

AQUIS RESORT AT THE GREAT BARRIER REEF PTY LTD

ENVIRONMENTAL IMPACT STATEMENT

VOLUME 2

CHAPTER 14 SOCIAL

14. SOCIAL IMPACTS

14.1 SOCIAL PROFILE

14.1.1 Historical Development of Cairns and its Region

Cairns was founded in 1876 (almost 100 years after Sydney and 50 years after Brisbane), as the best port site along the coast to service initial gold rushes and mining development in the hinterland.

Mining development received setbacks from the 1920s, and agricultural development took over as the main source of growth, especially sugar on the coast and cattle in the hinterland and some mixed farming on the Tablelands.

By 1947, Cairns had a population of 16 800, while the region including the Peninsula and Gulf had a population of about 77 000. Since 1947, the region's population expanded strongly and Cairns urban area grew almost ten-fold to its current level of over 150 000 residents plus approximately 20 000 – 25 000 additional visitors on any given day.

This growth has been underpinned by expansion of some aspects of mining, continuing expansion and diversification of agriculture, forestry and fisheries and tourism, progressing in recent decades to become a major sector in the economy.

The city has expanded its trade and business links to the near north and more recently developed a FIFO and mining services role across the north and into Papua New Guinea and Papua Indonesia. It has developed an important role as the major international hub airport in the north; the leading maritime and aviation service centre; and an important role in defence and surveillance, especially as the location of Australia's north eastern operational naval base.

Improvements in technology suited to the area— especially in fields like air-conditioning— tropical health and improved social infrastructure in education, health, sport and cultural activities, have helped the area move from being regarded as a 'hardship posting' to a desired place to live.

Against this background, Cairns' population profile has developed special features compared with most Australian regional cities.

The traditional Indigenous population in the region was dense compared with most areas of Australia. Late Victorian-era policies of establishment of missions and Aboriginal community settlements led to higher survival rates. Part of the greater Cairns' area population is the Yarrabah community, one of the largest Aboriginal communities in Australia with a population of 2600.

The region serviced by the City of Cairns includes a large area, from Cooktown north, in which the majority of the population is Aboriginal and Torres Strait Islander. As in other regions, there is a tendency for rural populations (Indigenous and non-Indigenous) to move into the regional cities. The Aboriginal and Torres Strait Island population represents 9.3% of Cairns urban area population compared to Queensland (3.6%) and Australia (2.5%).

Apart from residential population, Aboriginal people and Torres Strait Islanders from the broader region often visit Cairns for medical, other services and family reasons. Some have stayed. Aboriginal and Torres Strait Islanders account for 10.8% of the Cairns regional population (ABS Census 2011).

Apart from Aboriginal and Torres Strait Island population, there are remnant families of Pacific Island workers who were brought in to work on sugar plantations before Federation.

Early outside settlement of the area presented many challenges and in addition to a population of European background, there was a strong early influx of Chinese, Malay, Indian and Japanese associated with gold fields, sugar plantations and the pearling industry.

The region has maintained its population origins with a strong base of traditional European and Asian settlers, primarily families that have been in the area for up to 140 years.

Apart from Christian churches in the region, there are Sikh temples and old Chinese temples (Joss Houses) and mosques at Cairns and Mareeba. Chinese New Year has long been part of the social calendar.

Southern European migration, especially from Italy, commenced in the late 1800s and provided a boost to the local workforce, especially in the sugar industry. Further heavy waves of immigration followed in the 1920s and post-World War II period, and this had a considerable influence on local culture. The post-World War II period saw strong migration from Europe, including the Balkans.

Decolonisation in the 1950s, 60s and 70s also led to an influx of people of European origin who wished to continue living in the tropics, resulting in a scatter of families from Indonesia, Africa and the Caribbean, and most recently from Papua New Guinea. There are strong links between Cairns and Papua New Guinea, with PNG Independence Day functions being held in Cairns.

More recently, the major contributor to expand the city's population has been from southern Australia. A notable feature compared with other Queensland regional cities is the comparatively high proportion from interstate, attracted to Tropical North Queensland for a variety of reasons, settling into a different natural and social environment.

The rapid expansion of tourism has also brought an upsurge of residents born outside Australia. The most common countries of birth (in 2011) were England 4.2%, New Zealand 3.4%, Papua New Guinea 1.3%, Japan 1.0% and Philippines 1.0%, accounting for 10.9% of the Cairns LGA population. The varied origin of tourist visitors may have influenced this cultural diversity.

Thus, Cairns—while being predominantly a typical regional city with strong British/Australian traditions and structures—has elements of Indigenous, European, Asian and the Pacific Islands melded into its population and culture.

A further aspect of the city's social background is important. The attraction of the area's environment has led to a situation where people want to live in the area and when economic circumstances deteriorate, they will often stay rather than leave.

While this leads to comparatively higher levels of unemployment (ranging from 8% – 11% over the last three years), against a background of strong long-term, but volatile, levels of job creation, it also influences the city to:

- be dominantly private enterprise-oriented (Cairns has the highest business count of all Queensland regional cities – 13,326 as at June 2011)
- have comparatively high levels of self-employment
- have lower per capita incomes than would otherwise be the case.

14.1.2 Current Profile

Cairns is a linear city with a central area and suburbs stretching to the north and south.

Yorkeys Knob, where the Aquis Resort is proposed, is in the area generally referred to as the 'Cairns Beaches'. Within the Cairns urban area, there are distinct variations in socio-economic profile (ABS Census 2011).

Generally the Cairns Beaches area has a higher socio-economic profile than the south. The north has income profiles above state averages, and higher proportions of professionals; while the south has higher proportions of technicians, trades and lower incomes.

There are a number of distinct areas on the northern side of Cairns:

- Redlynch Valley – recently built suburbs with families and high incomes.
- Freshwater and Stratford – old hillside suburbs with a higher socio-economic profile and longer-term families.
- Far northern beaches (Trinity Beach to Palm Cove) – exhibit inward migration from southern Australia, higher socio-economic profiles and strong tourism employment. Added to this is the developing university campus at Smithfield. There is a low Indigenous population.
- Near beach suburbs of Machans Beach, Holloways Beach and Yorkeys Knob - average to lower socio-economic levels; high levels of never-married, de-facto, divorced, or separated; no religion; and a higher Indigenous population than other areas north of Cairns.

The central part of the city has three major divisions:

- The established hillside (dress circle) suburbs with higher socio-economic and long-term population – Edge Hill, Whitfield, around to Bayview Heights.
- The central, flat parts of the city with a mix of lower income suburbs, old housing and flats. Most of the aged persons' homes are in this area. There is a high proportion of older residents, along with a high proportion of young working-age and transient workforce living in unit, and fewer in family ages.
- Suburban area of the west of Mooroolool, Earlville and Woree.

The southern area has elements of:

- The remnant cane farming related families and old sugar mill towns of Edmonton and Gordonvale.
- The spreading suburban development catering to young families, relatively high trades employment and a lower socio-economic profile.

The areas immediately surrounding the city have substantial differences in social profile. These include Yarrabah, Babinda, Kuranda, Douglas, Cooktown, Cape York and the Gulf areas are discussed in the Social Impact Assessment (**Appendix P**).

14.1.3 Cairns Regional Population Projections

As at June 2031, the population of Cairns Regional LGA is projected to be 241 494, an additional 68 604 people from 2011. The population for the region is projected to increase by an average growth rate of 1.7% over the 20 year period between 2011 and 2031. In comparison, the population of Queensland is projected to increase at an average annual growth rate of 1.8% over the same period.

By 2016 the population is projected to be 190 657 or 17 767 additional people increasing to 241 494 or an additional 68 604 by 2031.

TABLE 14-1 PROJECTED POPULATION GROWTH - CAIRNS LGA

LOCAL GOVT AREA	2011	2016	2021	2026	2031	AVERAGE ANNUAL GROWTH RATE (2011 TO 2031)
Cairns LGA	172,890	190,657	207,756	224,426	241,494	1.7%
Queensland	4,611,491	5,092,858	5,588,617	6,090,548	6,592,857	1.8%

Source: Queensland Government population projections, 2011 edition (medium series).

14.1.4 Sub-regional Areas

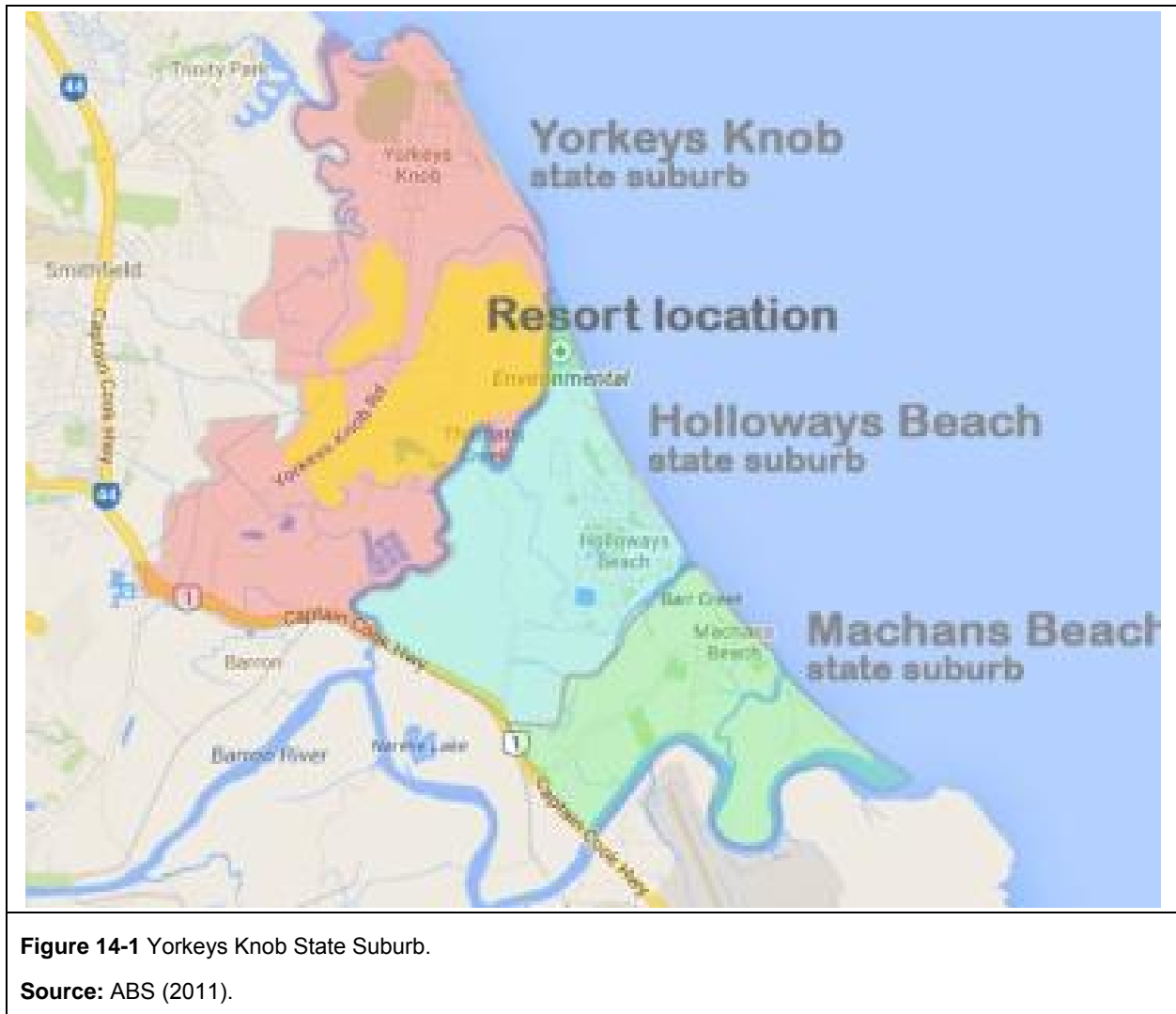
Table 14-2 below outlines a hierarchy of sub-regional areas adopted for comparison of social data and identification of social impacts and mitigation strategies.

