensign, 11 November 2020



# Botta to chair ARTC group

**By Simon Ruppert**

The Australian Rail Track Corporation (ARTC) has appointed Benalla's Cath Botta as chair of the newly established Inland Rail Working Group.

The appointment follows a call for nominations during the group's inaugural meeting, with Ms Botta securing the role following an interview process.

During the next 12 months, Ms Botta will facilitate regular meetings, where detailed discussions will take place to help advance ARTC's detailed design in the Benalla Station precinct to accommodate Inland Rail's double-stacked trains.

Ms Botta said she was looking forward to leading the working group process and was committed to taking a fair and balanced approach as the group put forwards ideas and concerns from the community.

"The Benalla Working Group has an important role to play on behalf of the Inland community in realising their aspirations for the Benalla Station area," Ms Botta said.

"This will take some creative thinking and a willingness to be open to some new ideas."

"It will also be important for us to ensure we consider the needs of all relevant stakeholders."

ARTC's Victoria project general manager Jodie Walker welcomed the diverse talents and backgrounds new members would bring.

"The group had a productive first meeting on 9 September, and they will continue to meet with planning for the Inland Rail project in their community," Mr Walker said.

"I attended the first online meeting and it was great to hear such robust discussion from the dedicated members so early on in the process."

Mr Walker said there was an opportunity for new members to come on board, which would strengthen the group's ability to help ARTC better understand community requirements to inform the design.

"With local council government elections under way, two new Benalla Shire City Council councillors are expected to join the group by the end of November," he said.

"One vacancy for a community member also exists and ARTC is welcoming applications from Benalla residents."

"An expressions of interest process will open on November 4 and run until November 16 to fill the community vacancy on the Benalla Working Group."

Works on the Benalla Station Precinct are not scheduled until 2023 and are part of the second stage of works across Victoria.

Neighbouring Wangaratta and Chesham are anticipated to be completed by late 2022 in the first stage of works for the Inland Rail Project.

For more information, visit [inlandrail.artc.com.au/where-we-go/projects](http://inlandrail.artc.com.au/where-we-go/projects) or email [inquiries@inlandrail.artc.com.au](mailto:inquiries@inlandrail.artc.com.au).



In focus: Benalla Station is one of many along the Inland Rail route that will require alterations to accommodate double-stacked trains.

Article from Daily Cargo News, December 2020



# Thank you for keeping Australia moving

The Deputy Prime Minister Michael McCormack believes good times are coming for the freight and maritime sectors post-pandemic



Michael McCormack, Deputy Prime Minister and Minister for Infrastructure

**AS WE NEAR THE END OF A** challenging year I would like to thank those who have worked hard to keep freight moving. While we all hope for a better 2021, the experience of 2020 gives me confidence in the ability of our commercial maritime sector to keep things moving. Businesses, regulators, governments and their employees all should be proud. We haven't fixed everything, but I am sure we can find a way through.

I touched upon one of these in my last column, an automatic extension for international and domestic seafarer certificates. This arrangement has now been extended until mid-2021. And automatic means just that – no application required and no costs. It will give Australian seafarers one less thing to worry about. As minister I am aware many in the Australian commercial maritime industry are doing it tough. This certificate extension is about backing all our Australian maritime sector, from a small commercial tourism operator, to an exporting commercial fisher, right up to a seafarer aboard a massive container ship.

In a similar vein, I recently announced an additional \$11m funding for the National System for Domestic Commercial Vessel Safety. This funding allows the government to delay the planned review of costs and charges for the National System until mid-2021, and to provide a fourth year of the National System with no levy.

This is just one of many measures announced in the 2020-21 budget, which sets out our Economic Recovery Plan for Australia. This plan is focused squarely on jobs growth, at a time when we are all grappling with the impacts of COVID-19. Our Economic Recovery Plan for Australia also includes additional funding for transport infrastructure, setting a new record level of spending by an Australian government: \$110bn over the next 10 years, with \$60bn of this scheduled over the first four years.

I remain optimistic about our future as a great trading nation. When COVID-19 is behind us, Australia will be well positioned for freight and supply chain management improvements through the delivery of key infrastructure projects.

for Tender for the Botany Rail Duplication component, with site mobilisation for construction scheduled to start next year.

**RAIL FREIGHT**

The Australian government, alongside the Victorian government, is also investing in direct rail freight between the Port of Melbourne and freight hubs in Altona, Somerton and South Dandenong. In addition, we are working with the Queensland government to undertake further planning for a dedicated rail freight connection to the Port of Brisbane.

I have focused on the commercial maritime sector, reporting on the handling of issues arising from COVID-19 and our determination to deliver on a range of port-related infrastructure projects. On each front, I am optimistic about the future of this sector, which is important to our country, keeping Australian businesses open and ensuring the continued movement of people and freight.

Have a safe and happy Christmas and New Year one and all. ■

**FINANCIAL RELIEF**

These actions give further financial relief and certainty to our critical maritime industries, so that they can focus on continuing to operate and adjusting to a new COVID normal, or on getting back out on the water when they can. This funding also ensures the Australian Maritime Safety Authority can continue to deliver vital safety regulation for our maritime industries while the review is done.

Article from Wangaratta Chronicle, 4 December 2020



## Subway still opposed by local action group

**PHOTO: NICK SIMS**

MEMBERS of the Wangaratta Rail Action Group (WRAG) continue to hold concerns about the proposed development of a pedestrian subway at the Wangaratta Railway Station.

The underpass is the preferred design for the Australian Rail Track Corporation (ARTC), and the process will involve removing the two footbridges at the Wangaratta station and replacing them with the single pedestrian underpass.

WRAG secretary David Maroney said the group's two major concerns continue to be community safety and well-being, as they believe the underpass will attract anti-social behaviours.

"We don't think a pedestrian subway is conducive to any of these two things," Mr Maroney said.

"Regardless of the attempts by ARTC to have it the underpass well lit up and install cameras, there are some people's behaviour where it doesn't matter if these things are in place or not.

"It's not really good for the community's wellbeing and the question too for ARTC is what's going to police and maintain it."

ARTC's Victoria Projects general manager Ed Walker said ARTC was presenting de-

signs to the community and other stakeholders for more detailed feedback.

"We will be in Wangaratta every Wednesday at the council kiosk near the Commonwealth Bank," Mr Walker said.

"We strongly encourage members of both communities to stop by our community engagement sessions... we welcome and value a broad range of feedback and look forward to answering the community's questions."

The proposed changes by ARTC include:

- remove the Coack and Docker Street pedestrian footbridges and replace them with a centrally located open shared user underpass;
- replace the existing Green Street bridge abutments and lower the track in this area;
- relocate the existing track on the eastern side of Wangaratta station to the western side of the station; and
- build a new platform on the western side of the station.

For more information about the petition visit the WRAG Facebook page at [www.facebook.com/wragvic](https://www.facebook.com/wragvic) or the group's website at [www.wragvic.com.au](http://www.wragvic.com.au).



Page 1 of 2

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**NO UNDERPASS:** David Maroney recently held a peaceful protest in Wangaratta to raise awareness of WRAG's concerns about the ARTC's proposed pedestrian subway. PHOTO: NICK SIMS



Page 2 of 2

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Article from Wangaratta Chronicle, 7 December 2020



## Call for Inland Rail value

Wangaratta Chronicle, Wangaratta



Page 1 of 1

# Call for Inland Rail value

INDI independent MP Helen Haines (MHR, Indi) has quizzed the Deputy Prime Minister in Parliament about whether the government will fund extra works in the region's towns when the Inland Rail project works are carried out.

Michael McCormack, who is also the Minister for Infrastructure, Regional Development and Transport, was told by Dr Haines that key Inland Rail projects at Glenrowan, Benalla and Euroa have the chance to "approve the amenity and accessibility of the railway precincts".

But Mr McCormack stopped short of committing any funding but rather said he was "willing to work with the community and the Victorian State Government". "I'm thrilled that the Deputy Prime Minister said he was willing to work with myself, the community and the Victorian State Government; as he said, this is a once-in-a-lifetime opportunity," Dr Haines said.

"But in meetings I've had with the ARTC, I've been told that some of the upgrades sought by communities are beyond ARTC's scope and budget.

"The ARTC is a 100 per cent owned government entity.

"The government has the power to increase funding to allow the ARTC to see our communities' plans come to life.

"To limit the scope of the Inland Rail project when such ex-

traordinary amounts have been spent to jump-start our economy after COVID seems to be missing a huge opportunity.

"With Inland Rail fast-tracked and the North East Rail Line upgrade progressing ahead of schedule, the government could allocate surplus funding to these works.

"I've met extensively with local councils and community interest groups from Euroa, Benalla, Glenrowan and Wangaratta.

"They are all united behind this once-in-a-lifetime opportunity to improve these railway precincts and leave a lasting legacy.

"I'll keep fighting for more funding to be allocated to see these works take place."

Dr Haines confirmed she had invited the Deputy Prime Minister to visit Indi to inspect the Inland Rail project in 2021.

"I'm really looking forward to hosting him early next year so that he can see first-hand the legacy this project could leave, if we work together to achieve railway precincts in our towns that we can all be proud of.

"I have great confidence that the Deputy Prime Minister will understand that."

The Tottenham to Albury section of the Inland Rail encompasses Indi and involves works to accommodate double-stacked freight trains.

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Article from Benalla Ensign, 9 December 2020

Article from Euroa Gazette, 9 December 2020

isentia AUTHOR: Simon Ruppert SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE: 2,528 PAGE: 3 PRINTED SIZE: 465.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 984 WORDS: 726 ITEM ID: 1369556279

09 DEC, 2020 Deputy PM offers hope to station plans

Benalla Ensign, Benalla

ARTC

Page 1 of 2

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Page 2 of 2

isentia SECTION: GENERAL NEWS ARTICLE TYPE: NEWS ITEM AUDIENCE: 1,385 PAGE: 3 PRINTED SIZE: 213.00cm<sup>2</sup> REGION: VIC MARKET: Australia ASR: AUD 1,521 WORDS: 402 ITEM ID: 1369556279

09 DEC, 2020 Inland Rail cash wanted

Euroa Gazette, Euroa

ARTC

Page 1 of 1

# Deputy PM offers hope to station plans

By Simon Ruppert

Deputy Prime Minister Michael McCormack offered Benalla's State Ofc Station group a ray of hope after stating in parliament that the inland rail allocations to Benalla station would not preclude opportunities to expand or upgrade the station.

The statement was in response to a question from Federal Member for Benalla Helen Haines.

While Mr McCormack's response was optimistic, it did not include a specific proposal to upgrade the station on the east side of the station was not off the table.

"A number of options are on the table and in due course will be considered through the Working Group including a replacement of the Mackellar St bridge overpass, options to develop an overpass for pedestrian access to the station and a track management plan," the spokesperson said.

"These options will be considered through the Working Group with reference to the inland rail project scope, feasibility for the site and community feedback."

Members of the SCIS lobby group will be pleased to hear that after previously being told moving the tracks was out of the scope of the inland rail project budget.

One of the arguments SCIS put forward to move that track was that a rail line should never have been installed where it was currently located.

In order for a station precinct to be developed and allow for future upgrades – they argue that any on-site infrastructure works need to address that need.

And any works that connect that line to its current location for the most century would preclude any future upgrades of the site.

While plans for the inland rail project in Benalla are far from

finished, this news will give the SCIS group hope their efforts may not be in vain.

The Deputy Prime Minister's confirmation that these plans will be further considered is sure to "put them on."

Dr Haines said she was thrilled the Deputy Prime Minister said he was willing to work with her and the community and the Victorian Government.

"As he said this is a once-in-a-lifetime opportunity," Dr Haines said.

"In meetings I've had with the ARTC, I've been told that some of the upgrades sought by communities are beyond ARTC's scope and budget."

The ARTC is a 100 per cent owned government entity. The government has the power to increase funding to allow the ARTC to see our communities' plans come to life.

"To limit the scope of the inland rail project when such extraordinary amounts have been spent to jump-start our economy after COVID seems to be missing a huge opportunity," Dr Haines said.

With inland rail fast-tracked and the North East Rail Line upgrade progressing ahead of schedule, the government could allocate surplus funding to these works.

"I've met extensively with local councils and community interest groups from Euroa, Benalla, Glenrowan and Wangaratta.

"They are all united behind this once-in-a-lifetime opportunity to improve these railway precincts and leave a lasting legacy."

"I'll keep fighting for more funding to be allocated to see these works take place."

Dr Haines confirmed she had invited the Deputy Prime Minister to visit Indi to inspect the inland rail project in 2021.

"I'm really looking forward to

hosting him early next year, so that he can see first-hand the progress this project could have, if we work together to achieve railway precincts in our towns that we can all be proud of," she said.

"I have great confidence that the Deputy Prime Minister will understand that."

Better Benalla Rail, and have our Station member David Moore said he thought Dr Haines asked an "extremely nice question."

"If ARTC approve a huge overpass our station will be destroyed," Mr Moore said.

"We hope the Deputy Prime Minister can come down to Benalla so we can show him what a huge program will do to the station."

The Yarramburn-to-Albury section of the inland rail bypasses Indi and involves work to accommodate double-stacked freight trains.

Construction will take place between November 2021 and March 2024.



Helen Haines



Changes: Benalla Station is one of many along the inland rail route that will require alterations to accommodate double-stacked trains.



Spot Dave: The man dwarfed by the huge concrete retaining wall next to Benalla Station on Mackellar St is Benalla Rail committee member David Moore. Under ARTC plans for the inland rail project the new wall will reach above seven metres.



Michael McCormack

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# Inland Rail cash wanted

## Haines says communities need support to improve amenity, access

FEDERAL Independent MP Dr Helen Haines (MHR, Indi) has quizzed the Deputy Prime Minister in Parliament about whether the government will fund extra works in the region's towns when the inland rail project works are carried out, including Euroa.

Michael McCormack, who is also the Minister for Infrastructure, Regional Development and Transport, was told by Dr Haines that key inland rail projects at Glenrowan, Benalla and Euroa have the chance to "improve the amenity and accessibility of the railway precincts".

