

# **Australia Pacific LNG Project**

## **Volume 4: LNG Facility**

### **Chapter 2: Stakeholder Engagement**

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## 2. Stakeholder engagement

### 2.1 Introduction

#### 2.1.1 Purpose

This chapter of the environmental impact statement (EIS) forms the community and stakeholder engagement report of the liquefied natural gas (LNG) facility component of the Australia Pacific LNG Project (the Project). The LNG facility incorporates the LNG plant and ancillary onshore and marine facilities to be located within the Curtis Island Industry Precinct, near Gladstone. Community and stakeholder engagement regarding the Project gas fields and the gas pipeline are discussed in Volume 2 Chapter 2 and Volume 3 Chapter 2 respectively. As the gas pipeline transports coal seam gas (CSG) to the LNG facility in Gladstone, community and stakeholder engagement for the Gladstone end of the gas pipeline was included in the scope of work for the LNG facility.

Ongoing stakeholder engagement is a critical component for developing Australia Pacific LNG's EIS. Australia Pacific LNG engaged with communities and stakeholders to inform them of the Project and the EIS development process and to collect feedback to enhance the Project's development. This document identifies the communities and stakeholders consulted during the EIS process; outlines the stakeholder engagement activities completed to date and provides an outline of the Project's ongoing commitment to stakeholder engagement.

#### 2.1.2 Scope of work

Community and stakeholder engagement for the purposes of the Project began in late 2008 and will continue throughout the life of the Project. In relation to the EIS, this chapter reports stakeholder and community activities and feedback obtained from 1 April 2009 to 9 November 2009.

Australia Pacific LNG personnel have taken, and will continue to take, proactive roles in the engagement process. Engagement is aimed at providing community members and stakeholders with timely information and opportunities to actively participate in the Project's development. Australia Pacific LNG operators, Origin Energy (Origin) and ConocoPhillips equally participate in Project engagement activities.

Australia Pacific LNG sought feedback from communities in proximity to the proposed Project facilities. Australia Pacific LNG also encouraged those who influenced or had an interest in the Project study area to become involved in the engagement process. During the course of the engagement period, Australia Pacific LNG personnel travelled to the gas fields in Queensland's southwest; communities extending along the proposed gas pipeline route (approximately 450km) and communities associated with the LNG facility site at Curtis Island, Gladstone. Australia Pacific LNG received positive feedback from the community regarding their extensive consultation efforts.

Key stakeholders involved in the EIS study process included local, state and federal elected representatives, officers from regulatory bodies and government departments, local council and peak industry, community, school groups, Indigenous Australians, environmental and business groups.

The various EIS technical teams (for example, social impact assessment, traffic and transport, water management) completed further independent consultation with government and non-government organisations to collect data for their various studies. The stakeholders met regarding the various EIS technical studies are included in the list of 'communities and stakeholders consulted' in Section 2.4 of this report.

## 2.2 Consultation and engagement approach

Face-to-face engagement was the preferred method of contact with stakeholders and the community. Direct contact allowed project details to be communicated to those who had limited access to certain information tools, such as the internet. Once established, this two-way communication channel provided stakeholders an ongoing opportunity to provide comment, and for Australia Pacific LNG to receive instant feedback regarding the Project. Face-to-face engagement also offered an invaluable testing platform for possible environmental and social mitigation management plans.

Australia Pacific LNG utilised newsletters, a suite of information sheets, print advertisements, posters, information displays and attendance at local events to communicate project details to stakeholders and the community. Information has been made available via a project-dedicated website; project-dedicated email address and the toll-free project hotline. Australia Pacific LNG values the feedback it received from those impacted or interested in the Project's future and expects the engagement work completed to date will enable positive relationships and community activities to continue across the life of the Project.

### 2.2.1 Sustainability principles

The 12 Australia Pacific LNG sustainability principles guided the development and ongoing implementation of the stakeholder engagement plan. In particular, the principles provide for:

- Respecting the rights, interests and diverse cultures of the communities in which Australia Pacific LNG operates
- Engaging regularly, openly and transparently with people and communities affected by Australia Pacific LNG's activities, considering their views in its decision-making and striving for positive social outcomes
- Working cooperatively with communities, governments and other stakeholders to achieve positive social and environmental outcomes, seeking partnership approaches where appropriate
- Identifying, assessing, managing, monitoring and reviewing risks to Australia Pacific LNG's workforce, its property, the environment and the communities affected by its activities.

Australia Pacific LNG expects all its directors, employees and others acting on behalf of the company, to conduct themselves in accordance with these principles and commitments, including those involved in the development and operation of the LNG facility.

Furthermore, procedures will be developed covering the ongoing involvement of the community and stakeholders throughout the life of the Project, and the mitigation or minimisation of potential project social impacts through the Social Impact Management Plan and relevant social strategies (refer to the social impact assessments in Volume 2 Chapter 20, Volume 3 Chapter 20, and Volume 4 Chapter 20).

### 2.2.2 Stakeholder engagement aims

As part of the EIS process the Project was required to provide opportunities for the public to review and comment on the relevant studies being undertaken. To provide such opportunities the stakeholder engagement process was focussed on achieving the following aims:

- Identifying the existing key social values and needs of the stakeholders affected by the Project
- Identifying all relevant stakeholders, including interested and affected persons and parties as defined by the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* and the Queensland *Environmental Protection Act 1994*

- Understanding the nature of the stakeholders in the Project's development and their impact on operational management
- Providing stakeholders with appropriate, adequate and timely information on the Project development and potential impacts
- Providing stakeholders with appropriate opportunity to express their opinions and concerns in relation to Project development and impact assessment
- Ensuring that stakeholder and communities' views, priorities and concerns are well understood and reflected in the impact assessment, Project design, construction and operational management decisions
- Continuing to build and later continue to maintain strong relationships with all stakeholders, including the local community, industry and the media.