TABLE 14-2 CAIRNS SUB-REGIONS – HIERARCHY OF AREAS

SUB REGIONAL AREA	GENERAL DESCRIPTION	ABS STATISTICAL AREA
Yorkeys Knob	East of Smithfield, north of Thomatis Creek and Richters Creek.	State Suburb
Cairns Beaches	Suburbs of Machans Beach, Holloways Beach, Yorkeys Knob, Brinsmead, Freshwater, Redlynch, Caravonica, Smithfield, Trinity Park, Trinity Beach, Kewarra, Clifton Beach, Palm Cove.	YK/Machans SA2 Trinity SA2 Clifton SA2 Redlynch SA2 Freshwater SA2 Brinsmead SA2
Cairns Urban Area	Cairns North + Cairns CBD and Suburbs south of Cairns CBD to Gordonvale.	Cairns North SA3 Cairns South SA3
Cairns Region	Cairns Urban Area + Port Douglas, Mossman, Tablelands and south to Innisfail.	Cairns North SA3 Cairns South SA3 Douglas SA3 Tablelands SA3 Innisfail/Cassowary SA2
Cairns Service Area	Cairns Region + Cape York and areas in the Gulf of Carpentaria.	Cairns SA4 Far North SA3 Carpentaria SA3

Source: Queensland Government population projections, 2011 edition (medium series).

Figure 14-1 to Figure 14-5 show the hierarchy of areas.



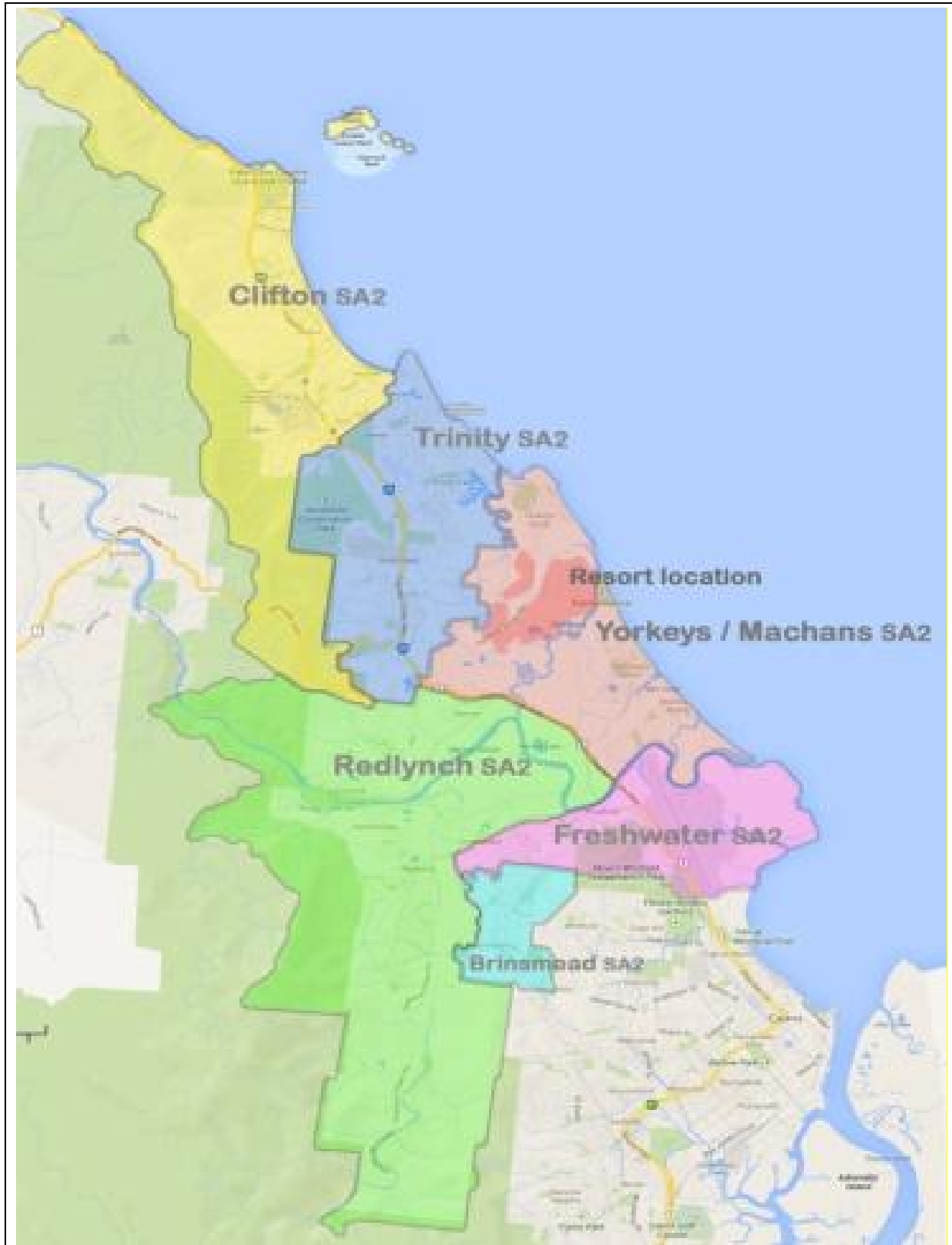


Figure 14-2 Cairns Beaches.

Source: ABS (2011).



Figure 14-3 Cairns Urban Area.

Source: ABS (2011).

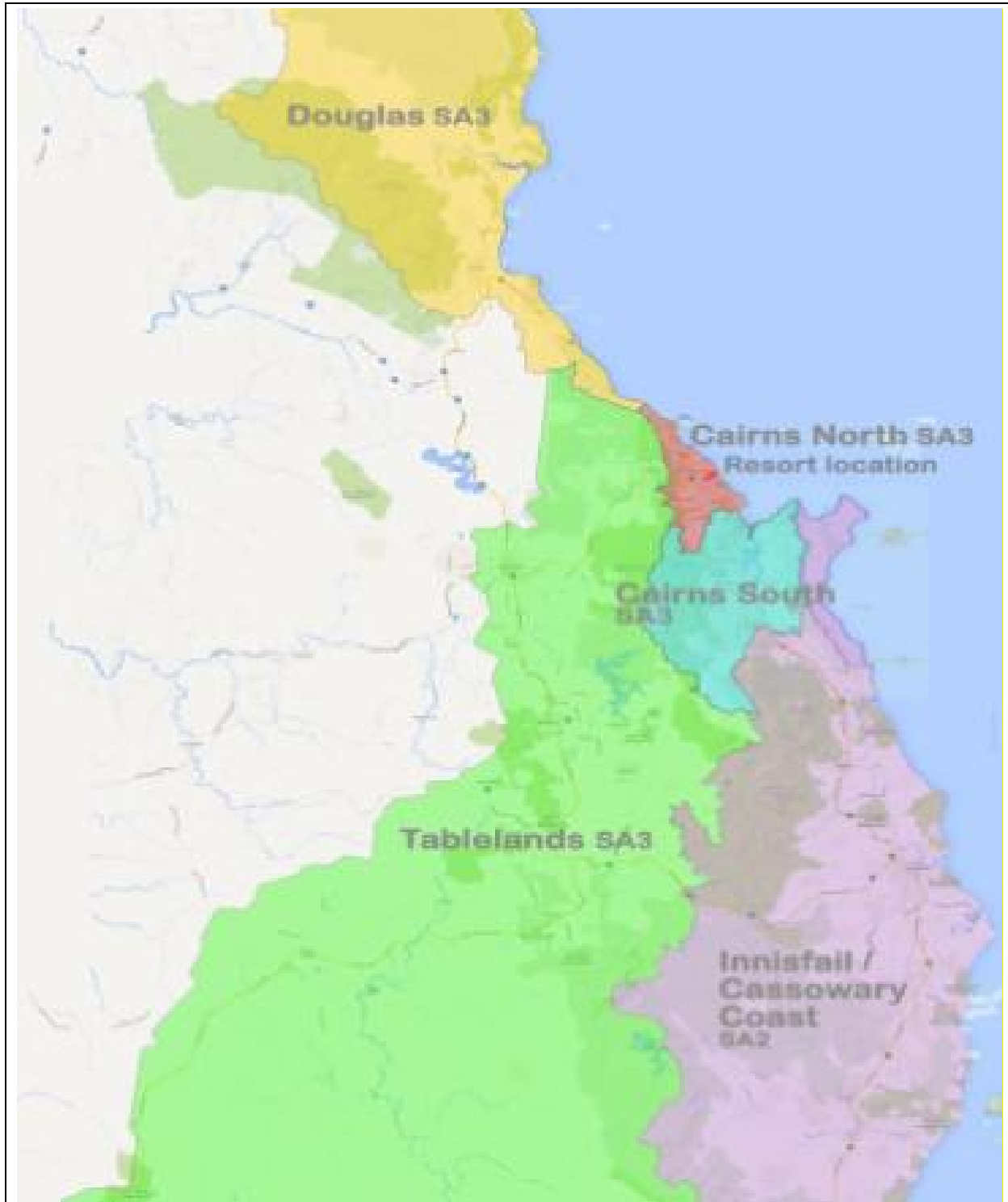


Figure 14-4 Cairns Region.

Source: ABS (2011).



Figure 14-5 Cairns Service Area.

Source: ABS (2011).

The overall population of each area (ABS 2011 Census), by usual place of residence and estimate residential population, is shown in **Table 14-3**.

TABLE 14-3 POPULATION IN STUDY AREA (2011 CENSUS)

AREA	USUAL PLACE OF RESIDENCE
Yorkeys Knob	2766
Cairn Beaches — additional	44 453
Sub total	47 219
Cairns Urban Area (Cairns Beaches and South) — additional	94 731
Sub total	141 950
Cairns Region — additional	82 486
Total	224 436

Source: Cummings Economics from ABS Census 2011 data.

Note: Census 'Usual Place of Residence' figures represent an undercount of population.

ABS estimated residential populations for 2011 and 2012 are shown in **Table 14-4**.

TABLE 14-4 ESTIMATED RESIDENTIAL POPULATION

AREA	2012
Cairns Beaches	50 182
Cairns Urban Area - additional	100 426
Sub total	150 608
Cairns Region - additional	86 384
Total	236 992

Source: Cummings Economics from ABS Regional Population Growth 3218.0.

Table 14-5 shows that compared to other regional cities in northern Queensland, Cairns and immediate region has the largest concentration of population in northern Australia.

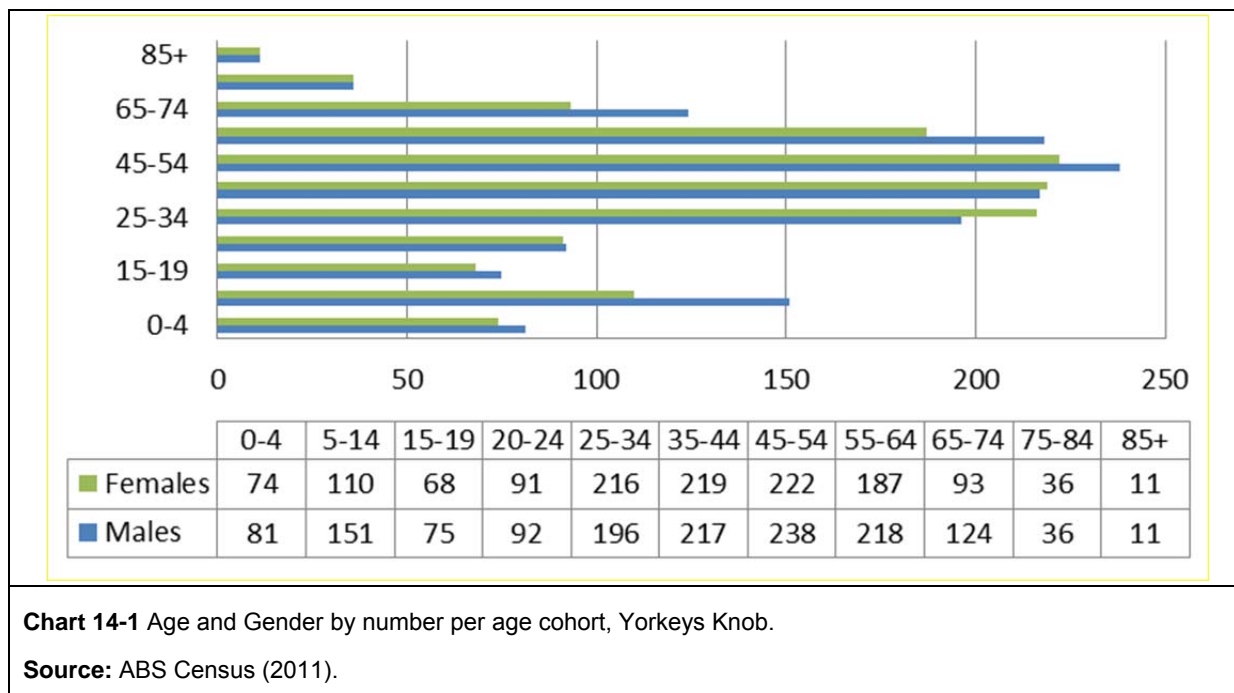
TABLE 14-5 ESTIMATED RESIDENTIAL POPULATION, QUEENSLAND REGIONS, 2012

AREA	CITY	CITY & IMMEDIATE REGION SA4S
Cairns	151 121 ⁽¹⁾	236 992
Townsville	184 768 ⁽²⁾	229 542
Rockhampton/Fitzroy	115 399 ⁽²⁾	223 089
Mackay	118 719 ⁽²⁾	175 702

Source: Cummings Economics from ABS Regional Population Growth 3218.0. (1) Note: Cairns North and South SA3s. (2) Note: SA3s.