But Mr McCormack stopped short of committing any funding but rather said he was "willing to work with the community and the Victorian State Government".

"I'm thrilled that the Deputy Prime Minister said he was willing to work with myself, the community and the Victorian State Government; as he said, this is a once-in-a-lifetime opportunity," Dr Haines said.

"But in meetings I've had with the ARTC, I've been told that some of the upgrades sought by communities are beyond ARTC'S scope and budget."

"The ARTC is a 100 per cent owned government entity.

Dr Haines said the federal government has the power to increase funding to allow the ARTC to see plans proposed like ones in Euroa come to life.

"To limit the scope of the inland rail project when such extraordinary amounts have been spent to jump-start our economy after COVID seems to be missing a huge opportunity," Dr Haines said.

"With inland rail fast-tracked and the North East Rail Line upgrade progressing ahead of schedule, the government could allocate surplus funding to these works.

"I've met extensively with local councils and community interest groups from Euroa, Benalla, Glenrowan and Wangaratta.

"They are all united behind this once-in-a-lifetime opportunity to improve these railway precincts and leave a lasting legacy."

"I'll keep fighting for more funding to be allocated to see these works take place."

Dr Haines has invited the Deputy Prime Minister to visit Indi to inspect the inland rail project in 2021.

Mr McCormack also outlined the creation of a civic presence document into the requirements for early contractor involvement in Euroa when answering Dr Haines' question.

"I will add that the ARTC has provided a total of \$380,000 to more than 120 community groups across the alignment, supporting organisations and supporting services that support the local community. But I'm happy to work with the member (Dr Haines) as well."

Dr Haines said she had invited the Deputy Prime Minister to visit Indi to inspect the inland rail project in 2021.

"I'm really looking forward to

hosting him early next year, so that he can see first-hand the progress this project could have, if we work together to achieve railway precincts in our towns that we can all be proud of," she said.

"I have great confidence that the Deputy Prime Minister will understand that."

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The Yarramburn-to-Albury section of the inland rail bypasses Indi and involves work to accommodate double-stacked freight trains.

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Euroa, Victoria

## Appendix 4

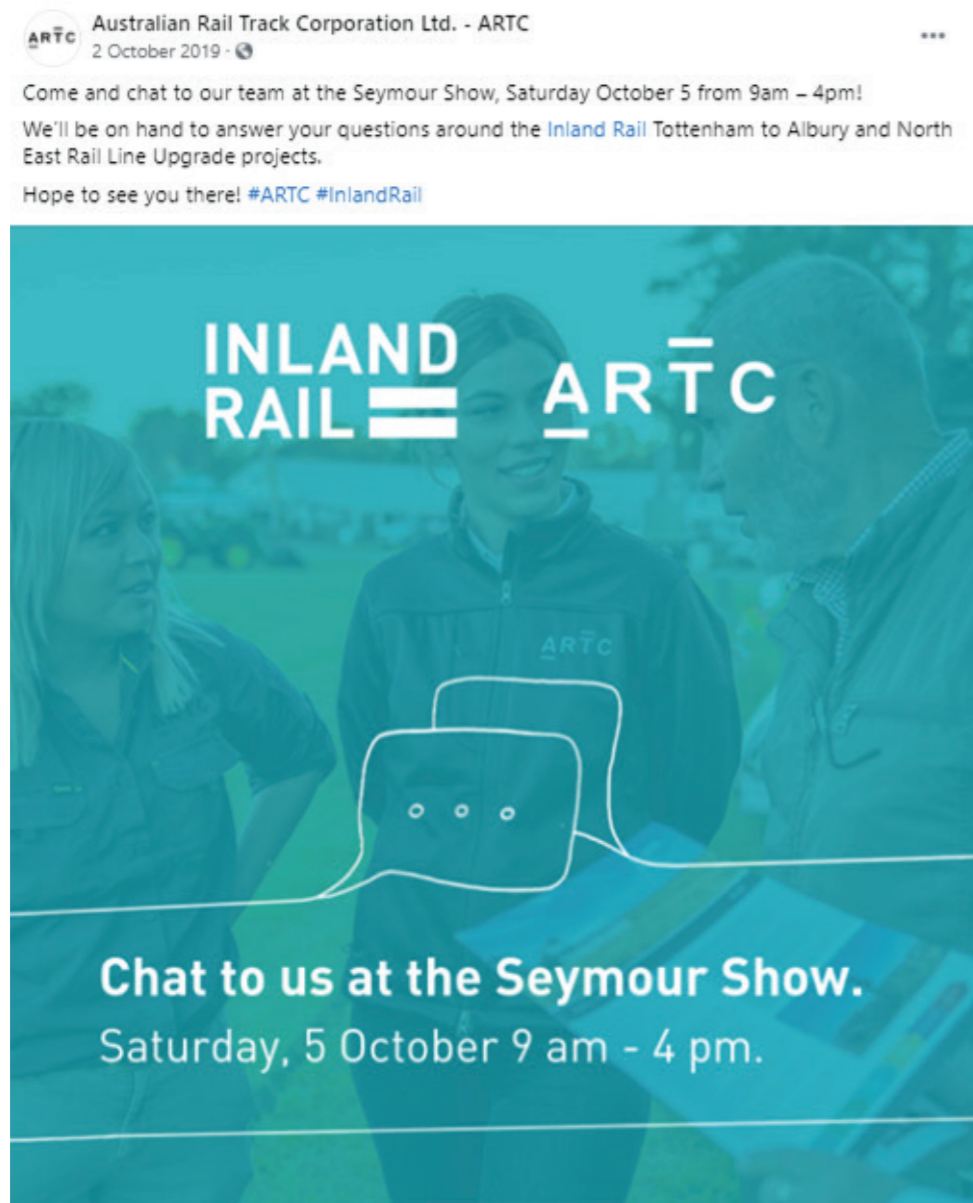
### Promotional Media and Campaign Advertising



Social media postings (ARTC platforms)

Facebook posts

1862 people reached, ARTC Facebook page, 2 October 2019



3764 people reached, ARTC Facebook page, 26 November 2019



3572 people reached, ARTC Facebook page, 7 February 2020

**ARTC** Australian Rail Track Corporation Ltd. - ARTC  
Published by Bri Theresa · 7 February 2020 · 🌐

Join us at the Seymour Alternative Farming Expo //

Where: Kings Park | Seymour  
When: 14-16 February

We'll be next to the reptile display every day, from 9am to 4pm with give-aways and heaps of info about the freight and passenger rail improvement projects happening in North East Victoria. Visit [inlandrail.com.au/T2A](http://inlandrail.com.au/T2A) for more information about our Tottenham to Albury project and [artc.com.au/project/northeast](http://artc.com.au/project/northeast) for more details about the North East Rail Line Upgrade

Australian Rail Track Corporation Ltd. - ARTC  
Government organisation

Learn More

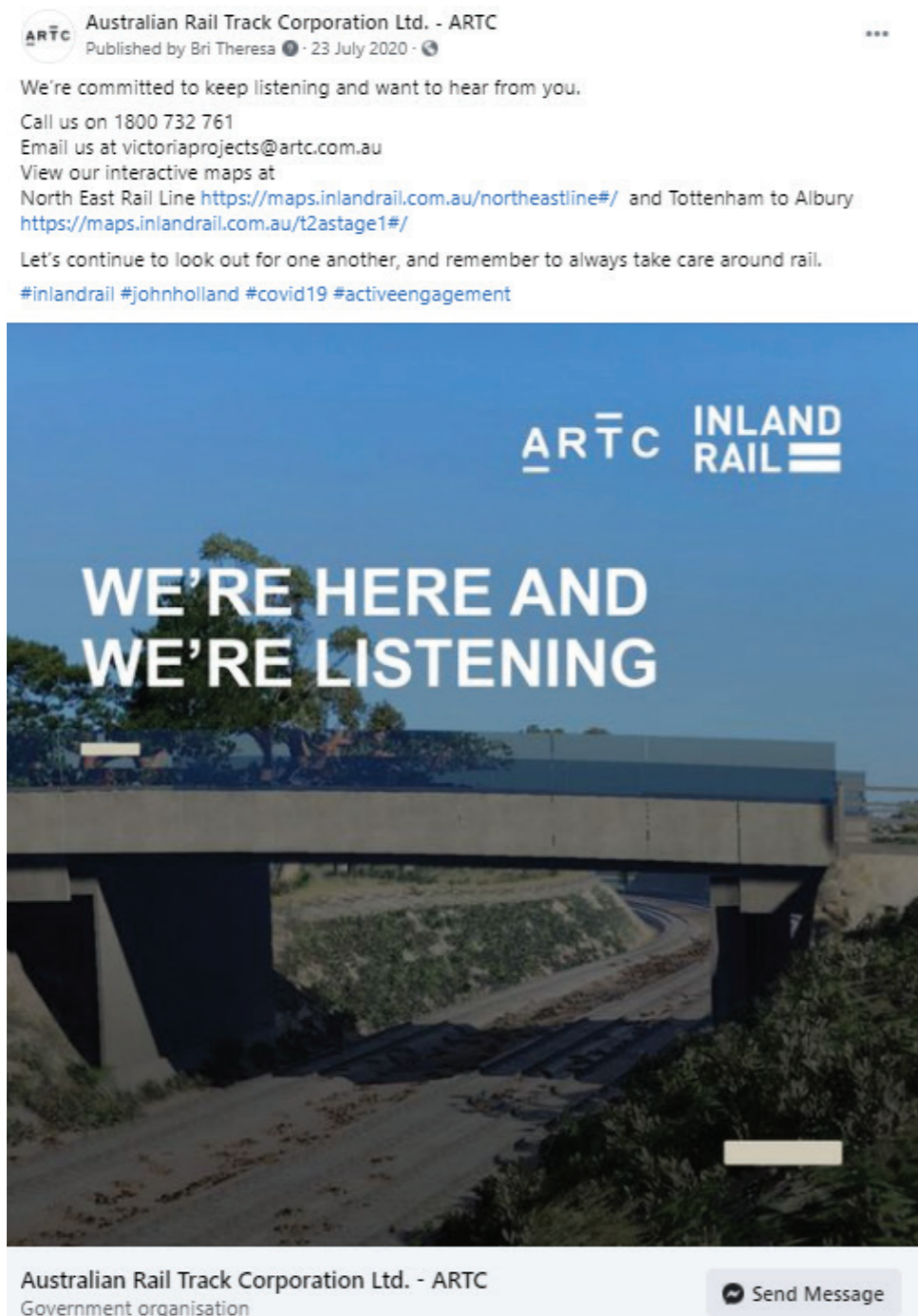
ARTC Facebook page, 11 June 2020

**ARTC**

—  
WANT TO HELP SHAPE  
BENALLA STATION?  
APPLY TO JOIN ARTC  
BENALLA WORKING GROUP

**INLAND  
RAIL**

10303 people reached, ARTC Facebook page, 23 July 2020



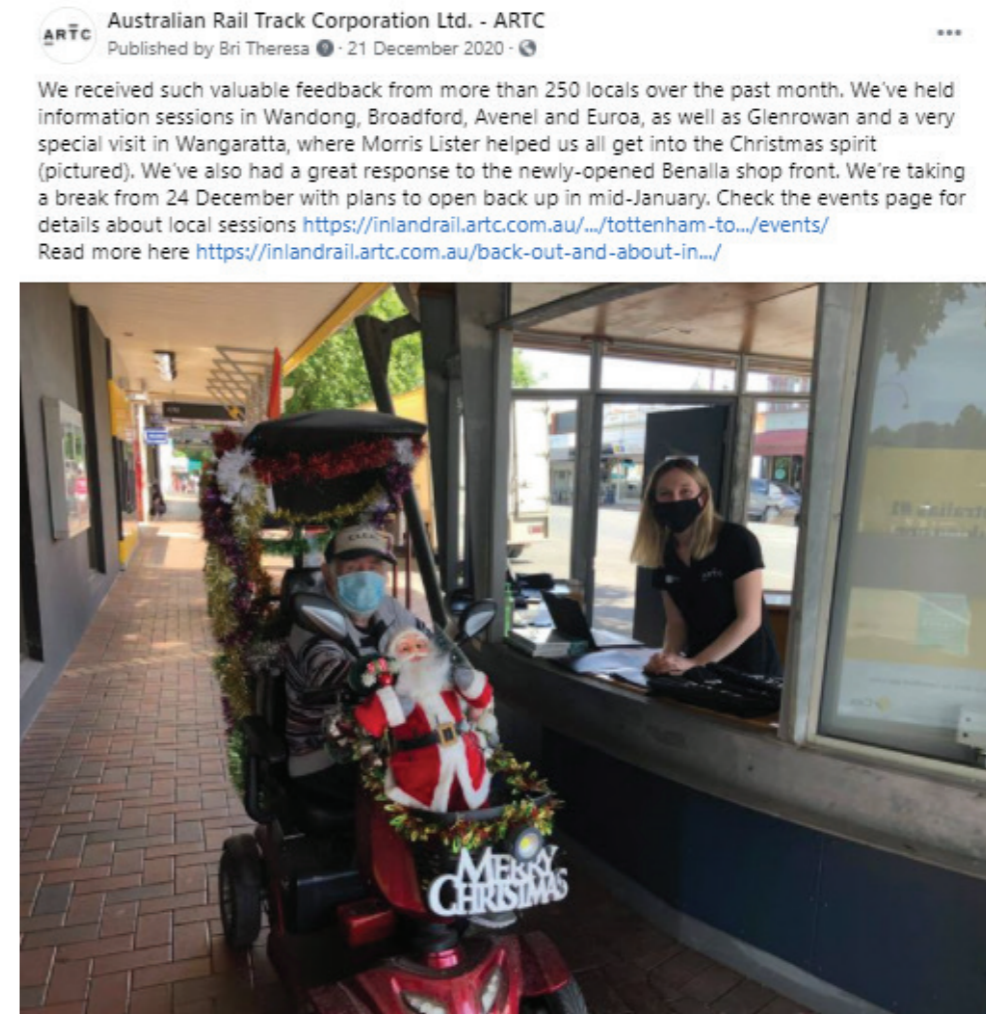
7137 people reached, ARTC Facebook page, 10 November 2020



