



Consultation Addendum Report

Benalla options




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Glossary

Specific terms and acronyms used throughout this strategy are listed and described in the table below.

TERM	ACRONYM	DEFINITION
ARTC	Australian Rail Track Corporation	
MP	Member of Parliament	An elected member of parliament who is the representative of the people who live in their constituency
BBR	Better Benalla Rail	Local community group
BWG	Benalla Working Group	To help in determining the final design option for the Mackellar St bridge at Benalla Station, the Benalla Working Group (established in August 2020) will review proposed options in detail and contribute to the consultation process.

1 Background

ARTC has been engaging with stakeholders including Benalla Rural City Council (**Council**), Department of Transport, VicTrack and V/Line and the Benalla community since 2018. ARTC's consultation activities initially focused on the option of a higher vehicular bridge/overpass (grade separation) between Mackellar Street and the Station building. In response to ARTC's proposed option, the community group Better Benalla Rail (formally BOBCAR) formed to oppose the construction of a higher bridge. Better Benalla Rail have advocated for Inland Rail to deliver holistic station precinct improvements to overcome legacy concerns of safety, accessibility and connectivity at Benalla Station.

Following feedback on issues regarding safety and accessibility, in September 2020 ARTC established the Benalla Working Group (**Working Group**). ARTC worked with Benalla Rural City Council to select the Working Group's membership, which comprises two local councillors, two Better Benalla Rail representatives and eight independent community members. The purpose of the Working Group is to review and provide input into the design process, facilitate broader community involvement in the project, capture local knowledge, issues, concerns and opportunities and increase project understanding. Working Group meeting minutes are publicly available on ARTC's website.

Since late 2020, ARTC's stakeholder team has held a weekly 'drop-in' centre at 50 Nunn Street Benalla to provide information about the project and field questions from the community. ARTC has worked with Council, the Working Group and community in developing the Urban Design Framework for the Inland Rail Project in Victoria. The framework outlines the overall vision and principles of the project, alongside specific objectives for the project in Benalla. The site-specific urban design objectives have been endorsed by the Working Group at meeting held on Monday 3rd May 2021.

Feedback provided to date has focused on improving safety outcomes at the station for all rail users, achieving better connectivity between the township of Benalla and the station, enhancing the visual amenity of the station, creating a sense of arrival at the Heritage listed station and instilling pride of place. ARTC recognises the importance of pedestrian and community safety as key drivers for the design of the Benalla Station precinct.

2 Purpose and scope

The purpose of this report is to document the consultation that ARTC has recently undertaken in respect of the project design options for the Benalla Station precinct and enhancement site, to inform the Minister for Planning's consideration of the proposed Planning Scheme Amendment for the project.

In response to community feedback, ARTC has adopted the track realignment as the preferred option at Benalla. ARTC will no longer engage on the bridge option. This report focuses on engagement and feedback received to date on the two options/variations of the "Track Realignment" concept design.

The scope of the engagement and consultation undertaken is summarised below:

1. Communications with the Benalla community and stakeholders on the potential suitability and functionality of the following options for the Benalla Station precinct and enhancement site:
 - a. Higher vehicular open span bridge/overpass connecting Mackellar Street with Benalla Station (refer to section 2.1)
 - b. Track re-alignment consolidating all 4 tracks into a single corridor with a new platform, pedestrian underpass/overpass and redeveloped station forecourt.
2. Invite community participation in providing feedback on the two potential options for Benalla and use this feedback to assist with the development of a design in line with community expectations.
3. Involve a diverse cross section of community and stakeholders on aspects of the project's design.
4. Strengthen relationships and build trust with Council, Department of Transport (DoT), local community stakeholders and residents directly and indirectly impacted by the construction and long-term operation of the Benalla Station Precinct
5. Capture sentiment towards ARTC's engagement methods to support future planning.

2.1 Announcement of track Re-alignment in Benalla

After hearing feedback from the community, ARTC committed to carry out broader community engagement as part of Inland Rail in Benalla and throughout our engagement across a broad range of stakeholders, the consistent message from the community is they didn't want a bridge (Higher vehicular open span bridge/overpass connecting Mackellar Street with Benalla Station) as part of the design.

With this message, ARTC developed draft designs of for a track realignment and on the 13th of September 2021, shared these draft designs with Rural City of Benalla Council and the Benalla Working group prior to their public release to the community the following week (21st of September 2021). Along with the draft designs of the track realignment, as the visualisation for the Bridge had not been shared previously, conceptual visualisations (of the track realignment and bridge) were also shared with community at this time.

Following consultation with key stakeholders and the community, we found there was overwhelmingly clear support from all stakeholders for the station precinct to be modified, which includes realigning a portion of track at the station.

On the 20th of October 2021, ARTC formally announced that track realignment and station precinct modification for Benalla Station is the preferred option and ARTC would no longer engage on the bridge option. Further consultation to refine specific details around the two different variations of the track realignment option will take place throughout 2022 to inform preparation of the draft plans through to detailed design. This will include exploring a pedestrian underpass or pedestrian overpass option.

The announcement of ARTC's preferred design generated significant publicity and media including Benalla Ensign, ABC News, ABC Radio Goulburn Murray. It was also shared widely on social channels. The feedback for this announcement has been overwhelmingly positive.

This report focuses on engagement and feedback received to date on the two options/variations of the "Track Realignment" concept.

3 Engagement overview and methodology

ARTC’s engagement approach is informed by the International Association of Public Participation’s (IAP2) Public Participation Spectrum.

Given the purpose/scope of the engagement, the engagement was targeted at community members and community groups at the consult level on the IAP2 Public Participation Spectrum.

Table 1: Methodology

CONSULT	
Goal	To obtain stakeholder feedback on options, key features and/or decisions.
Promise to stakeholders	ARTC will keep you informed, listen to, acknowledge concerns, and provide feedback on how stakeholder input influenced the decision.

Community engagement commenced on 20 September 2021. Due to the uncertainty of Covid-19 restrictions, the engagement strategy focussed on digital and remote methods that supported a broad cross-section of the community to take part in consultation, generate discussion and maximise feedback.

Visualisations of the draft designs for the two options were shared with the community members online, via social media, in the Benalla shop window, through an advertising campaign in the Benalla Ensign and via a mail-out to every property in the Benalla postcode (3672). Community members could provide feedback on the design options online through our interactive map, via completing a survey and returning with the reply paid envelope included in the mail out or calling and speaking directly to the project team.

Throughout the engagement campaign the community was kept up to date with additional material via the advertising campaign in the Benalla Ensign, enabling ARTC to respond to frequently raised questions and provide feedback on what we heard.

A summary of the engagement methodology is provided in the image below and details of the communication tools provided in section 5 below.

3.1 Key stakeholder engagement

ARTC consulted with nearby landowners and occupiers, directly affected landowners, Rural City of Benalla and key State Government agencies about the design options, as outlined in stakeholders below.

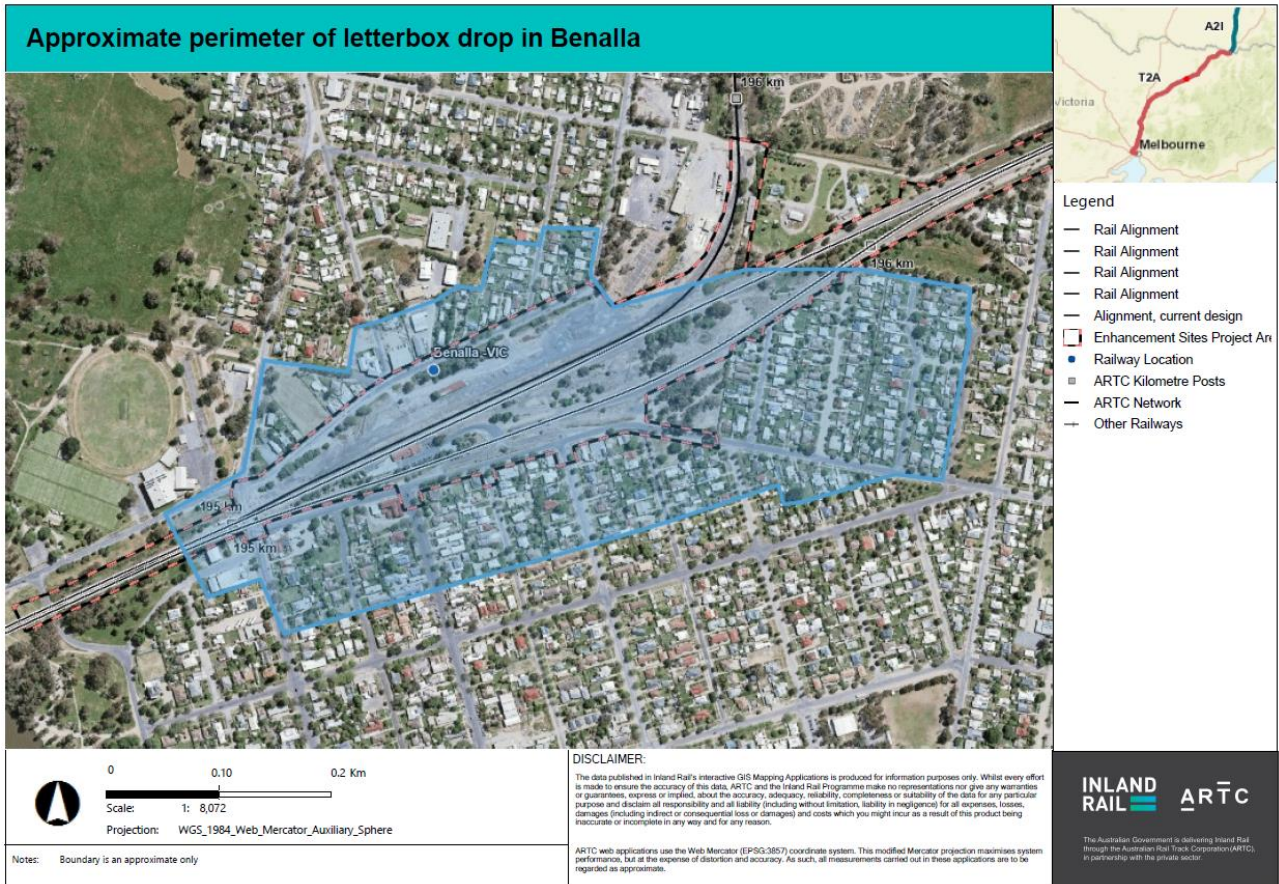
Table 2: Key stakeholders

KEY STAKEHOLDER	ENGAGEMENT ACTIVITY
Department of Transport (DoT) and state agencies	
DoT, V/Line and VicTrack	<ul style="list-style-type: none"> 29/07/2021: Meeting with nominated area leads to present design options 02/09/2021: Meeting with nominated area leads to present design options
Local Government	
Rural City of Benalla	<ul style="list-style-type: none"> 13/09/2021: Meeting with Benalla Council Executives to present design options and Visualisations 22/09/2021: Meeting with Benalla Council Councillors to present design options and Visualisations

