Northern Link

Appendix B. Community Consultation Report

Northern Link

Phase 2 – Detailed Feasibility Study

APPENDIX B

COMMUNITY CONSULTATION REPORT

- September 2008

Contents

1. Community Consultation

This report addresses Section 1.4 of the Terms of Reference (ToR) for the Northern Link EIS. Consultation methodology is outlined, including criteria for identifying stakeholders, stakeholders consulted, issues raised, strategies employed to resolve these concerns and to identify particular positive impacts and the extent to which the public consultation program satisfied the requirements under the State Development and Public Works Organisation Act 1971.

The consultation objectives for the EIS included:

- *ensuring community members, businesses and organisations in the study corridor and other stakeholders have access to information to allow their informed consideration of the project's potential issues, benefits and impacts;*
- *ensuring the consultation process enables participation by people and organisations who have an interest (including but not limited to, residents and small businesses likely to be affected by the project) in the study's outcomes;*
- *providing regular and transparent communication between the study team and community members and stakeholders, throughout the study;*
- *ensuring community values, local knowledge and other input are considered in the assessment, design processes and development of mitigation measures;*
- *demonstrating how the issues raised by stakeholders and the community generally are addressed; and*
- *contributing to the development of a project that addresses community concerns and values, and maximises opportunities for local and regional community benefit.*

1.1 Consultation approach

The Study Corridor for Northern Link (**Figure 1-1)** includes the inner western suburbs of Toowong, Auchenflower, Milton, Paddington, Red Hill and Kelvin Grove**.**

Community consultation was undertaken in these suburbs and in the greater Brisbane area between November 2007 and August 2008. This consultation was undertaken with the view to integrate the community feedback into the development of the Environmental Impact Statement (EIS). As such it only addresses Phases 1 – 5 of the overall community consultation for the EIS process, and not the final Phase 6 which deals with consultation on the EIS itself. Outcomes of Phase 6 will be addressed by a supplementary report following the public exhibition of the EIS.

Preparation of the EIS has involved an in-depth investigation of local conditions, potential benefits and impacts resulting from Northern Link as well as issues of community concern relating to the construction and operation of Northern Link. Community consultation contributed to the preparation of the EIS by ensuring technical studies examined areas of interest to members of the community and by helping to identify ways to minimise potential impacts and maximise potential benefits of Northern Link.

Community consultation was integral to the process of preparing the EIS and developing the project Reference Design. Community feedback gathered during community consultation was considered in the development and refinement of the project design, assessment of potential benefits and impacts, and identification of mitigation measures.

A three-level approach was adopted for the Northern Link EIS, which sought to ensure that those people with a direct interest in the project's outcomes were provided with the highest level of consultation and communication. **Table 1-1** provides a summary of the consultation approach adopted for the Project.

Table 1-1 Consultation approach

Stakeholder level	Stakeholder description
Level 1	**Who:** Residents, property owners, businesses, community facilities and community groups in those neighbourhoods where the local environment may change during construction or operation. Expected impact: Direct impact **Communication approach:** These stakeholders would receive the highest level of consultation and communication with the EIS team, including targeted briefings and meetings with community groups.
Level 2	**Who:** Residents, property owners, businesses, community facilities and community groups in those suburbs closest to the alignment and connections, including Toowong, Auchenflower, Bardon, Milton, Paddington, Red Hill and Kelvin Grove. Expected impact: Moderate **Communication approach**: Strategies include newsletters and information sessions.
Level 3	**Who:** Other stakeholders in greater Brisbane, including people that register in response to community information and consultation strategies. Expected impact: Minimal **Communication approach:** Strategies included newsletters, information sessions, 1800 project information line, project website, news articles and media releases.

The consultation process was supported by the broader project team, enabling a high level of information and personal contact with residents, businesses and property owners. The Northern Link Consultation Team also worked closely with the Northern Link Marketing and Communication Team to provide information to the broader community and regional stakeholders.

Legend

- LEVEL 1 STAKEHOLDERS
- LEVEL 2 STAKEHOLDERS
- LEVEL 3 STAKEHOLDERS

0m 250m 500m 750m
metres

Scale 1:35,000 (A4)

NORTHERN LINK
ENVIRONMENTAL IMPACT STUDY

Figure 1

Consultation Catchment

Northern Link

SKM Connell Wagner
JOINT VENTURE

1.1.1 Consultation program

The consultation program ran concurrently with the environmental assessment and project design processes. Five rounds of community consultation were undertaken between November 2007 and August 2008 to seek input into the development of the project reference design and preparation of the EIS.

A sixth round of consultation would be undertaken with the display of the EIS for community comment, in accordance with the statutory requirements of the *State Development and Public Works Organisation Act 1971*.