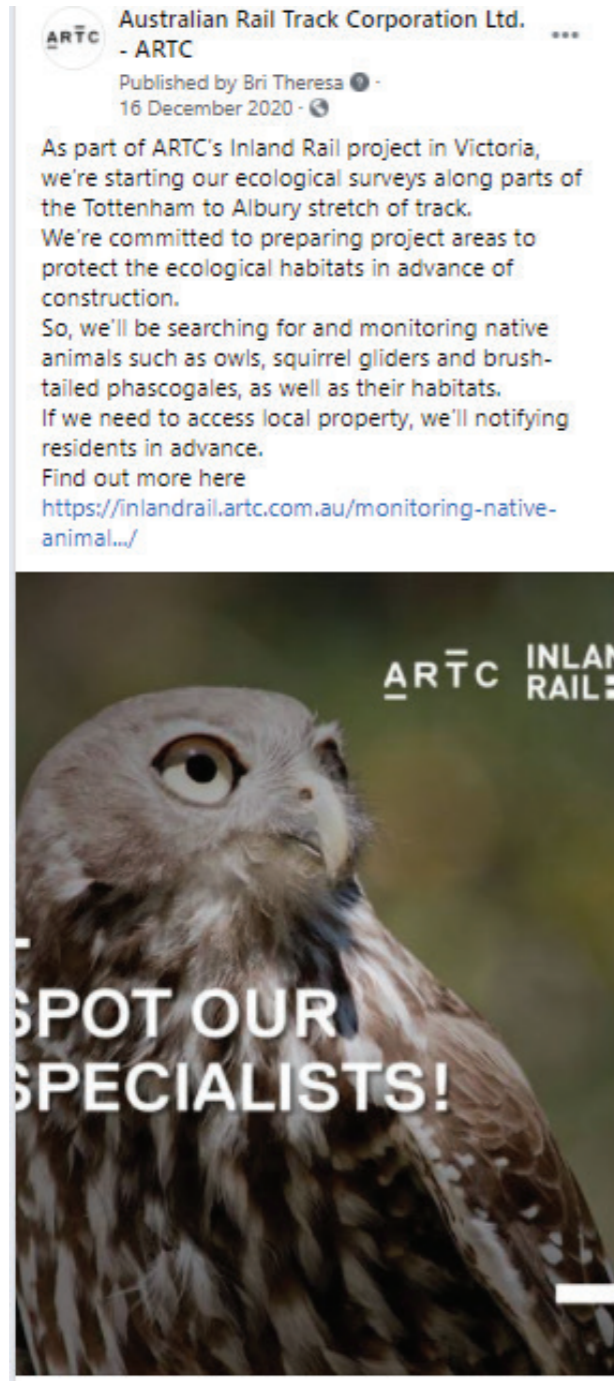
2942 people reached, ARTC Facebook page, 24 November 2020



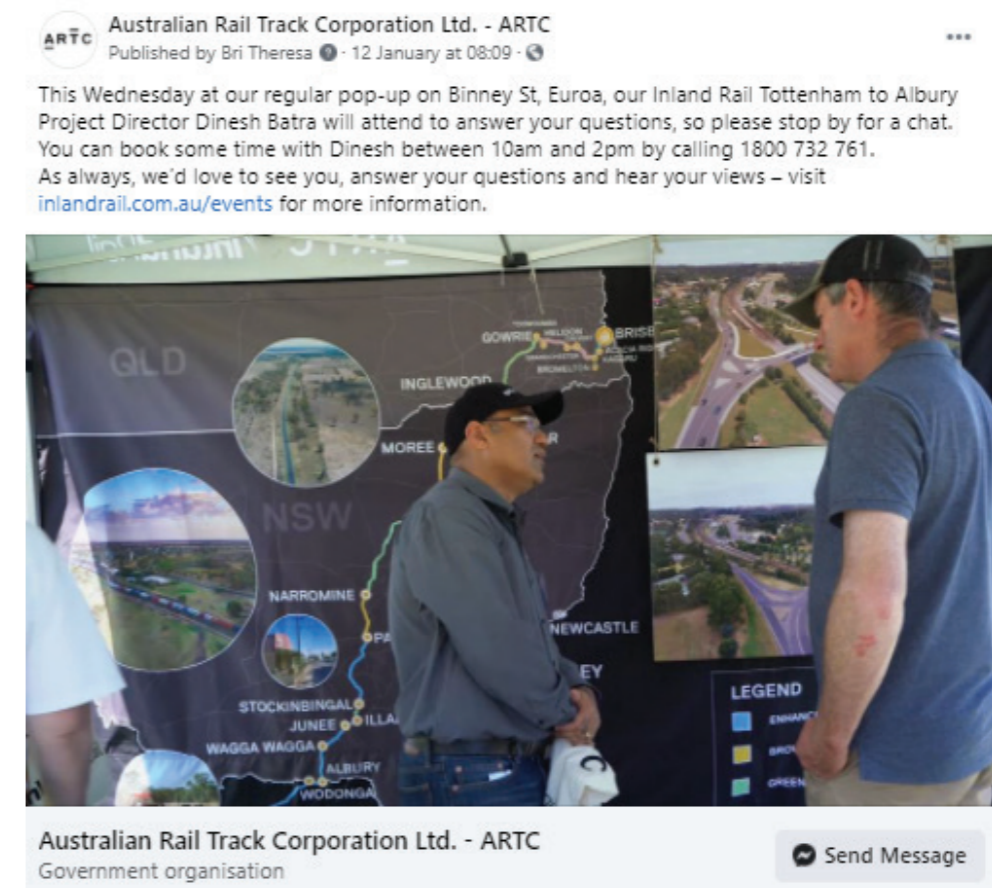
6815 people reached, ARTC Facebook page, 12 December 2020



6087 people reached, ARTC Facebook page, 16 December 2020




2870 people reached, ARTC Facebook page, 12 January 2021



1311 people reached, ARTC Facebook page, 19 January 2021

**ARTC** Australian Rail Track Corporation Ltd. - ARTC  
Published by Bri Theresa · 19 January at 08:44 · 🌐

This Wednesday at our regular pop-up on Binney St, Euroa, our Inland Rail Tottenham to Albury Environment Manager Marisa Feher will attend to answer your questions. Please stop by for a chat. You can book some time with Marisa between 10am and 2pm by calling 1800 732 761. As always, we'd love to see you, answer your questions and hear your views – visit [inlandrail.com.au/events](http://inlandrail.com.au/events) for more information.



**Australian Rail Track Corporation Ltd. - ARTC**  
Government organisation

Send Message

LINKEDIN POSTS


8332 impressions, ARTC LinkedIn page, June 2020

**ARTC** ARTC  
25,391 followers  
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Inland Rail are seeking Expressions of Interest for suitably qualified design and construction contractors for Early Contractor Involvement work on the Tottenham to Albury section of Inland Rail. Visit <https://lnkd.in/feRC7ep> for more information.

**Inland Rail**  
22,176 followers  
8mo · 🌐

Construction is ramping up on #InlandRail! 🙌  
We're seeking Expressions of Interest from contractors to do some early design and construction work on our Tottenham to Albury project in Victoria. ...see more



👍👎❤️ 146 · 2 comments

...

3381 people reached, ARTC Facebook page, 6 November 2020



PROMOTIONAL ADVERTISEMENTS – VARIOUS

We're here and we're listening

**ARTC INLAND RAIL**  
GATEHOUSE

## WE'RE HERE AND WE'RE LISTENING

ARTC is working in communities across Victoria to deliver freight and passenger rail projects. Our regionally-based engagement team will be holding online pop-up events in October. We look forward to talking to you about the progress of the North East Rail Line Upgrade and the planning process for the Tottenham to Albury Inland Rail project.

While we can't meet with Wangaratta and Glenrowan residents in-person until restrictions ease and it's safe, we're running two online events to discuss where we're up to with these project sites.

Contact Jacinta on **0408 274 468** or email [jpiazza@artc.com.au](mailto:jpiazza@artc.com.au)

Wangaratta	Glenrowan
9–6pm Wednesday 28 October	9–6pm Thursday 29 October

Call or email us through the above details to book a 15-minute session via video chat or phone.

**KEEP UPDATED**  
ARTC is committed to working with communities and landowners, state and local government as a vital part of our planning and consultation work, and we value your input. For more information, please visit:

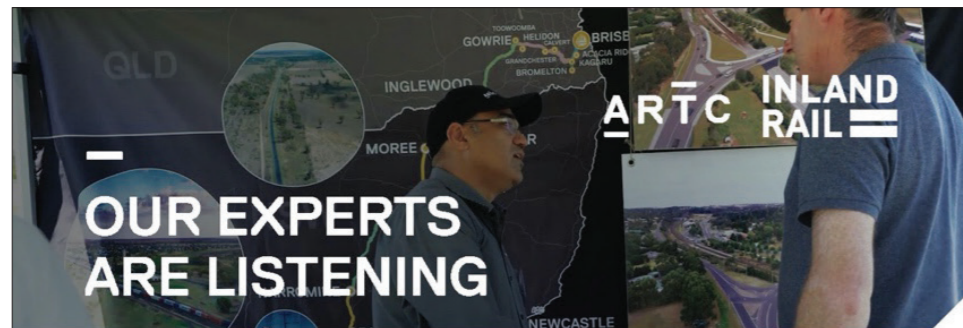
**INLAND RAIL**  
[inlandrail.com.au/T2A](http://inlandrail.com.au/T2A)

**NORTH EAST RAIL LINE UPGRADE**  
[artc.com.au/projects/northeast](http://artc.com.au/projects/northeast)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_2020

## Our experts are listening



### OUR PROJECT TEAM IS AVAILABLE TO TALK

Representatives from our team, including engineers and the Project Director, have attended several meetings with local stakeholder groups since October 2018.

They've answered questions from the community and the specifics of design proposals including viability of replacing the Beaconsfield Pde bridge and the best location for the new bridge.

### WE TAKE HERITAGE REQUIREMENTS SERIOUSLY

Our project team works with consultants, Heritage Victoria, the Department of Environment, Land, Water and Planning, and Registered Aboriginal Parties to make sure we achieve sustainable heritage outcomes.

### WHAT'S BEEN HAPPENING:

- ▶ In July 2020, we asked for your feedback on our EPBC Heritage Matters of National Environmental Significance at Glenrowan and following that process, we received support from the Department of Agriculture, Water and the Environment to move forward without further assessment under the EPBC Act.
- ▶ We will work with Heritage Victoria to get the relevant heritage permits.

While we may not be able to deliver everything the community is asking for, we are committed to doing as much as we can to incorporate community feedback.

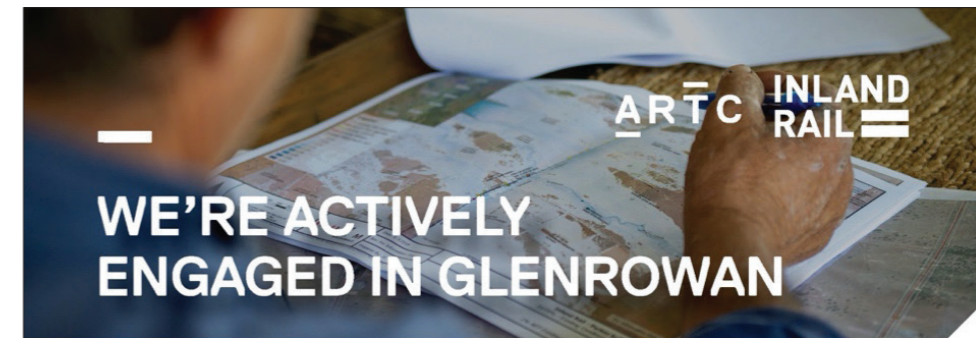
We want to ensure that what we build complements the Glenrowan township and supports opportunities for future development of the area. If you have any questions or comments, please let us know.

☎ 1800 732 761 @ victoriaprojects@artc.com.au 🌐 inlandrail.com.au/T2A

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_1928

## We're actively engaged in Glenrowan



### We're committed to active engagement

We work to tailored consultation plans to engage with each community impacted by Inland Rail, including Glenrowan. We regularly meet with various stakeholder groups and individuals in Glenrowan by:

- ▶ knocking on neighbourhood doors surrounding the station precinct where possible
- ▶ mailing out newsletters and other information
- ▶ attending community events where possible
- ▶ hosting information sessions either online or in person.

### We listened to your feedback and changed our design

Feedback on our original plan to lower the track from stakeholders, community members, heritage specialists and Heritage Victoria regarding potential impacts on the community and the Ned Kelly Heritage Precinct led us to change plans.

We are now proposing a bridge replacement in a new location at Beaconsfield Parade. This option has undergone technical and heritage assessments, and is considered the best option for protecting the precinct's heritage.

### KEEP UPDATED

ARTC is committed to working with communities and landowners, state and local government as a vital part of our planning and consultation work, and we value your input. If you have any questions or comments, please let us know.

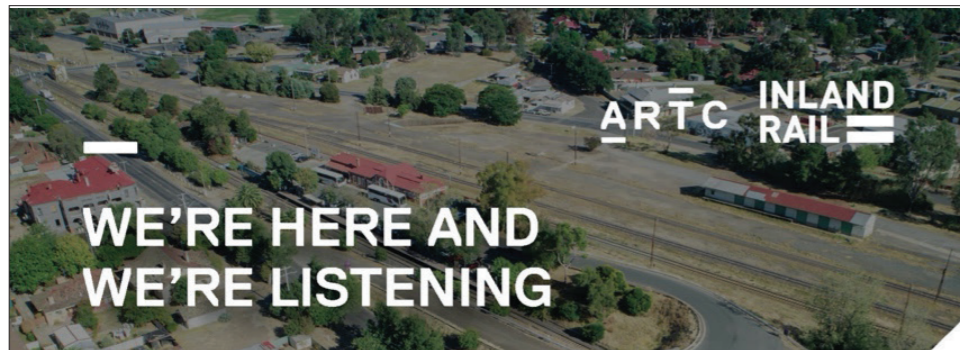
☎ 1800 732 761 @ victoriaprojects@artc.com.au 🌐 inlandrail.com.au/T2A

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_1900



**We're here and we're listening**



Although face-to-face engagement is restricted, we're adapting to keep conversations going, with you about the freight and passenger rail projects we're delivering in communities across Victoria.