Given the amount of information that communities have been given in relation to CSG to LNG projects, the Australia Pacific LNG stakeholder consultation team ensured that only clear, important and consistent messages have been used in all forms of communication regarding the Project.

## 2.3 Methodology

Development of the Australia Pacific LNG stakeholder engagement plan (the Plan) began in November 2008 and outlined the key messages and key engagement activities to be implemented as part of the Project. The Plan is regularly updated to reflect the issues or opportunities that arise from receiving feedback from the public and stakeholders. The following key elements formed the Plan:

- Identification of scope and related communities and stakeholders
- Project planning, scheduling and resourcing
- Risk assessment
- Communication protocols
- On-going identification of issues
- Monitoring of stakeholder and community issues and responses via the stakeholder and community contact database
- Selection of communication approach and tools.

### 2.3.1 Stages of engagement

The Australia Pacific LNG stakeholder engagement planning process began for the Project in November 2008. Consultation requirements for the EIS provided the opportunity to implement a phased approach to engagement. The stages include:

1. Preliminary analysis and planning (November 2008 to March 2009)

The Australia Pacific LNG stakeholder engagement planning process began in late November 2008. Initial development included a review of previous projects undertaken by Origin, ConocoPhillips and other companies with similar projects to identify successful engagement mechanisms and processes, confirm key stakeholders, and develop communication resources and materials.

2. First stage stakeholder engagement. (April 2009 to September 2009)

This first round of consultation was used to introduce the Project and inform the broader community and individual stakeholders about the Project and the EIS. Community consultation commenced once the Project's initial advice statement (IAS) was publically released. One of the objectives of this round of engagement was to capture and record initial stakeholder responses, interests and concerns regarding the Project. Feedback was captured and used to inform the next stages and communication resources and material.

3. Second stage stakeholder engagement (October 2009 to November 2009)

The second consultation round provided an opportunity for the Project to respond at a high-level to community and stakeholder feedback that was captured within the first round of consultation. Mitigation strategies for potential project impacts were also discussed. Queries relating to employment and supplier opportunities attracted increasing interest in this round of engagement.

4. Ongoing stakeholder engagement (life of the Project)

To facilitate the building of long-term relationships between Australia Pacific LNG and stakeholders, planning for the establishment of permanent stakeholder engagement activities and facilities commenced in mid 2009. Planning for the life of the Project draws on Australia Pacific LNG experience to date, as well as the extensive previous experience of Origin and ConocoPhillips. Planned activities for the near future include community engagement regarding the EIS in the public comment period and the establishment of an office and visitors centre in Gladstone. Monitoring and evaluation of issues, opportunities and stakeholder engagement practices will also continue.

Table 2.1 illustrates how Australia Pacific LNG's engagement activities provided opportunities for communities and stakeholders to offer feedback about the Project during the EIS approval process to date. Note that further opportunities will be provided during the remainder of the EIS approval process, including following release of the EIS for public review. Full details of stakeholder engagement activities are included in Section 2.5.

**Table 2.1 Engagement activities undertaken against EIS development phases**

	April 2009	May 2009	June 2009	July 2009	Aug. 2009	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010
<b>Initial advice statement (IAS)</b>										
Release of IAS	✓									
<b>Terms of reference (TOR)</b>										
Release of draft TOR					✓					
Public display of draft TOR					✓	✓	✓			
Final TOR							✓	✓	✓	
<b>Environmental impact statement (EIS) preparation</b>										
Data collection and review		✓	✓	✓	✓	✓	✓	✓	✓	

	April 2009	May 2009	June 2009	July 2009	Aug. 2009	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010
Technical studies		✓	✓	✓	✓	✓	✓	✓	✓	
<b>Submission of EIS</b>										
EIS lodged with Coordinator-General										✓

It is anticipated that the EIS will be released for public comment in the first-half of 2010. Should a supplementary EIS be required, it is anticipated that this document will be also lodged in the first-half of 2010. The Coordinator-General subsequently evaluates the EIS in consultation with advisory agencies and issues an assessment report (expected to be completed in 2010).

### 2.3.2 Key engagement milestones

Table 2.2 below documents the milestones attained for stakeholder and community engagement activities related to the LNG facility during late 2008 to November 2009. Information on stakeholder activities and engagement milestones for the Project gas fields and pipeline are available in Volume 2 Chapter 2 and Volume 3 Chapter 2 respectively.

**Table 2.2 Key engagement milestones from late 2008 to November 2009**

Date	Milestone achieved <sup>3</sup>
Late 2008	<ul style="list-style-type: none"> <li>Key internal stakeholders notified of Australia Pacific LNG Project</li> </ul>
Late 2008 to March 2009	<ul style="list-style-type: none"> <li>Key stakeholders and communities identified</li> <li>Key messages refined</li> <li>Stakeholder engagement plan finalised</li> <li>Framework for issues analysis developed</li> <li>Ongoing consultation with elected representatives and government departments and agencies</li> </ul>
April 2009	<ul style="list-style-type: none"> <li>Project launched to internal stakeholders</li> <li>Community consultation commenced</li> <li>Project assigned a 1800-telephone number</li> <li>Project-dedicated email address activated</li> <li>Stakeholder list refined</li> <li>Project inception meeting with stakeholder and community consultation team</li> <li>Project IAS and fact sheet distributed to stakeholders</li> <li>Ongoing consultation with elected representatives and government departments and agencies</li> </ul>
May – June 2009	<ul style="list-style-type: none"> <li>Suite of project information sheets printed and distributed</li> <li>Stakeholder and community contact database established</li> </ul>