14.1.5 Yorkeys Knob

Yorkeys Knob, as a state suburb (postcode 4878), has the following age and gender profile.



The suburb's social profile (2011) is summarised as follows:

- population: 2766 (comprising 48% females and 52% males)
- median/average age: 39 years of age (two years above the Australian average)
- born in Australia: 71.3% of people living in suburb. (Other top responses for country of birth were England 6%, New Zealand 4%, Germany 1.2%, Papua New Guinea 1.2%, Canada 0.7%)
- speak English as their first language: 85.5% of people (other spoken languages include 1% German, 0.8% Japanese, 0.7% Italian, 0.4% Dutch, 0.4% Spanish)
- religions: 32.8% no religion, 20% Catholic, 17.4% Anglican, 3.9% Uniting Church, 3.7% Presbyterian and Reformed
- marital status: 32.8% of people married, 43.3% never married, 16.2% divorced and 4.2% separated
- employment: 58.1% employed full time, 28.1% employed part time
- unemployment: 7.9%
- occupations: professionals 19.8%, technicians and trades workers 15.3%, clerical and administrative workers 12.7%, community and personal service workers 12.3%, sales workers 12%, labourers 10.2%, managers 9.6%, machinery operators and drivers 5.7%
- vehicles per household: 1.5
- median individual income: \$620 per week
- median household income is \$938 per week
- home ownership: 19.3% fully owned, 24.5% being purchased
- rental properties: 52.9% of accommodation
- median rent: \$230 per week
- median mortgage repayment: \$1473 per month.

The following chart shows the majority of Yorkeys Knob residents have a 'place of work' in the Cairns beaches, Cairns CBD and Cairns south (southern area of the Cairns urban area). Of these, 87% travel by car as driver or passenger, a further 8% travel by bus or walk to work.

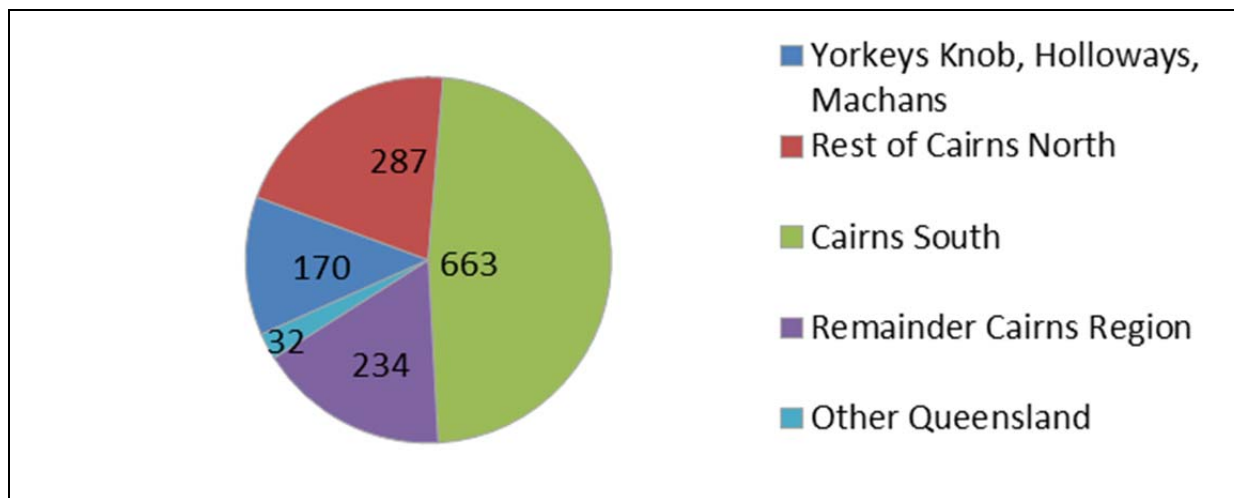


Chart 14-2 Place of Work, Yorkeys Knob.

Source: ABS Census (2011).

A full profile and comparison of Yorkeys Knob to the other Cairns areas and Queensland is contained in **Appendix N**. According to the Socio-Economic Indexes for Areas (SEIFA) Index (relative socio-economic advantage and disadvantage in terms of *'people's access to material and social resources, and their ability to participate in society'*), the suburb of Yorkeys Knob has the following ratings:

TABLE 14-6 SEIFA SCORES – STATE SUBURB – YORKEYS KNOB

2011 STATE SUBURB CODE (SSC)	INDEX OF RELATIVE SOCIO-ECONOMIC ADVANTAGE AND DISADVANTAGE (IRSD)		INDEX OF ECONOMIC RESOURCES (IER)		INDEX OF EDUCATION AND OCCUPATION (IEO)	
	Score	Decile	Score	Decile	Score	Decile
31853	963	4	919	2	995	6

Source: State Suburb (SSC) SEIFA Summary (2011).

In terms of the decile (which divides a distribution into ten equal groups), scores for each of the four indexes indicates:

- IRSD (low index score indicates most disadvantaged; high index score indicates least disadvantaged): a score of 4 is likely to indicate a higher proportion of households with lower incomes, people with no qualifications and people in lower skilled occupations in the community.
- IER (low index score indicates most disadvantaged; high index score indicates most advantaged): a score of 2 indicates a relative lack of access to economic resources in general. This is not unexpected as it reflects the social profile for the area where there is a high proportion of rental accommodation, lower median rents, fewer households owning their own home and fewer higher incomes.

- IEO (low index score indicates most disadvantaged; high index score indicates most advantaged): a score of 6 may indicate a mixture of a higher level of qualifications associated with health care and university-based occupations, off-set by lower levels of qualifications and higher proportions of unemployed persons than other areas across the state.

14.1.6 Overview of Sub-regional Areas

The following charts provide a graphical overview of the profile of the sub-regional areas. A full profile and discussion is contained in **Appendix P**.

By way of summary the charts indicate:

- Yorkeys Knob has the highest median age across the region (39 years), compared with Cairns north (37 years), Cairns urban (35 years), Cairns region (37 years) and Queensland average (36 years).
- Yorkeys Knob has comparatively high rates of never married, divorced and separated residents, spread over older age groups.
- Cairns beaches (which includes Redlynch Valley and the Cairns beaches areas) has the highest proportion of 'couple families with children', while Yorkeys Knob has a comparatively high proportion of 'couple families without children' and 'one parent families'.
- Cairns beaches has a high proportion of four bedroom dwellings, mostly separate houses and a high percentage being purchased
- Yorkeys Knob has a significantly higher percentage of units/apartments and rented accommodation than other sub-regional areas.
- Throughout the Cairns region, unemployment is higher than the state average, with Yorkeys Knob some 2.3% points above the state average.
- Cairns north has a lower unemployment rate than the Cairns region.
- Vehicle ownership across the Cairns region is high. Less than 10% of households reported not owning a vehicle. The number of vehicles per household varies, with Yorkeys Knob reporting a lower rate. However this may reflect the lower number of families with children and single households in the area.
- Nearly 80% of people travelling to work in the Cairns region do so by car as the driver. Another 8% travel by car as a passenger. In 99% of cases, this was the only mode of transport used, and is higher than the state average.
- Travel by bus to work is very low overall. However Yorkeys Knob at 4%, is twice as high as the Cairns region overall and equals the state average. Bicycle usage is also low, with the average bicycle use as a mode of transport to work across Cairns region at 2%.
- Yorkeys Knob has a lower median household income and higher median personal income than the Cairns region. This may reflect the higher unemployment rate in Yorkeys Knob, and a higher proportion of single person households in the area.
- Median rentals and monthly mortgage repayments for Yorkeys Knob are lower, reflecting in part the higher number of single person households, couples without children, the number of flats and units, their age, size and construction. For Cairns north, weekly rentals and monthly mortgage repayments are very close to state averages.

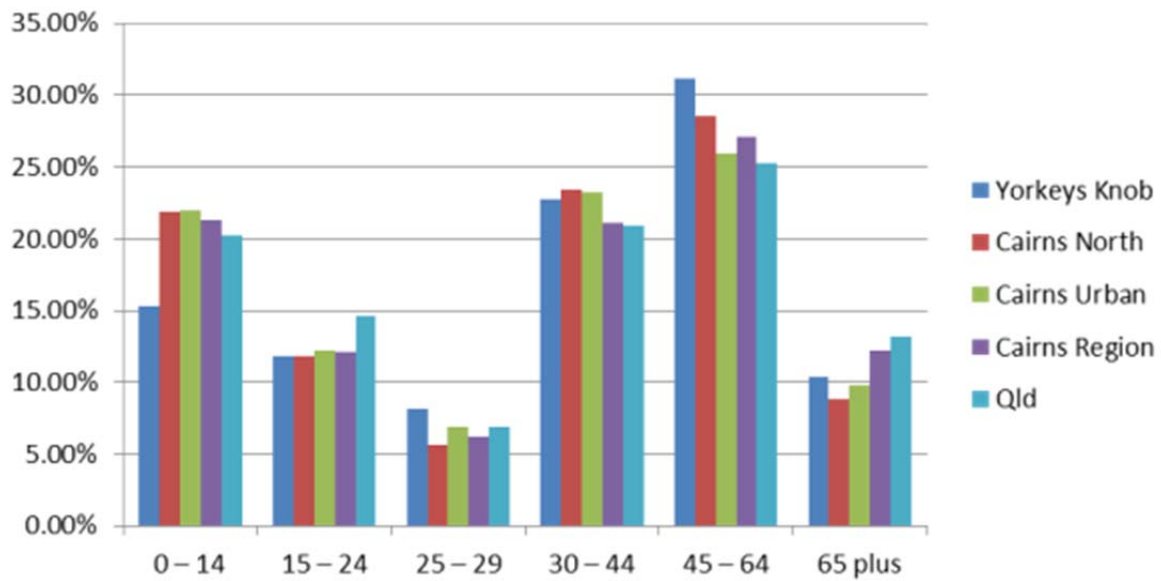


Chart 14-3 Age Profile across Sub-regional Areas.

Source: ABS Census (2011).

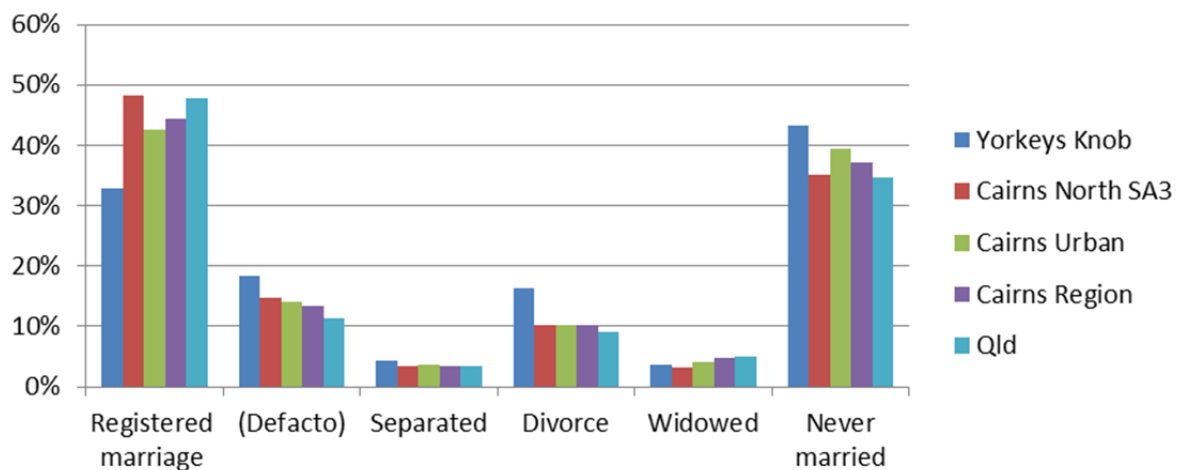


Chart 14-4 Marital Status across Sub-regional areas.