Details of each consultation stage, including timing and purpose, is outlined in **Table 1-2.**

Table 1-2 Consultation program

Phase	Consultation issues	Timing	Purpose of Consultation
1	■ Project introduction ■ Project need and justification ■ Draft Terms of Reference	December 2007	■ Raise community awareness of Northern Link and the detailed feasibility study, including timing and process. ■ Identify issues, impacts and values for consideration in the corridor investigation process. ■ Establish community involvement mechanisms for the next stage. ■ Register people for participation in further consultation activities for the detailed feasibility study, including for two community reference groups. ■ Fulfil the statutory requirements of the State Development and Public Works Act 1971 in relation to exhibition of the draft Terms of Reference for the EIS and invitation for written submissions. ■ Provide information about the preferred corridor. ■ Gather community issues and values on the preferred corridor, for consideration in the development of the early concept designs and existing environment. ■ Encourage community and stakeholder review of the draft Terms of Reference. ■ Obtain input from Brisbane City Council and Queensland Government agencies on the draft Terms of Reference. ■ Identify specific stakeholders that are impacted by the concept designs.
2	■ Preliminary concept design ■ Terms of Reference	April 2008	■ Mainline tunnel alignment and potential for local connections. ■ Gather information on community issues and potential impacts of the preliminary concept designs, including for the Toowong and Kelvin Grove connections, for input into the refinement of the project design. ■ Obtain community input to the preparation of the EIS on issues, potential impacts and mitigation strategies.

3	▪ Concept design, including local connections ▪ Ventilation outlet site options	May 2008	▪ Obtain community feedback on the mainline tunnel alignment. ▪ Gather information on community issues and potential impacts of the concept design, including for the Toowong and Kelvin Grove connections. ▪ Gather community feedback on the ventilation outlet site options. ▪ Obtain community input to the preparation of the EIS on issues, potential impacts and mitigation strategies.
4	▪ Refined concept design, including worksites	June 2008	▪ Gather information on community issues and potential impacts of the refined concept design. ▪ Gather feedback on the mainline tunnel alignment and design of local connections. ▪ Obtain community feedback on the construction impacts and possible mitigation measures.
5	▪ Final concept design ▪ Preferred ventilation outlets sites ▪ Traffic ▪ Noise and vibration	August 2008	▪ Gather information on community issues and potential impacts on changes to the refined concept design. ▪ Provide information about the preferred ventilation outlets sites. ▪ Provide information about noise and vibration impacts of construction. ▪ Provide information about key traffic generators and trip destinations in SEQ.
6	▪ Exhibition of EIS and project reference design	September-November 2008	▪ Notify the community that the EIS and project reference design have been lodged for assessment. ▪ Satisfy the statutory requirements of the State Development and Public Works Organisation Act 1971 in relation to the exhibition of the EIS and invitation for written submissions received within the eight week public consultation period. ▪ Provide information to stakeholders and community members to enable their review of the EIS and project reference design. ▪ Obtain input from Brisbane City Council and Queensland Government agencies on the EIS.

1.2 Consultation activities

A range of consultation activities was undertaken as part of the EIS investigations to allow people with different interests in the project to learn more about the project and provide input to the preparation of the EIS and the development of the project reference design.

Consultation activities undertaken for the preparation of the EIS, including level of participation may be summarised as follows:

- **Static public displays** - Five rounds of static displays were located in Council ward offices, Council libraries, State electorate offices within or close to the study corridor.
- **Public exhibition of draft ToR** - Public exhibition of the draft ToR for the EIS, between 1 December and 31 January 2008, in accordance with the requirements of the *State Development and Public Works Organisation Act 1971*.

- **Newsletters** - Distribution of three project newsletters, to approximately 90,000 households (including households beyond the study corridor), businesses, registered stakeholders, and property owners, providing information on Northern Link, including the EIS, concept designs and community consultation activities.
- **Stakeholder letters** - Distribution of approximately 12,500 Level 1 Stakeholder letters on five occasions (November 2007, April 2008, May 2008, July 2008, and August 2008), to residents, businesses and property owners close to the proposed Northern Link works, encouraging their participation in community consultation activities.
- **Community information sessions** - Ten community information sessions, in five rounds (each round including a weekend session and an after-hours weekday session) of consultation which provided opportunities for community members to find out more about the project and to meet with members of the project team. These sessions attracted more than 1,800 people.
- **Staffed displays** - Twenty-six separate staffed displays in five rounds, to provide additional opportunities for community members to speak directly with a member of the project team and find out more about the project; these attracted a total of 1,700 people.
- **Community Reference Groups** (CRG) - Establishment of two CRGs and regular contact with the Inner West Chamber of Commerce, to provide input into the development of the project reference design and EIS investigations.. The call for nominations for CRG membership was advertised in local newspapers in December 2007, on the project website and at the December round of consultation. Members were selected in accordance with the selection criteria outlined in Table 1.3 and include residents and representatives from educational organisations and community groups within the study corridor.
- **CRG meetings** - Five meetings of the CRGs, to present information and gather feedback on the EIS investigations and concept design.
- **Toowong community briefing** - A briefing to the North Toowong community, close to the proposed surface infrastructure and construction works, to discuss issues relating to Northern Link that were relevant to their local neighbourhood, and to understand concerns of local neighbourhoods for consideration in the EIS investigations and development of the project reference design, attended by over 40 people.
- **Other community briefings** - Briefings with a range of community, industry and government stakeholders to provide information on the project and to identify any specific issues or concerns for consideration in the EIS investigations and development of the project reference design.
- **Government briefings** - Two government agency briefings, held on 11 December 2007 and 22 May 2008 (with a further briefing anticipated prior to EIS public exhibition) with representatives of Queensland Government and Brisbane City Council agencies with an interest in Northern Link. The purpose of the first briefing was to provide agencies with information on the project background, timing, process and EIS, including the draft ToR. The second briefing was an update on the EIS and final ToR, as well as the project design and outcomes of community consultation.
- **Project information channels** - Establishment and staffing of a 1800 free call project information line, reply-paid mailing address, and email address to enable community members to provide input and obtain information on the project. Approximately 2,729 enquiries or comments have been received from community members since the commencement of the project.
- **General advertising** - Five rounds of public advertisements in local and state newspapers, to provide updates on Northern Link, information on the EIS process and project design, and details of community consultation activities.