**Connect with us:**

-  Phone: **1800 732 761** during business hours or leave a message and we'll get back to you ASAP
-  Email at **victoriaprojects@artc.com.au**
-  Through our **interactive maps**
-  Check out the **new tools** on our website, including 'FAQs', 'Ask a question' and 'Latest News'
-  **Book a 15-minute phone or video chat** with us, via the above channels

Let's continue to look out for one another, and remember to always take care around rail.

**KEEP UPDATED**

ARTC is committed to working with communities and landowners, state and local government as a vital part of our planning and consultation work, and we value your input. If you have any questions or comments, please let us know.

-  [inlandrail.com.au/T2A](http://inlandrail.com.au/T2A)
-  [artc.com.au/projects/northeast](http://artc.com.au/projects/northeast)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_1868

**Have your say!**



**HAVE YOUR SAY!**

On Wednesday 21 July, the Australian Rail Track Corporation (ARTC) referred Stage 1 (Beveridge to Albury) of the Inland Rail Tottenham to Albury project to the *Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)* for Biodiversity Matters of National Environmental Significance, excluding Glenrowan.

The referral will be open for public comment until **Wednesday, 5 August 2020.**

The Minister for Environment will review public comments to help determine whether the project requires formal assessment and approval under the EPBC Act.


Have a read and make comment via [epbcnotices.environment.gov.au/](http://epbcnotices.environment.gov.au/)

For more information on Inland Rail in Victoria, visit [inlandrail.artc.com.au/T2A](http://inlandrail.artc.com.au/T2A)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_1858

Have your say! – EPBC Referral



## WE'D LIKE TO HEAR YOUR THOUGHTS ABOUT RAIL IN WANGARATTA

We'd like to let you know where we're at with planning for Inland Rail – Australia's largest rail freight project and what's happening with the passenger upgrade on the North East line.

Following feedback from the community and the Rural City of Wangaratta, we'd like to provide an update on our current design thinking for Inland Rail.

Come and talk to the ARTC team and provide your feedback or to learn more about Inland Rail and the North East Rail Line Upgrade.

DATE	TIME	LOCATION
Saturday 23 November	10am–2pm	Outside NAB, 49 Reid Street, Wangaratta

**CAN'T MAKE IT?**

For details on freight rail enhancements visit [inlandrail.com.au/T2A](http://inlandrail.com.au/T2A)

For details on passenger rail improvements on the North East line visit [artc.com.au/projects/northeast](http://artc.com.au/projects/northeast)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_1448

Have your say! – EPBC Referral



## HAVE YOUR SAY!

The Australian Rail Track Corporation (ARTC) referred Stage 1 (Beveridge to Albury) of the Inland Rail Tottenham to Albury project to the *Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)* for Heritage Matters of National Environmental Significance at Glenrowan.

The Heritage EPBC referral was accepted for consideration by the Minister for Environment on 1 July. The referral will be open for public comment until Tuesday, 14 July 2020.

The Minister will review public comments to help determine whether the project requires formal assessment and approval under the EPBC Act.

Have a read and make a submission via this link

[🌐 epbcnotices.environment.gov.au/invitations/](https://epbcnotices.environment.gov.au/invitations/)

Also see [🌐 environment.gov.au/epbc](https://environment.gov.au/epbc) for more information about the assessment process under the EPBC Act.

For more information on Inland Rail in Victoria, visit [🌐 inlandrail.artc.com.au/T2A](http://inlandrail.artc.com.au/T2A)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.



IR\_1850

Thank you, Euroa

**ARTC**

# THANK YOU EUROA

ARTC's Inland Rail team would like to thank the Euroa Working Group and the broader community for working with us over the last six months.

After considering all the options with this group and other community members, we're pleased to come to the end of the year having reached an agreement to replace the Anderson Street bridge, to allow for double stacked trains to safely pass underneath.

We have heard loud and clear that the community see this as an opportunity to enhance the station precinct more broadly and it is great to have a clear understanding of community expectations for the design of the bridge.

While we may not be able to deliver everything the community is asking for, we are committed to doing as much as we can to incorporate your feedback. We want to ensure that what we build complements the Euroa Township Strategy and supports opportunities for future development of the area.

We look forward to continuing to work with the members of the working group and Council to develop our plans. We also look forward to providing further opportunities for input and feedback in the New Year.

As always, please get in touch with us if you have any questions or comments, on **1800 732 761** or [inlandrailvic@artc.com.au](mailto:inlandrailvic@artc.com.au)

**Your community representatives on the Euroa Working Group are:**

Justine Collins	Ann Mahon	Michael Tehan	Sarah Treloar
Nola Dudley	Des Ryan	Edwina Thompson	Bernard Walker
Tom Maher	Shirley Saywell	Cr Alistair Thomson	Cr Mick Williams

**Have a safe and Merry Christmas!**

**KEEP UPDATED**

ARTC is committed to working with communities and landowners, State and local government as a vital part of our planning and consultation work, and we value your input. If you have any questions or comments, please let us know.

<b>Inland Rail</b>	<b>North East Rail Line Upgrade</b>
☎ 1800 732 761	☎ 1300 550 402
✉ <a href="mailto:inlandrailvic@artc.com.au">inlandrailvic@artc.com.au</a>	✉ <a href="mailto:northeastline@artc.com.au">northeastline@artc.com.au</a>
🌐 <a href="http://inlandrail.com.au/T2A">inlandrail.com.au/T2A</a>	🌐 <a href="http://artc.com.au/projects/northeast">artc.com.au/projects/northeast</a>

**INLAND RAIL** **ARTC**

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

Project campaign and promotional advertisements Apply to join Benalla Working Group

## APPLY TO JOIN BENALLA WORKING GROUP TO REPRESENT YOUR LOCAL COMMUNITY

ARTC is looking to fill a vacancy on the Benalla Working Group to help us work more closely with the local community.

The Working Group is a forum to help find a solution that meets the needs of the community within the scope and budget of the Inland Rail project.

If you have a good understanding of Benalla, can represent the views of the community and can act as a link between the project and locals, get involved by applying to join the Working Group.

Expressions of interest open

**OPEN** **Wednesday, 4 November 2020**

**CLOSE** **Monday, 16 November 2020**

Please visit [inlandrail.com.au/bwg](http://inlandrail.com.au/bwg) to complete your application.

ARTC is also delivering the North East Rail Line Upgrade in Victoria, to improve passenger experience on trains along the same alignment as Inland Rail. See [artc.com.au/projects/northeast](http://artc.com.au/projects/northeast) for more information.

For more information about Inland Rail please call, ☎ 1800 732 761 @ [victoriaprojects@artc.com.au](mailto:victoriaprojects@artc.com.au) 🌐 [inlandrail.com.au/T2A](http://inlandrail.com.au/T2A)

## Calling for Expressions of Interest



**CALLING FOR EXPRESSIONS OF INTEREST**

**ARTC**

**EARLY CONTRACTOR INVOLVEMENT AND DESIGN AND CONSTRUCT**

**TOTTENHAM TO ALBURY PROJECT**

ARTC Inland Rail is seeking Expressions of Interest (EOI) from suitably qualified design and construction contractors to:

- ▶ design and rebuild bridges, associated civil works and track lowerings at 12 sites
- ▶ deliver overhead wiring, signal gantry installations and track slews along the existing North East rail line from Beveridge to Albury.

Two contractors will be engaged under an Early Contractor Involvement (ECI) model to deliver the early phase of design and construction works as part of the first of two tranches of works. Sites in the first tranche include Barnawartha, Wangaratta, Seymour, Tallarook and Glenrowan.

Contractors with experience delivering a program of complex road and rail infrastructure in regional locations with combined value in excess of \$200m are encouraged to respond.

EOI evaluation criteria will include having necessary insurances, compliances and demonstrated capabilities for project specific requirements.

**HOW TO APPLY:**

Interested parties must be registered on the TenderLink website and submit an EOI before **5pm (AEST), 13 July 2020.**

Visit [tenderlink.com/inlandrail](https://tenderlink.com/inlandrail) to view the EOI documents, ask a question or submit your EOI.

**TenderLink reference**  
INLAND-920310

**FIND OUT MORE**

1800 732 761 | [inlandrailvic@artc.com.au](mailto:inlandrailvic@artc.com.au)

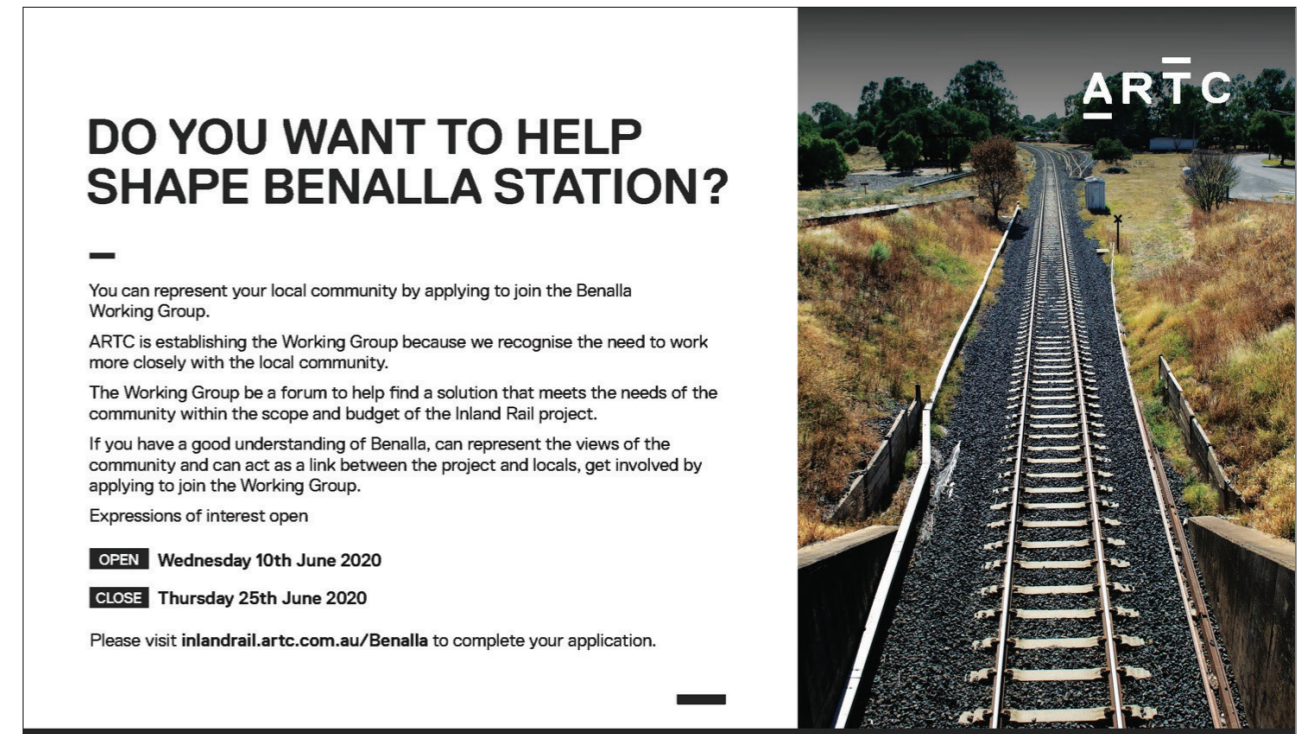
[inlandrail.com.au/t2a](https://www.inlandrail.com.au/t2a) | [f](#) [@](#) [t](#) [in](#) [v](#)

ARTC is also delivering the North East Rail Line upgrade in Victoria. Visit [artc.com.au/projects/northeast/](https://artc.com.au/projects/northeast/) for more information.

**INLAND RAIL**

IR-1788

## Help Shape Benalla Station



**DO YOU WANT TO HELP SHAPE BENALLA STATION?**

You can represent your local community by applying to join the Benalla Working Group.

ARTC is establishing the Working Group because we recognise the need to work more closely with the local community.

The Working Group be a forum to help find a solution that meets the needs of the community within the scope and budget of the Inland Rail project.

If you have a good understanding of Benalla, can represent the views of the community and can act as a link between the project and locals, get involved by applying to join the Working Group.

Expressions of interest open

**OPEN** Wednesday 10th June 2020

**CLOSE** Thursday 25th June 2020

Please visit [inlandrail.artc.com.au/Benalla](https://inlandrail.artc.com.au/Benalla) to complete your application.


ARTC is also delivering the North East Rail Line Upgrade in Victoria, to improve passenger experience on trains along the same alignment as Inland Rail. See [artc.com.au/projects/northeast](https://artc.com.au/projects/northeast) for more information.

If you have any questions please call 1800 732 761

**INLAND RAIL**

IR-1793

We'd like to hear your thoughts



## WE'D LIKE TO HEAR YOUR THOUGHTS ABOUT RAIL IN WANGARATTA

We'd like to let you know where we're at with planning for Inland Rail – Australia's largest rail freight project and what's happening with the passenger upgrade on the North East line.

Following feedback from the community and the Rural City of Wangaratta, we'd like to provide an update on our current design thinking for Inland Rail.

Come and talk to the ARTC team and provide your feedback or to learn more about Inland Rail and the North East Rail Line Upgrade.

DATE	TIME	LOCATION
Saturday 23 November	10am–2pm	Outside NAB, 49 Reid Street, Wangaratta

**CAN'T MAKE IT?**

For details on freight rail enhancements visit [inlandrail.com.au/T2A](http://inlandrail.com.au/T2A)

For details on passenger rail improvements on the North East line visit [artc.com.au/projects/northeast](http://artc.com.au/projects/northeast)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

IR\_144B

Euroa working group update, February 2021




## EUROA WORKING GROUP CHAIR'S UPDATE FEBRUARY 2021

ARTC is committed to keeping the community of Euroa and surrounds up to date and informed on the Inland Rail Project in Victoria.