Source: ABS Census (2011).

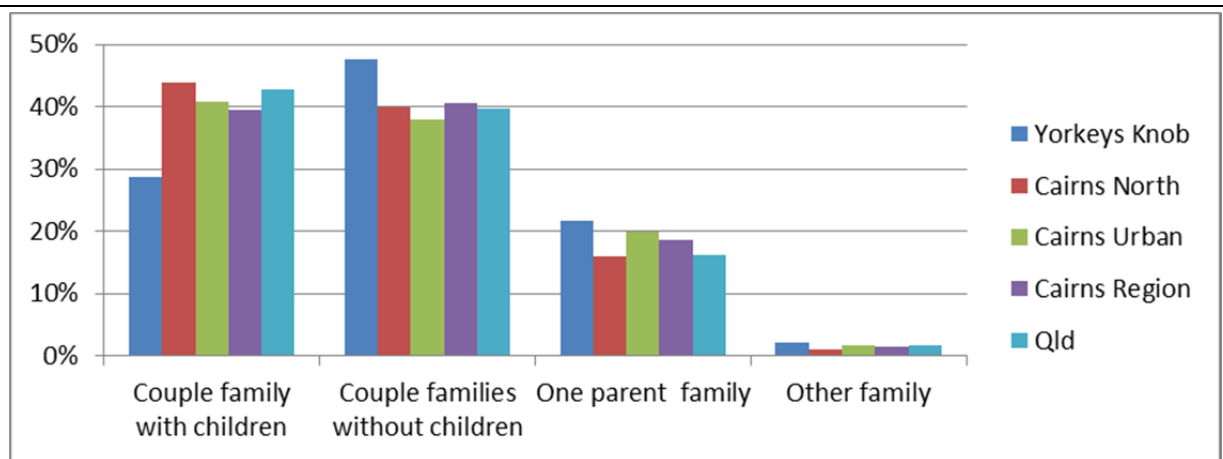


Chart 14-5 Household Composition across Sub-regional areas.

Source: ABS Census (2011).

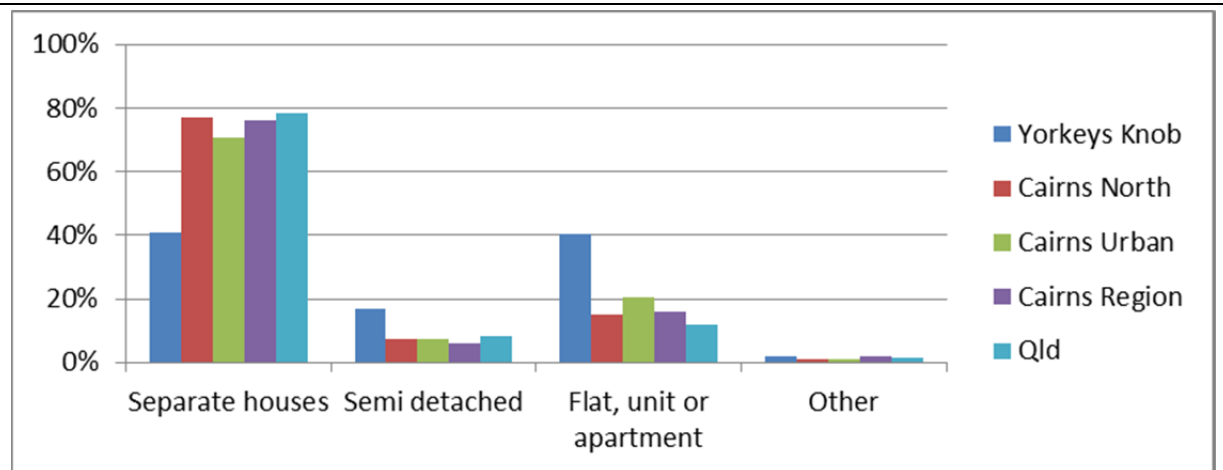


Chart 14-6 Dwelling Structures across Sub-regional areas.

Source: ABS Census (2011).

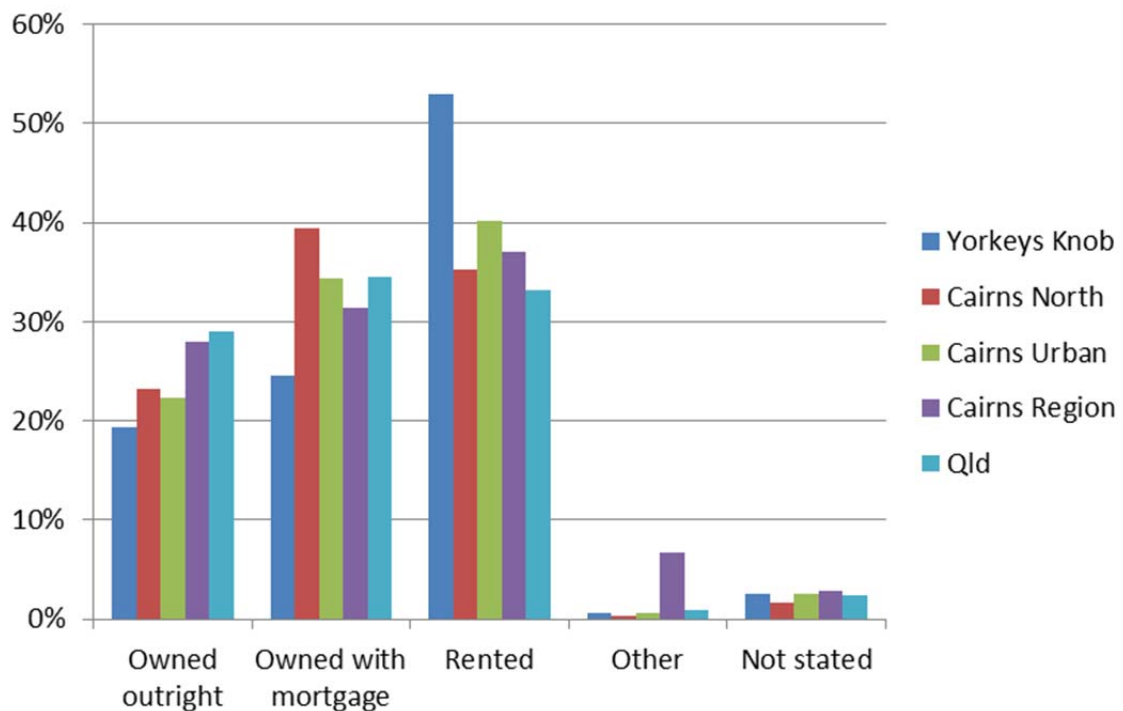


Chart 14-7 Dwelling tenure across Sub-regional areas.

Source: ABS Census (2011).

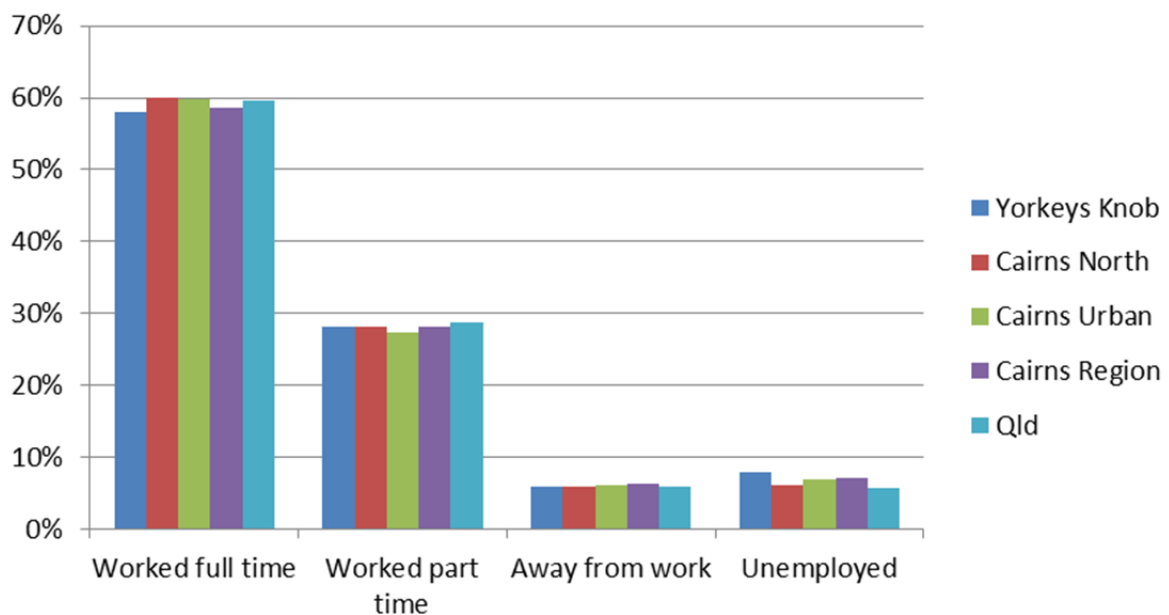


Chart 14-8 Workforce Status across Sub-regional areas.

Source: ABS Census (2011).

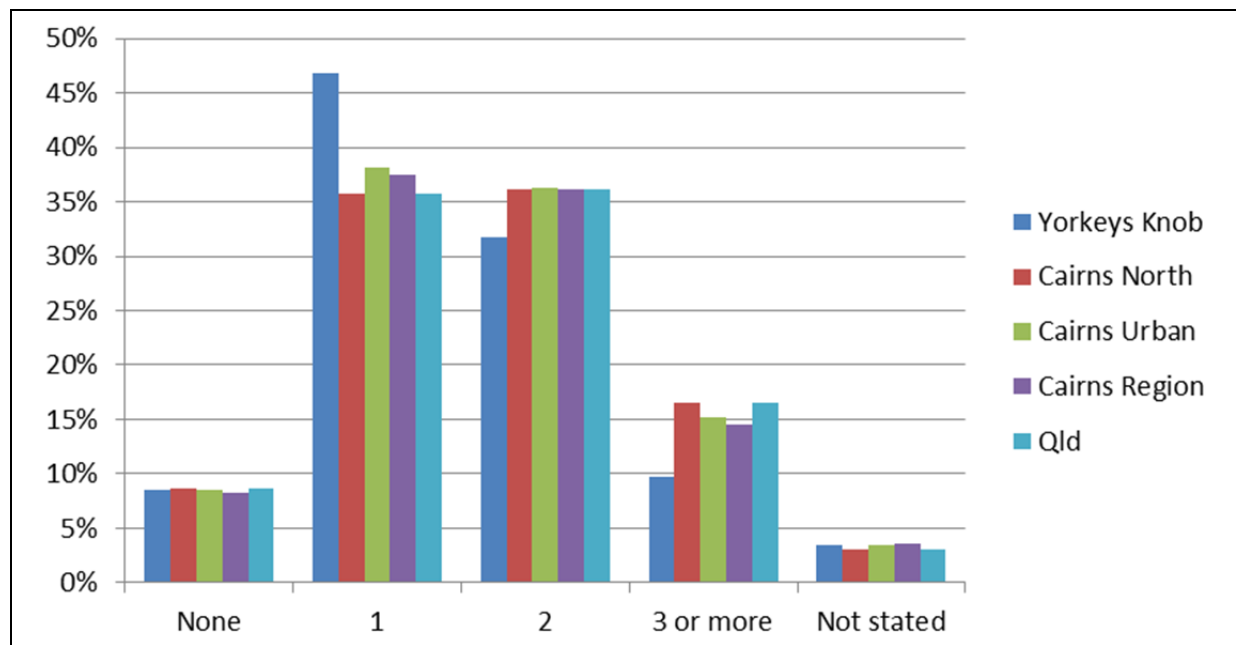


Chart 14-9 Number of Registered Vehicles per Dwelling across Sub-regional areas.

Source: ABS Census (2011).