Date	Milestone achieved <sup>3</sup>
	<ul style="list-style-type: none"> <li>• Risk assessment workshop conducted</li> <li>• Community information session in Gladstone<sup>1</sup></li> <li>• Specific stakeholder meetings in Brisbane and Gladstone (to introduce the Project and gain initial feedback)</li> <li>• Ongoing consultation with elected representatives and government departments and agencies</li> </ul>
July – August 2009	<ul style="list-style-type: none"> <li>• Website launched</li> <li>• Stakeholder engagement plan updated</li> <li>• Ongoing stakeholder meetings in Brisbane, Rockhampton and Gladstone (to introduce the Project and gain initial feedback)</li> <li>• Ongoing consultation with elected representatives and government departments and agencies</li> </ul>
September 2009	<ul style="list-style-type: none"> <li>• LNG demonstration shows in Gladstone and Brisbane</li> <li>• Community information session at South End, Curtis Island</li> <li>• Ongoing government briefings continue in Brisbane to coincide with TOR circulation</li> <li>• Research feedback integrated into EIS and planning</li> <li>• Community newsletter distributed (newsletter contained project and EIS updates and information on how stakeholders can comment on draft TOR)</li> <li>• Ongoing briefings with elected representatives</li> </ul>
October 2009	<ul style="list-style-type: none"> <li>• Project key messages and questions and answers updated.</li> <li>• Original Project information sheets updated and additional information sheets/posters printed and distributed</li> <li>• Group government briefings in Brisbane and Gladstone (including Rockhampton representatives). Briefings led by Coordinator-General and coincided with release of draft TOR</li> <li>• Site tour for stakeholders to Australia Pacific LNG's Spring Gully gas fields, including elected representatives</li> <li>• Site tour for stakeholders to ConocoPhillips' Darwin LNG plant</li> <li>• Community information session in Gladstone<sup>2</sup></li> <li>• Series of stakeholder meetings in Brisbane, Rockhampton and Gladstone (project update and discussion in response to identified issues)</li> <li>• Ongoing briefings with elected representatives</li> </ul>
November 2009	<ul style="list-style-type: none"> <li>• Consultation with Gladstone community groups</li> <li>• Ongoing briefings with elected representatives</li> </ul>

<sup>1</sup> Community information sessions were also held in the gas fields' development area in June 2009.

<sup>2</sup> Community information sessions also held in the gas fields' and pipeline's development areas in October 2009.

<sup>3</sup> Face-to-face consultations are ongoing throughout this period. Additional site tours to the gas fields are being organised for 2010. Refer to Volume 4 Chapter 18 for information related to Native Title consultation.

## **2.4 Communities and stakeholders consulted**

The TOR for the Australia Pacific LNG EIS defines a 'stakeholder' as a person or organisation with an interest or stake in a project.

The term 'community' has also been used to describe that stakeholder group which is comprised of both individual community members and community groups. Community groups are regarded as members of the public or a group of citizens that have united to form an identifiable group, due to a common interest.

Communities and stakeholders have vested interests in the EIS process and the Project's development. The level of interest, input and influence can vary between communities and stakeholders.

For the purpose of this report, 'stakeholder engagement' relates to engaging community and stakeholders. This report recognises that both the community and stakeholders have a stake in the Project and are integral to the Project's development.

There are some community groups and stakeholders that Australia Pacific LNG has been unable to meet, mainly due to the groups' time and availability constraints. Australia Pacific LNG will endeavour to continue contacting these groups in the aim of arranging meetings in the future. Australia Pacific LNG has forwarded project information to these stakeholders where appropriate.

Section 2.4.1 outlines the communities and stakeholders that were consulted during the EIS process (April to November 2009).

### **2.4.1 Stakeholder consultation**

#### ***Federal, Queensland and local government consultation***

The following local, state and federal government entities were consulted as part of the LNG facility component of the EIS process:

Local government:

- Gladstone Regional Council
- Rockhampton Regional Council.

Queensland Government (departments and agencies based in Brisbane and the regional locations of Gladstone and Rockhampton):

- Department of Communities
- Department of Community Safety
- Department of Education and Training
- Department of Employment, Economic Development and Innovation
- Department of Environment and Resource Management
- Department of Infrastructure and Planning
- Department of Justice and Attorney General

- 
- Department of Premier and Cabinet
  - Department of Public Works
  - Department of Transport and Main Roads
  - Maritime Safety Queensland
  - Queensland Health
  - Queensland Police Service
  - Queensland Treasury.

Australian Government:

- Australian Customs Service
- Australian Maritime Safety Authority
- Department of Environment, Water, Heritage and the Arts
- Great Barrier Reef Marine Park Authority
- Office of the Prime Minister and Cabinet.

Elected representatives including:

- Queensland Premier, Anna Bligh
- Queensland Deputy Premier and Minister for Health, Paul Lucas
- Queensland Treasurer and Minister for Employment and Economic Development, Andrew Fraser
- Queensland Minister for Infrastructure and Planning, Stirling Hinchcliffe
- Minister for Transport, Rachel Nolan
- Minister for Natural Resources, Mines and Energy, and Minister for Trade, Stephen Robertson
- Office of Minister for Main Roads
- Parliamentary Secretary to Minister for Employment and Economic Development, Jan Jarratt
- Parliamentary Secretary to Minister for Natural Resources, Mines and Energy and Minister for Trade, Michael Choi
- Federal Minister for Resources and Energy, Minister for Tourism, Martin Ferguson
- Federal Treasurer, Wayne Swan
- Office of the Prime Minister and Cabinet
- Leader of the Opposition, Shadow Minister for the Arts and Leader of the Liberal National Party in Queensland, John-Paul Langbroek
- Shadow Minister for Natural Resources, Mines and Energy, Jeff Seeney
- Shadow Treasurer and Shadow Minister for Employment and Economic Development, Tim Nicholls
- Shadow Minister for Sustainability and Climate Change, David Gibson

- Shadow Minister for Communities and Families, Rosemary Menkens
- Member for Condamine, Ray Hopper
- Member for Gladstone, Liz Cunningham
- Member for Flynn, Chris Trevor.