- **ToR advertising** - Notification of the exhibition period (of over an eight week period) for the draft ToR in the *Courier Mail* on 1 December 2007, in accordance with the *State Development and Public Works Organisation Act 1971*.
- **Website** - Establishment of a website for the Northern Link EIS to provide information on the EIS, project design, traffic and transport studies and community consultation activities, including copies of the Initial Advice Statement and ToR.

Table 1-3 CRG membership selection criteria

Criteria	Weighting
Willingness to accept the status of the project and contribute constructively within the constraints of the EIS process.	Prerequisite
Available to attend evening meetings, to be held every four to six weeks for the life of the project.	Prerequisite
A resident or business owner in the suburbs of Toowong, Auchenflower, Paddington, Milton, Red Hill, Spring Hill or Kelvin Grove.	Prerequisite
Demonstrated connections with the community through memberships and affiliations with community groups or sectors of interest.	30%
Demonstrated understanding of community issues as they relate to the project.	30%
Ability to communicate community and stakeholder views, seek input and provide constructive feedback.	40%

1.3 Consultation participation

Table 1-4 provides a summary of community participation in consultation activities undertaken during the preparation of the EIS and project reference design. It includes details of participation in community information sessions, staffed library displays, neighbourhood briefings, as well as community feedback through the project information line, reply paid mailing address, email and web enquiries.

Table 1-4 Community participation

Feedback Mechanism	Corridor investigations and Project intro draft ToR (Dec-Jan)	Preliminary Concept Design ToR (April)	Concept design, including local connections (June)	Refined Concept Design, including worksites (July)	Final Concept Design* (August)	Total
Community information sessions attendees	353	289	588	266	301	1797
Staffed library displays attendees	132	268	740	305	317	1762
Neighbourhood briefings attendees	NA	NA	NA	43	NA	43
1800 project information line calls	193	171	106	106	35	611
Feedback form	194	48	90	89	40	461
Email	185	83	63	51	37	419

Feedback Mechanism	Corridor investigations and Project intro draft ToR (Dec-Jan)	Preliminary Concept Design ToR (April)	Concept design, including local connections (June)	Refined Concept Design, including worksites (July)	Final Concept Design* (August)	Total
Letters/ faxes	2	1	1	6	1	11
Web enquiry	NA	21	13	7	7	48
Agency Briefing	25	NA	35	NA	NA	60
TOTAL						5212

Table Note: * Between November 2007 and 11 August 2008

1.3.1 Ongoing consultation

The Northern Link EIS consultation process is ongoing and will continue to provide community input into the project design, impact assessment and mitigation strategies. The EIS will be placed on public exhibition and written submissions invited from community members. Ongoing consultation activities include:

- public display of the draft EIS and project reference design;
- round six of community information sessions and staffed displays;
- one meeting of each of the community reference groups;
- one industry briefing;
- stakeholder briefings to identify specific concerns relating to the project design and EIS;
- staffing of the 1800 project information line, email and reply paid mailing address; and
- updates to the Northern Link EIS website, to provide information on the outcomes of the EIS investigations.

1.4 Stakeholders

A stakeholder database was developed to register stakeholders with an interest in the Project. A stakeholder analysis was undertaken to identify those people who may have an interest in Northern Link. This included:

- community facilities and groups within the study area, such as schools, child care, environmental groups, neighbourhood watch, sporting clubs and business groups; and
- Queensland Government and Brisbane City Council agencies considered to have an interest in the project.

In addition, residents, business owners, property owners and community members were invited to register their interest in the project through consultation events, the 1800 project information line, email, correspondence, feedback forms and at community consultation activities.