KEY STAKEHOLDER	ENGAGEMENT ACTIVITY
	<ul style="list-style-type: none"> 20/10/2021: Meeting with Mayor and CEO to inform of announcements relating to track realignment being announced as ARTC’s preferred option in Benalla
Community groups	
Benalla Working Group	<ul style="list-style-type: none"> 13/09/2021: Meeting with Benalla Working Group to present design options and Visualisations
Better Benalla Rail	<ul style="list-style-type: none"> 23/09/2021: Meeting with Better Benalla Rail to present Options and Visualisations
<p>Benalla Business Network Astronomy Benalla Benalla Rose City Probus Club Benalla Lions Club Benalla Senior Citizens Club Benalla CWA Benalla Men’s Shed Benalla Bushwalking Club Benalla Camera Club Benalla Historical Society and the Benalla Costume and Kelly Museum Benalla Rotary North East Ecological Farmers Goomalibee Landcare Group Swanpool & District Community Development Association U3A Benalla and District Benalla Ladies Probus Benalla Lakeside Probus Benalla Sustainable Future Group Inc Benalla & District Junior Football League North Eastern Archers Inc. Benalla All Blacks Football and Netball Club Benalla and District Cricket Association Benalla Basketball Association Benalla Gardens Tennis Club Benalla Hockey Club Benalla Lakeside Probus Benalla Lawn Tennis & Croquet Club Benalla Pistol Club Inc Benalla Rotary Group Benalla Saints Football and Netball Club</p>	<ul style="list-style-type: none"> Emails sent progressively from 29/09/2021 until 20/10/2021 as groups were identified listing locations / platforms where design option visualisations can be viewed and identifying ways to provide feedback. <p>Information sent included a PDF copy of Figure 5</p> <p>I am pleased to let you know that the design option visualisations are now live and available for viewing.</p> <ul style="list-style-type: none"> - Our shop front at 50 Nunn Street, Benalla has the visualisations in the window as well as a TV playing the animation - The interactive map at https://maps.inlandrail.com.au/t2astage1#/sidebar/tab/benalla_designs_feedback_form - Our website at www.inlandrail.artc.com.au/where-we-go/projects/tottenham-to-albury/regions/north-east-victoria/ - Social media at https://fb.watch/8bNbn-PyOk/ - YouTube at https://youtu.be/rFvvpccBEZs <p>We encourage you to share with the community to view the designs and provide feedback, whether it be by the survey link, the interactive map or by the hard-copy survey all residents in the Benalla post code will receive in the mail over the next 2 weeks.</p> <p>Further feedback or information can also be provided online or via booking a time with us – please call 1800 732 761 or email victorianprojects@artc.com.au to arrange.</p>

KEY STAKEHOLDER	ENGAGEMENT ACTIVITY
<p>Hume Veteran's Cycling Club Benalla Netball Association Benalla Swimming Club Benalla Rovers Soccer Club NEMA</p>	
Businesses and residents	
<p>Nearby residents and businesses within ~150m of the Project Land</p>	<p>~130 residents within ~150m of the project area (shown in Figure 1) were letter box dropped with a document containing links to the online survey and visualisations, a hard copy survey, the advertorial shown in Figure 4 and details of the design with an invitation to meet with the project team to discuss the proposals.</p> <p>In our online survey data, 34 (26%) of these residents have indicated they are responding to this letter box drop.</p> <p>The following businesses were also contacted</p> <ul style="list-style-type: none"> • Benalla Bus Lines • The North Eastern Hotel • Farmers Arm Hotel.
<p>Benalla Post Code Mail out</p>	<p>All listed mail addresses for the Benalla Post code (3672) were obtained from the Victorian Spatial Datamart (gis.helpdesk@delwp.vic.gov.au)</p> <p>This equated to 7454 addresses, each were sent a letter introducing the project and purpose of the engagement, reply-paid envelope and the double-page advertorial containing details of the options and how to find out more information online with links and QR codes.</p>

Figure 1: Approximate perimeter of letterbox drop in Benalla



4 Assessment Methodology

Feedback was received in a number of formats as detailed in Section 5 below.

Feedback from the community and key stakeholders was sorted into the following key areas:

- **Visual appeal/impact:** Impacts to the “look and feel” of the Benalla Station Precinct.
- **Access and connectivity (across town and to the station):** Comments relating to pedestrian access to the precinct inclusive of comments made relating to the decommissioning of the existing underpass.
- **Environmental and landscaping opportunity/impact:** Impacts and opportunities relating to environmental management and planning and/or landscaping of the precinct.
- **Safety:** Comments about matters of personal safety within the precinct.
- **Functionality:** Comments about how the precinct would function and operate.
- **Heritage:** Comments about the heritage values of the precinct.
- **Placemaking opportunity/impact:** Comments about urban design.
- **Economic opportunity/impact:** Comments about local economic opportunities.
- **Construction impacts:** Comments about potential impacts during construction.
- **Cost:** Comments about costs and budget of the project.

Within each key area the feedback was categorised into key themes/issues as follows:

- **Access for the elderly and disabled:** Comments relating to access concerns for elderly or disabled persons.
- **Accessibility:** Comments relating to pedestrian or vehicular access to the precinct inclusive of comments relating to cross corridor connectivity.
- **Aesthetic Values:** Comments made relating to the look and feel of Benalla and the Station’s amenity as part of the town's aesthetics.
- **Commuter Friendly** – Comments made relating to ease of commuting to and from the precinct by train.
- **Flooding:** Comments made relating to flooding at the precinct.
- **Precinct Planning:** Comments relating to the layout and design aspect to one or more elements of the precinct.
- **Safety:** Comments made regarding matters of personal safety within the precinct.
- **Second Platform:** Comments relating to the addition of a second platform.
- **Vandalism:** Comments relating to concerns relating to vandalism.

5 Communication campaign and tools

ARTC developed an integrated communications campaign that aimed to inform the Benalla community that residents had a range of opportunities to have their say on the design options.

COVID-19 restrictions removed options to engage face-to-face with the community. An integrated communications approach was employed to ensure remote engagement offered as many feedback avenues as possible.

ARTC employed integrated media mix across newspapers, radio, social media, eNews, website, and bulk mail-outs in an effort to use as many communications channels as possible to share information about the design options, continue discussions and gather feedback.

ARTC has built our capacity to effectively engage via the interactive map and website, over the phone, in shop windows and via reply-paid post to share designs and discuss them with communities.

5.1 Online meetings

Online meetings were held with large groups of stakeholders to brief them on the following agenda:

- Engagement Plan
- Planning Scheme Amendment update
- Design visualisations for Benalla
- Key questions for community
- Other Business.

A copy of the presentation provided at these meetings is attached in Appendix F.

Invitations were sent via email to all groups listed in Table 2: Key stakeholders along with all emergency services (Police, Ambulance, CFA, SES). The following list outlines acceptances and date of presentation:

- 13/09/2021: Benalla Council – Mayor, Executives and Directors
- 13/09/2021: Benalla Working Group
- 23/09/2021: Better Benalla Rail group
- 22/09/2021: Benalla Council – Mayor and Councillors
- 04/11/2021: Rotary Club of Benalla

5.2 Member of Parliament briefings

At a high level, the focus of all briefings was to provide an update on the draft design options for Benalla, with a general update on the status of the whole project. The information presented was fairly similar across all briefings. Below outlines a list of questions, concerns and follow ups shared.

Tim Quilty MP – Member for Northern Victoria (state)

- First time briefing Mr Quilty's office.
- Benalla: Mr Quilty questioned the need for two platforms in Benalla, and it was noted that this is a requirement from DoT.
- Benalla: Mr Quilty has since reached out to Better Benalla Rail on Facebook to coordinate a meeting following our briefing

Dr Helen Haines MP – Federal Member for Indi

- Dr Haines was pleased with the extensive consultation plan and has since shared links to the survey and the designs via her website, social media and e-newsletter. An updated page on her website was also set up following the briefing: <https://www.helenhaines.org/issues/inland-rail>.
- Re feedback forms: Dr Haines expects full transparency and questioned if we will make the raw data available for viewing, which was encouraged. ARTC expressed that we will share key themes from the feedback received across all channels with the community.
- ARTC discussed how decisions are made on the designs and what weighting is given to community views.

The Hon. Wendy Lovell – Member for Northern Victoria (state)

- First time briefing Ms Lovell's office
- Ms Lovell asked what chance is there for community to influence decision and it was expressed that all options on the table are feasible, can be built and this is genuine consultation.
- Benalla: questions related to urban design and shelter at second platform.
- The office expressed how positive it is to see the team's dedication to public consultation.

Senator the Hon. Jane Hume – Senator for Victoria (Minister Hume did not attend, the briefing was to electorate officers only)

- Questions related to VLocity trains – these questions were directed to the DoT team.
- Euroa and Benalla: discussion related to the feasibility and can all of the proposals be paid for – it was expressed that all designs are feasible and can be built.
- General consultation: the team asked how ARTC were ensuring a wide range of stakeholder views were heard to include businesses and community groups.

Steph Ryan MP – Member for Euroa (state)

- Ms Ryan commended the team on the great effort put in to providing multiple design options.
- Benalla: Ms Ryan asked why Better Benalla Rail (BBR) are questioning the need for a second platform - now understands the concerns related to a second platform making the realignment option cost prohibitive is not an issue.
- Benalla: there are signalling issues around Nunn and Arundel Streets, Ms Ryan asked if the works will address these issues or change any of the crossings. ARTC advised signalling will need to be reconfigured as a result of a track realignment but this will be followed up.
- Benalla: Ms Ryan shared that a track realignment will dramatically transform the whole precinct.
- General: discussion related to increase in number of services anticipated.

5.3 News media

ARTC sent a media alert to a range of media outlets, specifically targeting the Benalla Ensign, Border Mail, ABC Goulburn Murray and WIN News Shepparton mid-September 2021, prior to the visualisations and web content going live Wednesday 22 September 2021.

Subsequent media inquiries and government representatives generated further media coverage about the draft design consultation period.

From 15 September to 29 October, there were 79 media stories and/or mentions in media about Benalla's draft design options and consultation.

In particular, all four target outlets published stories, which included quotes and interviews with Victoria and South Australia Projects General Manager for ARTC, Ed Walker. Stories focused on community opportunities to provide feedback on the draft designs. See full reports in Figure 2

CONSULTATION ADDENDUM REPORT

Figure 2: Benalla Ensign article that appeared on Wednesday 22 September 2021.



5.4 Web and social media

ARTC anchored all advertising and communications back to the Social Pinpoint interactive map information point for Benalla, which included key information, visualisations, link to the online survey, link to the ideas wall and link to the Benalla Station Precinct Frequently Asked Questions.

This ensured community members could get all the information they needed and provide feedback, comments and discuss with other locals in the one area.

The Benalla project section on the website was also updated with key information, images, video, and linked to the interactive map information point.