### ***Industry and business group consultation***

In addition to consulting various levels of decision-makers within government, industry and business groups included in Table 2.3 were consulted in relation to the Project.

**Table 2.3 Industry and business groups consulted April 2009 to November 2009**

Industry and business representatives	<ul style="list-style-type: none"> <li>• Australian Petroleum Production and Exploration Association</li> <li>• Energy Skills Queensland</li> <li>• Gladstone Area Promotion and Development Limited</li> <li>• Gladstone Chamber of Commerce and Industry</li> </ul>	<ul style="list-style-type: none"> <li>• Gladstone Economic and Industry Development Board</li> <li>• Gladstone Engineering Alliance</li> <li>• Gladstone Industry Leadership Group</li> <li>• Queensland Minerals and Energy Academy</li> <li>• Queensland Resource Council</li> </ul>
Infrastructure owners/managers	<ul style="list-style-type: none"> <li>• Gladstone Ports Corporation</li> <li>• Gladstone Regional Council - Airport Services</li> </ul>	
Industries	<ul style="list-style-type: none"> <li>• Arrow Energy</li> <li>• Cement Australia</li> <li>• Curtis Ferry Service</li> <li>• GHD</li> <li>• Goldings</li> <li>• LNG Ltd</li> <li>• Orica Australia</li> </ul>	<ul style="list-style-type: none"> <li>• Queensland Energy Resources</li> <li>• Queensland Gas Company (as part of BG Group)</li> <li>• Rio Tinto</li> <li>• Santos and PETRONAS</li> <li>• Shell</li> <li>• Transpacific Industries</li> </ul>
Education providers	<ul style="list-style-type: none"> <li>• Central Queensland University</li> <li>• Gladstone Area Group Apprentices Ltd</li> <li>• Gladstone State High School</li> </ul>	<ul style="list-style-type: none"> <li>• Toolooa State High School</li> <li>• Gladstone South State School</li> <li>• University of Queensland</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Regional, state-wide and national print and electronic media, including Gladstone Observer.</li> </ul>	

## 2.4.2 Community and community group consultation

Australia Pacific LNG sought feedback from the communities and community groups listed in Table 2.4 regarding the LNG facility component of the Project.

**Table 2.4 Community groups consulted April 2009 to November 2009**

Regional communities	<ul style="list-style-type: none"> <li>• Gladstone</li> <li>• Rockhampton</li> </ul>	<ul style="list-style-type: none"> <li>• South End (Curtis Island)</li> </ul>
Community, non-government organisations and interest groups	<ul style="list-style-type: none"> <li>• Anglicare</li> <li>• Australian National Sportsfishing Association</li> <li>• Capricorn Conservation Council</li> <li>• Conservation Volunteers Australia</li> <li>• Curtis Island Progress Association</li> <li>• Fitzroy Basin Association</li> <li>• Gladstone Local Marine Advisory Committee</li> <li>• Gladstone Sportsfishing Club</li> <li>• Port Curtis Integrated Monitoring Program</li> </ul>	<ul style="list-style-type: none"> <li>• Port Curtis Sailing Club</li> <li>• Queensland Seafood Industry Association</li> <li>• Save Curtis Island</li> <li>• Sunfish Queensland Inc</li> <li>• Tannum Boyne Coast Care</li> <li>• Wildlife Preservation Society Queensland</li> <li>• World Wide Fund for Nature</li> <li>• Volunteer Marine Rescue - Gladstone</li> <li>• 2028 Visioning Committee</li> </ul>

### ***Consultation with community representatives***

Several individual meetings were held with key Rockhampton and Gladstone community representatives to gain a deeper understanding of key stakeholder issues, including:

- Local fishers
- Fishing and boating program coordinators
- Environmental and health lobby group spokespersons
- Local business owners and managers.

Individual stakeholders were primarily identified through word-of-mouth. That is, stakeholders advised Australia Pacific LNG during discussions that it would be appropriate for Australia Pacific LNG to also contact the nominated community representatives. Community representatives were also identified through media and desktop searches.

## 2.4.3 Indigenous consultation

Australia Pacific LNG has undertaken appropriate steps to identify correct Aboriginal parties in accordance with the *Aboriginal Cultural Heritage Act Queensland 2003*. Aboriginal parties for land based areas related to the LNG facility site are the Port Curtis Coral Coast Registered Native Title applicants (QC01/29 and Q6026/01). Because there are no identified Aboriginal parties for the marine areas of the Project, Part 7 of the *Aboriginal Cultural Heritage Act 2003* requires that public notification be undertaken to identified Aboriginal parties. Public notices seeking to identify Aboriginal parties were

placed in the Courier Mail, the Gladstone Observer and the Koori Mail in early December 2009. As required by legislation, respondents were endorsed by Australia Pacific LNG as Aboriginal parties.

Australia Pacific LNG has consulted Gladstone Indigenous community services including representatives from the Nhulundu Wooribah Indigenous Health Organisation and the proposed Murri Centre. Australia Pacific LNG has met Indigenous Liaison Officers from the Gladstone State High School, Toolooa State High School and Gladstone South State School.