Approximately 19,936 stakeholders were identified as having an interest, or have registered their interest in the project. These have been categorised into a range of stakeholder groups, as shown in **Table 1-5.**

- **Table 1-5 Stakeholders**

Stakeholder Group	Number	%
Resident/property owner – Study Corridor (including absentee)	9898	49.65
Resident/property owner – consultation catchment (those within the suburbs of Bardon, Toowong, Auchenflower, Milton Paddington, Red Hill and Kelvin Grove, but excluding those within the Study Corridor)	8480	42.54
Registered stakeholder (excluding those living within the consultation catchment)	1234	6.19
Community organisation (including childcare, family and youth, church, historical societies, environmental groups, parent and citizen associations, etc.)	83	0.42
Sport and recreation (including clubs and facilities)	65	0.33
Real estate agent	59	0.30
Business and Association – study corridor	42	0.21
Education facility (including primary, secondary and tertiary education)	26	0.13
Government agency (including Local, State and Commonwealth)	22	0.11
Health facility and hospital	10	0.05
Aged care facility and service	6	0.03
Elected representative (including Commonwealth, State and Local elected representatives)	6	0.03
Media	5	0.03
TOTAL	19,936	100%

Table Note: Resident/property owner numbers sourced from Brisbane City Council's letter and newsletter distribution data.

Residents and property owners comprised the largest stakeholder group, representing over 90% of all stakeholders. About 53% of stakeholders on the stakeholder register have a postal address within the study corridor. Further detail on stakeholders is included in *Technical Report No. 14 - Social Environment* of the EIS.

1.5 Community issues

This overview of issues raised and the outcome during consultation for the EIS and project design, from different sources includes input from community reference group meetings, community information sessions, stakeholder meetings, feedback forms, the 1800 project information line and emails to the project team. Findings and recommendation on community issues and impacts are also examined in *Technical Report No. 14 - Social Environment* of the EIS.

1.5.1 Key Issues – General community consultation

Input gathered from community information sessions, Feedback forms, stakeholder meetings, submissions, emails and calls to the 1800 project information line was analysed to identify the range of issues being commented on by community members. More than 2,700 individual comments were received and recorded in the stakeholder database. These were reported to the EIS project team during the EIS investigations.

The top issues received from community feedback (excluding the category of Consultation Process ie: registration for involvement, consultation activities, etc) included:

- property impacts (eg: property acquisition, impact on property values, volumetric acquisition);
- traffic issues (eg: impact on adjacent roads, increases in traffic, interchanges with existing roads);
- ventilation outlets (eg: number and location, filtration, visual impact);

- transport policy and strategic options (eg: congestion, integration with other projects, cycle and pedestrian facilities, public transport);
- design of the western connection; and
- environment - northern urban impacts.

Table 1-6 and **Table 1-7** summarise the top issues raised by respondents. Responses have been separated into two main geographical categories: western and northern suburbs. These tables indicate that the issues of highest priority for people based in the study corridor suburbs relate to property impacts, consultation, ventilation outlets, and traffic.

Issues of highest priority for residents in suburbs outside of the Study Corridor included property impacts, consultation process, traffic, design and ventilation outlets.

Table 1-6 Western suburbs - Top issues

No.	Issue Category
1	Property impacts (property acquisition, impact on property values, uncertainty about future property decisions, volumetric acquisition)
2	Traffic (increases, changes to traffic on local and regional road network, traffic modelling, connections to adjoining roads)
3	Design (surface connections, tunnel route safety, depth, and design)
4	Ventilation outlets (number and location, design, filtration, visual impact and property impact)

Table 1-7 Northern suburbs - Top issues

No.	Issue Category
1	Property impacts (property acquisition, impact on property values, uncertainty about future property decisions, volumetric acquisition)
2	Ventilation outlets (number and location, design, filtration, visual impact and property impact)
3	Environmental Investigations (traffic monitoring, noise monitoring, air quality monitoring)
4	Traffic (increases, changes to traffic on local and regional road network, traffic modelling, connections to adjoining roads)

The following provides a detailed description of the key issues raised by community members through the project information line, email, community information sessions and feedback forms and how these have been addressed in consultation and the EIS.

A full list of mitigation strategies for project construction and operation is included in *Chapter 19, Environmental Management Plan*.

Property impact issues and outcomes

Potential for direct and indirect impacts on property were key concerns raised during consultation on the final concept design. Specific issues and outcomes are outlined in **Table 1-8**.

Table 1-8 Property impact issues and outcomes

Issue	Outcome
Direct property impacts of surface infrastructure and construction works.	The owners of those properties that would be directly impacted by construction of the project reference design were individually contacted by Council's property team and will be kept informed of the progress of the project.
Property resumptions, including the process and timing of property resumptions, level of compensation payable to affected property owners (ie: market value, relocation costs), and stress and anxiety caused by potential for property resumptions.	The owners of those properties that would be directly impacted by construction of the project reference design were individually contacted by Council's property team and were advised of the process that would take place should project be approved to proceed. They will be kept informed of the progress of the project.
Volumetric acquisition, including process for volumetric acquisition and level of compensation payable to property owners with properties over the tunnel alignment.	Details on the properties that would be volumetrically affected were available at community information sessions and staffed displays, where a fact sheet on volumetric title was also available.
Impact of tunnel construction on properties above or near the tunnel alignment, including potential for damage to properties due to vibration or subsidence caused by construction and compensation arrangements for likely damage.	Engineering and vibration specialists were available at community information sessions to discuss potential construction impacts. An interactive noise and vibration display, which identified the properties that would experience noise and vibration impacts, was available at the August round of consultation. The EIS recommends that building condition surveys be conducted prior to construction works, at those properties where predicted vibration levels are above the accepted 'Guide Value'.
Potential impact on property values in those areas near the surface connections, ventilation outlets or tunnel alignment, including concern about loss of money for property owners who need to sell their property in a period of uncertainty, and concern about financial hardship caused to property owners if their asset value is affected by the project.	Council's property team was available at community information sessions, staffed displays and via phone to discuss applications for hardship cases and the potential impact of the project on property values.
Uncertainty relating to future property decisions, including buying, selling or renovating properties close to surface works or the tunnel alignment.	Council's property team was available at community information sessions, staffed displays, on the phone and via email to liaise with community members regarding future property decisions.