ARTC used Facebook and LinkedIn to promote content including the video and a paid story, directing people to the map information point and encouraging feedback via the online survey.

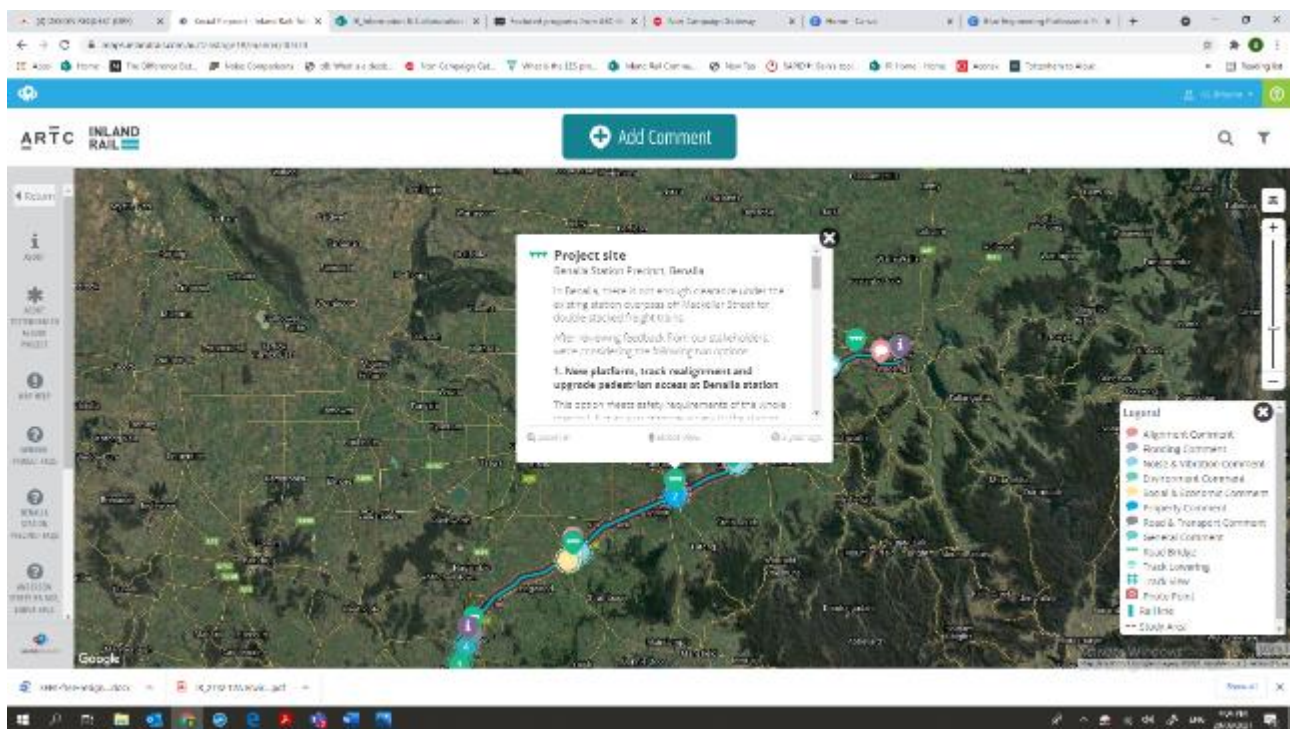
ARTC also distributed two eNews publications to around 6500 recipients, further promoting the video, interactive map and survey.

From 22 September to 28 October 2021, key online statistics included:

- The interactive map generated 8134 visits from 22 September to 28 October 2021. 142 comments were dropped on the map (for both Euroa and Benalla), and 128 Benalla surveys submitted. Comparatively, from August 22 to September 21, there were just 644 visits and 0 comments.
- Facebook advertisement promoting the video of station modification option with two additional options for pedestrian access and the bridge option ran from 22 Sep- 6 Oct 21. This ad reached 4,729 users with audience demographic of 53.7% men and 46.3% women

- Thruplays (#of times that your video was played to completion):**4245**, **17** link clicks, **10** post reactions, **3** post comments and **3** post shares.
- Facebook advertisement promoting the paid story and online survey from 11 to 22 October 2021 reached 8040 users with demographic of 28.8% women and 71.2% men who were located within 50km of Benalla. There were 580 engagements including 87 link clicks, 45 post reactions, 4 post comments, 3 post shares, and 1 post save.
- LinkedIn post promoting Benalla interactive map link received 7,634 impressions, 84 reactions, 1 share, and 164 clicks. This is a click through rate of 2.15% and an engagement rate of 3.26%. The ad reached 6,550 and received 16,534 impressions and 21 clicks. This is a click through rate of 0.13% and an engagement rate of 0.13%.
- The eNews sent via Vision 6 on Monday, 11 October, which included the Benalla visualisation, interactive map links, and a web version of the paid story content, was sent to 6847 recipients. 42.97% opened the content and 21.41% clicked through to linked content. This compares to a construction industry average rate of 21% and click-through rate of 2.26% (source: <https://mailchimp.com/resources/email-marketing-benchmarks/>).

Figure 3: The Social Pinpoint interactive map was used as an 'information and engagement online hub' to ensure community members had easy access to all online resources.



5.5 Advertising

ARTC employed a mix of newspaper, radio, shop front window, letterbox drops, bulk mail-outs and social media advertising to promote the designs and opportunities for community feedback.

- Newspaper advertising was placed in the Benalla Ensign and included a mix of half-page public announcements and paid stories with images (see examples below). All adverts included QR codes where people had an opportunity to scan and be taken to out interactive map to complete online surveys. The Benalla Ensign has an average readership of 2700.
- Radio advertising aired in the form of 10 'live reads' by announcers on Triple M Goulburn Valley and HIT FM Goulburn Valley. HIT FM Goulburn Valley has a listener reach of 30,000+ and Triple M Goulburn Valley has a listener reach of 11,000+

- ARTC created a series of posters featuring the two design options and details on how to have your say during lockdown, which we displayed in the shop front windows at 50 Nunn Street, Benalla. Posters included QR codes where people had an opportunity to scan and be taken to out interactive map to complete online surveys.
- ARTC utilised boosting and geotargeting for posts on Facebook and LinkedIn to share draft designs to as many Benalla locals as possible.
- ARTC created a flyer to hand-deliver to directly-impacted stakeholders in Benalla (as shown in Figure 1), encouraging them to contact us to discuss designs, to accommodate for shop closures during lockdown restrictions.
- ARTC arranged a bulk mail-out from 11 October to ~7600 households across Benalla, which included a letter, Benalla COVID-safe plan on a page, the double-page paid story, a hard-copy Benalla survey and reply-paid envelope to ensure those who prefer to provide feedback via post could do so. ARTC received 241 hard-copy Benalla surveys via the reply-paid envelopes.

Figure 4: Artwork for public announcement in Benalla Ensign

DRAFT DESIGNS FOR BENALLA STATION PRECINCT ON DISPLAY

ARTC INLAND RAIL

A range of feedback has helped ARTC's Inland Rail project in Victoria to draft designs to deliver Inland Rail at the Benalla Station Precinct. We understand there is strong support in Benalla to realign the track at the Precinct. That's why we've developed draft designs of both a track realignment for the Precinct and a new bridge for the Benalla Station Approach Road.

To keep everyone safe during changing restrictions, we'll be sharing our designs remotely. Our engagement team, engineers and other subject matter experts will be available by appointment to discuss these options and answer any questions.

From 22 September, you can view these designs through drawings, 3D modelling or video on our **interactive map**, website, and in our shop at **50 Nunn Street in Benalla**. We'll also share information on the designs with you in the mail soon.

We welcome your feedback on these designs, so please complete an online survey via our **interactive map**, website, or send us back the hard-copy survey via the post-paid envelope you'll receive in the mail.

GET IN TOUCH TO HAVE YOUR SAY

Book a session with our team using the details below:

- 📍 **Let us know your preference - online or phone**
- 📅 **From 27 September 2021 for several weeks**
- 🕒 **Various times between 9.30am and 7.00pm**

Contact us to book a session at a time that's convenient for you:

- 📞 **Call: 1800 732 761**
- ✉️ **Email: victoriaprojects@artc.com.au**
- 🌐 **Online: inlandrail.com.au/benalla-map-marker**

Scan to view the Benalla plan on our **interactive map**

What to expect from us over the coming weeks:

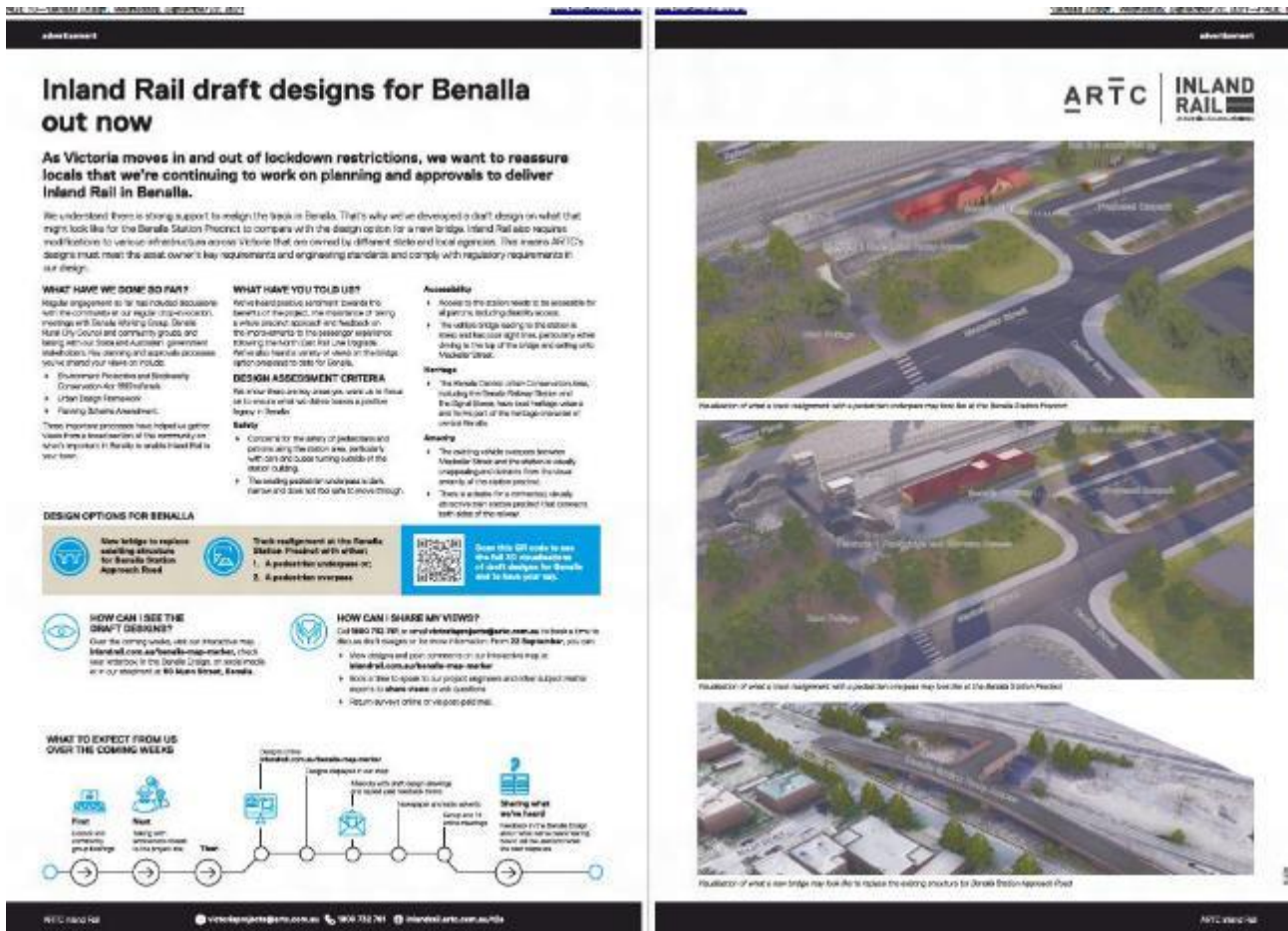
- First**
Council and community group briefings
- Next**
Talking with landowners closest to the project site
- Then**
 - Designs online inlandrail.com.au/benalla-map-marker
 - Designs displayed in our shop
 - Mailouts with draft design drawings and reply-paid feedback forms
 - Newspaper and radio adverts
 - Group and 1:1 online meetings
- Sharing what we've heard**
Feedback in the Benalla Ensign about what we've been hearing, how it will be used and what the next steps are