Australia Pacific LNG further consulted a variety of non-indigenous stakeholders for the purposes of Indigenous cultural heritage. Stakeholders consulted included:

- Calliope River Historical Village
- Gladstone City Library
- Gladstone Maritime Museum
- Gladstone Ports Corporation
- Gladstone Regional Council
- National Trust of Queensland.

For further information on Indigenous cultural heritage refer to Volume 4 Chapter 18.

## **2.5 Communication methods and engagement activities**

A range of communication methods and consultation activities were implemented to engage stakeholders and the community. Communication materials and approaches were tailored to suit the interests of the various stakeholder and community groups where appropriate.

### **2.5.1 Communication materials**

#### ***Key messages***

Key messages assisted with the development of communication materials to respond to enquiries from the public. Development and continual review of these messages also allowed a consistent approach to communications. Initially, the core set of messages related to likely community common interests, concerns and Project opportunities. These messages were also supported by a set of question and answers which provided additional detail for responding to particular lines of enquiry. The key messages and questions and answers were also used to address particular issues that were commonly misunderstood (for example, access to Gladstone Harbour and shipping safety). Key messages were created in advance to address enquiries from:

- Local and regional community
- Native Title claimants
- Indigenous communities
- Elected representatives
- Government regulators
- Environment groups
- Development associations and industry representatives
- Potential customers

- Corporate audiences (employees/investors/shareholders).

### ***Freecall, email and freepost address***

An 1800-freecall number (1800 526 369), project-dedicated email address and freepost (reply paid) address were established from the outset to encourage a diverse range of people to engage with Australia Pacific LNG. These contact points were promoted in all communication tools and materials. Where possible, responses to queries were provided directly by the community consultation team. Further information was sought from environmental, engineering and other technical team members when required.

As at 9 November 2009, the 1800-freecall number had received 117 phone calls, 365 emails had been received, and no enquiries had been received via the freepost address.

### ***Website – [www.aplng.com.au](http://www.aplng.com.au)***

The Australia Pacific LNG website was launched in July 2009 offering visitors a central source of project information and updates. The website has been updated with new information and covers content from general project details through to engagement processes, contact information and media. The website address has been listed in all communication tools to provide comprehensive information and access to project contact details. From 21 August 2009 to 31 October 2009 the site had attracted:

- 4,692 individual visitors
- 15,250 page views
- An average of 68% new visitors each month
- Visitors from 39 countries
- Referrals from the [www.dip.qld.gov.au](http://www.dip.qld.gov.au) site when the draft TOR was released to the public in August 2009.

The most commonly used methods to access the Australia Pacific LNG website were via the Origin website, Google searches and direct to [www.aplng.com.au](http://www.aplng.com.au). The three most viewed pages included About APLNG, IAS/EIS Process and Project Overview.

### ***Community newsletter***

Australia Pacific LNG's first newsletter was distributed in September 2009 to approximately 250 stakeholders within the Gladstone region and stakeholders based in Brisbane and Rockhampton. Newsletters were also handed out to those attending community information sessions and briefings. All newsletters outlined the Project's contact details, 1800-freecall number; freepost, email and website address.

The newsletter provided core information about Australia Pacific LNG and the Project. Details about how the community could become involved in the EIS process or make comment to project personnel were also included. The newsletter included a community consultation schedule with times and locations for planned community meetings.

Another newsletter is planned for early 2010 to coincide with the release of the Project EIS. It will include a general project update as well as answers to frequently asked questions, opportunities and issues. Distribution will be to a similar list as previous newsletters.

Refer to the Australia Pacific LNG website for a copy of the newsletter – [www.aplng.com.au](http://www.aplng.com.au)

### ***Information sheets/posters***

A suite of information sheets and posters were printed in May 2009 with the intent to provide core details that defined Australia Pacific LNG and the Project. The information sheets and posters also aimed to introduce the operators of Australia Pacific LNG. The information sheet and poster titles are:

- Joint venture of Origin and ConocoPhillips – company description
- Project benefits
- Project timelines
- Development phases (from CSG extraction through to the LNG facility)
- CSG process
- LNG process
- Safety standards for LNG
- Environment, health and safety management
- EIS process
- CSG and LNG frequently asked questions
- Associated water management
- Shared and cultural heritage
- Community and landholder consultation.

For the Project's second major round of community consultation, which took place during October 2009 and November 2009, additional information sheets were produced in response to common issues and opportunities that had become evident during the consultation process. The titles of the additional information sheets/posters were:

- Company overview
- The Australia Pacific LNG Project
- Project area overview
- Project benefits
- Project timelines
- LNG plant development
- What is an EIS?
- The EIS process
- Our heritage
- Community consultation
- Landowner consultation
- Facts about LNG
- Gas field development
- Managing associated water
- Weed management
- Selecting a pipeline route
- Constructing the pipeline
- Temporary on-site camps
- The LNG process
- Safe transportation
- Moving around the Gladstone Harbour
- LNG plant site selection

Information sheets were also used to assist field staff answer questions during Project displays, site tours and face-to-face discussions.

Additional information kits were tailored for gas field landholders (refer to Volume 2 Chapter 2). These information kits were also distributed to interested stakeholders located in Brisbane, Gladstone and Rockhampton. The content of the landholder information kits included:

- Environment and water management
- A landowner's guide to CSG exploration and production



- Working with you
- Who is Origin?