Air quality and ventilation issues and outcomes

The number and location of ventilation outlets and concerns about air quality, community health, property values and community facilities are key community issues. The potential need for and effectiveness of filtration were also identified as an important issues for some community members. Specific issues and outcomes are outlined in **Table 1-9**.

Table 1-9 Air quality and ventilation issues and outcomes

Issue	Outcome
The number and location of ventilation outlets, including concern about the proximity of ventilation outlets to sensitive land uses such as schools, child care, aged care facilities, and open space and recreation areas.	Staff members were available at community information sessions and staffed displays to discuss air quality criteria for selection of ventilation outlet sites. Air quality and health issues were discussed at CRG meetings and at the air quality focus groups. A health risk assessment was conducted as part of the studies for the EIS.
The need for filtration to be incorporated into ventilation outlets to reduce potential long-term health impacts.	Filtration is not currently proposed as part of the Project. The EIS recommends that provision be made in the Project's detail design for future installation of filtration equipment, should the technology become proven and should monitoring indicate a need.
Changes to air quality near ventilation outlets and potential health effects for nearby residents, hospitals and school children from ventilation outlets.	Air quality and health issues were discussed at CRG meetings, education sector briefings and air quality focus groups. A health risk assessment was conducted as part of the studies for the EIS.
Potential for a higher level of vehicles to be attracted to Northern Link and subsequent concerns about increased emissions.	The air quality modelling conducted for the EIS takes into account traffic increases forecast in the traffic modelling.
Need for online real-time monitoring and reporting of air quality during construction and operation of Northern Link, including monitoring at Anzac Park and Victoria Park.	Air quality monitoring has been ongoing at Anzac Park, Toowong since November 2007, and at Kelvin Grove since July 2008. Monitoring will continue at these locations.
Visual impact of ventilation outlets from open space and residential areas, including potential impacts on property values.	The project reference design includes ventilation outlets in non-residential areas – adjacent to the Western Freeway, and in Victoria Park Golf Complex – which limits the visual impact of the outlets.
Cumulative air quality impacts of the Clem Jones Tunnel (CLEM7) ventilation outlet, at Bowen Hills, the Airport Link ventilation outlet, at Windsor and the proposed Northern Link ventilation outlet, at Kelvin Grove.	The EIS examines the cumulative air quality impacts of the three projects.

Traffic and transport issues and outcomes

Traffic and transport issues included construction-related matters such as traffic disruptions and impact of construction vehicles, as well as operational issues such as changes to traffic on local and regional road networks.

Many community members are concerned that Northern Link would attract additional traffic from outer areas to travel through suburban streets in Toowong and Kelvin Grove to access the tunnel.

Community members also identified benefits resulting from reduced traffic on some surface roads and opportunities to provide better local environments.

Other traffic and transport issues identified during consultation on the EIS and concept design and how these have been addressed are outlined in Table 1-10.

Table 1-10 Traffic and transport issues and outcomes

Issue	Outcome
Concern about changes to local traffic access during construction and operation, motorists trying to avoid the toll and motorists avoiding traffic congestion caused by construction works.	The EIS identifies how the project would impact on traffic volumes on key arterial and local roads in operation. It also recommends construction traffic management strategies.
Concern about 'funnelling' of traffic into the tunnel through the closure of some surface roads and loss of traffic lanes on surface roads.	The project reference design does not include closure of any arterial roads and the existing capacity of the surface road network would be maintained.
Need to maintain safe and easy access for local streets near surface connections.	Construction of the project reference design would see changes to access to some local streets, but safe access would be maintained.
Consideration of a congestion tax for users of existing roads to discourage car use.	The EIS has not considered a congestion tax, but assesses two alternative options to improve travel between the Western Freeway and ICB.
Need for consideration of alternative transport options and improvements to public transport facilities to reduce dependence on private vehicles.	The EIS assesses two alternative options to improve travel between the Western Freeway and ICB.
Need to address issues with north-south travel through Toowong before looking at east-west travel.	Queensland Transport's WBTNI is examining options to facilitate improved north-south travel through Toowong and within the Western Brisbane corridor generally.

Construction impacts issues and outcomes

Impacts for residents near construction works and impacts on properties and community facilities as a result of construction activities were frequently raised issues.

Impacts of vibration on buildings and building occupants were raised as concerns, especially for residents above the tunnel alignment in Toowong, Auchenflower, Paddington, Red Hill and Kelvin Grove.