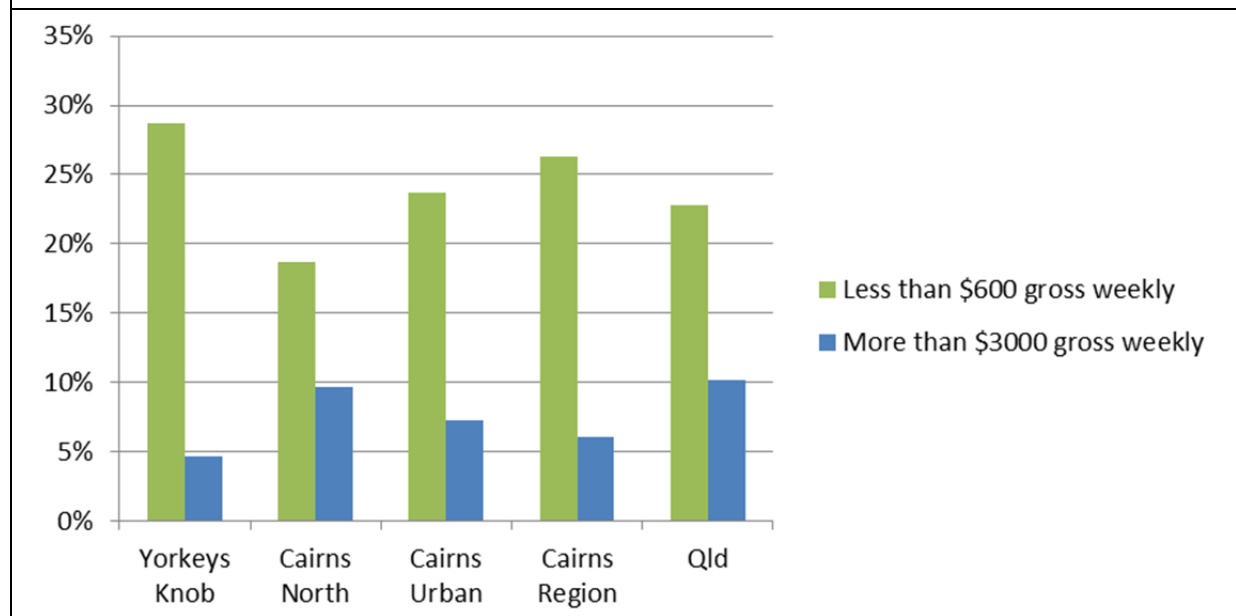


Chart 14-10 Household Income across Sub-regional areas.

Source: ABS Census (2011).

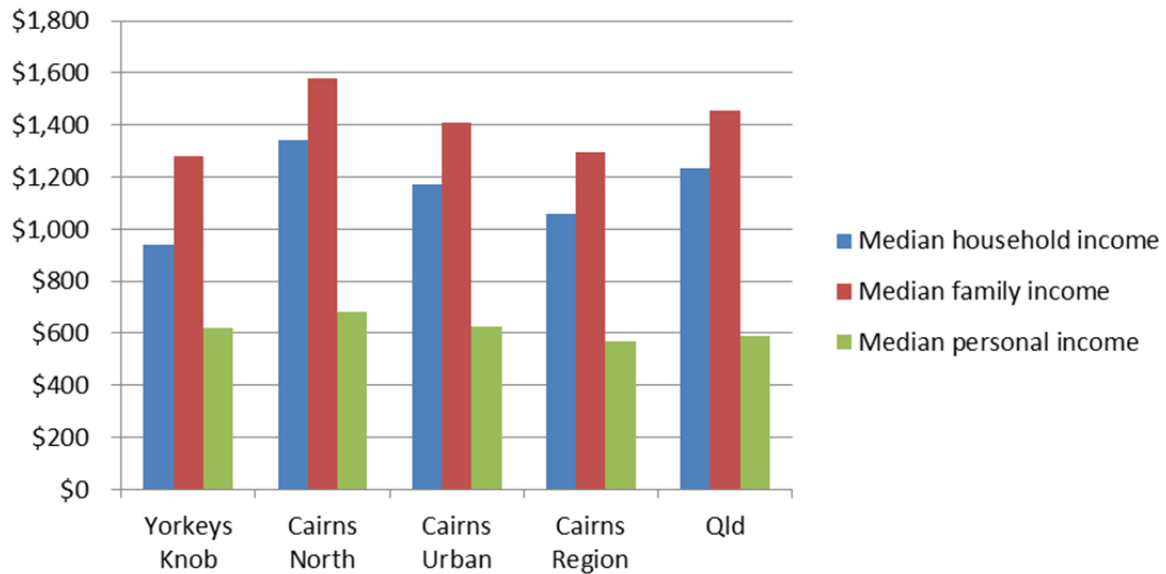


Chart 14-11 Median household, family and personal incomes across Sub-regional areas.

Source: ABS Census (2011).

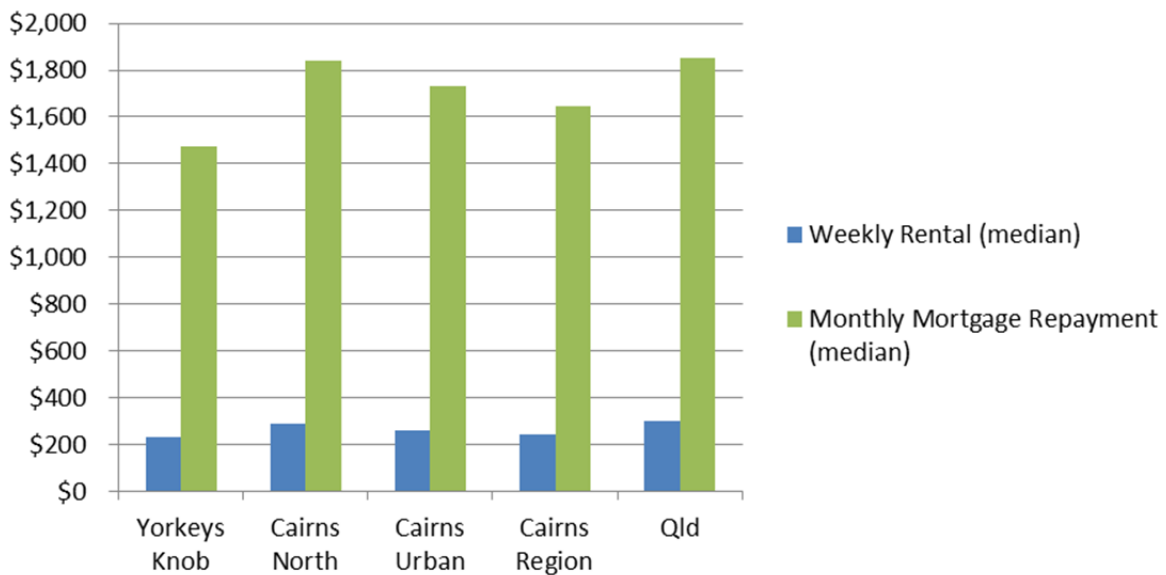


Chart 14-12 Median weekly rental and monthly mortgage costs across Sub-regional areas.

Source: ABS Census (2011).

The above charts indicate that while much of the social structure of Cairns urban area is similar to other Australian urban areas, there are some distinct differences:

- Population is slightly younger, in large part due to lower proportions over the age of 65. This is because most of the inward flow of population is in working age groups. Unlike the tourism/lifestyle Gold Coast and Sunshine Coast areas, Cairns has not attracted large numbers of retirees. In fact, there has been a tendency for some older age people to move south to be closer to better medical facilities and sometimes family.
- There is a distinctly lower proportion of people in the 15–24 age profile, in part due to lack of development of a university campus population commensurate with the overall population.

- While strong population growth can be attributed to the influx of people coming from southern Australia over the last three decades, there is a core of long-term families that includes long-term resident families from Asian countries, southern Europe and other tropical areas. Included in this group of long-established families is one of the highest proportions of Aboriginal and Torres Strait Island populations in Australian cities.
- Cairns urban area, and in particular Yorkeys Knob, has higher levels of never-married, de-facto, divorced, separated, one-parent families, and no religion categories compared with state averages.
- Employment patterns are heavily influenced by the city's role as:
 - the major service centre for the now largest regional population in northern Australia (with a strong catch-up taking place in government services such as health and education)
 - a transport hub
 - a major tourism centre.

Cairns urban area business community and employment includes high levels of small businesses and self-employed with strong levels of employment in business services compared with other northern cities.

14.2 STAKEHOLDER ENGAGEMENT

A comprehensive community and stakeholder engagement program has been conducted to receive feedback on the community's response to the project. The Communication and Stakeholder Engagement Plan is contained in the consultation report (**Appendix O**), which provides the results and outcomes of the communication and stakeholder engagement program.

The six objectives of the program were to:

- inform, consult and involve stakeholders and interested community members about the project and its likely impacts and benefits
- solicit aspirations concerns/local knowledge, for use as inputs to the project and for project refinement throughout the preparation of the EIS
- establish two-way communication about the project
- minimise the amount of misinformation that may circulate about the project
- identify potential impacts and where possible, provide recommendations for measures to mitigate those impacts
- identify benefits and opportunities that the project presents to the local and regional community.

A suite of communication and engagement tools were utilised to undertake this program. This included a project website, Q&A, and two shop-front displays (fully staffed at Cairns Central Shopping Centre and Yorkeys Knob). Broad public comment was received via feedback forms, website comments and various social media sites – Facebook, blogs, radio and media websites.

Stakeholder engagement was undertaken with CRC, state and federal government departments and agencies, in relation to technical aspects of the project.

A targeted stakeholder engagement program was undertaken to provide further opportunities for public involvement in the project and more direct inputs from a variety of interest areas, such as community, environment and economic. A community reference group (CRG) was formed which comprised 12 members of the local community, business, and environmental interests. The CRG met three times. Participant inputs were recorded and fed back into the project refinement process. Four focus groups (business, tourism, environment, and emergency services) were conducted, and their comments and issues recorded as inputs and feedback.

Further one-on-one meetings were held with a series of organisations identified as being potentially impacted, or having a specific interest in, or influence on, the project. This included Cairns Airport, Mulgrave Mill, Irukandji Indigenous group, Cairns Convention Centre, Half Moon Bay Golf Club, Yorkeys Knob Business Association, and Yorkeys Knob Residents Association.

Approximately 2000 responses were received, all of which were logged in a project issues register and used in project planning.

Throughout the consultation process, more than 2000 people contributed inputs through face-to-face meetings, reference and focus groups, technical advice, online feedback, social media, and community feedback forms.

The community feedback forms generated 1979 responses, 91% of which supported the project going ahead, with 82% unconditionally supportive. Conditional support was most frequently given on the basis the environment is cared for or locals are employed in the project. A word frequency analysis shows the key elements of the positive responses, indicating a sense of hope and enthusiasm for the project by uplifting a depressed Cairns economy. This is shown in **Figure 14-6** as a 'word cloud'.



Figure 14-6 Word frequency analysis of community feedback forms.

Source: Appendix O (Figure 4.1).

Inputs received through the consultation process and logged in the project issues register, were coded for analysis. Through this process, seven key themes emerged:

- environment
- community
- economic
- infrastructure
- project
- approval process
- resources

Key issues in the **Environment** theme were:

- protecting the ecosystem, habitat, flora and fauna, water quality and particularly the Great Barrier Reef
- effectively managing cyclones and flooding
- managing pollution issues – fuel, runoff, acid sulphate soils, pesticides, litter.

Key issues in the **Community** theme were generally associated with the significant increase in population and visitor numbers that would result from the project:

- rent and rates increases for local residents
- location and style of extra housing for increased population
- stress on human services, such as medical facilities, schools and police
- noise from increased air and land traffic
- noise from the water park
- changes in the character of the local lifestyle, population, landscape and built environment
- effects of gambling in the community
- engagement with the local Indigenous community
- local access to resources such as beaches, parks and creeks, and to the resort facilities
- traffic concerns.

Key issues in the **Economic** theme focused on:

- the significant contribution the project will make to the local economy
- retaining the economic benefits within the region
- provision of jobs for local workers
- improvement of the tourism product offering and international standing of Cairns as a destination
- economic benefits of increased visitor numbers
- possible duplication of attractions resulting in a 'milking' of the Cairns CBD.