Figure 2.1 provides an example of an Australia Pacific LNG information sheet. To view all the information sheets, visit [www.aplng.com.au](http://www.aplng.com.au)



**Facts About LNG**

**About LNG**

- LNG is natural gas which is made into a liquid by cooling it to  $-161^{\circ}\text{C}$
- When cooled to liquid form, the volume of gas is 1/600 of its original size, which is like a 43cm beach ball being compressed into a ping pong ball
- Liquefaction allows gas to be shipped and stored safely and economically

**LNG Properties**

- It is the cleanest burning of all fossil fuels
- It is odourless and colourless in liquid form
- LNG is non-corrosive and non-toxic
- It will not pollute land or water resources
- It quickly vapourises when exposed to air
- LNG is lighter than air, so will float away if released
- LNG is not stored under pressure

**LNG Storage**

- LNG is not explosive when stored in tanks or on ships
- LNG is not explosive if released to the atmosphere
- LNG is stored in specially engineered double-walled tanks
- The tank outer walls are made from concrete over 1 metre thick
- The inner tank is made from a steel / nickel alloy, designed to accommodate the very cold temperatures of LNG
- The tanks are not pressurised and are designed to trap any leaks safely between the inner and outer walls

A ConocoPhillips LNG Facility in Darwin, Northern Territory

**origin** **ConocoPhillips**

For more information about the Project please contact us on 1800 628 388 or email [contact@aplng.com.au](mailto:contact@aplng.com.au)

Figure 2.1 Example of Australia Pacific LNG information sheet.

### Print Media

Australia Pacific LNG participated in an advertorial released in the Gladstone Observer newspaper in 2009. The eight-page advertorial was co-ordinated by the Gladstone Economic and Industry Development Board and provided information related to CSG/LNG process, LNG facility site selection, LNG shipping, LNG safety and the various LNG projects.

## 2.5.2 Community and stakeholder engagement activities

This section details the engagement activities completed with stakeholders and communities. For details regarding stakeholders and communities consulted, refer to Section 2.4.

### *Indigenous engagement*

Australia Pacific LNG has consulted Port Curtis Coral Coast Registered Native Title applicants and Indigenous stakeholders in the LNG facility development area. Indigenous stakeholders consulted included school Indigenous Liaison Officers and Indigenous health services, as outlined in Section 2.4. Australia Pacific LNG provided a briefing regarding the Project, including project scope, timeline and EIS process. Furthermore, Australia Pacific LNG and the Native Title group discussed specific identification of project related activities that will take place within the group's area, potential impacts of activities and possible mitigation measures. A range of the Project's communication materials were also provided to the Native Title group and Indigenous stakeholders, including copies of the IAS, maps and briefing packs.

Ongoing communication with Indigenous stakeholders' has enabled relationships to develop, which in turn, have ensured that information provided by the Indigenous stakeholders is incorporated into Project planning processes and the development of cultural heritage management plans (refer to Volume 2 Chapter 18, Volume 3 Chapter 18 and Volume 4 Chapter 18).

### *Community information sessions*

Timing for the community information sessions was primarily related to key milestones within the EIS process. Community information sessions sought to attract involvement from community members and interest groups. Although the interests of those directly impacted by the Project were of paramount concern, the sessions were open for anyone to attend. Open forums also ensured that project opportunities were outlined and supporters were able to voice their feedback. On average the sessions were six hours in length, taking place from noon to evening to provide adequate opportunity for community attendance.

An information kit containing the suite of information sheets, pens and notepads were also distributed to attendees. Attendees were encouraged to register their contact details and provide feedback, which in turn were added to the stakeholder and community contact database for future interaction and tracking of issues. A member of the Australia Pacific LNG community consultation team logged the discussions between Australia Pacific LNG and the public during the sessions, along with issues raised and responses provided.

A predominate feature of the community information sessions were the Project poster displays which exhibited key information regarding the Project and the EIS. Members of the Project team were available to guide visitors around the poster display and to answer questions from attendees. A DVD outlining the CSG and LNG process was also playing at the information sessions. Project information was additionally supplied through a PowerPoint presentation.

The location, timing and number of attendees at the various community information sessions is provided in Table 2.5.

**Table 2.5 Community information sessions undertaken across the LNG facility study area.**

Location	Venue	Event date	Approximate attendance figures
<b>IAS release / Introduction to Project (round one of community consultation)</b>			
Gladstone	International Room, Rydges Gladstone	25 May 2009	70
<b>Project and EIS update (round two of community consultation)</b>			
South End, Curtis Island	Capricorn Lodge	20 September 2009	20
Gladstone	International Room, Rydges Gladstone	21 October 2009	55

Australia Pacific LNG will hold additional information sessions to coincide with the release of the EIS for public comment in the first half of 2010. Australia Pacific LNG also anticipates opening a local office, including a visitors' centre, in the first half of 2010. The office and centre, to be located in Gladstone's city centre, will allow public access to updated information displays and staff throughout the Project's development.

### ***South End, Curtis Island meetings***

Australia Pacific LNG invited South End, Curtis Island residents to an informal morning tea and information session on 4 September 2009 at Central Queensland University. Australia Pacific LNG organised ferry and bus transfers for the residents to attend the morning tea information session and the following LNG demonstration show. Approximately 20 South End residents attended.

A community information session was also held at South End, Curtis Island. Invitations were sent to South End residents and the event was advertised locally at the Capricorn Lodge. The information session consisted of a presentation and question and answer time. The information session was attended by 20 people. Many of the residents who attended the informal information session on 4 September 2009 did not attend the second meeting held on 20 September 2009.

### ***Promotion of community involvement***

The location and venues for the community information sessions were chosen after determining who is likely to be impacted by the Project and who will be interested in attending these sessions.