CONTACT US

For more information, contact us at: victoriaprojects@artc.com.au 📞 1800 732 761 🌐 artc.com.au/t2a

Once we can re-open, drop into our shop front at 50 Nunn Street in Benalla. Visit inlandrail.artc.com.au/events for updates. We are actively implementing social distancing procedures and adhering to other restrictions, in line with Victorian guidelines.

Figure 5: Artwork for paid story in Benalla Ensign.



5.6 Direct email communication

Direct email communication was used to reach all community groups listed in Table 2: Key stakeholders along with Victoria Police, Ambulance Victoria and the Country Fire Association.

A copy of the email is attached in Appendix A.

This approach resulted in 20 individual conversations either by emails or phone call, 6 stakeholder group meetings and help facilitate increased number of survey responses.

Key themes and response raised in these conversations are detailed below in Table 3

Table 3: Common matters raised by direct email communication

MATTER RAISED	ARTC RESPONSE
Why is a second platform needed?	ARTC explained that, in moving the current “XPT line” into the main rail corridor, it is a requirement of the Department of Transport that we include a 2 nd platform to accommodate for future growth and future proof the precinct.
Why does the underpass not continue across the corridor?	The pedestrian connection from the new Benalla Station platform to Railway Place is still under consideration, given the future of the Oaklands line and rail sidings are unknown at this stage, it may involve change to the layout of the Oaklands line and the rail siding. The options provided seek to future-proof works and minimise redundancy of infrastructure in the future. ARTC is

MATTER RAISED	ARTC RESPONSE
	keen to understand what the community would like to see in terms of connection from the new platform to Railway Place

5.7 Feedback forms/online surveys

Feedback forms and online surveys were used to survey the community to seek community views on each option, along with:

- What they thought about the draft design options for the Benalla Station Precinct?
- What are the most favourable aspects of the draft designs for the Benalla Station Precinct?
- What are your concerns regarding the draft designs for the Benalla Station Precinct?
- How do you see yourself using this precinct?
- Do you have any other comments on the draft designs for the Benalla Station Precinct?

This information will be presented and discussed in section 7 below

In total ARTC received 109 online survey responses and 132 Feedback forms¹ (here forth referred to as respondents or surveys) mailed back. Overall, there were a total of 241 responses from a community of 13,861². This equates to approximately 1.73% of the community.

An example of the survey/feedback form is attached in Appendix D.

The survey sought basic location and demographic data in order for ARTC to gauge effectiveness of our engagement noting that COVID-19 restrictions limited the ability of ARTC to engage face to face in the community.

Overwhelmingly, the majority of responses were from the Benalla post code, with 89% of respondents nominating their post code as 3672 (Rural City of Benalla) and ~96% of all respondents nominating their post code as 3672, 3670, 3671 or 3673 as shown in Table 4

¹ Feedback forms received as of 15/11/2021

² 2016 Census Quickstats Benalla (RC)

https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA21010

Table 4: Summary of respondent post codes

POST CODE	% OF RESPONSES	REGION
3672	89.03%	Benalla
3670	3.38%	Baddaginnie / Tarnook / Warrenbayne
3673	2.95%	Benalla / Broken Creek / Goomalibee/ Kilfeera/ Lake Mokoan/ Lima/ Lima East/ Lima South/ Lurg/ Molyullah/ Moorngag/ Samaria/ Swanpool/ Tatong/ Upotipotpon/ Upper Lurg/ Upper Ryans Creek/ Winton/ Winton North
3671	0.84%	Benalla
3677	0.84%	Appin Park/ Wangaratta/ Yarrunga
3053	0.42%	Carlton
3206	0.42%	Albert Park/Middle Park
3675	0.42%	Boweya/ Boweya North/ Glenrowan/ Glenrowan West/ Greta/ Greta South/ Greta West/ Hansonville/ Mount Bruno/ Taminick
3678	0.42%	Bobinawarrah/ Boorhaman/ Boorhaman East/ Bowser/ Byawatha/ Carboor/ Cheshunt/ Cheshunt South/ Docker/ Dockers Plains/ East Wangaratta/ Edi/ Edi Upper/ Everton/ Everton Upper/ Killawarra/ King Valley/ Laceby/ Londrigan/ Larkwood/ Meadow Creek/ Milawa/ North Wangaratta/ Oxley/ Oxley Flats/ Peechelba/ Peechelba East/ Rose River/ Tarrawingee/ Wabonga/ Waldara/ Wangandary/ Wangaratta South/ Whitlands
3679	0.42%	<i>unknown - assumed to be 3678</i>
3725	0.42%	Boxwood/ Chesney Vale/ Gooramab/ Major Plains/ Stewarton
3726	0.42%	Bungeet/ Bungeet West/ Devenish/ Thoona

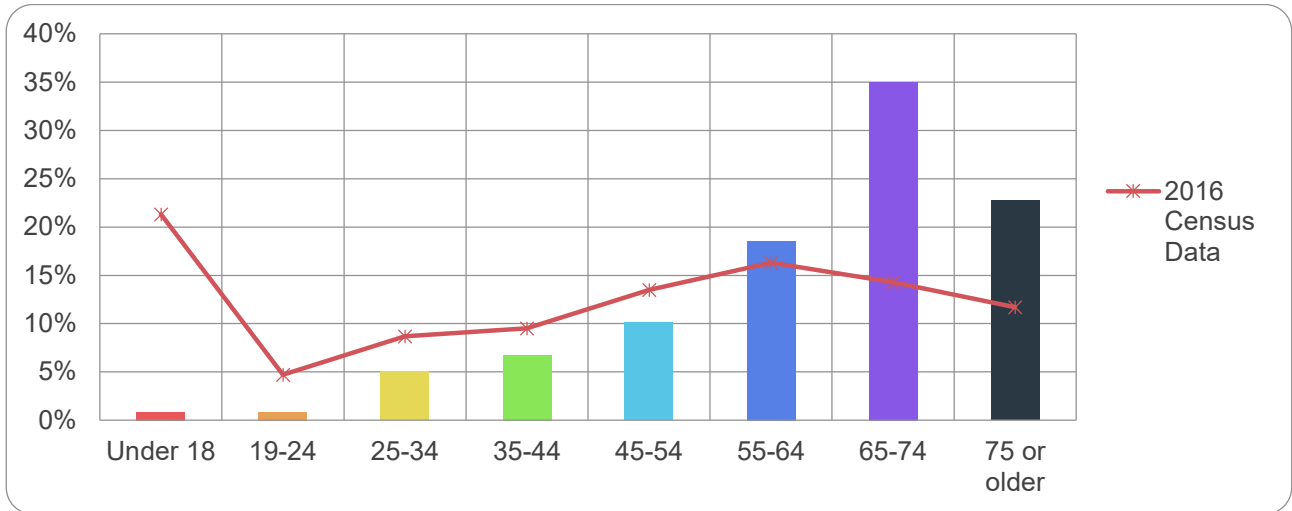
The survey asked respondents to identify which age group they belonged to. The results shown in Figure 6: Age demographics of respondents displayed a skew to the >55 years old demographic. To determine if this was proportionate with the demography of the region, this result was compared to the 2016 Census data for Benalla³ and graphed against our results. Our findings were that:

- The under 18 age bracket is <1% of all respondents and is the most under-represented in our data by 20%. Despite a 2 weeklong social media campaign we were unable to engage with this demographic virtually.
- In all categories below 19-54 years old, those age brackets are underrepresented in our data by ~3.5%. This suggests our virtual engagement had some success.
- In the 55-64 year old bracket, our data is well represented by that demographic.
- In all categories above 55 years old, those age brackets are overrepresented in our data by up to 20%.

³ 2016 Census Quickstats Benalla (RC)

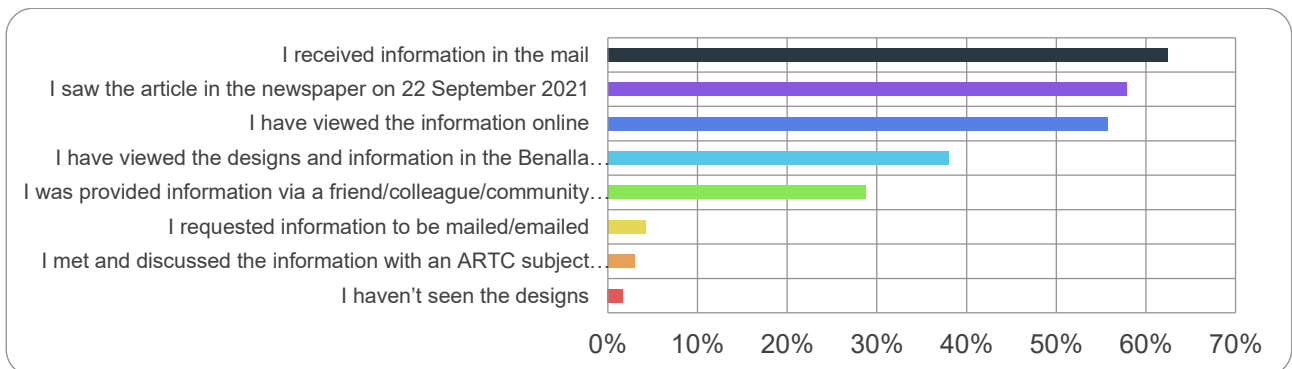
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA21010

Figure 6: Age demographics of respondents



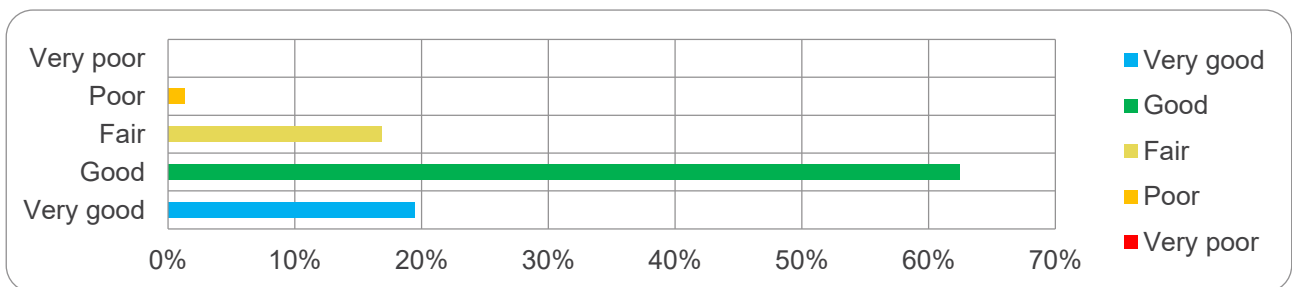
The survey then sought to understand what information the respondents had seen in relation to the proposed designs. This was a multiple select question allowing several options to be selected. The top five results were reflective of the tools used outlined in section 5 with a smaller proportion responding after discussing with an ARTC representative.