The need for safe pedestrian and cycle access (including for elderly, school children and for people with mobility or sensory impairment) to be maintained near construction worksites and surface works was an important issue for many community members. This includes:

- in the vicinity the Toowong roundabout, and the Toowong worksite, particularly on Milton Road;
- in the vicinity of the Kelvin Grove worksite, near Musk Avenue and Upper Clifton Terrace;
- along the Inner City Bypass (ICB), due to trucks and heavy machinery; and
- across and along Frederick Street and Milton Road, including to community facilities such as local schools, bus stops, and the 'Cat and Fiddle' shopping centre, on the corner of Morley Street and Milton Road.

It was also of concern to the community that local residents, students and parents at local schools and the elderly are adequately notified of changes to pedestrian access during construction and specifically in the vicinity of worksites.

Specific issues and outcomes are outlined in **Table 1-11**.

Table 1-11 Construction issues and outcomes

Issue	Outcome
Operation hours of tunnelling and disruption for residents caused by night-time tunnelling works, particularly at the Toowong and Kelvin Grove connections.	Engineering and vibration specialists were available at community information sessions to discuss potential construction impacts. An interactive noise and vibration display, which identified those properties that would experience noise and vibration impacts, was available at the August round of consultation. The EIS recommends a range of mitigation measures including temporary relocation of residents if the level of vibration becomes high enough as to cause sleep disturbance.
Potential damage to buildings and structures, including swimming pools, caused by vibration and subsidence.	Engineering and vibration specialists were available at community information sessions to discuss potential construction impacts. An interactive noise and vibration display, which identified those properties that would experience noise and vibration impacts, was available at the August round of consultation. The EIS recommends that building condition surveys be conducted prior to construction works, at those properties where predicted vibration levels are above the accepted 'Guide Value'.
Process for compensation and rectifying damage to properties caused by vibration or subsidence.	The property team was available at community information sessions and staffed displays and also via phone and email to discuss potential construction impacts and the process for repairing construction-related damage. The EIS recommends that building condition surveys be conducted prior to construction works, at those properties where predicted vibration levels are above the accepted 'Guide Value'.
Impacts of construction noise from surface works on nearby residents, businesses, Mt Coot-tha Botanical Gardens, the Toowong Cemetery, Queensland University of Technology (QUT), Kelvin Grove Urban Village, and community facilities, including the need to provide temporary noise barriers to reduce impacts of construction noise.	The Environmental Management Plan (EMP) recommends a range of noise mitigation measures for worksites and surface works.
Air pollution resulting from construction activities, such as dust generated from surface works and spoil haulage, and impacts of emissions from construction vehicles.	The EMP recommends the use of enclosed, acoustically lined sheds over tunnel portals to suppress construction dust, and the use of covered trucks and a covered conveyor for spoil haulage. The air quality assessment, included in the EIS, takes into account the emissions from construction vehicles.
Timing and duration of construction activities, including concern if construction activities were to occur 24 hours a day.	The EIS recommends that the hours of surface construction works be limited. Tunnelling works would likely proceed 24 hours, except in areas of shallowest cover where vibration levels are expected to be highest.
The removal of spoil from construction worksites, including haulage routes, need for consideration of rail for spoil haulage and timing and duration of spoil haulage.	The EIS recommends the use of a covered conveyor system from the Western Freeway worksite to the Mt Coot-tha Quarry to minimise the number of truck movements, and also as a sustainability measure whereby tunnel spoil would be recycled.
Disruption to access to Milton Road, to drop-off and pick-up areas of local schools, and access to QUT, including impact on parking for parents and students.	The EIS recommends a construction traffic management plan, which would ensure that safe drop-off and pick-up areas for local schools and access to QUT were maintained throughout construction.
Need to provide safe access near worksites to avoid confusion and uncertainty for motorists.	The EIS recommends traffic management measures near construction works to ensure safe access for motorists, cyclists and pedestrians is maintained.

Impact of traffic disruptions and changes to local access near worksites and construction works, and the need to maintain access to properties during construction works.	The EIS recommends traffic management measures near construction works to minimise impacts on local streets.
Impact on recreation areas, and community facilities, including loss of open space and significant trees in Toowong and Kelvin Grove, disruption to bicycle paths and pedestrian access, loss of amenity for park users due to construction noise, and loss of land area or use of Brisbane Grammar School playing fields.	The EIS recommends measures for mitigation of impacts on pedestrian and cycle access, and changes to parks, including collaboration with local residents in relation to managing the changes.
Impact on parking for residents and businesses near construction worksites due to workers parking in local streets.	The EMP recommends preparation of an employee parking policy for construction worksites, in order to avoid impacts associated with project parking in local streets.

Community facilities issues and outcomes

Potential impacts on community facilities, particularly local schools and open space and recreation areas, are important community issues. This included construction impacts as well as longer-term operational impacts.

Impact on open space and recreation areas, particularly Quinn Park, Anzac Park and McCaskie Park, and the Mt Coot-tha Botanic Gardens, was of key concern to many residents and was frequently raised at consultation activities.