Key issues in the **Infrastructure** theme focused on the ability of current hard infrastructure to manage the increased population and the size of the proposed development:

- exacerbating an already existing water supply problem in Cairns
- increased waste production and disposal
- sewerage management
- the capacity of the airport to manage increased visitor numbers
- flood-proofing Yorkeys Knob Road
- provision of adequate roads, cycle ways and public transport options.

Key issues in the **Project** theme focused on:

- the lack of appropriate context and scale of the existing proposal within the landscape, community and existing built environment
- provision of car parking
- interest in ancillary sporting, recreation and conservation facilities.

Key issues in the **Approval process** theme focused on:

- a desire of the community and interest groups to be engaged by both the proponent and government agencies
- a need for a robust assessment process
- fast-tracking through the approval system (both positive and negative aspects).

Key issues in the **Resources** theme focused on:

- the capability of the region to respond to the demands of the project in terms of human resources, skills, and raw and manufactured materials
- the capacity of CRC to strategically respond to planning issues

14.3 SOCIAL IMPACT ASSESSMENT

The Social Impact Assessment (SIA) has been prepared in accordance with the Office of the Coordinator-General's Social Impact Assessment Guidelines released in July 2013. A copy of these guidelines is appended to the Social Impact Assessment (**Appendix P**).

14.3.1 Potential Social Impacts

An (adverse) impact becomes a social impact when it affects how people live, work, and recreate in their community. Not all issues raised in the consultation and engagement program are social impacts and not all social impacts are direct or 'high risk' impacts of the development. However, they may become a social impact, if or when they cannot be addressed through a mitigation or management strategy and consequently impact on someone's quality of life. Even then, this will vary according to where people live, work, and recreate, how easily they can adapt to changes, and how the development is able to avoid, manage, mitigate, or offset the impact.

Negative social impacts associated with the project are not expected at the state or national level, directly or indirectly. The opportunity to relocate to Cairns, for a 3-4 year construction project may attract workers and their families in the short to medium term. This may have a small impact on other regional projects; however, it is not considered a 'high risk' impact of the project. The results of the community consultation and stakeholder engagement that related to potential social impacts are summarised in **Table 14-7**. These have been categorised as 'direct' or 'indirect' impacts. Some issues are classified as 'out of scope with the SIA' as these relate to hard infrastructure works or are specific to the design of the project.

TABLE 14-7 POTENTIAL SOCIAL IMPACTS

KEY ISSUES/CONCERNS	DIRECT OR INDIRECT ISSUE
Community – Housing	
Rent increases for local residents due to increased demand.	Direct/Indirect
Rates increases for land owners.	Indirect
Location of extra housing for increased population.	Indirect
Concern about high volumes of staff accommodation being provided, meaning a preclusion of local community from the work and working culture of the development.	Indirect
Community – Services	
Impact of increased population and increased visitor numbers on medical services.	Direct/Indirect
Impact of increased population on schools.	Indirect
Impact of increased population and increased visitor numbers on policing.	Direct/Indirect

KEY ISSUES/CONCERNS	DIRECT OR INDIRECT ISSUE
Community – Noise	
Increased air traffic resulting from increased flights, with no curfew.	Direct
Increased ground traffic resulting from increased population and activity levels.	Direct
Water park proximity to residential area – noise concerns.	N/A (water park no longer included)
Community – Character of the built environment	
'Over development' in the area, change in low-rise style of development from 'nothing taller than a Melaleuca' historical measure.	Direct
Contextual appropriateness of scale and style of project in existing built environment.	Direct
Community – People	
Change in size and character of the population.	Indirect
Change away from laid-back lifestyle to faster pace for the community, including traffic issues.	Indirect
Impacts of gambling on the community.	Indirect
Potential for crime to increase due to increase in population and gambling in community.	Indirect
Opportunities for engagement and employment with local Indigenous people.	Indirect
Community – Local access	
Loss of access to local resources such as beach, parks, creeks, other public areas.	Indirect
Reduction of access to local community due to traffic congestion.	Indirect
Access of locals to resort facilities – affordability and availability.	Indirect
Provision of transit options for the community and wider community to access the development.	Indirect
Economic – Regional economy	
Significant contribution of project to the regional economy.	Direct/Indirect
Retention of economic benefits within the region.	Direct
Use of local products and services.	Direct
Economic – Jobs	
Significant increase in employment opportunities for locals.	Direct
Risk for locals if work is awarded to contractors based outside the area, FIFO/DIDO workers, 457 visa workers (foreign workers).	Direct/Indirect
Economic – Tourism	
Improvement of the wider tourism product offering in Cairns.	Out of scope for SIA
Improved international standing of the Cairns and Great Barrier Reef product.	Out of scope for SIA
Flow-on effects – economic multiplier effect positive for local businesses and operators.	Indirect
Flood proofing of the Yorkeys Knob access road.	Direct - Hard Infrastructure
Provision of adequate roads for access.	Direct - Hard Infrastructure
Provision of cycle ways as alternative access.	Direct - Hard Infrastructure
Provision of more effective public transport options.	Direct/Indirect

KEY ISSUES/CONCERNS	DIRECT OR INDIRECT ISSUE
Project – Design	
Lack of context of the project – how it fits with the landscape, community and existing built environment. Less Dubai, more TNQ.	Out of scope for SIA
Need for tropical design – aesthetics.	Out of scope for SIA
Need for green building practices, advanced design techniques.	Out of scope for SIA
Scale of development – excessively high and large in scale.	Out of scope for SIA
Provision of car parking.	Out of scope for SIA
Interest of community to make use of sport, recreation and conservation activities.	Direct - design
Need for a robust process with effective consultation.	Direct
Resources	
Capability of region to meet the demands of the project as it progresses.	Indirect
Development of skills for human resources.	Indirect
Availability of raw and manufactured materials.	Out of scope for SIA
Capacity of CRC to respond to planning issues.	Out of scope for SIA

Source: Based on **Appendix P** (Table 6.1).

14.3.2 High Risk Social Impacts

In accordance with the Coordinator-General's *SIA Guideline*, the SIA is to focus on social impacts or benefits of the project that are 'high risk, for the project lifecycle including commitments for the project's construction and operational phases. The identification, review, analysis, assessment and mitigation of social impacts have been undertaken for the project on this basis.

Due to the location of Aquis Resort (within the Cairns urban area) the impact, intensity, duration, severity and probability of the potential social impacts will vary according to the location of the individual, group or stakeholder. The adopted hierarchy of sub-regional areas and the breakdown of the social profile into these areas assists with the assessment of potential social impacts.

The seven top ranking potential social impacts resulting from the project were identified as (in no particular order):

- rate of change
- human services
- lifestyle changes
- cost of living
- casino
- cultural change
- law and order.

Table 14-8 shows the assessment of the potential social impacts across each sub-regional area.

TABLE 14-8 LEVEL OF RISK FOR SOCIAL IMPACTS ACROSS SUB-REGIONAL AREAS

SOCIAL IMPACTS AND BENEFITS	YORKEYS KNOB	CAIRNS BEACHES	CAIRNS URBAN AREA	CAIRNS REGION	CAIRNS SERVICE AREA
Rate of Change	Very High	Very High	High	High	Medium
Human Services	High	High	High	Medium	Medium
Lifestyle Changes	Very High	High	High	Low	Low
Cost of Living	Very High	High	Medium	Low	Low
Cultural Change	Very High	Very High	Medium	Low	Low
Casino	Very High	High	Medium	Low	Low
Law and Order	High	High	Medium	Low	Low

Source: Appendix P.

In terms of direct or indirect impacts, the potential social impacts categorised in **Table 14-8** above are combination of indirect and direct social impacts of the project. Economic opportunities and benefits for jobs, business, training, skills and retention of local people in the region are both direct and indirect. However, in terms of significance to the community, each impact and benefit was ranked as a 'high probability' of occurring if not addressed or mitigated.

To gain an understanding and context for these impacts and associated risks as they relate to the project and the Cairns region, each impact is briefly discussed below, and addressed through one or more of the mitigation strategies (see section 10 of the SIA (**Appendix P**)). Many of the potential social impacts relate to economics, i.e. how the project or a flow-on effect will affect an individual's, family's or group's 'hip pocket'. Others relate to quality of life and how this way of life and lifestyle is likely to change as a result of the project.

a) Rate of Change

Socially, some people will be able to deal with rapid change; while some will struggle and fear the change as an unknown quantity. This may result in some angst and frustration within the community, which is not quantifiable in real terms but can be addressed by mitigation strategies that recognise and assist the community to adapt more quickly. The proponent, CRC and state government agencies can assist by communicating their plans and programs to address the growth and rate of change.

The highest rate of change is anticipated to occur in and around Yorkeys Knob and the Cairns Beaches areas. The Cairns urban area (CBD and southern Cairns sections) and the Cairns region will have flow-on effects from the rate of change, but these again will be better able to absorb the 'shock' in the short-term.

Once Aquis Resort is operational, change is likely to continue, but at a lesser intensity. After the initial opening and first years of the project, the growth of the Cairns region will continue.

b) Human Services

The construction of the project, in a relatively short timeframe, may affect the human service providers' ability to respond. Human services such as law and order, medical, sport and recreation, emergency services, health, education, crisis accommodation, youth, and disability will need to respond to the increase in population growth across the Cairns region, together with any increases in social welfare requirements (housing stress, relocation, cost of living) that may emanate from this growth.

c) Lifestyle Changes

It is likely the size and scale of the project will have flow-on effects outside its property boundaries. The pace and style of life many experience in and around Cairns in the future is likely to change. This may require residents and visitors to grow with, and respond to, the project. Similar to rate of change, some will adapt and some will not want those changes. This is very difficult to quantify. However, it is a high risk in terms of the social impacts of this development.

A change in the character of the area, both in the built environment and the human character of the place will be created. Similar to the rate of change and cost of living impacts, this will occur most intensely in close proximity to the site – Yorkeys Knob and the Cairns beaches areas.

The flow-on effects of the project are likely to change people's lifestyle as a variety of new activities, events, festivals, benefits, and opportunities to the community will be created. These will provide new choices for people, new interests, and the opportunity for people to change their view of what Cairns and its surrounds can offer. It is also worth noting that improved job opportunities, higher household incomes, and business opportunities all enhance participation in these activities.

d) Cost of Living

The main area of impact for individuals and families across the Cairns region (in the short- to medium-term) is likely to be cost of living. Cost of living relates primarily to the cost of housing and accommodation (including the cost of property rates to CRC), the cost of getting services (trades), and the cost for competing human services (medical, health care, education, social welfare) that will experience higher demand.

Housing affordability is likely to be impacted across Cairns in the short- to medium-term, subject to the level of response from the housing/development industry and CRC's response to the project. The intensity and severity of that impact is anticipated to be highest at Yorkeys Knob, decreasing across the Cairns urban area, and further throughout the whole region.

In terms of costs of goods and services, Cairns is characterised by many small business operators in the trades and service industries. Once the Aquis Resort construction phase is complete and the resort is operational, the demand for trades and services may return to the level and number of trades and services required to maintain the population at that time and to respond to future growth scenarios in the medium- to long-term.

e) Casino and Associated Law and Order

The project includes a casino in the central complex. Some concerns (12 out of 1,979 responses) have been raised by members of the community about the impacts of problem gambling and perceptions of increased crime, prostitution, and unsocial behaviour associated with casinos.

A review of the Queensland Government's *Queensland Household Gambling Survey 2011-2012* reveals that gambling is a problem (high risk) for 0.48% of the adult population. By contrast, the non-gambling adult population accounts for 26.2%, and recreational gambling 66.3%, Low risk gamblers 5.2%, and moderate risk gamblers 1.9%.

The Cairns LGA has 53 gaming sites and 1930 electronic gaming machines (EGMs). Of these, 11 gaming sites are located in the Cairns beaches area, providing public access to some 385 EGMs. Additionally, the Reef Casino in Cairns CBD has 533 slot machines and 44 tables catering to a wide variety of gamblers (Office of Liquor and Gaming Regulation, Queensland Government).

In relation to the availability of gambling and venues for gambling, the Aquis Casino is proposed in addition to the existing Reef Casino. There currently exists a venue with tables and gaming machines for all levels of gambler (low and medium risk, and problem gamblers). This type of gambling currently

exists in Cairns. Therefore the additional casino would not be altering the social values of the Cairns community, as gambling is currently an acceptable form of adult entertainment.