Figure 7: How respondents received information relating to the design options



The final element of the survey sought to understand was “How useful was the information you received?” Overall ~98.7% of respondents believed the information provided by either the virtual or in the bulk mail methods was useful with a rating of “Fair” or better. Only 1.3% of respondents thought the information was “Poor” with no one selecting “Very Poor”.

Figure 8: How useful was the information received?



6 Response to feedback from key stakeholders

Stakeholders listed in Table 2: Key stakeholders were contacted as outlined in section 5. Below summarises the discussions had with those whom directly responded either by email or accepted the invitation to meet with ARTC.

6.1 Benalla Council

MATTER RAISED	ARTC RESPONSE
Cr Bernie Hearn: What happens to present underpass?	<p>The present underpass can either be removed on completion of Inland Rail works or remain in place for limited duration as per stakeholder and community requirements.</p> <p>ARTC will not leave the current underpass and fill or remove to accommodate with new over/under pass option</p>
Cr Don Firth: Does the Signal box have to stay?	<p>While Signal Box is not impacted in the current proposal, Removal of signal box can improve track alignment and overall sight distances, which will be subject to appropriate heritage approvals if required.</p> <p>The track re-alignment concept presented including the upgraded pedestrian crossing can be delivered without impacting the Signal Box</p>
Cr Bernie Hearn: Access to the second platform and cross station connectivity?	<p>The pedestrian connection from the new Benalla Station platform to Railway Place is still under consideration, given the future of the Oaklands line and rail sidings are unknown at this stage, it may involve change the layout of the Oaklands line and the rail siding. The options provided seek to future proof works and minimise redundancy of infrastructure in the future. ARTC is keen to understand, What community would like to see in terms of connection from the new platform to Railway Place</p>
Mayor Danny Claridge: Will there be enough carparks 35 carparks regularly used, 50 not unforeseeable so can we consider 70 carparks	<p>Proposed number of carparks is as per nominated Modal Hub Station requirements provided by Department of Transport and V/Line. Space not being constraint, Additional carparks can be accommodated in future as per future growth.</p> <p>ARTC currently doing more than DOT requirements but we're listening to community and if land is available</p>
Mayor Danny Claridge: <i>“We prefer the underpass option, the overpass is doable, the bridge is not negotiable we do not want it”.</i>	<p>Comment noted</p>

6.2 Benalla Working Group

MATTER RAISED	ARTC RESPONSE
Ms Susan (Suzie) Pearce: Why is a 2 nd Platform required	This is a requirement of the Department of Transport in realigning the track through Benalla and will future proof the precinct for future growth in the region.
Mr David Moore: Involving the Office of the Victorian Architect in the design to ensure heritage values are maintained	ARTC have provided a draft UDF to the Minister for Planning to demonstrate our commitment to good urban design and positive legacy, involvement by the OVGA will be at the discretion of the Minister for Planning during his consideration of the proposed UDF conditions in the Incorporated Document.
Access to the second platform and cross station connectivity	The pedestrian connection from the new Benalla Station platform to Railway Place is still under consideration, given the future of the Oaklands line and rail sidings are unknown at this stage, it may involve change the layout of the Oaklands line and the rail siding. The options provided seek to future proof works and minimise redundancy of infrastructure in the future. ARTC is keen to understand, What community would like to see in terms of connection from the new platform to Railway Place
Mr Bill Sykes: Will the signal Hut be impacted at Nunn Street	The design allows for the existing signal hut in its current location with no impact on the signal hut
Mr. Bill Sykes - concerns around the ped crossing and 17 freight trains/day and safety aspects regarding the removal of x-station connectivity. Not accepting of the solution	The upgraded pedestrian crossing will be in accordance of current safety standards

6.3 Department of Transport

MATTER RAISED	ARTC RESPONSE
Key station requirements as per V/Line, number of car parks, future proof of lifts, platform length and connectivity	The proposed design and works will comply with the provided requirements.
Access to the second platform, cross station connectivity and consideration of Oaklands line and siding road current and future usage.	Given the future of the Oaklands line and rail sidings needs clarification, ARTC will be working with those stakeholders to arrive at a suitable outcome. Considering that in the near future, it may involve change the layout of the Oaklands line and the rail siding. The options provided seek to future proof works and minimise redundancy of infrastructure in the future. ARTC is keen to understand, from all stakeholders and community to what is the best scenario, needs consideration in the options.
Minimise impact to loss of space near siding from realignment on tracks	While ARTC cannot avoid the loss of space, but design consideration have been given to minimise loss of space due to track realignment and introduction of new platform.

6.4 Victoria Police

MATTER RAISED	ARTC RESPONSE
Effective lighting at night with tamper proof coverings to prevent damage to same. Should the underpass become the preferred design effective	This will be considered and subject to V/Line requirements as part of design

MATTER RAISED	ARTC RESPONSE
lighting throughout the entirety of the underpass, entrance and exit locations would be vital to deter opportunistic crime. Effective lighting also to be continued into the carpark and immediate amenity of the area.	development phase, to be undertaken through D&C Contract for Tranche 2 sites.
24 hour recorded CCTV surveillance throughout the Railway Precinct and again should the underpass become the preferred design, it would be vital CCTV surveillance covered the entire underpass with no blind spots. Further discussions would be required as to the most effective model of CCTV surveillance – live monitoring being the most effective method from crime prevention, early intervention and detection aspect.	This will be considered and subject to V/Line requirements as part of design development phase, to be undertaken through D&C Contract for Tranche 2 sites.
The community have raised the issue of there not being a Northern entrance to the second platform. Police do hold concerns that such an entrance / exit may invite an element of opportunistic crime as this location would not be under the same security scrutiny as the rest of the Railway Station, effectively providing an “escape” route.	Noted – the current proposal supports/aligns with this comment
Police seek the inclusion of an “emergency response” parking space near the main entrance to the Railway Station to ensure timely access for responding police or Ambulance Victoria.	This will be considered as part of design development phase, to be undertaken through D&C Contract for Tranche 2 sites.
Police understand the current scope of works being undertaken by Inland Rail will not improve the current shunting issues that are causing immense delays and frustration to the community and emergency services. Police do wish to draw attention to this issue though as given the location of the Railway Station, the increase in shunting requirements (due to the LS Precast demands and needs), causes the activation of all railway crossings in the Benalla township essentially preventing north / south access for the duration of the shunting. From a community perspective this is frustrating, from an emergency service perspective it creates a significant risk in response times to critical incidents.	While not part of Inland Rail scope, ARTC Corridor and maintenance team are aware of this issue and reviewing, required controls and mitigations. Because of the signal issues, this issue is considered a very complex issue.

6.5 Ambulance Victoria

MATTER RAISED	ARTC RESPONSE
<p>My thoughts are that from an emergency services perspective realignment of the track and construction of a new platform would be fabulous. The current layout is cramped and difficult to manoeuvre in with an ambulance. The new design with the circular driveway and parking in the middle would greatly improve our ease of access, rather than raising the bridge and leaving access as it is.</p> <p>Regarding the pedestrian access to the far platform I think both underpass and overpass have pros and cons for us:</p> <p>Underpasses can be perceived as less safe but are easy to access with both wheelchair and stretcher.</p> <p>Overpass is more open, but from an ambulance perspective we would like to ensure that the lifts are large enough to be stretcher accessible. Also, the overpass comes with two flights of stairs with a landing between them, so potentially could results in falls on that landing which would be a difficult extrication for us.</p> <p>Personally, I think underpasses are easier for emergency services to access.</p>	This will be considered as part of design development phase, to be undertaken through D&C Contract for Tranche 2 sites.
<p>Regarding the pedestrian access to the far platform I think both underpass and overpass have pros and cons for us:</p> <p>Underpasses can be perceived as less safe but are easy to access with both wheelchair and stretcher.</p>	This will be considered as part of design development phase, to be undertaken through D&C Contract for Tranche 2 sites.