To attract involvement from the community, the following opportunities were promoted through advertising in the Courier Mail and the Gladstone Observer:

- Information sessions for the release of the IAS (May 2009)
- Release of draft TOR (August 2009)
- LNG demonstration show (September 2009)
- Information sessions to provide project and EIS update (October 2009).

The following milestones / opportunities will similarly be promoted:

- Release of EIS (anticipated for first-half 2010)
- Information sessions for release of EIS (anticipated for first-half 2010).

These community consultation advertisements were placed one to two weeks prior to the events taking place to provide adequate notice.

To further encourage involvement in key consultation activities, posters were placed at popular Gladstone venues (e.g. the Gladstone City Library and Gladstone Yacht Club), emails were sent to contacts registered within the stakeholder and community contact database and flyers were posted to community groups (e.g. the Curtis Island South End residents). These additional actions were undertaken in a bid to attract and inform a wider range of community members to these significant project activities.

The Department of Infrastructure and Planning website also provides information relating to public comment periods following the release of draft TOR and EIS.

### **Site tours**

Australia Pacific LNG is committed to being responsive to issues raised by stakeholders and community members and developed a site tour program at Australia Pacific LNG's gas fields and ConocoPhillips' Darwin LNG plant. This was developed to provide interested parties a first-hand experience to investigate their concerns and enabled an in-depth understanding of project processes. Elected representatives, community members, non-government organisations, local councillors and Council officers and media attended site tours.

### **Group government briefings**

A fundamental component of the stakeholder engagement plan was regular engagement with key government agencies. The objectives were to share project information as it was made available, seek guidance about regulator requirements and expectations through the EIS and approvals process, and to achieve the proposed project assessment and approval schedule. Key agencies included the Department of Infrastructure and Planning (DIP), which manages the EIS process on behalf of the Coordinator-General, and the Department of Employment, Economic Development and Innovation (DEEDI), particularly the LNG Industry Unit. Regular contact was also made with the Department of Environment and Resource Management (DERM) which is actively involved in the approvals process. Regular contact with DIP, DEEDI and DERM meant a partnership was created, underpinned by a 'no surprises' approach.

Australia Pacific LNG actively engaged with DIP, DEEDI and DERM through a number of forums, including:

- LNG executive group (DEEDI) – bi-monthly meetings with other LNG proponents and senior departmental officers to discuss strategic policy matters
- Common issues forum (DEEDI) – fortnightly meetings with other LNG proponents to discuss operational issues of a common nature to the industry, for example, co-location of gas transmission pipelines in the common-user corridors established by the Queensland Government
- LNG industry group (DEEDI) – separate meetings with proponents were organised where instances of commercial confidentiality were required
- Premier's LNG forum - quarterly meetings to allow LNG industry leaders to discuss issues with senior government ministers
- Australia Pacific LNG specific EIS facilitation is provided through a meeting with a DIP project manager and DERM officers on a fortnightly basis to ensure that Australia Pacific LNG is provided with prompt advice on any issues raised.

On 15 September 2009 a major agency briefing in Brisbane synthesised ongoing project discussions with DEEDI, DERM, DIP, Department of Transport and Main Roads, Department of Justice and Attorney General (Hazardous Industries and Chemicals Branch) and Queensland Health. Common themes of discussions in relation to the LNG facility included:

- CSG to LNG process
- Workforce and workforce accommodation
- Employment opportunities for Indigenous Australians and under represented people
- Cumulative impacts to health services
- Pipeline infrastructure
- Collaborating with other proponents
- Environmental and water management
- Waste management
- Air quality
- Gladstone Ports Corporation's dredging of the Western Basin.

Another group agency briefing was held with DEEDI, DERM, DIP, Queensland Health and Queensland Police Service in Gladstone on 16 September 2009. Key points from the discussion related to:

- Pipeline and LNG facility construction
- Workforce and workforce accommodation
- Use of common pipeline corridors and crossing of The Narrows
- Environment and water management
- Air quality
- Cumulative impacts to infrastructure
- Gladstone Ports Corporation's dredging of the Western Basin.

In addition to group briefings, ongoing meetings are held with federal and state departmental directors and executives to address emerging issues and provide regular Project updates.

### ***General project briefings***

Project briefings are provided to government and non-government organisations on an ongoing basis. The topics of discussion are adjusted to meet the needs of the attendees. For example, if government officers are representing regulatory requirements or subsequent approvals, the topics would be of a more technical nature.

Timing of the general project briefings also related to significant EIS milestones. Beginning in May 2009, the Project briefings evolved from providing project information to responding to requests for information and updates offered by attendees. Most of the attendees were aware of the EIS process, so Australia Pacific LNG used these meetings as an opportunity to ground-truth study findings and to test various mitigation strategies. Discussions relating to cumulative impacts and integrated opportunities soon became more and more common as decision makers were being provided with another forum to identify similar constraints and opportunities.

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### ***Meetings with elected representatives***

Australia Pacific LNG undertakes proactive, ongoing engagement with elected officials at the federal and state level and their staff. This engagement has included formal project briefings, meetings to discuss policy issues relevant to the Project, an LNG demonstration show held at Parliament House in Brisbane and representation at industry events attended by elected officials. This engagement will continue as the Project develops.

### ***Briefings to established group forums***

Gladstone city is a recognised industrial hub; the local community and industry have established several reference groups to respond to the potential impacts and opportunities presented by industry in the region.

Australia Pacific LNG provided presentations to the following established group forums to seek further input to the EIS and project planning:

- Gladstone Ports Corporation (GPC) community working group
- Gladstone Engineering Alliance (working groups)
- Gladstone Chamber of Commerce and Industry
- Gladstone local marine advisory committee.