Other impacts for community facilities identified during community consultation included impacts on QUT and the Kelvin Grove Urban Village.

Specific issues and outcomes are outlined in **Table 1-12**.

Table 1-12 Community facilities and outcomes

Issue	Outcome
Loss of open space and recreation areas due to construction activities (ie: construction worksites) and surface infrastructure (ie: road widening).	The EIS recommends that the Toowong and Kelvin Grove worksites be rehabilitated as landscaped open space areas following construction.
Disruption to pedestrian and cycle access along and to the Western Freeway, Sylvan Road and Croydon Street, in Toowong, and at Kelvin Grove Road and Upper Clifton Terrace, in Kelvin Grove.	The project reference design was altered to improve pedestrian access from Upper Clifton Terrace to Kelvin Grove Road. The EMP recommends that pedestrian and cycle connectivity be maintained throughout construction
Loss of amenity for the users of Quinn Park and McCaskie Park, resulting from the construction activities and operation of Northern Link, such as noise, visual impact of surface infrastructure, and disruption to park access.	The EIS recommends measures for mitigation of impacts on parks, including collaboration with local residents in relation to managing the changes.
Loss of vegetation, including vegetation that has high community or ecological value (ie: the fig trees on Kelvin Grove Road, opposite McCaskie Park and the Crows Ash, on Sylvan Road).	The surface works on Kelvin Grove Road, near Blamey Street, proposed as part of the project reference design were shifted to reduce the impact on the fig trees in Marshall Park. The EIS recommends that relocation of the two affected fig trees, from Marshall Park to McCaskie Park, be investigated by a qualified arborist.

The need to replace any loss of open space, including replacement of mature tree species.	The EIS recommends that the Toowong and Kelvin Grove worksites be rehabilitated as landscaped open space areas following construction.
Noise and dust from construction activities at QUT and Kelvin Grove Urban Village.	The EMP recommends the use of an enclosed, acoustically lined shed to reduce noise and dust from construction and temporary noise barriers.
Increased traffic noise from transition structures, including the need to provide appropriate noise attenuation measures.	The EIS recommends the installation of noise barriers in suitable areas.
Pedestrian safety for students in the vicinity of worksites and transition structures, including across Milton Road in Toowong and Kelvin Grove road near QUT.	The EIS recommends measures to ensure that safe pedestrian and cycle access be maintained during construction works.
Proximity of ventilation outlet at Kelvin Grove and nearby schools, QUT and the Royal Brisbane Hospital.	The EIS includes a health risk assessment of Northern Link, and discussion of the process for selection of vent outlet locations.
Changed access to QUT and Kelvin Grove Urban Village.	Cut and cover works were extended on the ICB to retain the existing access between Victoria Park Road and the ICB.

Project design issues and outomes

A number of issues were raised that directly related to the project design, including the tunnel alignment and location and surface connections. Many of these issues also related to impacts on property, open space and traffic and transport. Specific issues and outcomes are outlined in **Table 1-13**.

Table 1-13 Design issues and outcomes

Issue	Outcome
The Toowong connection be relocated to Anzac Park, rather than adjoining and impacting on residential properties.	Design and traffic engineering staff were available at community information sessions to explain the design constraints and traffic requirements, which do not support the relocation of the local access to Anzac Park.
The tunnel alignment be moved further north, to follow the natural ridges, or further south, to follow Milton Road.	Staff were available at community information sessions, staffed displays, on the phone and via email to explain that the project alignment was chosen because it follows favourable geology for tunnelling and allowed a good connection to Kelvin Grove Road.
The western connection be redesigned to link to Moggill Road.	Design and traffic engineering staff were available at community information sessions to explain the design constraints and traffic requirements, which do not support the relocation of the local access to Moggill Road.
The elevated structures at Milton Road and Frederick Street should be reduced to one lane each, to reduce the impact on Milton Road.	Traffic engineering staff were available at community information sessions to explain the reasoning behind the proposed design capacity of the ramp structures.
The Toowong connection be redesigned or removed.	The EIS examines the feasibility of the project with and without local connections. All potential impacts of the Toowong connection (and the Kelvin Grove connection) have been assessed in detail in the EIS.
The cut-and-cover section of the ICB connection be extended to allow access to and from Victoria Park Road to be maintained and to reduce the noise impacts for nearby residents.	Cut and cover works were extended on the ICB to retain the existing access between Victoria Park Road and the ICB.

Integration of Northern Link with other major infrastructure projects

The relationship between Northern Link and other infrastructure projects and proposals (ie: Western Brisbane Transport Network Investigation (WBTNI) and the proposed East-West Link) was frequently raised by community members during consultation.

Many people suggested the planning for Northern Link be integrated with planning for other projects, to minimise the cumulative impacts on local residents, businesses and road users. Of particular concern were cumulative construction (noise, dust, traffic on Milton Road, Frederick Street and the ICB), air quality and social impacts, if the projects were in close proximity of each other.

1.5.2 Project benefits

There is widespread community recognition that there is a significant issue with traffic congestion in western Brisbane, and that there is a need to 'do something' to address the increasing traffic and transport issues. Many people who expressed concern about potential impacts of Northern Link also expressed support for the overall project objectives.