MATTER RAISED	ARTC RESPONSE
<p>Overpass is more open, but from an ambulance perspective we would like to ensure that the lifts are large enough to be stretcher accessible. Also the overpass comes with two flights of stairs with a landing between them, so potentially could result in falls on that landing which would be a difficult extrication for us.</p>	
<p>Personally, I think underpasses are easier for emergency services to access.</p>	<p>This will be considered as part of design development phase, to be undertaken through D&C Contract for Tranche 2 sites.</p>

6.6 Benalla Lakeside Probus

MATTER RAISED	ARTC RESPONSE
<p>Ever since they were first announced, I have studied the various proposals for alterations to infrastructure within the Benalla town boundaries to accommodate the proposed double-stacked trains travelling between Melbourne and places north. I am very much aware that there are now three options for which the ARTC seeks submissions. I have examined the three options carefully in order to determine which one will have the least impact on the amenity of the town.</p> <p>The option to keep the same basic infrastructure but to raise the height of the existing vehicle overpass in order to allow passage of these huge goods trains would be disastrous for Benalla. The extra height of the overpass would mean much longer ramps, an enormous concrete wall on the south side facing Mackellar Street, a totally unacceptable visual impact and the potential to block the flow of water in a major flood with terrible consequences to a great many houses to the south. Indeed, during the last major flood, the existing structure caused much damage to the same blocks of land to the south by retarding the flow of the floodwater.</p> <p>The other two options that have been put forward are much more acceptable. Both allow for easier access to the station, much better (and also more) parking facilities, and easier access and turning ability for buses. One of these options must surely be the one to be adopted.</p> <p>Both of these two options mention the construction of a second platform. I cannot see the need for this in the foreseeable future. Perhaps space for it could be kept free of other infrastructure so that there would be the possibility for its construction if and when needed. In the meantime, pedestrian access should be constructed to allow people from the north side of the railway line to have easy access to the existing platform. This pedestrian pathway would then be able</p>	<p>Firstly I'd like to thank you for taking the time to provide a detailed reply to my email with your feedback below. Your feedback has been noted inclusive of your preference for the track realignment and underpass option and I will record this in the database.</p> <p>To explain why a second platform has been included with the track realignment draft design, in moving the current "XPT line" into the main rail corridor it is a requirement of the Department of Transport that we include a 2nd platform to accommodate for future growth and future proof the precinct.</p> <p>ARTC have been seeking this level of feedback from the Benalla community, so if you think there is value I'd be happy to arrange a presentation of our designs and have our engineering and/or heritage specialists attend to explain the various designs and answer any questions. I extend this invitation to you as an individual as well as the Lakeside Probus. Due to current COVID restrictions this would be via a Zoom or Microsoft Teams meeting</p> <p>If I may ask a favour, I appreciate that not all members of the Lakeside Probus may be comfortable using a computer and providing feedback using the online methods ARTC have been employing over the last few weeks. In the next few days, every address in the Benalla post code will receive a hard copy of the attached PDF (which you are also welcome to share) along with a letter and feedback form seeking their thoughts on the proposed designs and asking a few more questions around how they use and value the station precinct. Any assistance encouraging members of the Lakeside Probus to complete the feedback form and return it using the reply paid letter included would be most welcome</p>

MATTER RAISED	ARTC RESPONSE
<p>to be used in the future for access to the second platform if and when constructed.</p> <p>For this pedestrian access, my preference is for a ramped underpass, purely for aesthetic reasons. I think the proposed use of a pedestrian bridge, complete with lifts, would be a visual intrusion on the landscape, and a potential hazard in the (unlikely) event of a derailment.</p> <p>In summary, my preference is for the option that provides for the realignment of the railway line to take it north of the station, the creation of a large car park with access from Mackellar Street, and a pedestrian underpass to link with houses to the north of the station ground and the second platform if such is deemed necessary.</p>	

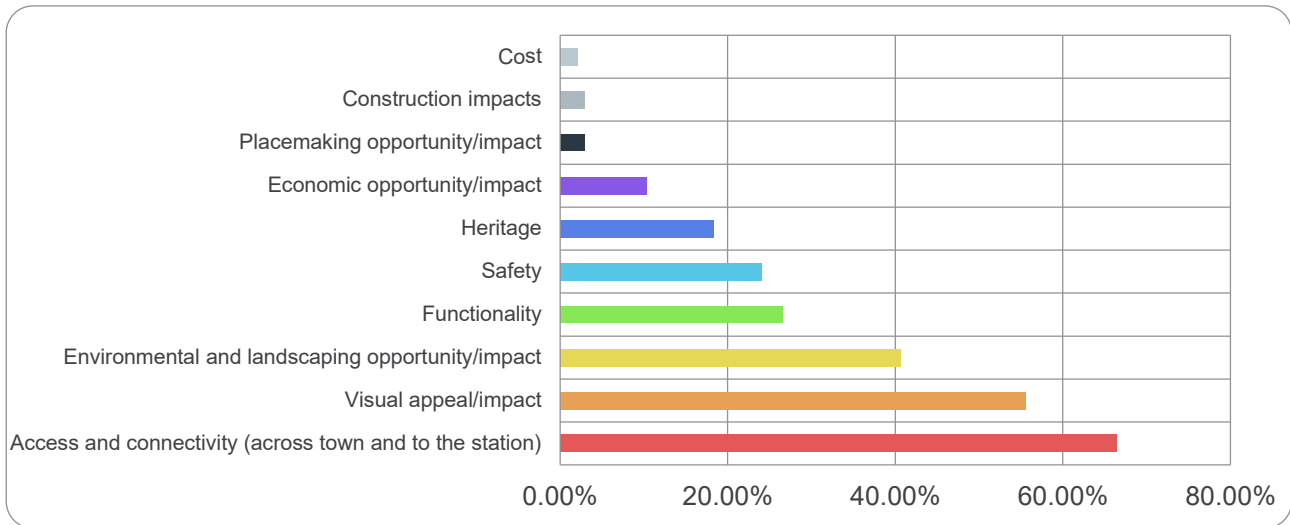
7 Response to feedbacks collated from Surveys and Feedback forms

7.1 General feedback

Questions asked in this section of the survey related to the track re-alignment option in general with later sections pertaining to the underpass and overpass. In this section we aimed to capture generic sentiment towards the track re-alignment

Figure 9 illustrates the total distribution of interest towards design aspects.

Figure 9: Chart showing design aspects of the project to enable double stacked freight trains to travel through Benalla are of most interest to respondents



The survey then asked the following question:

“Overall, what design aspects of the project to enable double-stacked freight trains to travel through Benalla are of most interest to you?”

The question sought the respondent’s interest to various broad categories previously defined in section 4. This was a multi-select question where respondents could select as many design aspects as they wanted. The top 3 design aspects:

- Access and connectivity (across town and to the station) with 66.39%.
- Visual appeal/impact with 55.60%.
- Environmental and landscaping opportunity/impact with 40.66%.

Within the key areas, the top 3 comments that relate to the most important design aspects:

- Accessibility: comments relating to pedestrian or vehicular access to the precinct inclusive of comments relating to cross corridor connectivity.
- Commuter friendly: comments made relating to ease of commuting to and from the precinct by train.
- Precinct planning: comments relating to the layout and design aspect to one or more elements of the precinct.

The results have been summarised in Table 5:

Table 5: Summary of top three design aspects that were important to respondents

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
Functionality	53	Precinct Planning, Accessibility, Commuter friendly
Visual appeal/impact	51	Precinct Planning, Accessibility, Commuter friendly
Safety	25	Precinct Planning, Accessibility, Commuter friendly

The next question asked the respondent

“Please tell us what you think about the draft design for a track realignment at the Benalla Station Precinct”

Responses to this question typically resulted in the respondent stating their preference for the track realignment option. In most cases no issues were raised in the comments received.

The results have been summarised in Table 6.

Table 6: Summary of top three design aspects that were important to respondents

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
Preference disclosure	112	No issue raised, Second platform, Precinct Planning
Visual appeal/impact	28	No issue raised, Precinct Planning, Second platform
Safety	23	No issue raised, Precinct Planning, Safety
Access and connectivity (across town and to the station)	20	No issue raised, Precinct Planning, Access for the Elderly and Disabled

7.2 Feedback on the underpass option

Questions asked in this section of the survey related to the track re-alignment with underpass. In this section we aimed to capture comments, concerns, issues and how respondents saw themselves using a precinct with a modern underpass.

The first question in this section asks:

In your opinion, what are the most favourable aspects of the track realignment with pedestrian underpass option?

Respondents identified the following key areas as the most favorable as shown in Table 7.

Table 7: Most favourable aspects of the underpass option

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
Visual appeal/impact	52	Precinct Planning, No comment
Preference disclosure	48	Comment made that this was their preference with no further concerns or issue raised, Precinct Planning
Access and connectivity (across town and to the station)	31	No concern or issue raised, Precinct Planning
Functionality	31	Precinct Planning, No concern or issue raised

Within the key areas, the most comments related to:

- Precinct planning: comments relating to the layout and design aspect to one or more elements of the precinct.
- Comments made that this was their preference with no further concerns or issue raised.

The second question in this section asks:

What are your concerns regarding the track realignment with pedestrian underpass option?

Respondents identified the following key areas as their concerns as shown in Table 8.

Table 8: Concerns raised regarding the underpass option

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
Safety	59	Safety, Precinct Planning, Vandalism
Access and	29	Precinct Planning, Access for the elderly and disabled, Safety
N/A	27	No concern or issue raised
Functionality	22	Precinct Planning, Safety

Within the key areas, the most comments related to:

- **Safety:** comments made regarding matters of personal safety within the precinct.
- **Precinct Planning:** comments relating to the layout and design aspect to one or more elements of the precinct.
- **Access for the elderly and disabled:** comments explicitly relating to access concerns for elderly or disabled persons.
- No concern or issue raised.

The following question asked:

“How do you see yourself using this precinct?”

This question sought to understand how respondents would use this precinct if the underpass options was adopted. Results are summarised in Table 9.

Table 9: How respondents perceived their usage of the precinct

PERCEPTION OF USAGE	COUNT OF PERCEPTION OF USAGE
No response provided	75
Frequent passenger	33
Would use more if access were easier	20
Train service frequency	9

The final question in this section provided respondents to share additional comments on the underpass option.

“Do you have any other comments on the track realignment with pedestrian underpass option?”

Table 10: Additional comments provided on underpass option

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
N/A	61	No Comment, comments made that this was their preference with no further concerns or issue raised
Preference disclosure	32	Comment made that this was their preference with no further concerns or issue raised, Precinct Planning, Safety
Functionality	9	No concern or issue raised, Precinct Planning, Accessibility
Visual appeal/impact	8	No concern or issue raised, Precinct Planning
Safety	7	No concern or issue raised, Precinct Planning

Within the key areas, the most comments related to:

- No Comment provided.
- Comments made that this was their preference with no further concerns or issue raised.
- **Safety:** comments made regarding matters of personal safety within the precinct.
- **Precinct Planning:** comments relating to the layout and design aspect to one or more elements of the precinct.

- **Access for the elderly and disabled:** comments explicitly relating to access concerns for elderly or disabled persons.
- No concern or issue raised.

7.3 Feedback on the overpass option

Questions asked in this section of the survey related to the track re-alignment with an overpass. In this section we aimed to capture comments, concerns, issues and how respondents saw themselves using a precinct with a modern overpass.

The first question in this section asks:

In your opinion, what are the most favourable aspects of the track realignment with pedestrian overpass option?

Respondents identified the following key areas as the most favorable as shown in Table 11

Table 11: Most favourable aspects of the overpass option

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
Preference disclosure	84	Comment made that this was not their preference, Precinct Planning, Access for the elderly and disabled
N/A	40	Comment made that the respondent the respondent identified no favourable aspects, Second Platform
Functionality	10	Precinct Planning, Comment made that the respondent the respondent identified no favourable aspects
Visual appeal/impact	13	Precinct Planning, Safety, Comment made that the respondent the respondent identified no favourable aspects
Safety	6	Precinct Planning, Safety, Comment made that the respondent the respondent identified no favourable aspects

Within the key areas, the most comments related to:

- Comment made that this was not their preference.
- Comment made that the respondent identified no favourable aspects (i.e. None, Nil, Unsightly).
- Precinct Planning: Comments relating to the layout and design aspect to one or more elements of the precinct.
- Safety: comments made regarding matters of personal safety within the precinct.

The second question in this section asks:

What are your concerns regarding the track realignment with pedestrian overpass option?