Online gambling opportunities include online casino games or poker, lotteries, horse, harness or greyhound races, and sporting events. All online gambling options are easily accessible by computer and/or mobile phone. Advertising of gambling opportunities is rife across various media and at sporting events.

The proponent's casino license application will be required to include a full assessment of this issue in a Community Impact Statement (CIS) required to accompany that application. The preparation of that CIS includes a requirement for community consultation specifically focussed on this subject (Office of Liquor and Gaming Regulation, Queensland Government).

f) Cultural Change

The anticipated increase in outbound Chinese tourism and the resort's ability to attract significant tourism visitation from all over the world is anticipated to increase the proportion of the resident population not born in Australia. With this comes different cultural lifestyles and traditions not experienced in Cairns, or in such concentrations for many years. To encourage cultural diversity an integration of skills, languages and traditions needs to be understood by existing and future residents and workers. This requires a cross fertilisation of information and education for residents from a diversity of cultural backgrounds across the Cairns region.

g) Law and Order

It is anecdotally accepted that a wealthier community attracts a higher number of law and order issues as 'money attracts crime'. This may be a perception or an experience by people. The short-term nature of the construction phase of the project heightens this perception as construction workers attracted to Cairns for that period are perceived as not having an ownership or 'connection' with the area that would cause them to seek to protect it.

This was not assessed as a 'high risk impact'. However, this issue may be raised through a number of avenues and addressed in mitigation strategies.

h) Benefits and Opportunities

Benefits and opportunities were identified through all consultation and engagement activities. The top ranking benefits and opportunities are of an economic nature, relating to employment, tourism, the economy, property and an expected improvement in the region's identity. The flow-on social benefits stem from economic prosperity, as opportunities for social choices allow an individual, family or group to choose to live, work, and spend their leisure time.

More broadly, the project is a significant investment in the Cairns region and Tropical North Queensland, involving \$8.15 billion capital investment from 2014-2024. The casino is anticipated to generate some \$11.0 billion of revenue per year and it is anticipated the establishment of a significant community grant fund will be a condition of the casino licence. This community grant fund (similar to that of Brothers Leagues Club and the Cairns Reef Casino) will provide funds for not-for-profit organisations, small community-based organisations, community support groups, community-based sporting organisations, and charitable organisations.

It is anticipated positive economic impacts across the community may have a flow-on effect in terms of positive social impacts. Job opportunities, less unemployment and potentially higher incomes may provide some offset to higher costs of living and allow for different social choices to be made as incomes rise. This may have further positive flow-on effects in the area of human services, law and order, and lifestyle changes across some segments of the community.

Given the significant contribution that Aquis Resort will make in terms positive impacts on state revenue, the community has a legitimate expectation that human services provision will increase to

match the population growth, such that the level of service provision per capita will be maintained or improved.

14.4 MITIGATION AND MANAGEMENT

Some potential social impacts are likely to be mitigated or managed through environmental, economic or infrastructure actions by the proponent, CRC, state agencies and/or the community. A range of mitigation plans for social impacts are proposed. When implemented these will work towards mitigating the identified 'high risk' social impacts associated with the project. The following response plans are proposed:

- Community Engagement Plan
- Workforce Development and Management Plan
- Local Content Plan
- Construction Management Plan
- Strategic Change Management
- Housing and Accommodation Plan
- Community Services and Facilities Plan
- Community Health and Safety Plan
- Cultural Development Plan
- Responsible Gaming Plan.

14.4.1 Community Engagement Plan

The proposed development will impact on a number of communities of interest during both the construction and operational stages. Communities impacted are likely to include residents at Yorkeys Knob and the northern beaches, the wider communities of Cairns and the Cairns region, as well as environment, tourism, business, human service and other sectoral interests. The need to engage with the community will extend over the period of the project's development, from project approval to project completion (in 2023). The nature and extent of engagement needed will change across this time frame and can be expected to be more intense in Stage 1.

The proponent will develop a Community Engagement Plan for Stage 1 to provide information during the construction stage (about key project works to manage related impacts and complaints), and to prepare for and manage impacts associated with Stage 1 operations. A second Community Engagement Plan with a similar purpose will be developed at an appropriate time in preparation for Stage 2 construction and operations.

The Stage 1 Community Engagement Plan is intended to address the following:

Construction

- Communicate to the residents of Yorkeys Knob in advance of the nature and timing of any forthcoming works that are likely to impact on their mobility or amenity
- Communicate with local businesses associated with construction and / or the supply chain of relevant forthcoming construction activities
- Communicate with the wider Cairns community about forthcoming works and any potential disruption to public places or thoroughfares
- Establish an effective complaints mechanism for receiving and responding to complaints from residents and other stakeholders,

Operation

- Consult with residents of Yorkeys Knob in relation to the concept design and development of the proposed outdoor recreation facility for the Yorkeys Knob community
- Establish a community-based consultative process (with local neighbourhood and city-wide participation) with a particular focus on providing information about the development and its progress and addressing issues raised in relation to managing impacts of the development on local identity, change management, community 'readiness' for change and cultural awareness
- Adopt a format for regular and ongoing monitoring, advice and liaison on the impacts associated with Aquis for the duration of Stage 1. Representation should be from the community, business, government, non-government agencies and Aquis Resort management
- Re-assess the preferred format for an ongoing community liaison and engagement for Stage 2.

Outcomes sought	The community is informed in advance of likely disruptions to their daily life (including their mobility, amenity and access to public places) associated with project construction and has access to an effective complaints system. The relevant communities of interest have the opportunity to participate in community engagement processes to monitor and address ongoing impacts associated with the development.
Performance measures	Completion and implementation of the Stage 1. Community Engagement Plan. Completion and implementation of the Stage 2. Community Engagement Plan.
Responsibility	The proponent is responsible for the preparation and implementation of both Stage 1 and Stage 2 Community Engagement Plans.
Timing	Draft plan for Stage 1 to be submitted with the MCU application for a development permit for Stage 1 Draft plan for Stage 2 to be submitted with the MCU application for a development permit for Stage 2
Monitoring	Monitoring the effectiveness of this response will be included in the respective Community Engagement Plans.
Key Stakeholders	Residents of Yorkeys Knob and the northern beaches, the wider communities of Cairns and the Cairns region, as well as environment, tourism, business, human service and other sectoral interests.

14.4.2 Workforce Development and Management Plan

Aquis is expected to generate substantial employment opportunities during project construction and operation phases, through direct jobs as well as in jobs generated indirectly through supply chain and other business development opportunities. There will be a need to ensure that the local labour force is sufficiently 'skill ready', equipped with the required technical and other skills (including Mandarin and other language skills) to access the new jobs generated. The volume of jobs is expected to exceed the capacity of the local and regional labour force to supply the required workforce, with recruitment expected to also occur nationally. There will be a need to ensure that the project 'draw' from the local labour force does not disadvantage labour supply to existing business including hospitality, tourism, retail and construction. There may be a further need to help new workers and their family members, who are migrating to the region, to settle and integrate successfully in their new community. This may extend to promoting appropriate cultural and other behaviours in the community by newcomers.

The proponent will prepare a Workforce Development and Management Plan with a focus on ensuring the local workforce is skill ready, that recruitment practices prioritise local employment whilst ensuring the sustainability of the local labour supply for other businesses (such as hospitality, retail and construction). The Plan will also seek to support the successful integration of newcomers relocating to Cairns for work.

The Workforce Development and Management Plan will specifically:

- Assess the capacity of the regional labour market to supply the workforce needs of the project, including the assessment of any risks to the sustainability of labour supply for other local businesses and industries.
- Develop labour force strategies as appropriate, to ensure maintenance of expected levels of service in the Cairns region taking into account any risks identified in the preceding assessment.
- Maximise access for employment opportunities by the local and regional community (including for unemployed people, young people, Indigenous people and women), including: identifying skills development and other training needs and opportunities, and school based and further education needs (including education in the Mandarin language).
- Develop recruitment policies by Aquis that support the employment of local and regional people, including through awarding apprenticeships, traineeships and scholarships.
- Establish a code of conduct for the Aquis labour force, including cultural awareness, equal opportunity, change of shift practices and behaviour in the community
- Develop strategies to support workers and their families who relocate to Cairns to integrate and settle in the local community.

Outcomes sought	Work opportunities for people living in the Cairns region are maximised through effective training and skill development and recruitment practices. The ability of the local labour supply to sustain the labour needs of established businesses (such as hospitality, retail and construction) is maintained. Newcomers moving to Cairns to work integrate successfully and behave in culturally appropriate ways.
Performance measures	Completion and implementation of a Workforce Development and Management Plan developed in consultation with key stakeholders.
Responsibility	The proponent is responsible for completion of the Workforce Development and Management Plan. The proponent, in partnership with other relevant stakeholder agencies, is responsible for implementation.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A monitoring program for this response will be included in the Workforce Development and Management Plan.
Key Stakeholders	Department of Education, Training and Employment, TAFE, construction contractors

The Cultural Heritage Management Plan will include a specific plan to develop opportunities for Indigenous enterprise and employment, including business incubation, training and education.

14.4.3 Local Content Plan

Aquis presents a significant opportunity for local and regional business growth and development through the direct supply of goods and services to Aquis, as well as through indirect business development of opportunities.

To help facilitate opportunities for local and regional businesses to benefit from Aquis, the proponent will develop a Local Content Plan to optimise opportunities at both construction and operational stages for local businesses to supply goods and services to the project, while maintaining expected levels of service to the Cairns community.

This Plan will take into account:

- Developing a local procurement policy and target for Aquis Resort
- Anticipating and managing the impact of supply on maintaining levels of services and supply in Cairns
- Identifying and overcoming potential barriers to supply for local and regional businesses
- Developing the capacity of local and regional businesses to participate in Aquis' procurement processes.

Outcomes sought	Opportunities for local and regional business development are maximised through local supply practices, whilst maintaining expected levels of service to the Cairns community.
Performance measures	Development and implementation of a Local Content Plan
Responsibility	The proponent is responsible for the development and implementation of the Local Content Plan.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1
Monitoring	A monitoring program will be included in the Local Content Plan.

14.4.4 Construction Management Plan

The project is expected to cause disruptions to resident mobility and amenity at periods during each stage of construction associated with earth works, haulage, vehicle movements and other construction related disturbances.

The proponent will develop a Construction Management Plan to minimise disruptions to the affected community, taking into account the effects of:

- Traffic
- Noise
- Air quality
- Light pollution.

This Plan will outline the requirements for construction contractors to manage these impacts so that they cause minimal disturbance to the residents of Yorkeys Knob and other affected communities. The Construction Management Plan will align with the Community Engagement Plan in relation to communicating forthcoming disturbances and traffic management arrangements as well as the management of complaints.

Outcomes sought	Minimal disturbance to resident mobility and amenity during each stage of construction. Effective communication to the community about construction works. Responsive and effective management of community complaints during construction.
Performance measures	Completion and implementation of a Construction Management Plan.
Responsibility	The proponent is responsible for the preparation and implementation of the Construction Management Plan.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A monitoring program will be included in the Construction Management Plan.
Key Stakeholders	CRC, Department of Main Roads, construction contract companies

14.4.5 Strategic Change Management

In recognition of the potential for transformative change in the Cairns region associated with a development of the scale proposed by Aquis, combined with the effect of other significant development projects likely to be stimulated by this development, there is a need to ensure that Cairns is well positioned to strategically lead and manage this change in a way that reflects local values and aspirations. Furthermore, the nature and rate of change can be expected to demand a high level of cross-sector and cross-government co-ordination and co-operation (across such portfolio areas as urban planning and infrastructure; housing; social, cultural, business and tourism development; natural resource management) to effectively plan for and manage the Cairns region's social, economic and environmental needs and resources in the context of this change.

The proponent recognises the challenges presented by this transformative change to existing governance arrangements and planning processes and is proposing to convene a Cairns Change Management Forum involving stakeholder agencies to initiate a process that might potentially lead to the development of an integrated change management strategy for Cairns, based on visionary thinking about a preferred future for Cairns. It is anticipated that such a process would be locally determined and driven, engaging with a high level participation from a broad cross-section of stakeholders. The proponent is of the opinion that the nature and extent of such a process should be locally determined and driven and is willing to support and partner with other agencies to help facilitate this.