Project benefits identified by consultation participants include:

- opportunity for express buses from the western suburbs to use the tunnel;
- better air quality near existing heavily congested roads where surface traffic is reduced;
- potential to reduce freight vehicle numbers on surface roads;
- opportunities to facilitate urban regeneration outcomes;
- improved amenity for areas with reduced congestion;
- opportunity to free up surface roads to create easier access for public transport; and
- faster and more direct routes between home and work, as well as access to a motorway standard road network in the morning and afternoon peak periods.

1.5.3 Agency consultation

Two rounds of State and Council agency briefings were conducted as part of the consultation for Northern Link. The first round of briefings, held in December 2007, provided an overview of the need and justification for the project and project objectives. Attendees were also encouraged to make formal submissions on the draft ToR. The second round of briefings was held in May 2008 and updated attendees on the development of the project, including the addition of local connections to Milton Road and Kelvin Grove Road.

The key issues about the project raised in the agency briefings were:

- impact on connecting roads (ICB, Kingsford Smith Drive, Milton Road, Croydon Street, Western Freeway);
- cumulative construction impacts of Northern Link, Airport Link, the Clem Jones Tunnel, and the Gateway Upgrade Project;
- impact on Kelvin Grove Urban Village;
- integration of Northern Link and the road tunnel proposed between Toowong and Everton Park, identified as an option in the Western Brisbane Transport Network Investigation;
- safety and emergency access;

- property requirements for project (surface and volumetric);
- water requirements for project construction; and
- air quality and ventilation.

1.6 Conclusion

Approximately 3,500 people have participated in consultation during the preparation of the EIS and project design and more than 90,000 households and businesses have received direct communications from the project team. More than 2,700 individual comments were analysed to inform this consultation report.

Community consultation identified a range of social, economic and environmental issues for consideration in the EIS investigations and development of the project design. These issues related to local and regional benefits and impacts as well as local benefits and impacts near surface infrastructure, the tunnel alignment and construction activities.

Throughout the community consultation process, a number of community groups were identified as having an interest in the Project. These groups have expressed concerns about the impacts of the Project on their local communities.

- **Toowong Tunnel Solutions Group** has concern with the Milton Road portals and the associated widening of Milton Road and Croydon Street. The group also has concerns about increased traffic in the area and reduced air quality.
- **Save the Inner West** has concerns about the tunnel alignment beneath an historic area and the potential air quality impacts from the ventilation outlets.
- **Normanby Action Group** expressed concern over potential impacts on the Kelvin Grove area in terms of traffic noise, car parking, pedestrian and cycle connectivity as well as car parking.
- **Sylvan Road Residents Action Group** expressed concern about the impact of the Toowong connection on local roads, particularly Sylvan Road if additional road upgrades are not carried out in this area prior to Northern Link.

While some aspects of the Northern Link reference project are known to be of concern to local residents, the feedback provided during preliminary consultation has assisted in clarifying the nature and scope of those concerns for inclusion in reporting in the EIS. However, there is also recognition that the Project would bring about a range of key regional and local area benefits.

Specifically, key **regional** benefits and impacts identified during community consultation include:

- potential for Northern Link to exacerbate existing congestion issues on Milton Road, the Toowong roundabout, and Sylvan Road, causing further delays for motorists in the area;
- opportunities to reduce traffic on some surface roads;
- potential impacts of spoil removal, including impacts of spoil haulage on traffic congestion, and cumulative impacts of Northern Link and the Airport Link spoil haulage programs;
- traffic disruption and increase in congestion caused by construction works;

- impact on regional open space and recreation areas and facilities, including loss of parkland at Quinn and McCaskie parks, and need for the pedestrian and cycle access to be maintained during construction and operation; and
- impacts of tolling, including cost of toll and the need to consider differential tolls, including for pensioners, commercial vehicles, peak periods, and shorter distances, to encourage people to use the tunnel, and the need to maintain alternatives to Northern Link.

Key **local** benefits and impacts identified by community members during consultation include:

- property impacts, including near surface infrastructure, tunnel alignment and construction works, impact on property values and property resumptions;
- appearance of the Toowong connection with elevated structures near the already congested Toowong roundabout;
- visual impact of tunnel infrastructure, including transition structures and ventilation outlets;
- construction impacts on residential neighbourhoods, local businesses, community facilities and transport networks, including noise, dust, and parking for construction workers;
- air quality and ventilation, including changes to air quality and potential health effects, location of ventilation outlets and proximity to residential areas, schools, aged care and open space areas, need for filtration to be included in ventilation outlets, and visual impact of ventilation outlets including impact on property values and potential for mitigation of visual impacts;
- social and community benefits and impacts, such as impact on community facilities, changes to local neighbourhoods, and opportunities to improve urban landscapes to create better conditions in residential areas and local centres; and
- local traffic issues, including changes to local traffic access.

Consultation would continue for the duration of the EIS, including the public exhibition and invitation for written submissions for an eight-week period from community members.