Respondents identified the following key areas as their concerns as shown in

Table 12

Table 12: Concerns raised regarding the overpass option

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
Visual appeal/impact	55	Precinct Planning, Lack of visual amenity
Access and connectivity (across town and to the station)	33	Access for the elderly and disabled, Accessibility, Precinct Planning
Functionality	24	Precinct Planning, Safety, Vandalism

Within the key areas, the most comments related to:

- Safety: comments made regarding matters of personal safety within the precinct.
- Precinct Planning: comments relating to the layout and design aspect to one or more elements of the precinct.
- **Access for the elderly and disabled:** Comments explicitly relating to access concerns for elderly or disabled persons.
- Lack of visual amenity: comments made that the respondent had concerns on how the structure would look.
- Vandalism: comments relating to concerns relating to vandalism.

The following question asked:

“How do you see yourself using this precinct?”

This question sought to understand how respondents would use this precinct if the overpass options was adopted. Results are summarised in Table 13: How respondents perceived their usage of the precinct with an overpass

Table 13: How respondents perceived their usage of the precinct with an overpass

PERCEPTION OF USAGE	TOTAL COMMENTS
Negative sentiment	61
Response unclear	37
Frequent passenger	16
Positive sentiment	13

The final question in this section provided respondents to share additional comments on the underpass option.

“Do you have any other comments on the track realignment with pedestrian underpass option?”

Table 14: Additional comments provided on overpass option

KEY AREA	TOTAL COMMENTS	DESCRIPTION OF DESIGN ASPECT THAT IS MOST IMPORTANT BY PRIORITY
N/A	61	No Comment provided, comment made that this was not their preference, Precinct Planning
Preference disclosure	38	Comment made that this was not their preference, Precinct Planning
Visual appeal/impact	12	No Comment Provided, Precinct Planning, Safety
Safety	7	No Comment Provided, Precinct Planning, Safety
Functionality	6	Precinct Planning,

Within the key areas, the most comments related to:

- No comment provided.
- Comments made that this was not their preference.
- **Safety:** comments made regarding matters of personal safety within the precinct.
- **Precinct Planning:** comments relating to the layout and design aspect to one or more elements of the precinct.

Appendix A Direct email communication

Sample email sent

Good Afternoon

As part of our current engagement in the community of Benalla, we are reaching out to all community groups and services to advise of new draft designs proposed for the Benalla Precinct. I am pleased to let you know that the design option visualisations are now live and available for viewing.

- Our shop front at 50 Nunn Street, Benalla has the visualisations in the window as well as a TV playing the animation
- The interactive map at https://maps.inlandrail.com.au/t2astage1#/sidebar/tab/benalla_designs_feedback_form
- Our website at www.inlandrail.artc.com.au/where-we-go/projects/tottenham-to-albury/regions/north-east-victoria/
- Social media at <https://fb.watch/8bNbn-PyOk/>
- YouTube at <https://youtu.be/rFvvpccBEZs>

We would highly value feedback from the Benalla Police as an emergency service provider in the region, to facilitate this on behalf of ARTC I'd be happy to arrange a presentation of our designs and have our engineering and/or heritage specialists attend to explain the various designs and answer any questions. Due to current COVID restrictions this would be via a Zoom or Microsoft Teams meeting

Any questions or concerns, please do not hesitate to reach out

Kind Regards



Brodie Akacich

Stakeholder Engagement Lead

<contact details removed>



The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

Appendix B Response from Victoria Police

Benalla Uniform
Eastern Region,
Division 3 (Goulburn Valley)
17-19 Bridge Street West
Benalla 3672
Victoria, Australia
<contact details removed>

www.police.vic.gov.au

To: Brodie AKACICH
Stakeholder Engagement Lead
Inland Rail - ARTC

From: Sergeant Melanie WALKER
Benalla Police

Date: 20 October, 2021

Reference: EBNC2101883

Subject: Inland Rail Consultation – Benalla Railway Station Precinct

SITUATION

Community feedback is currently being sought regarding the proposed draft designs for the Benalla Railway Station Precinct.

The two separate draft designs are ultimately distinguishable by an overpass or an underpass to provide access to a second platform.

The feedback from Benalla Police is provided after consultation with local Station Management and officers from Benalla Uniform Section, Highway Patrol Unit and the Proactive Crime Prevention and Youth Resource sector.

COMMENT

Police feedback is provided in line with the Victoria Police Capability Plan's key capabilities of Crime Prevention and Community Engagement.

With both draft designs police identify the below as being a requirement to provide Community Safety and Reassurance within the Railway Precinct;

- Effective lighting at night with tamper proof coverings to prevent damage to same. Should the underpass become the preferred design effective lighting throughout the entirety of the underpass, entrance and exit locations would be vital to deter opportunistic crime. Effective lighting also to be continued into the carpark and immediate amenity of the area.
- 24 hour recorded CCTV surveillance throughout the Railway Precinct and again should the underpass become the preferred design, it would be vital CCTV surveillance covered the entire underpass with no blind spots. Further discussions would be required as to the most effective model of CCTV surveillance – live monitoring being the most effective method from crime prevention, early intervention and detection aspect.

Further questions raised by police with regards to the development of the Railway Precinct are;

- The community have raised the issue of there not being a Northern entrance to the second platform. Police do hold concerns that such an entrance / exit may invite an element of opportunistic crime as this location would not be under the same security scrutiny as the rest of the Railway Station, effectively providing an “escape” route.
- Police seek the inclusion of an “emergency response” parking space near the main entrance to the Railway Station to ensure timely access for responding police or Ambulance Victoria.
- Police understand the current scope of works being undertaken by Inland Rail will not improve the current shunting issues that are causing immense delays and frustration to the community and emergency services. Police do wish to draw attention to this issue though as given the location of the Railway Station, the increase in shunting requirements (due to the LS Precast demands and needs), causes the activation of all railway crossings in the Benalla township essentially preventing north / south access for the duration of the shunting. From a community perspective this is frustrating, from an emergency service perspective it creates a significant risk in response times to critical incidents.

RECOMMENDATION

This feedback has been compiled and forwarded for your information and consideration. Police at Benalla appreciate the opportunity to provide this feedback and seek to be included in further consultation and community engagement as this project continues.

Kind Regards

Melanie WALKER

Sergeant 31745

Appendix C Response from Ambulance Victoria

Hi Brodie

As the acting Team Manager of Benalla ambulance branch your email requesting Ambulance Victoria feedback on the Benalla train precinct re-development has been referred to me; my apologies on the delay in response. I have put together some comments regarding the re-development for your consideration.

My thoughts are that from an emergency services perspective realignment of the track and construction of a new platform would be fabulous. The current layout is cramped and difficult to manoeuvre in with an ambulance. The new design with the circular driveway and parking in the middle would greatly improve our ease of access, rather than raising the bridge and leaving access as it is.

In regards to pedestrian access to the far platform I think both underpass and overpass have pros and cons for us:

Underpasses can be perceived as less safe but are easy to access with both wheelchair and stretcher.

Overpass is more open, but from an ambulance perspective we would like to ensure that the lifts are large enough to be stretcher accessible. Also the overpass comes with two flights of stairs with a landing between them, so potentially could result in falls on that landing which would be a difficult extrication for us.

Personally I think underpasses are easier for emergency services to access.

I hope the above comments are along the lines of what you are after.

Regards

Jess

Jessica Bakker | Acting Team Manager Benalla, Hume Region
Ambulance Victoria | Clinical Operations
142 Bridge St, Benalla VIC 3673

<contact details removed>

BEING RESPECTFUL | WORKING TOGETHER | BEING ACCOUNTABLE | OPENLY COMMUNICATING | DRIVING INNOVATION



From: Brodie Akacich [mailto:BAkacich@ARTC.com.au]
Sent: Tuesday, 5 October 2021 4:23 PM
To: Reception Doncaster <Reception.Doncaster@ambulance.vic.gov.au>
Subject: [EXTERNAL]ARTC consultation in Benalla

You don't often get email from bakacich@artc.com.au. [Learn why this is important](#)

Good Afternoon

As part of our current engagement in the community of Benalla, we are reaching out to all community groups and services to advise of new draft designs proposed for the Benalla Precinct. I am pleased to let you know that the design option visualisations are now live and available for viewing.

- Our shop front at 50 Nunn Street, Benalla has the visualisations in the window as well as a TV playing the animation
- The interactive map at https://maps.inlandrail.com.au/t2astage1#/sidebar/tab/benalla_designs_feedback_form
- Our website at www.inlandrail.artc.com.au/where-we-go/projects/tottenham-to-albury/regions/north-east-victoria/
- Social media at <https://fb.watch/8bNbn-PyOk/>
- YouTube at <https://youtu.be/rFvvpccBEZs>

We would highly value feedback from the Ambulance Service as an emergency service provider in the region, to facilitate this on behalf of ARTC I'd be happy to arrange a presentation of our designs and have our engineering and/or heritage specialists attend to explain the various designs and answer any questions. Due to current COVID restrictions this would be via a Zoom or Microsoft Teams meeting

Any questions or concerns, please do not hesitate to reach out

Kind Regards



Brodie Akacich
Stakeholder Engagement Lead

<contact details removed>



The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

Appendix D Contents of Benalla bulk mail out

Bulk mail-out content included:

- Letter
- Benalla COVID-safe plan on a page
- Double-page paid story published in Benalla Ensign
- Hard-copy Benalla survey
- Reply-paid envelope



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 Kensington VIC 3031
 PO Box 1391
 Kensington VIC 2021

P, 03 9013 9200
 F, 03 9013 9099
 E, info@artc.com.au
 W, artc.com.au

4 October 2021

Dear Benalla resident

DRAFT DESIGN FOR BENALLA STATION PRECINCT

Thank you for your feedback to date which has enabled the development of draft designs to allow double-stacked freight trains to pass safely through Benalla as part of the Inland Rail project. We have heard strong support in Benalla to realign the track at the railway station which is why we've developed designs of both a track realignment and a new bridge for the Benalla Station Approach Road.

We welcome everyone's views on these draft designs to help us understand the pros and cons of each option from the community's point of view and why you may prefer one option over the other.

Seeing the draft designs

The best place to view the draft designs is on our interactive map by visiting inlandrail.com.au/benalla-map-marker

You can also refer to the information recently printed in the Benalla Ensign included with this letter and see the designs in our shop window at 50 Nunn Street.

Sharing your views

There are many ways to have your say on these draft designs or request additional information. You can:

- book a time to speak to our project engineers or other subject matter experts via our interactive map or by contacting the team on 1800 732 761 or victoriaprojects@artc.com.au
- complete a survey either online via our interactive map or return the form included with this letter using the envelope provided
- drop by our shop front at 50 Nunn Street if restrictions allow us to be open.

Sharing what we've heard

Over the coming weeks we'll be letting people know what feedback we've been hearing regarding the draft designs, how this feedback will be used and what the next steps are. Keep an eye out for updates published in the Benalla Ensign and on our website.