In a new initiative, below is a summary of the Euroa Working Group's meeting on Tuesday 2 February.

This summary is shared in advance of the formal and endorsed meeting minutes being published on the Inland Rail website.

I independently chaired the meeting, which was attended by 11 of the 12 local community representatives who have been appointed as members of the Working Group. This includes two nominated Strathbogie Shire Councillors – Cr Sally Hayes-Burke and Cr Kristy Hourigan.

In addition, members of the ARTC team and Department of Transport (DOT) attended to respond to key questions previously posed by Working Group members.

The purpose of the meeting was to:

- ▶ review the Working Group process
- ▶ provide an update on the consultation held to date and feedback received
- ▶ outline the project timeline in Euroa
- ▶ outline the project interfaces and the various external agency roles and responsibilities.

The following actions were noted at the meeting:

- ▶ ARTC to invite a representative from Euroa Chamber of Commerce to attend the next working group session
- ▶ The Chair to review feedback on the Working Group Terms of Reference and Code of Conduct and recirculate draft TOR and Code of Conduct
- ▶ ARTC to publish summary of key discussion points following each meeting
- ▶ ARTC to better communicate the viability considerations for each solution that lead to an overpass and precinct upgrade as preferred solution.

The next meeting to be scheduled in February pending restrictions will be an opportunity to review the first draft of the Urban Design Framework presented by AECOM.

The Urban Design Framework for Euroa aims to capture the key values and attributes that need to be incorporated into a design solution for Anderson Street bridge and Euroa rail precinct works.

We invite all interested members of the Euroa community to register their interest in attending a community consultation session in March to have your say on what's important.

To learn more about Inland Rail in Euroa, the Euroa Working Group and to read the minutes of meetings held to date visit: [inlandrail.artc.com.au/ewg](http://inlandrail.artc.com.au/ewg)

Independent Chair  
Euroa Working Group  
Michelle Croker

**Got feedback or want to know more?** Pre-register to attend one of our community consultation sessions or online forums in March 2021. Email @ [victoriaprojects@artc.com.au](mailto:victoriaprojects@artc.com.au); call 1800 732 761 or visit [inlandrail.com.au/t2a](http://inlandrail.com.au/t2a) for more information.

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

PL2026

## Benalla working group members will help shape Benalla station

### BENALLA WORKING GROUP MEMBERS WILL HELP SHAPE BENALLA STATION

ARTC has established the Benalla Working Group to work more closely with the community on design options for the Inland Rail Tottenham to Albury project site at Mackellar St bridge, Benalla Station.

Thank you to everyone who applied during the EOI period.

In collaboration with the Benalla Rural City Council, we have selected members based on their good understanding of Benalla, interest in representing local views and willingness to be a link between the Inland Rail project and Benalla locals.

The Working Group will be a forum to help find a solution that meets the needs of the community within the scope of the project.

**The new members are:**

Councillor	Cr Don Firth	Independent	John Dennis
Councillor	Cr Scott Upton	Independent	Graeme Paul
Better Benalla Rail	Susan Pearce	Independent	Anette Jones
Better Benalla Rail	Phil Rees	Independent	Rowan McEwan
Independent	David Blore	Independent	Pamela O'Connor
Independent	Bill Parris	Independent	Janette Anderson

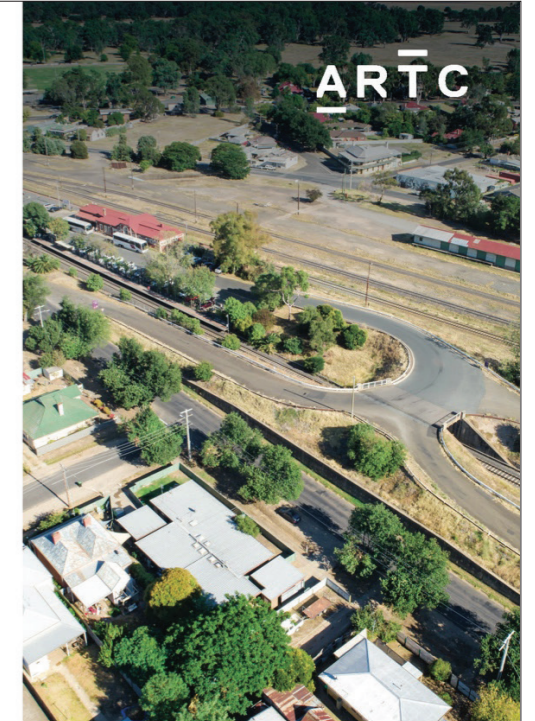
We will share details of the first meeting in the coming weeks. We encourage Benalla locals to get in touch with our new Working Group members to share their ideas and questions for representation during meetings.

While we may not be able to deliver everything the community is asking for, we are committed to doing as much as we can to incorporate community feedback.

We want to ensure that what we build complements the Benalla township and supports opportunities for future development of the area. If you have any questions or comments, please let us know.

1800 732 761 [victoriaprojects@artc.com.au](mailto:victoriaprojects@artc.com.au) [inlandrail.artc.com.au/benalla](http://inlandrail.artc.com.au/benalla)

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.





Benalla, Victoria

# Appendix 5

## Market Research Within The Project Corridor

Glenrowan community consultation research conducted August 2020

Glenrowan community consultation research conducted August 2020



### METHODOLOGY

In preparation for the Inland Rail project, the ARTC commissioned Ipsos to explore the connectivity experience of local communities who will be impacted by the changes to existing structures for the provision of increased clearances along the rail corridor to support the running of double-stacked trains.

The following report is based on qualitative research undertaken in August 2020. A total of three discussion groups (up to six participants per session) and four in-depth interviews were conducted with residents who live and move around the local area of Glenrowan. See overleaf for location.

A discussion guide was developed in collaboration with ARTC to meet the objectives of the project and was tailored for the location. The discussion guide acted primarily as a memory aid for the facilitator, to ensure that all key issues are covered, rather than a set-in-stone list of questions. This flexibility meant that the discussion could be guided by the areas of most importance to participants; and allowed for unexpected issues to emerge. Within the groups individuals were asked to reflect on a variety of aspects of their experiences travelling in and around the station precinct and centre of town.

5 – © Ipsos | ARTC: Inland Rail Community Research

### RESEARCH OBJECTIVES

The overall objective for the project was to provide a forum to engage with the community in relation to local connectivity issues and ascertain community values, priorities and concerns of relevance to any upgrades that will form part of the Inland Rail project.

The engagement consultations focused on:

- What is valued about the local area
- What features / attributes / systems are working well currently from a community perspective (with a focus on local movement and connectivity)
- What about the local area needs to be improved (again, with a connectivity and movement focus)
- Future needs and priorities

4 – © Ipsos | ARTC: Inland Rail Community Research

### GLENROWAN KEY LOCATIONS

**Glenrowan legend:**

- Overpass
- Historic Precinct
- Replica station
- Playground
- Glenrowan Primary School

6 – © Ipsos | ARTC: Inland Rail Community Research



## Glenrowan community consultation research conducted August 2020

## Glenrowan community consultation research conducted August 2020

### GLENROWAN

#### What is valued about the local area

Those residents who participated in the Glenrowan consultations advised that they greatly valued the **quiet, country setting** of the local area. And although quiet in nature, the friendly community was a highlight for everyone who participated. Customer service staff from the post office and bakery were **known by first name** and locals described Glenrowan as a place where people wouldn't hesitate to **help out** another person or **stop for a chat**.

Unsurprisingly, the **heritage and history** of the area, most notably the **Ned Kelly legacy** were mentioned without exception. Related to this, locals were generally proud of the **tourism** the area attracted. Many noted the tourism was a double-edged sword and was a bit of a pain at times (localised congestion, limited parking), and yet most felt **tourism was definitely something that should be leveraged more** to bring financial benefits to the area and **share the history** more broadly.

8 – © Ipsos | ARTC: Inland Rail Community Research

“The sense of community, everyone knows each other.”  
Glenrowan

“Glenrowan is quiet, and peaceful – that’s why I love it.”  
Glenrowan

“Glenrowan’s tourism – the wine and the history are what makes it special.”  
Glenrowan

Ipsos

### GLENROWAN

#### Local area improvements in terms of connectivity and movement

Residents in Glenrowan recognised there was an ageing population and the town footpath infrastructure was not reflective of their accessibility needs. Those who required extra assistance were heavily reliant on others to move them around the local area. Related to this, a number of participants were critical of the Council's lack of investment in the area, especially around sewerage infrastructure.

Although proud of the Ned Kelly history, many felt it was a missed opportunity to attract tourists in a 'deeper' way. Not necessarily more tourists, but a need for investment in infrastructure that would encourage tourists to linger and spend more money in Glenrowan itself. Others felt there could be improvements to the general upkeep of the area around the historic site including the old station; this was in part related to the impression tourists would come away with. Furthermore, despite the pride in the history of the area, most noted that they rarely interacted with the historic site and some commented it felt quite separate from the main drag of Glenrowan.

10 – © Ipsos | ARTC: Inland Rail Community Research

“There’s the replica of the original station, they repainted and fixed up, not really an attraction, some of the storytelling with wooden statues has been compromised, it lacks animation, it could be more interesting, could provide more info about the major event that occurred there.”  
Glenrowan

“I look at it from the point of a visitor, it was integral to Ned Kelly story, but if you look inside windows, it’s full of crap, no story to it, no life to it, it should be the centre for the museum for the story, should make it a more lively place and more integral part of the story. Platform is full of weeds and gravel, could be prettier, that’s for sure.”  
Glenrowan

“Glenrowan itself needs a lot of work, there isn’t much there. There was mention of improving the Ned Kelly historical area and I think that would be great to showcase that area.”  
Glenrowan

“The potholes are all over the overpass, it’s quite uncomfortable to ride over.”  
Glenrowan

Ipsos

### GLENROWAN

#### What’s working well in terms of local movement and connectivity

Like most regional townships, there was much reliance on getting about by car, and this seemed to be generally working well for locals. Driving was usually the most practical way of getting about for those who didn't live right in the centre of Glenrowan, one or two participants were within an easy walk of the main high street and enjoyed walking when they had the time to do so.

When walking around town, given the small size of Glenrowan, participants noted that everything is nice and close and within easy access once you were in Glenrowan itself. This means that locals tended to drive and park along Gladstone street and walk to shops and services from there (including the historic precinct if they were accessing that area).

The overpass of Beaconsfield Parade was not spontaneously mentioned as a feature of getting around Glenrowan. Although some often drove over the tracks (if they lived north of the railway line, or if they were accessing the primary school or Glenrowan Spring Creek Reserve from the south), participants who lived south of the railway could go long periods of time without traversing the railway.

Residents were generally satisfied with the way they accessed and moved about the local area, with the exception of days when there was an influx of tourists creating some disruptions and competition for parking along Gladstone Street.

Some participants reflected on a lack of visibility of oncoming traffic while crossing the overpass due to the steep incline

Signage and wayfinding is sufficient and makes travel easy around the local area.

9 – © Ipsos | ARTC: Inland Rail Community Research

“It’s a short distance from park to school, lots of kids ride, it’s not too dangerous, it’s quieter, 50km/hr.”  
Glenrowan

“I’m only really in that area [historic precinct] when I have family and friends visiting and they want to see the site.”  
Glenrowan

“It would be extremely hard for someone in a wheelchair to access the historical site via the bridge. There isn’t really an alternative they have to be driven over.”  
Glenrowan

Ipsos

### GLENROWAN

#### Local area improvements in terms of connectivity and movement contd

Participants felt Glenrowan not as attractive as other towns in the area (such as flowers on display in Benalla, or the pleasant streetscapes of Wangaratta), and that improved landscaping and maintenance would enhance tourists' experience; add value to the historic precinct; and improve the area for locals too.

The main issue with rail-related infrastructure was the steepness of the road on the bridge of Beaconsfield Parade. Some residents joked that it wasn't uncommon to become airborne if you were driving too fast. The other main issue with the bridge over the tracks was the lack of separation of vehicles from pedestrians and cyclists with a narrow area for those not in cars to navigate. This was thought to pose a safety risk. The cycling infrastructure in general was thought to be something that could be improved, some parents noted they wouldn't be comfortable about children cycling because they would encounter too much exposure to vehicles.

11 – © Ipsos | ARTC: Inland Rail Community Research

“[Beaconsfield Parade is] not good for pedestrians, if a truck is going over it can be scary, I don’t like to see school kids using it, really needs a safer pedestrian walkway.”  
Glenrowan

“The path is really narrow and quite uneven, you go from bitumen on the incline then to cement slabs – anyone in wheelchair would probably not be able to do it. The path down is quite uneven too at the bottom. I don’t think there is a path, on Siege street, I don’t think there’s a path along the road to the station.”  
Glenrowan

“[Beaconsfield Parade is] quite steep, quick rise and quick fall, kids like riding over it, for the space they have it’s pretty good. First sharp righthand turn if going north, busier road, a bit more a risk, but mum follows the kids in the car kids ride up from the bottom.”  
Glenrowan

“If you’ve got a truck and a car trying to go over at the same time you might be super nervous and try to squish yourself off to the side... a dedicated bike and pedestrian [path] might actually be quite amazing.”  
Glenrowan

Ipsos

Glenrowan community consultation research conducted August 2020

Benalla and Glenrowan Community awareness research August 2020

**GLENROWAN**

Participants views for future local needs and priorities

The following summary is the perspective of community participants and is intended as a reflection of their experiences rather than recommendations for the project.

- The historic precinct and the area along the railway needs to be **generally improved and modernised**, however the **historical aspect to remain the feature**.
- Provide a **safe pathway for pedestrians** and those with **extra mobility** needs crossing the tracks. Ensure this is **wider** than what is currently available.
- Addressing the **steepness of the bridge** over the tracks, this would relieve safety concerns regardless the mode of transport.
- Ensuring **improved safety for cyclists and pedestrians** accessing the north side of the railway, specifically the need for **separation from vehicles**.
- **Improving cycling infrastructure** around town, especially crossing the tracks, and to a lesser degree around the historic site.
- Improve **lighting and visibility** to improve personal security **at night or during quieter times**.
- **Landscaping, maintenance and general upkeep** of the old station and historic site area.
- Providing **facilities for tourists** to stop them spilling onto the road and presenting a hazard when taking photos.
- **Not being so dependent on the Beaconsfield Parade crossing in its current format**, especially as a pedestrian or cyclist.