Outcomes sought	The community and its governance bodies have the capacity to lead and manage the transformative change in Cairns that is likely to be associated with the development of the scale proposed by Aquis in a way that reflects local values and aspirations.
Performance measures	Initiation of a strategic change management process.
Responsibility	To be determined in discussion with the Stakeholder Agencies.
Timing	Subsequent to Council's determination of the Preliminary Approval (section 242) Application.
Monitoring	To be determined within the scope of any change management process adopted.
Key Stakeholders	CRC; Department of State Development, Infrastructure and Planning; State Agencies, Ports North, Ergon, JCU, Cairns Airport, industry peak bodies (business, tourism, environment, cultural, human services).

14.4.6 Housing and Accommodation Plan

The proposal will have a significant impact on the supply of short term and permanent housing across four peak periods, the first and second during Stage 1 (construction and operation) and the third and fourth during Stage 2 (construction and operation), across an eight year period from mid-2015. The housing market's ability to respond in time for demand generated in Stage 1 has the potential to impact on housing affordability potentially affecting workforce attraction and retention and community wellbeing.

The proponent will develop a Housing and Accommodation Plan to assess the likely demand for housing generated by the project and to ascertain the capacity of the market to respond to this demand, identifying strategies to respond to any risks and opportunities identified.

The Plan will seek to:

- Quantify and assess the capacity of the Cairns housing market to respond in a timely way to the anticipated increased demand in housing associated with Stages 1 and 2 of the project (taking into account cumulative impacts associated with any other major projects), including likely impacts on the affordability of housing for households on low incomes (such as workers in hospitality, tourism and other key workers) and others who are vulnerable in the housing market (e.g. aged pensioner rental households)

- Impacts on the capacity of existing strategic and structure plans to support the anticipated land supply and infrastructure needs associated with the likely increase in resident population
- Impacts on the capacity of CRC associated with the accelerated population growth in respect of its development assessment and forward planning capacity
- Impacts on the capacity of the construction industry to support anticipated housing construction in addition to project construction
- Identify key strategies to address any identified constraints to housing supply and / or affordability and key partners to support implementation
- Develop appropriate mitigation strategies to address any short term spike in housing prices associated with the project stages, including the provision of construction worker accommodation provided by Aquis Resort.

Outcomes sought	There is adequate supply and affordability of housing to meet anticipated demand associated with the project.
Performance measures	Completion and implementation of a Housing and Accommodation Plan outlining a framework for addressing any potential constraints to housing supply or affordability, taking into account demand in Stages 1 and 2 for project construction and operation, developed in consultation with relevant stakeholders.
Responsibility	The proponent is responsible for developing the Housing and Accommodation Plan. Implementation will be the responsibility of the private, community and public sector agencies involved in housing market supply, in partnership with the proponent.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A program for monitoring of this response will be included in the Housing and Accommodation Plan.
Key Stakeholders	CRC, Dept. Housing and Public Works, community housing providers, HIA, MBA, UDIA,

14.4.7 Community Services and Facilities Plan

Significant population growth in Cairns City would be generated by the proposed development across a range of community services and facilities, including community health and safety, education, childcare, cultural, disability, family and recreation services and facilities. Community infrastructure of this kind is provided by a cross section of government and not-for-profit agencies and requires integrated planning and co-ordination. The development of physical facilities (such as hospitals, schools, child care centres) requires significant lead time to put into effect.

The proponent will develop a Community Services and Facilities Plan to support the provision of quality and timely community services, facilities and cultural development needs commensurate with the increased demand likely to be associated with the expected population increase. The Plan will take into account demands on medical, emergency and policing services and tourist infrastructure directly associated with the construction and operation of the Resort.

The Plan will assess the capacity of the City's existing community infrastructure to meet expected growth in demand and develop a framework for use by provider agencies for addressing identified gaps to facilitate the timely and co-ordinated provision of infrastructure commensurate with expected growth. The Plan will be developed in consultation with the relevant provider agencies.

It will also include the development of a concept for an outdoor recreation facility for use by the Yorkeys Knob community, in consultation with that community.

Outcomes sought	Plan for and respond to increased demand for community services and facilities associated with Aquis, including project construction, operation and population growth.
Performance measures	Completion and implementation of a Community Services and Facilities Plan outlining a framework for the provision of relevant infrastructure to meet expected growth in demand associated with Aquis, developed in consultation with relevant provider agencies.
Responsibility	The proponent is responsible for developing the Community Services and Facilities Plan. Implementation of the Community Services and Facilities Plan will be the responsibility of individual provider agencies.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A program for monitoring the effectiveness of this response will be included in the Community Services and Facilities Plan.
Key Stakeholders	CRC, Department of Communities, Child Safety and Disability Services, Department of Education, Training and Employment, Department of Health, Department of Aboriginal and Torres Strait Islander and Multicultural Affairs, Department of Local Government, Community Recovery and Resilience, relevant NGOs

14.4.8 Community Health and Wellbeing Plan

Aquis can be expected to generate considerable demand on health and emergency services associated initially with the construction workforce and once operational, through demand generated by guests and workers. The development holds the opportunity for providing emergency storm surge refuge facilities to residents at Yorkeys Knob.

The proponent will develop a Community Health and Wellbeing Plan to reduce and offset demands on health and emergency services from workers and guests. It will also seek to promote community safety in relation to the operation of the resort and ensure that worker and guest behaviour does not impact on community safety and perceptions of community safety.

The Plan will reduce and offset demands on health and emergency services through a combination of on-site management practices and the provision of facilities and services. In particular it will seek to:

Construction

- Adopt compliant workplace health and safety policy and practices and safe driver practices
- Provide appropriate first point of medical care on-site
- Develop an emergency response plan with local health, emergency response and other relevant agencies
- Promote healthy lifestyle to workers (including shift work fatigue management)
- Promote appropriate behaviour and safe conduct by contractors in the Cairns community
- Provide free counselling for workers and immediate family members as needed to help them manage stress-related issues (associated with workplace, relocation or other personal matter).

Operations

- Extend access to the Aquis Refuge (storm surge shelter) to residents of Yorkeys Knob
- Adopt compliant workplace health and safety policy and practices and safe driver practices
- Provide a medical facility at the Resort, supported by 24/7 on-site general practice and other relevant health practitioners for use by guests and staff
- Extend policing services to the resort, including the provision of a police station facility

- Provide child care facilities at the resort to support the childcare needs of staff (aligned to support staff rosters and shift workers)
- Establish local access arrangements for residents to all public use areas and recreation facilities at the resort (including the golf course and other outdoor sports facilities, theatres, restaurants and casinos)
- Develop emergency response plans with local health, emergency response and other relevant agencies to address illness breakout or other emergency
- Provide free counselling for workers and immediate family members as needed to help them manage stress-related issues (associated with workplace, relocation or other personal matter).
- Promote appropriate and safe conduct in the Cairns community for staff and guests
- Provide interpretation support to assist guests to access required external health, personal and support services.

In addition to the Community Health and Safety Plan, the proponent will integrate the principles of Crime Prevention through Environmental Design (CPTED) in all aspects of site design to promote community safety throughout the site.

Outcomes sought	To minimise demands on health and emergency services through a combination of on-site provision of facilities and services and management practices. To promote community safety across the Aquis development for guests, staff and the general public through applying the principles of Crime Prevention through Environmental Design (CPTED) to the development.
Performance measures	Completion and implementation of a Community Health and Wellbeing Plan outlining initiatives on-site to reduce demand on the community's health and emergency services. Application of CPTED principles through the proposed Aquis Precinct Plan and Aquis Concept Master Plan and related development codes.
Responsibility	The proponent is responsible for the development of the Community Health and Wellbeing Plan and the integration of CPTED principles into the developed site.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A monitoring program for this response will be included in the Community Health and Wellbeing Plan.
Key Stakeholders	Queensland Health, Workplace Health and Safety Queensland, Cairns Base Hospital, Construction contract companies, CRC, State Emergency Service, Dept. of Emergency Services (Ambulance Service, Fire and Rescue Service, Emergency Management Queensland), Queensland Police Service

14.4.9 Cultural Development Plan

Aquis will attract a largely Asian and predominantly Chinese clientele. This creates an opportunity for significant cultural exchange between Chinese, Australian, Indigenous and other cultures present in the Cairns region. There will also be a need to promote cross-cultural awareness and understanding of customs and behaviours. Cultural awareness and access to language skills will be important for prospective employees of Aquis and businesses catering to its guests.

The proponent will prepare a Cultural Development Plan to support the mutual appreciation for and exchange of Asian, European, Indigenous and other cultures with a significant presence in Cairns, including the development of Mandarin language skills in the community. The Plan will be developed in consultation with key stakeholders including Indigenous and multi-cultural agencies and networks.

The Plan will investigate the cultural resources and opportunities within the Cairns region associated with the development of Aquis and develop strategies to foster cultural exchange through information, education, cultural activities and cultural tourism development.

Outcomes sought	Mutual appreciation for the different cultures with a significant presence in Cairns and capture of cultural development opportunities. Access to education in Mandarin language.
Performance measures	Completion and implementation of a Cultural Development Plan.
Responsibility	The proponent is responsible for the development of the Cultural Development Plan, in consultation with key stakeholders. Key stakeholder agencies will be responsible for implementation of the Plan in partnership with the proponent.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A monitoring program will be included in the Cultural Development Plan.
Key Stakeholders	Local Indigenous groups, local cultural and tourism groups, Department of Education, Training and Employment, Department of Health, Department of Aboriginal and Torres Strait Islander and Multicultural Affairs

14.4.10 Responsible Gaming Plan

The development of the casinos at the resort will increase the availability of jobs and inject significant revenue into the regional and Queensland economies. Negative impacts associated with the casinos may include an increased risk of problem gambling (particularly for 'at risk' groups), increased consumption of alcohol, financial problems and indebtedness and increased crime, depending on the volume of local patronage.

The proponent will develop a Responsible Gaming Plan to mitigate the potential negative impacts associated with the casinos. The Plan will adopt an evidence-based approach to developing strategies to minimise the potential for problem gambling in the local and regional population. The Plan will be developed in consultation with the relevant stakeholder agencies.

The Plan will assess the risks associated with the operation of the proposed casinos to the Cairns regional community, including 'at risk' groups and develop appropriate responses to mitigate the likely impacts. Mitigations will focus on the prevention of problem gambling and associated problem behaviours through a range of strategies, including the development of responsible gambling policies, public health approaches such as public awareness raising and treatment services, support for community adaptation to the presence of gambling and other strategies as appropriate. Subject to the advice of the Office of Liquor and Gaming, the Responsible Gaming Plan will also address the requirements normally associated with liquor and gaming licensing applications.

Outcomes sought	Minimise the development of problem gaming within the region's community associated with the operation of the resort's two casinos.
Performance measures	Completion and implementation of the Responsible Gaming Plan in consultation with key stakeholder agencies (incorporating Community Impact Statements as required under Queensland's liquor licencing laws).
Responsibility	The proponent is responsible for the preparation of the Responsible Gaming Plan. Key stakeholder agencies will be responsible for implementation of the Plan in partnership with the proponent.
Timing	Draft plan to be submitted with the MCU application for a development permit for Stage 1.
Monitoring	A monitoring program will be included in the Responsible Gaming Plan.
Key Stakeholders	Office of Liquor and Gaming Regulation, Queensland Health, CRC, Dept. of Emergency Services (Ambulance Service, Fire and Rescue Service, Emergency Management Queensland), Queensland Police Service, relevant NGOs.

14.5 MONITORING PROGRAM

The Mitigation plans require the proponent to collaborate with the CRC, relevant state agencies, and representatives of the community (community reference group) in the development of the monitoring program. The following framework outlines the elements of the program anticipated, based on the monitoring actions developed in each of the impact management responses outlined in S14.4 Mitigation and Management.

The monitoring programs will:

- respond to project approval conditions requiring monitoring social impacts
- outline internal processes (the proponent) for monitoring performance indicators of the mitigation strategies
- outline external reporting processes for receiving feedback from stakeholders
- outline procedures for periodically reporting progress and results to company management, the assessment manager, state government, and affected stakeholders
- outline any requirements or conditions set down for partnerships, joint actions and activities by various parties
- outline the timing of progress reports – when/if compliance audits will be required during the construction and operation phases
- establish performance indicators to provide a measure of the extent to which commitments and conditions are being met
- clearly identify the data required, the data sources, frequency, and responsibility for that data collection.