Yours sincerely



Brodie Akacich
 Stakeholder Engagement Lead

Letter included

Have your say: Draft designs for Benalla

We're continuing to work with the community to determine the best outcomes for both community and the inland Rail project in Benalla.

Community feedback has helped ARTC develop draft designs that allow for double-stacked freight trains to pass safely through Benalla. To ensure community views are heard and fully understood we're looking for your feedback.

We will be in Benalla sharing these designs and listening to your views in person if we can. However, to comply with restrictions and keep everyone safe we wanted to let you know how we're going to ensure everyone has an opportunity to have their say whilst staying COVID safe.

How can I see the draft designs?
Visit our interactive project map inlandrail.com.au/benalla-map-marker and keep an eye out in your letter box, in the Benalla Ensign, on social media or in the window of our shopfront at 80 Nunn Street, Benalla.

What feedback are you seeking?
We want to hear your views on the draft designs to help us:
- identify the pros and the cons of each option
- understand why you may prefer one option over the other
- facilitate the generation of possible ideas relating to either option

How can I share my views?
Visit our interactive project map inlandrail.com.au/benalla-map-marker from 22 September 2021 for all the details on how to:
- book a time to speak to our project engineers and other subject matter experts to share views or have any questions answered
- return feedback forms online or via mail
- post comments on our interactive project map
- call 1800 732 761 or email victoriaprojects@artc.com.au



What to expect from us over the coming weeks:



COVID-safe plan on a page for Benalla

Paid story published in the Benalla Ensign



Inland Rail in Benalla: Track realignment or new bridge design options survey

In Benalla, there is not enough clearance under the existing station overpass off Mackellar Street for double-stacked freight trains.

After reviewing feedback from our stakeholders, we're considering the following two options:

- 1. **Bridge replacement over the rail line further north of the station building:** New embankments and/or retaining walls would be necessary to allow for the higher bridge. The old bridge would be removed once the new bridge is completed.
- 2. **New platform, track realignment and upgrade pedestrian access at Benalla station.** This option meets safety requirements of the whole precinct. It may also improve access to the station:
 - a) With pedestrian overpass OR
 - b) With pedestrian underpass

Have a look at the draft design options and complete this survey to provide your feedback.

You can also call 1800 232 761 or email victoriaprojects@artc.com.au to book time with our team to discuss these designs, before completing the survey.

* 1. Please provide your contact details to ensure your feedback is captured appropriately.

Full name	<input type="text"/>
Address of the property/land you own/have an interest in	<input type="text"/>
City/Town	<input type="text"/>
State	<input type="text"/>
Post code	<input type="text"/>
Email address	<input type="text"/>
Phone number	<input type="text"/>

*** 2. How would you describe yourself, for the purpose of completing this survey?**

I am a local resident in Benalla
 I am a local business in Benalla
 I am a resident rate payer in Benalla
 I am a regular visitor to Benalla
 I am a non-resident rate payer in Benalla (I own a property, but I don't live there)
 I am a member of a community group interested in the project
 I am an interested community member

Other (please specify)

3. What is your age?

Under 18 years old
 19-24 years old
 25-34 years old
 35-44 years old
 45-54 years old
 55-64 years old
 65-74 years old
 75 years or older

4. What information have you seen in relation to the design options?

I received information in the mail
 I requested information to be mailed/emailed
 I saw the two-page article in the newspaper on 22 September 2021
 I met and discussed the information with an ARTC subject matter expert
 I have viewed the designs and information in the Benalla ARTC shop front
 I was provided information via a friend/colleague/community group
 I have viewed the information online
 I haven't seen the designs

Other (please specify)

5. How useful was the information you received?

Very poor	Poor	Neutral	Good	Excellent
★	★	★	★	★

6. Overall, what aspect(s) is of most interest to you regarding the design options to enable double-stacked freight trains to travel through Benalla?

<input type="radio"/> Visual appeal/impact	<input type="radio"/> Access and connectivity (across town and to the station)
<input type="radio"/> Cost	<input type="radio"/> Safety
<input type="radio"/> Economic opportunity/impact	<input type="radio"/> Functionality
<input type="radio"/> Environmental and landscaping opportunity/impact	<input type="radio"/> Construction impacts
<input type="radio"/> Placemaking opportunity/impact	<input type="radio"/> Heritage

Other (please specify)

7. Why is this aspect(s) most important to you?

8. Please tell us what you think about the draft design for a **track realignment with pedestrian underpass option** at the Benalla Station Precinct. Consider things like landscape, visual appeal, pedestrian links, public open space, integration with local roads and safety considerations.

9. In your opinion, what are the most favourable aspects of the **track realignment with pedestrian underpass option**?

10. What are your concerns in regard to the **track realignment with pedestrian underpass** option?

11. Do you have any other comments on the **track realignment with pedestrian underpass** option?

12. Please tell us what you think about the draft design for a **track realignment with pedestrian overpass option** at the Benalla Station Precinct. Consider things like landscape, visual appeal, pedestrian links, public open space, integration with local roads and safety considerations.

13. In your opinion, what are the most favourable aspects of the **track realignment with pedestrian overpass** option?

14. What are your concerns in regard to the **track realignment with pedestrian overpass** option?

4

15. Do you have any other comments on the **track realignment with pedestrian overpass** option?

16. Please tell us what you think about the draft design for a **new bridge option** at the Benalla Station Precinct. Consider things like landscape, visual appeal, pedestrian links, public open space, integration with local roads and safety considerations.

17. In your opinion, what are the most favourable aspects of the **new bridge** option?

18. What are your concerns in regard to the **new bridge** option?

19. Do you have any other comments on the **new bridge** option?

20. Do you have any questions for ARTC about the design options, that weren't answered in the material provided?

If you would like a response, or to be placed on our mailing list to receive project updates please tick 'yes' below. We may collect (and hold) different Personal Information about you depending upon how you interact with us. Visit inlandrail.artc.com.au/privacy-policy for more information.

Yes No

21. Please provide us some feedback on how we have engaged with you regarding these design options?

Very poor	Poor	Neutral	Good	Excellent
★	★	★	★	★

22. Has your knowledge increased about the two design options?

Yes No

23. Has your understanding of the issues and opportunities associated with the two options increased?

Yes No

24. Are you satisfied that you were provided adequate opportunity to provide comment on the design options?

25. Do you have any other comments about opportunities to have your say on the current draft design options for Benalla?



File ID: ID_296084-PROOF	Created: Monday 29 March 2021 02:52 PM	993
Code: 0122-1K Size: 110mm x 220mm Style: DL GSM: 80gm Foil: NA	Print Colour's: ■ Back,	
Window 1: NA Position: NA NA	Note: -	
Window 2: NA Position: NA .	Disclaimer: Every care has been taken to avoid errors, however we only accept responsibility for print errors which differ from this proof. Please check thoroughly; advise of all changes or if correct, FORWARD this proof back to the sender acknowledging your approval.	
Flap: Satde Seal: Lick n Stick Opaque: ■ Standard PMS 285		

Reply-paid envelope included



Inland Rail is transforming how goods are moved around Australia.

Connecting Melbourne and Brisbane via regional Victoria, New South Wales and Queensland, this 1,700km rail project will complete our national freight network – better connecting producers to markets and creating new opportunities for businesses, industries and regional communities.

inlandrail.com.au



Caption: this calling card was hand-delivered to directly-impacted stakeholders in Benalla

Appendix E Shopfront display





WE'RE HERE AND WE'RE LISTENING



INLAND RAIL TOTTENHAM TO ALBURY PROJECT NORTH EAST LINE UPGRADE

Stop by to share your views or learn more about the passenger and freight rail projects we're delivering in North East Victoria.



- 🌐 inlandrail.com.au/T2A
- 🌐 artc.com.au/projects/northeast
- 📞 1800 732 761
- @ victoriaprojects@artc.com.au



HAVE YOUR SAY ON INLAND RAIL'S TRACK REALIGNMENT DRAFT DESIGNS FOR BENALLA

To keep everyone safe during changing restrictions, we'll be sharing these designs with you via our [interactive map](#), website, over the phone and in the mail. Our engagement team, engineers and other subject matter experts will be available by appointment to discuss these options and answer any questions. Contact us to book a session at a time that's convenient for you.

BOOK A SESSION TO HAVE YOUR SAY

-  1800 732 761

-  victoriaprojects@artc.com.au

-  Via the interactive map inlandrail.com.au/benalla-map-marker

-  Various times available between 9.30am–7.00pm from 27 September 2021



Scan this QR code to view Benalla plans on our [interactive map](#)

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.

-  1800 732 761
-  victoriaprojects@artc.com.au
-  inlandrail.com.au/t2a



E-2791



Caption: A corflute A0 poster was created with this visualisation for the shopfront windows.

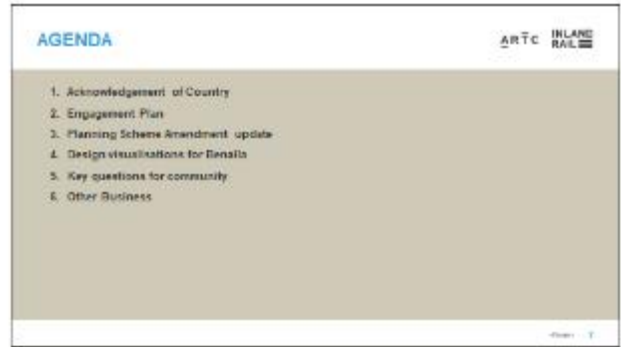




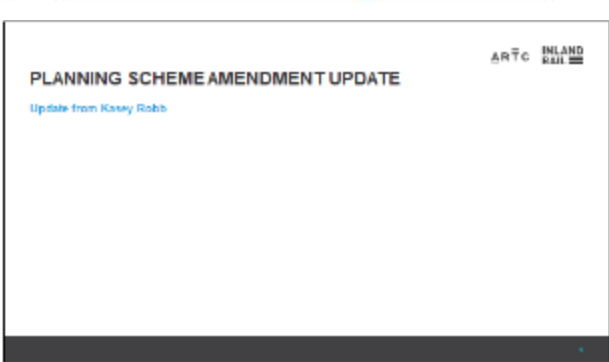
Appendix F Sample presentation slides to Benalla stakeholders



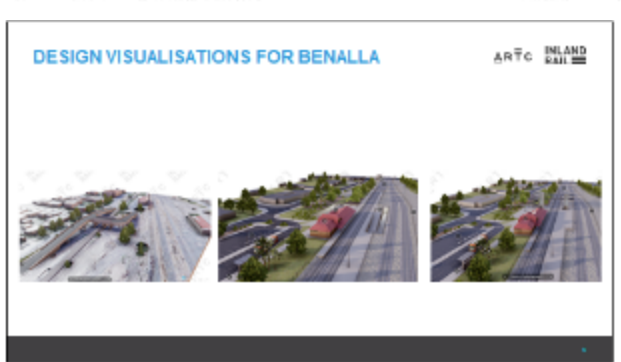
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