“If there was a zebra crossing or clear paths across the roads to keep people, and drivers aware of pedestrians.”  
Glenrowan



“Brighten [the historic site and buildings] up – with paint, it looks a bit tired, not too much done to it, I think they fixed the footpath a few years ago.”  
Glenrowan



“Nicer if a pedestrian crossing separate to the road. To go from park to historic site, the bridge is functional. Gives you a view of town, it's compact you can't redesign a whole town based on one spot, a second bridge would be good... but hard to make a decision about where a second bridge would be placed. Not everyone would agree.”  
Glenrowan



**BENALLA**

Awareness of ARTC and image perception

The residents who participated in the research living in Benalla had a low awareness of ARTC. Amongst those who had heard of the organisation, knowledge tended to be low and consequently those participants generally described themselves as indifferent on account of not knowing enough to hold a firm opinion.

When prompted some participants had a vague recall of Inland Rail but all but one or two were unable to provide specific details. Some community members cited signage around the station precinct and related this to the rail upgrade. Some also recalled brochures and pop-up information stalls in the local area in relation to the Inland Rail project, but this didn't necessarily translate to much specific knowledge.

Participants were genuinely interested in finding out more about the plans for Benalla and some were excited at the prospect of a revised station precinct believing that it would help improve the area.



Benalla and Glenrowan Community awareness research August 2020

Benalla community consultation research conducted August 2020

ARTC (GLENROWAN)

Awareness of ARTC and image perception

General awareness of ARTC and Inland Rail was low and therefore few had an opinion to share about the organisation or project. One participant was more knowledgeable than others and understood the need to accommodate double stack freight trains and had heard that perhaps the bridge might have to be raised, another, on hearing this also recalled something from a few years ago, but he was doubtful it was practical to raise the bridge and assumed lowering the tracks might need to be involved. None in this group seemed to feel especially strongly about the possible reconfiguration options.

Another participant had heard of the ARTC in conjunction with a 2008 project to upgrade the broad gauge and noted that the project had not been very successful in terms of a quality delivery and recalled some criticism in the community at that time. In another group, one recalled the style of communications (as being quite dry and 'government-like') but little else.



I don't know enough about them, I hear them being talked about, not being a regular user of the rail service, I don't know, not sure if there's federal and state government involved, not sure if private or semi government, it does seem very bureaucratic – the types of communications, newsletters and leaflets and newspaper articles... government propaganda type-speak, doesn't come across as a private company. I wonder sometimes whether the communication is for sake of informing public or justification of what they're doing."

Glenrowan



**INLAND RAIL COMMUNITY RESEARCH**

**ARTC**

**Benalla**

**Community consultation research report**

**GAME CHANGERS**

**Ipsos**

AMSRO ISO 20253 CERTIFIED ISO 9001 CERTIFIED

Ipsos proposal reference: 20-049064

RESEARCH OBJECTIVES

The overall objective for the project was to provide a forum to engage with the community in relation to local connectivity issues and ascertain community values, priorities and concerns of relevance to any upgrades that will form part of the Inland Rail project.

The engagement consultations focused on:

- What is valued about the local area
- What features / attributes / systems are working well currently from a community perspective (with a focus on local movement and connectivity)
- What about the local area needs to be improved (again, with a connectivity and movement focus)
- Future needs and priorities



Benalla community consultation research conducted August 2020

METHODOLOGY

In preparation for the Inland Rail project, the ARTC commissioned Ipsos to explore the connectivity experience of local communities who will be impacted by the changes to existing structures for the provision of increased clearances along the rail corridor to support the running of double-stacked trains.

The following report is based on qualitative research undertaken in August 2020. A total of five discussion groups (up to six participants per session) and seven in-depth interviews were conducted with residents who live and move around the local area of Benalla. See overleaf for location.

A discussion guide was developed in collaboration with ARTC to meet the objectives of the project and was tailored to the location. The discussion guide acted primarily as a memory aid for the facilitator, to ensure that all key issues are covered, rather than a set-in-stone list of questions. This flexibility meant that the discussion could be guided by the areas of most importance to participants; and allowed for unexpected issues to emerge. Within the groups individuals were asked to reflect on a variety of aspects of their experiences travelling in and around the station precinct and centre of town.



Benalla community consultation research conducted August 2020

RESEARCH FINDINGS



BENALLA KEY LOCATIONS



Benalla legend:

- ★ Station precinct & carpark
- Pedestrian underpass
- ★ Overpass / road access to station carpark
- ★ Benalla Art Gallery and lake district



BENALLA

What is valued about the local area

When reflecting on their local area, residents from Benalla commonly mentioned they enjoyed the **friendly** nature of the area and the community feel. Participants were also attracted to the **proximity of the countryside**, being able to **easily access nature** (wildlife, wetlands, waterfalls, hills) to spend time in those places. The **peace and quiet** that country life affords was also top of mind.

The **lack of traffic** and **ease of getting around the area** frequently came up as a contributor to the relaxing lifestyle. Regardless of their mobility needs, residents valued the **proximity to local shops and businesses** once they were in the centre of town. Benalla was regarded as **big enough to source all the essentials** one might need and close enough to larger regional centres for accessing other goods and services.

Benalla has a reputation of being a **clean and tidy town**, this created a feeling of pride and respect amongst local residents. Commonly mentioned features of Benalla that residents took particular pride in were the **art gallery** and the **lake area**, including its **walking track**.

“ I like the feeling of space around me, walk out front door and don't feel like I'm in a town, but can walk to shops if needs be. Good for bike riding, I like the feel of the place, a fair amount of community spirit, groups, church.”  
Benalla

“ The station itself – the building, we don't have much of historical buildings left, so maintaining what's there and keeping the historic feel, we live in the country, [don't want to] slowly erode what we're here for.”  
Benalla

“ I love the lifestyle, and it is a family community and I love the fact that we are close to everything, Melbourne, Wodonga, Shep and the snow fields.”  
Benalla

“ It's a pretty little station, feels like a country town station, I have nostalgia for it.”  
Benalla

“ I love the sense of community, particularly at this point in time.”  
Benalla

“ [Benalla] is a really welcoming community.”  
Benalla

“ [what I like] Coming back to town, the community spirit, running into people who you've known for years, have a quick chat, the art gallery, have a cuppa while looking out over the lake, it's pretty bloody good. In town, worse case – you can make do if you need something... it's [Benalla] in the middle of everything. But far enough away, small community feel about it, that was the selling point of moving back.”  
Benalla



## Benalla community consultation research conducted August 2020

### BENALLA

#### What's working well in terms of local movement and connectivity

Due to its location, the Benalla station precinct and rail crossings are key in terms of connectivity within the local area, not that this was necessarily raised spontaneously by residents. Most recalled passing through the area on a daily basis to access the centre of town and surrounding areas.

Almost all those consulted were reliant on car for moving around the local area, and in this regard, they felt the broader road infrastructure worked fairly well. Residents who frequently drove felt they could access the majority of their day-to-day requirements in Benalla without any difficulty, however some thought there might be better connectivity for those who cycled or walked.

Those using the station to catch trains generally seemed reasonably satisfied with the experience (other than desiring a greater number of services), they tended not to bring up issues with accessing the station spontaneously. Public transport improvements in general were raised by a number of participants.

**Benalla**  
A my mother and my mum's sister are frail, [they use] mobility scooters, navigating steep gutters, and cyclists don't use bike lane provided, if not in a car, it's not so safe, [but] the track around the lake is lovely."

**Benalla**  
I don't find any problems getting around Benalla. Its very easy – there is no traffic. The only issue is when they are doing work on the railway track and you have to on to the underpass. That's the only issues really."

**Benalla**  
I do a mix of everything, my kids ride bikes – sometimes we walk. We would catch the train but its just so unreliable."

**Benalla**  
As I cycle it would be great if they could improve the bike tracks and make things that are around more accessible."

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### BENALLA

#### Moving around the station precinct area and crossing over the railway

Residents of Benalla were generally satisfied in the way they accessed the local area. For many of the research participants, driving and parking was the typical way of accessing the town and station precinct. Residents tended to have a heavy reliance on cars, therefore their experience of crossing the railway tracks wasn't given too much thought due to the frequency doing this.

In terms of alternative ways of traversing the tracks, some residents were unaware of the pedestrian underpass and believed driving around or catching the bus to the south of the station were the only options to enter the station and it couldn't be accessed from the north by foot. Those who had extra mobility requirements were more likely to reflect on specifics of what could be improved. Many mentioning they would prefer to use the road (overpass) rather than take the pedestrian access (underpass) as it was deemed unsafe in a personal security sense. Those who cycled or walked via the overpass mentioned the steepness of the incline as, if not a challenge for themselves, certainly potentially for others.

Pedestrians who used the underpass reported issues including uneven surfaces, overgrown foliage and lack of visibility – these negatively impacted residents' experiences of accessing the station.

Participants considered Benalla safe, although it was not a concern for all, there was frequent reference to a lack of visibility – especially around the station precinct - creating a perceived sense of danger. It was mostly agreed that lighting in the area was not optimal and improvements could help the way people move through the area.

**Benalla**  
Benalla is very pretty, just beautiful to be able to drive down main street past the roses, to the park, the lake. In this Covid situation, the lake has been a lifesaver. Would like to see that area upgraded to be friendly for wheelchairs, safe for kids to jump on bikes. For a small town, we have strong clubs: basketball and little paths."

**Benalla**  
It's a bit creepy having to walk under there, especially late at night."

**Benalla**  
The lighting in Benalla is appalling. They could definitely do with more street lights."

**Benalla**  
It's all about safety really."

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## Benalla community consultation research conducted August 2020

### BENALLA

#### Local area improvements in terms of connectivity and movement

Although many participants had walked from the station precinct to the centre of Benalla, and reported that this was a simple enough stroll straight down Carrier Street, a few mentioned that there didn't feel to be a strong connection between the station precinct and the heart of Benalla. A couple even thought it might not be obvious to visitors arriving by train where to go.

The pedestrian underpass, was historically associated with being a bit shady (a frequent place for fights after pub closing time), and more recently regarded to be a bit dingy and insalubrious. Therefore people reported being vigilant if needing to use it at night. The underpass was mentioned spontaneously by many participants as being at best unwelcoming and at worst a safety concern that would prevent people from using it. Those who frequented it mentioned the need for increased visibility through natural light, and the addition of lighting at night-time. Some also noted that the layout of the underpass meant that leaves and rubbish tended to collect in corners contributing to the unkempt feel.

The condition of the footpaths and roads throughout Benalla was raised by many as being an issue and was naturally raised prior to the conversation focusing in on mobility and connectivity. Many residents recognised Benalla was an ageing community and were concerned on behalf of elderly and mobility compromised community members regarding getting about the station precinct, this was often one of the first comments in terms of using the station precinct (and raised without prompting).

Waiting at the level crossing for long periods of time was mentioned as a point of frustration, especially for long freight trains that took some time to pass.

**Benalla**  
I've heard the bike paths are lacking, in diversity and length. I wonder about people with wheelchairs and scooters, how accessible it is to get to the Botanic gardens into town."

**Benalla**  
The condition of footpaths and gutters is poor, anyone who's a bit frail, Benalla is not suited for.... that's the biggest thing, condition or absence of footpaths and gutters"

**Benalla**  
The people who rely on mobility scooters have to ride on the roads as there are no footpaths. There is just a grassy nature strips – this is a safety issue as there are cars there."

**Benalla**  
I guarantee not many people would feel like going through [the underpass] late at night on their own... I think a lot of people would steer clear."

**Benalla**  
The underpass would be the number one thing to change, I guarantee not many people would feel like going through there late at night on their own... I think a lot of people would steer clear"

**Benalla**  
We were on one side of the tracks, now we're on other side, It's interesting, you go to cross at main intersection, you'll strike a freight train and you could be there half an hour, if there's one going to Melbourne."

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### BENALLA

#### Local area improvements in terms of connectivity and movement contd.

Those using the station (to catch trains or drop off friends and family) were frustrated at the lack of space in the carpark. Navigating buses doing U-turns in the station carpark presented a particular challenge, especially for those not parking, instead dropping off and picking up people at the station. Some also mentioned that it was confusing to drive into the station and that it wasn't immediately obvious where cars should go.

A major concern for those who travelled along the Midland Highway was that there was little to no separation between pedestrians and cars. The steepness of the entrance to the station from Mackellar Street was regarded as dangerous, especially as the grade meant it was hard for drivers to clearly see oncoming traffic as they left the station. This was difficult as drivers needed to merge with those on the main road, and low visibility hindered this.

Residents felt that while it was easy enough to move between the heart of Benalla and the station, the two areas felt disconnected. Participants noted that when someone walked down Carrier Street, it was evident that it used to be a high street, but now was mostly residential and consequently the station did not feel as though it was situated in the main hub of Benalla.

Navigating the intersection with the crossing at the Midland Highway was felt to be particularly fraught with cars turning onto side streets close the tracks and the road surface of Arundel Street being criticised.

**Benalla**  
At the station it would be nice to have a lot more lighting around there, because it's sort of hidden away and it's easy to drive past."

**Benalla**  
We talked about riding into Benalla but there's no way we would do that without a bike path, a bike path would make a difference to our 14 year old and us as a family."

**Benalla**  
If you meet another car at the top of the intersection, its never really clear who has right of way – its just bizarre. And is pretty poor conditions up there with pot holes and uneven surfaces"

**Benalla**  
There are a few intersections that can feel quite dicey because sometimes cars believe they have right of way when they don't... this can also be a safety issue for people who aren't driving."

**Benalla**  
Definitely the safety of the crossing, I hate [driving through] that intersection with a passion, I don't use it unless I'm going straight, that's the main one for me."

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## Benalla community consultation research conducted August 2020

### BENALLA

#### Participants views for future local needs and priorities

- **Clear signage and directions around the station** precinct to improve navigation and wayfinding, particularly for new residents or those who are visiting Benalla. Signs were also perceived as a key to fixing the safety concerns of the main intersection when entering the station.
- **Addressing the underpass**, however people navigate their way across the tracks by foot, it needs to involve: **light – especially at night, clear visibility**, any inclines of a grade that **suit those with mobility issues, clear of rubbish, welcoming**.
- Improved access to the station and getting across the tracks for those with **mobility issues**. And consideration given to those using mobility aids more generally by **improving gutters and footpath quality**.
- **Improving the steepness issue of the carpark access** for cars, which is related to also **improving visibility for cars** leaving the station and **improving the ease and safety of merging with traffic on Mackellar St**.
- An **increase in the capacity of the station carpark**, with **specified areas for buses, cars, pedestrians and cyclists**. This includes a **better demarcation for cars** accessing the station (i.e. far clearer about where you enter / exit and where you park / pull up in the station carpark).
- **Better separation of vehicles and pedestrians and cyclists** (at Midland Highway especially), along all roads leading to the station and at roads that intersect and cross the railway tracks..
- **Retain the heritage look and feel** of the station – many felt Benalla had lost a lot of heritage assets over the years in general so this meant that the station needed to be carefully looked after and maintained. There is a keen interest amongst residents to see the **station area revived**. However, there is a preference for **nothing too 'modern'** to be part of any improvements / alternations to the station precinct. Definitely the opportunity to make the area more **visually appealing, ideally with greenery**.
- **Improving the link between the station and the centre of town**, particularly for those travelling by foot or cycling.

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Wangaratta, Victoria

# Appendix 6

## General Public Feedback

## APPENDIX 6 GENERAL PUBLIC FEEDBACK

### Corridor Works Feedback

**Traffic impacts and Management** – A mix of traffic safety matters were raised relating to project sites are highlighted below.

Key matters raised about Corridor Works: Traffic Impacts and Management

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Glenrowan	14	20	30	<p>Flagged the need for improved traffic safety for tourists visiting the Glenrowan Tourist Centre.</p> <p>How the designs will manage the increased traffic on Church Street as a result of the bridge cutting off Siege Street.</p> <p>How the designs will manage the increased traffic on Church Street as a result of the bridge cutting off Siege Street.</p> <p>Desire to understand impacts to traffic along local roads, from new bridge structure design in Glenrowan.</p>
Broadford-Wandong Road	14	25	37	<p>Preference to see a T-intersection at the Broadford-Wandong Road and Rail Street intersection as it is believed to be safer.</p> <p>Support for lower speed limit.</p> <p>Feedback that traffic in the area gets quite congested during school drop offs, pickups and incoming trains.</p> <p>Feedback around black ice near the Hamilton Street bridge intersection and concerns around the safety of large and heavy vehicles using the intersection if the slope is increased as proposed.</p> <p>Seymour-Avenel Road potential changes to speed limits and associated impacts to land and shoulders of the road.</p> <p>Concerns around impacts of increasing the slope of the road at the Hamilton Street Bridge – as large vehicles often have to detour through here.</p> <p>Correspondence regarding Broadford-Wandong Road options, designs and impacts</p>
Benalla	19	35	42	<p>Concerns around existing road bridge in Benalla and standard gauge rail loop, with a preference for this to be removed.</p>
Wangaratta	44	62	85	<p>Concerns about how traffic management will be addressed with increased freight train traffic and more road traffic congestion at the Sisley Avenue rail crossing.</p>
General	20	60	63	<p>General correspondence regarding traffic studies.</p> <p>General concerns around speed limit changes across various locations with some in favour of lowering speed limits.</p> <p>Some general concerns over impacts to driveways and maintaining access to and from private property during works.</p>

### Access changes

Key matters raised about Corridor Works: Access changes

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Broadford-Wandong Road	1	1	1	Concerns from a business that they will be able to continue operating and access will be maintained during Hamilton Street works.
Glenrowan	3	4	4	Glenrowan cyclist raised concerns about access around the replacement bridge site and the impacts it will have to the siege site.
Euroa	2	2	2	Questions flagged about property access impacts during construction and final design for properties near the rail line.
General	72	33	36	General interest in how existing access will be maintained and improved across the corridor.

### Other construction impacts

Key matters raised about Corridor Works: Other construction impacts

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	20	21	38	<p>Correspondence with council regarding preferred design solutions.</p> <p>Concerns around the plans to raise the Hamilton Street bridge and would prefer to lower the line beneath the bridge.</p>

### Construction compound / lay down areas

Key matters raised about Corridor Works: Construction compound/ lay down overs

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	3	2	3	Correspondence with landholder regarding land access agreement and the possibility of leasing land for a laydown area.
Marchbanks Road	2	2	2	Request for information regarding property next to Marchbanks Road.

### Temporary accommodation

Key matters raised about Corridor Works: Workforce Accommodation

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	1	1	1	Seeking permission to include local supplier in media coverage – local supplier is providing accommodation to John Holland's staff working on the project.



## DESIGN IMPACTS

### Project/ Works Design

Comments here focused on concerns raised by communities about new bridges, and the proposed underpass in Wangaratta. Key themes were proposed bridge heights, changes in grade at the approach to bridges and questioning whether a roundabout is more appropriate than a T-intersection at Broadford-Wandong Road.

Key matters raised about Design Impacts: Project / Works Design

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Benalla	38	55	98	<p>Existing overpass cuts off the town visually and accessibly – need the station to have a sense of arrival and be a destination people want to come – council CBD plan for Benalla 2021.</p> <p>Suggestion around removing the old XPT standard gauge loop and platform and demolish the existing overpass and convert this into increased car and bus parking.</p>
Wangaratta	37	69	106	<p>Strong opposition towards and concerns about the safety and security of the proposed underpass, particularly at night with suggestions offered for building a new bridge instead.</p> <p>Track alignment. The Wangaratta Rail Action Group is being formed to oppose the underpass proposed for the station. Concerns mention that the underpass will be in close proximity to the local injecting room needles being discarded in the underpass.</p> <p>Design suggestions around introducing a pedestrian crossing similar to that of Sisley Avenue with automatic closing gate, raise current foot bridges.</p> <p>Preference for overpass where children and families can watch trains go by from a bridge.</p> <p>Support for relocating the southern bend of the track near Wangaratta Station to the western side of the station.</p>
Euroa	42	63	101	<p>Queries around the height of the new bridge and potential impacts to visual amenity that the bridge design may have.</p> <p>Desire for a level crossing to be included in the design.</p> <p>Concerns around height of the bridge.</p> <p>Flagged concerns with roundabout at Brock Street.</p> <p>Concerns around where the grade will begin for the bridge approach and associated impacts to houses on Anderson Street.</p> <p>No concerns with removing Railway Street ramp as most say it's very dangerous.</p> <p>Most see the track realignment as a positive outcome and opportunity.</p> <p>Desire for a connection between Hinton Street and Railway Street.</p> <p>Some mention of public toilets and RV parking to be included in the design at the station entrance.</p>

Glenrowan	29	32	43	<p>Preferences for dedicated cycling paths with statements that many cycling groups in Wangaratta ride to Glenrowan.</p> <p>Questions around the open span bridge at Siege Street and potential impacts of this design.</p> <p>Concerns that the proposed bridge design will have impacts to the businesses below, with the potential for foot traffic to bypass the businesses beneath.</p>
Broadford-Wandong Road	22	33	60	<p>Mixed views on whether a roundabout will be better than a T-intersection at the Broadford-Wandong Road and Rail Street intersection, with council not supporting the T-intersection and community concerns around the ability for a roundabout to accommodate truck and heavy vehicle movements.</p> <p>No major issues with design solution for Wandong.</p> <p>Understanding of need to upgrade the bridge.</p> <p>Suggestions for a dedicated pedestrian footpath or walkway to be included in the bridge design to improve safety when crossing.</p> <p>Concerns about loss of car parking spaces near Beckspresso café with the introduction of the new bridge and footpath.</p> <p>Hamilton Street Bridge – concerns about no handrails on the roadside of the footpath and suggestions around reducing the speed limit along the road.</p> <p>Concerns about raising the height of the Hamilton Street bridge as perhaps not being the best option for road users, citing that raising the bridge by 1.2 to 1.8 metres will create a very acute angle of approach which could have safety concerns on wet and slippery days.</p> <p>Suggestions around the provision of pedestrian and cyclist access along both Marchbanks Road and Seymour-Avenel Road.</p> <p>Suggestions that High Street intersection needs updating.</p> <p>Roundabout on Ferguson Street has been flagged as an issue for truck movements.</p> <p>No issues with proposed lowering of the Short Street bridge from door knocks with residents, and support for this option over bridge replacement.</p>
General	31	129	141	<p>Specific correspondence to and from council regarding GIS data, general correspondence regarding urban design workshops with council, requests for design drawings or information – letterbox drops, and door knocks to potentially impacted properties with information on project designs relating to those specific areas.</p>

**Visual amenity**

Multiple concerns were raised about bridges being elevated and the associated impacts to visual amenity. Suggestions were made that should the new bridges be in keeping with the heritage of these area, this will minimise the impact to visual amenity. Specific matters are below.

Key matters raised about Design Impacts: Visual Amenity

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Benalla	399	221	751	Comments that the existing rail overpass cuts off the town and is considered a visual accessibility blocker and they would prefer Benalla Station to have the feel of being a place that people want to come to and have a sense of arrival and destination.  Comments around the poor visual amenity of the existing road bridge which they consider an 'eyesore' and hope it will be removed as part of the project.
Wangaratta	327	255	618	Comments around the preference in Wangaratta for the heritage look of the footbridges, stating the rich history of the bridges over several decades in the town and the elevated view of the station these bridges provide.
Broadford-Wandong Road	161	59	226	Generally, community view is that it is okay that the Short Street bridge is being lowered.
General	547	1462	2945	Concerns around impacts to visual amenity of raising the Barry Street overpass.  General concerns about elevated bridges negatively impacting visual amenity and visually causing divisions through towns.

**Connectivity**

A preference was expressed for raised foot bridges over the proposed underpass, in addition to concerns raised around connectivity for school groups and visitors to the Glenrowan Siege site.

Key matters raised about Design Impacts: Connectivity

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Glenrowan	191	102	289	School groups need to be able to safely access the Siege site in Glenrowan and require safe access to be able to cross the rail corridor – concerns about the new overpass not being in keeping with the heritage site.
Euroa	288	254	631	Anderson Street bridge in Euroa – how will demolition, construction and final design impact connectivity.  Desire for a connection between Hinton Street and Railway Street in Euroa.
Wangaratta	327	255	618	Concerns around the safety of a pedestrian underpass.  Possibility of pedestrian crossing similar to Sisley Avenue with automatic closing gates.  Preference to join both sides of Docker Street.  Reopen Templeton Street crossing to allow for better traffic flow to take the pressure off the road underpass and Green Street roundabout and Power Street in the general area.

General	547	1462	2945	Preference to raise footbridges.  Preferences to make improvements with changes to accessibility.  Preference for footpath on both sides of the bridge near Short Street – currently no footpath on the north side of the bridge and stakeholder comments noted frequent use by mobility scooters.  Pedestrian and cycling access requests at Seymour-Avenel Road and Marchbanks Road – concerns around connectivity with rest of the network.
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**Route selection/Alignment**

Matters raised regarding route selection referenced some specific questions or preferences for particular sections of the corridor. Specific matters are highlighted below.

Key matters raised about Design Impacts: Route selection/ Alignment

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	3	3	3	Support for smoothing out the bend at the southern end of Wangaratta Station, by relocating the track to the western side.  Questions about the new alignment near Wangaratta Station.
Benalla	16	16	22	Preference to move the rail line to the north of Benalla Station.
Euroa	4	6	9	General questions about the confirmed realignment in this area.
Glenrowan	5	10	10	Preference for the new bridge to remain in the vicinity of the current bridge.
General	20	630	634	Criticism of the alignment that it doesn't stop by Shepparton.

**Project Approvals**

Matters relating to project approvals included questions relating to the planning approvals pathway and general correspondence with key stakeholders regarding planning approvals.

Key matters raised about Design Impacts: Project approvals

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	25	10	36	Concerns from a member of the public regarding news coverage and claims town planning scheme says the project is required to retain both walking bridges.
Euroa	8	15	24	Third party agreement presentation.
General	6	618	619	General correspondence regarding planning approvals. Approval's pathway meetings with clarification around the PSA process.

**Legacy**

Legacy matters raised were in relation to both preserving the historical legacy of local areas, and also to ARTC’s own historic relationship with corridor communities including a record of ongoing track faults and questions as to whether the Inland Rail Project will be able to solve ongoing operational matters.

Key matters raised about Design Impacts: Legacy

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Tallarook	1	1	1	Concerns from a resident regarding signing a land access agreement due to a historical issue with a contractor.
Wangaratta	10	18	23	Comments noting the historical legacy and significance of the station area.
Broadford-Wandong Road	3	4	5	Concerns about impacts to historical legacy, in particular loss of the historic Windamingle property.
Benalla	11	22	35	Concerns from the Better Benalla Rail Group about the little willingness to engage that they have experienced from ARTC in the past.
General	8	9	9	Concerns about unresolved faults on the track and lack of faith in ARTC getting this right when there are ongoing issues with other sections of the track.

**Economic Impacts**

Key matters raised about Design Impacts: Economic Impacts

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	8	8	8	General community interest in the economic benefit of the Project.

**Level Crossings**

There was community interest in the potential to install level crossings, despite level crossings being out of the scope of the Inland Rail project.

Key matters raised about Design Impacts: Level Crossings

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Euroa	16	34	49	Community interest in exploring the idea of having a level crossing.
Glenrowan	3	5	5	If Glenrowan overpass cannot be relocated, there is interest in seeing a level crossing reinstated in the area.
Benalla	13	12	19	Ongoing issues at the level crossing raised.

**Safety**

A mix of traffic safety matters were raised relating to specific locations highlighted below.

Key matters raised about Design Impacts: Safety

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Glenrowan	6	4	7	Flagged the need for improved traffic safety for tourists visiting the Glenrowan Tourist Centre.  How the designs will manage the increased traffic on Church Street as a result of the bridge cutting off Siege Street.
General	1	1	1	General correspondence regarding traffic studies.

## ENVIRONMENT

### Environmental planning approvals

Matters relating to environmental planning approvals were generally raised during correspondence relating to the EES and EPBC approval process and in project updates provided to residents and stakeholders describing how the process was progressing.

Key matters raised about Heritage / Native Title: Environmental planning approvals

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	30	31	37	<p>Correspondence with councils requesting data for AECOM flood modelling.</p> <p>Correspondence regarding MCA.</p> <p>Correspondence regarding the EPBC being received by the Minister for Planning.</p> <p>General updates on EPBC and EES approval pathways to stakeholders.</p> <p>Project updates referencing environmental planning approvals.</p> <p>Correspondence regarding the publishing of these referrals.</p>

### Heritage/cultural non-Indigenous

Feedback raised about non-indigenous heritage matters are discussed below by project site, where more than five feedback items exist.

Key matters raised about Heritage / Native Title: Non-indigenous Heritage

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Glenrowan	40	58	78	<p>Concerns about past impacts to the heritage of the Siege site, including disturbances to the original landscape.</p> <p>Hopes that the new structure complements the heritage of the site.</p> <p>Concerns about lack of engagement with heritage group Glenrowan Improvers and lack of updates regarding Heritage Impact Statement.</p> <p>Concerns about the future of the heritage footbridges and recognition among the community of their heritage value.</p>
Broadford-Wandong Road	18	19	40	<p>Concerns around impacts to the historic property, Windamingle – with significant heritage value to the community as one of the early homes built in the town.</p> <p>Concerns raised about historic artefacts that may be buried and would like to see uncovered in an archaeological dig.</p>
Wangaratta	35	18	38	Concerns around losing heritage footbridge.

### Heritage/ cultural Indigenous

Matters relating to Indigenous Heritage mainly related to correspondence regarding the project’s Cultural Heritage Management Plan.

Key matters raised about Heritage: Indigenous Heritage

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	8	6	12	Complaint received after archaeological team accessed land on the western side of the corridor and inadvertently access private property.
General	47	51	89	General correspondence regarding the CHMP.

### Noise

Key matters raised about Environment: Noise

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	6	13	15	Interest in what noise mitigation measures will be in place to limit noise and vibration in Wangaratta.
General	24	14	24	<p>Concern raised about noise from double stacked trains and whether there will be noise barriers installed at North Sunshine.</p> <p>In Coolaroo, concerns about the noise impacts to the Country Club and concerns that they were initially consulted regarding noise barriers but hadn’t heard anything further.</p> <p>General concerns about noise from trains being heard in people’s homes as the trains are accelerating out of the dips under bridges.</p> <p>General questions about noise monitoring and noise and vibration reports.</p>

### Flooding / Drainage

Key matters raised about Heritage / Native Title: Flooding / Drainage

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Euroa	14	12	18	Community interested in drainage infrastructure that could facilitate an underpass option for Euroa.
Benalla	12	19	28	Community interested in drainage infrastructure
General	3	9	9	General community and stakeholder interest of how new designs, particularly track lowers, would prevent flooding of the rail corridor and nearby property.

**Environmental Management**

Managing noise was raised by one business owner in the Glenrowan area, while concerns around how koalas are being assessed as part of EIS were raised as matters relating to environmental management.

Key matters raised about Environment: Environmental management

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Glenrowan	4	11	12	Concern raised by business owner about noise management throughout works.
General	7	12	14	Concerns around koalas and how they are being assessed in future EIS, given impacts in bushfires.  Correspondence regarding requests for surface water data and flood modelling.

At the time of consultation for the Project, the draft Incorporated Document required the preparation of an Environmental Management Strategy in consultation with Councils. Stakeholder concerns about construction management considerations will be addressed as part of the process leading to the preparation of an Environmental Management Framework.

**Vibration**

Key matters raised about Environment: Vibration

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	21	22	27	General community and stakeholder interest in the property damage caused by operational activities. Concerned about increase in weight and frequency of trains.

**Soil/Land**

Contaminated soil was raised by a resident in Wangaratta, while other matters relating to land pollution, sediment and erosion were generally raised in correspondence between the project and council in relation to flood modelling.

Key matters raised about Environment: Soil/ Land

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	5	4	7	Concerns around the removal of what the resident described as ‘contaminated soil’ to create the new underpass in Wangaratta and queries around soil remediation were raised.
General				General correspondence with council regarding surface water data for AECOM modelling purposes.

**Vegetation/Flora Management**

Key matters raised about Environment: Vegetation/ Flora Management

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	5	9	10	General correspondence regarding council tree standards.
Broadford-Wandong Rd	3	3	3	In Wandong, there was mention of the community garden and extensive work the community has put into the garden – community keen to understand what will happen to it.

**Parks/Public Facilities**

These matters generally related to site surveys and modelling, while one resident flagged concerns around noise generated from works in public and interest about an offsite site has been flagged.

Key matters raised about Environment: Parks/ Public Facilities

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	3	9	10	Correspondence relating to surface water data for AECOM modelling purposes.  General concern raised about noise generated from works in public parks and facilities.  General correspondence relating to biodiversity surveys with the Department of Environment and Energy.  Landowners have expressed interest in an offsite site.

**Fauna/Livestock**

Key matters raised about Environment: Fauna/Livestock

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	4	8	9	Interest in the impacts to native fauna.  Interest in the impacts to livestock activities.

**Light**

Key matters raised about Environment: Light

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Euroa	3	5	5	Community interest in increased light for safety and surveillance during night at the project site.
General	2	8	8	Community interest in night-time safety and lighting

**Waterway management and quality**

Key matters raised about Environment: Waterway management and quality

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General				Correspondence with council regarding GIS data for flood modelling purposes.  Query around how the project will manage lowering the track at Short Street and managing drainage with the creek nearby.

**Biodiversity offsets**

Key matters raised about Environment: Biodiversity offsets

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	3	7	8	General interest in how the project manages its carbon footprint and impact on ecosystems during construction and operation.

**Waste management**

Key matters raised about Environment: Waste management

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	2	2	8	Community members noted waste dumping on and around the rail corridor.

This query is noted by the project and is referred to ARTC’s operational management Enviroline.

**Coal**

Key matters raised about Environment: Coal

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	1	5	5	Feedback that Inland Rail is a coal and carbon emission enabling project.

**General Consultation**

Engagement feedback about the Consultation Process detailed by project site.

**Consultation process**

Key matters raised about General: consultation process

Location	Total submissions	Themes raised
Benalla	4	Concern over ARTC’s transparency and lack of early consultation Design of the Benalla Working Group; concern that directly impacted residents, tradespeople and State Government are not represented.
Euroa	8	Concern over ARTC’s transparency and how the Project has communicated the preferred design option; concerns that ARTC have not explored or resolved all options within the community Feedback that ARTC need to engage further about why a level crossing is not possible for Euroa
Glenrowan	2	Delayed provision of concept designs and key project information. Feedback about the design of ARTC’s market research, concern that the wider community was not asked to participate – concern over ARTC’s transparency and community participation
Wangaratta	1	Opposition to ARTC’s “We’re here, we’re listening” campaign – feedback that ARTC is not responding to community concerns.

**Community Consultative Committee**

Matters raised relating to the Community Consultative Committee were generally about the logistics around how these groups run, agenda items, records of selection panel meetings and general requests from community members to be part of these groups. Positive feedback on the Euroa Working Group engagement generated much of the responses.

Key matters raised about General: Community Consultative Committee

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Euroa	3	12	25	Praise for the way the Euroa group was run and chaired.
General	6	10	13	Correspondence regarding agenda items and planning for community consultative committee meetings. General requests to be part of the group. Correspondence regarding group code of conduct. Interactions around selection panel meetings.

**Project/Works Timing**

Generally, feedback about the timing of activities was in direct response to activities the project team conducted to provide updates to a broad range of stakeholders through project updates, letters, bulletins, information sessions and briefings.

Key matters raised about General: Project/Works Timing

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	21	68	85	Questions around the track remaining operational during construction. Questions about the timing of construction works and general project timeframes.
Benalla	23	23	48	Question around when the changes to trains growing to 3.6km in length will be introduced.
General	33	1181	1818	General information sharing during information sessions and through project updates and newsletters. Question around impacts of COVID-19 on timeframes. General questions regarding timing of activities.

**Sponsorships**

Matters raised related to specific sponsorship or donation applications run through the Inland Rail T2A project team, such as requests for ARTC logos or information to use in promotional activity, correspondence thanking the project for its support on local projects, and correspondence sharing photos of items purchased with the grant or sponsorship funds provided by ARTC.

Key matters raised about General: Sponsorships

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	29	632	820	General correspondence regarding sponsorship opportunities.

**Employment / business opportunities**

Items relating to career opportunities were mostly enquiries about potential employment or training opportunities that might be available on the project. Wangaratta was a key location for enquiry.

Key matters raised about General: Employment / business opportunities

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	4	58	58	Interest in training and employment opportunities.
Euroa	1	7	7	Expression of interest in employment – admin role.
General	15	626	629	General interest in employment opportunities across the project.

**Project cost / Funding**

Key matters raised about General: Project cost / Funding

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	19	13	18	
Euroa	14	18	24	

**Other projects or government**

Some queries relating to other projects were raised, both in relation to other ARTC projects such as the North East Line Upgrade, but also in relation to other projects in the region such as the Western Intermodal Freight Terminal and Airport Rail Link, with some seeking to understand the link between these projects and Inland Rail.

Key matters raised about General: Other Projects

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	11	12	16	General queries relating to other ARTC projects included broad gauge track works, level crossing works, and the North East rail line upgrade.

**Social benefit**

Key matters raised about General: Social benefit

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
General	6	6	6	General community interest and support for the project’s benefit for north-east Victoria, noting economic benefit.

**Social cost**

Key matters raised about General: Social cost

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Euroa	3	2	2	Feedback that the Anderson Street Bridge divides the town, creating a physical and social barrier through Euroa. Suggestions that the project is recreating the problem with its proposed works and not addressing this problem.

**PROPERTY IMPACTS**

**Property Access**

Matters relating to property access generally related to accessing private property for site investigations and the individual considerations on these properties.

Key matters raised about Property impacts: Property access

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Tallarook	26	10	26	Queries regarding land surveys and historical land acquisition concern.
Wangaratta	27	23	38	One property owner expressed concerns around past issues with railway workers lighting fires onsite and leaving rubbish on the tracks.
General	15	14	14	Seeking property access for land ecology surveys in the area, which require landholder permission to be granted before accessing private property. Most interactions in this area were in relation to Land Access Agreements. Generally, no issues with the need to access private property. There were some individual considerations on specific properties such as livestock considerations, horses and dogs that survey crews needed to be mindful of. There were also general questions around what the site investigations would mean in terms of any impacts to their property and questions around what works would be taking place.  There were questions in Seymour around whether acquisition will be required later in the project and noted that the corner of one property has Avenel town water mains, which they tap into and don’t want to be damaged.  There was mention of compensation from the landholder for allowing site investigation works but was advised that access would purely be for survey works.  There were some concerns around vehicles accessing the property with the road on one property not supporting large vehicles and not enough clearance.

**Property acquisition**

Generally, this matter consisted of individual landowners querying whether their land might be in the project area and might be considered for acquisition.

Key matters raised about Property impacts: Property acquisition

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Broadford-Wandong Road	33	30	56	Correspondence with council regarding a parcel of land being sold from council to private landholder located within the project site, and ensuring the future landholder is aware of any potential impacts or need for acquisition.  Conversations with landowner about temporary acquisition for a construction laydown area.
General	4	5	5	General questions from individual landholders as to whether their properties will be acquired.  Directly liaising with residents to advise that small parts of their land may be required for the project.

**Surveys**

Field survey matters mainly related to correspondence around land access agreements to conduct surveys and providing community and stakeholder with an understanding of how these surveys inform next steps on the project.

Key matters raised about Property Impacts: Surveys

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	7	5	9	Reluctance to provide land access to the property for ecology surveys from a property in Wangaratta.
Broadford-Wandong Road	20	11	24	Questions about land access agreement for flora and fauna surveys.  Questions around Hamilton Street and discussions with stakeholder around the complexities in lowering the track based on surveys and assessments.
General	7	9	10	Correspondence relating to surface water data for AECOM flood modelling purposes.  General correspondence about land access agreements for field surveys on private property.  Notification of overhead power line surveys and environmental surveys.  General understanding of the need for field surveys and that more information will be available following the ECI process.

**Fencing/Gates**

Most matters related to a sponsorship/donation opportunity to construct a fence on the boundary of Benalla College and the train tracks.

Key matters raised about Property impacts: Fencing/Gates

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Benalla	8	3	8	Fence issue identified on private property, taken up with council.  Benalla College sponsorship opportunity to construct boundary fence between the college and the train tracks.

**Impacts on property value**

Key matters raised about Property impacts: Impacts on Property Value

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Glenrowan	2	9	10	Concern that construction and operation will have on property value.

**Property damage**

These matters generally related to concerns in Mitchell Shire that power pole survey works may result in some property damage.

Key matters raised about Property impacts: Property damage

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Broadford-Wandong Road	1	1	1	Concerns from resident around crews needing to access his property for power pole survey works, after another contractor accessed the power pole a few months prior and they had to cut and reinstate the fence. Resident wanted to know why it couldn't be accessed from the corridor.

**Reinstatement / Rehabilitation**

Key matters raised about Property impacts: Reinstatement / Rehabilitation

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Wangaratta	2	2	2	Concerns about contaminants in the Wangaratta precinct.
General	2	6	7	General interest in seeing property and heritage assets maintained and reinstated along the corridor.

**Impacts to agricultural activities**


Key matters raised about Property impacts: Impacts to agricultural activities

Location	Events	Stakeholders – distinct	Stakeholders – total	Key matters raised
Marchbanks Road	2	2	2	Owner concerned about impacts to property and business.



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