Australia Pacific LNG is also scheduled to present to the Gladstone industry leadership group (industry board) and anticipates presenting to the clean and healthy air community reference group in early 2010.

Many of these established group forums had previously received presentations from the other proposed CSG to LNG projects. Subsequently, the forum participants were well briefed about the EIS process and CSG to LNG process prior to Australia Pacific LNG starting its community consultation. Therefore, the Australia Pacific LNG presentations were tailored to the particular interests of each group forum (for example, shipping and Gladstone Harbour access was discussed at the Gladstone local marine advisory committee meeting).

### ***Meetings with business and industry representatives***

Australia Pacific LNG used a variety of methods to engage local businesses and Gladstone industrial representative groups, including face-to-face meetings, presentations to group forums, presentations at conferences, and presence at industry events. For example, Australia Pacific LNG presented and had a display booth at the annual Gladstone Engineering Alliance conference.

### ***Meetings with community, non-government organisations and interest groups***

Australia Pacific LNG has engaged with various regional community and interest groups, commonly via face-to-face meetings. Community and social care groups were also consulted to gather feedback for the EIS Socio-Economic Impact Assessment and for the purposes of community investment planning. Refer to Volume 4 Chapter 20 and Volume 4 Chapter 21 for further information.

### ***Community presence***

In an attempt to build a better understanding for the Project and develop relationships with local communities, Australia Pacific LNG used existing community events to make contact with a new

audience that may not have previously shown interest for the Project. Australia Pacific LNG attended the community events listed in Table 2.6.

**Table 2.6 Community information sessions undertaken across the Project study area**

<b>Date</b>	<b>Event</b>	<b>Approximate attendance figures</b>
4 October 2009	Gladstone Ports Corporation Open Day	6,000
13 – 14 October 2009	Gladstone Engineering Alliance annual conference	250

Australia Pacific LNG engaged two Gladstone based community and stakeholder relations officers in mid-2008. The two officers facilitated ongoing engagement with community members and stakeholders in the LNG facility Project development area.

Australia Pacific LNG is establishing a Gladstone office, including a visitor's centre, which is anticipated to open in the first half of 2010. The centre will provide community members and stakeholders' ongoing information and access to project personnel and allow direct feedback for concerns or interests to be managed efficiently.

### ***LNG demonstration show***

In response to stakeholder questions about LNG properties and safety, Australia Pacific LNG presented the LNG demonstration show and invited more than 500 stakeholders and the public. The shows took place in Brisbane and Gladstone on 3 and 4 September 2009 and provided a practical demonstration of the properties of LNG.

Invitations were sent to government representatives, community groups, Curtis Island residents, industrial representatives, environmental groups and Gladstone high schools. The Gladstone public was also invited via advertising in the Gladstone Observer newspaper.

The demonstration received very positive feedback from attendees; many commenting that this was their first opportunity to physically view the LNG product and that the show allayed many of their safety fears regarding LNG.

## **2.5.3 Capturing and recording community and stakeholder feedback**

### ***Stakeholder and community contact database***

All communication from the 1800-freecall number, email and freepost address and from discussions with stakeholders or community members was recorded in the Project's dedicated contact database. The contact database was used to record the contact details of community members and stakeholders to enable direct, regular and accurate communication when appropriate. Trends and gaps within the consultation process were also identified by using the database, which enabled future communication planning.

### ***Community consultation forms***

Community consultation forms were used to collect feedback from community members and stakeholders. The forms were available at community consultation sessions and were offered as a tool for anonymous comments, concerns and compliments to be collated about the Project.

Details from the form were entered into the stakeholder and community contact database and used to identify trends and gaps in stakeholder interests and issues, which in turn influenced consultation strategies and tools.

### ***Community contact register***

Visitors at each of the Project's community information sessions were provided the opportunity to register their contact details and comments on a 'contact register' if they wished to receive direct Project updates.

Details from the register were entered into the contact database and used as a mailing list for distribution of project newsletters and important project information (for example, upcoming consultation activities).

## **2.6 Ongoing stakeholder engagement activities**

Stakeholder engagement activities are scheduled to continue throughout the life of the Project. In line with Australia Pacific LNG's sustainability principles and approach to community and stakeholder relations across the region, Australia Pacific LNG will maintain an ongoing dialogue with stakeholders as the Project progresses.

To support the ongoing activities Australia Pacific LNG is committed to the continual development of the stakeholder engagement plan. Australia Pacific LNG will provide ongoing updates, educational information and engagement opportunities regularly via activities including, but not limited to:

- Newsletters and written correspondence
- Web updates
- Community notices
- Participation in industry forums, community forums, council and government workshops
- Participation in local and regional planning processes related to Project impacts and opportunities
- Community information sessions
- Face-to-face consultation
- Gladstone office and visitors centre
- Site tours
- Media.

## **2.7 Results from engagement and consultation activities**

The predominate themes of discussion raised by community members differed from the main themes of discussion raised by other stakeholders. The majority of questions/issues raised by the community were in regard to employment and business opportunities. The focus of issues raised by government agencies, industry, environmental and community groups has been environmental, social and lifestyle issues.

Core to Australia Pacific LNG's community and stakeholder engagement process for the EIS is a commitment to record and consider all concerns and questions raised. This section outlines all the concerns and questions raised by community members and stakeholders during the EIS process to



date. Potential project impacts are discussed throughout the various EIS chapters, and the relevant chapters are provided in **Table 2.7** and Table 2.8.

Australia Pacific LNG intends to continue to work closely with stakeholders and community groups to ensure that project impacts can be determined and resolved in advance and where possible, long-term collaborative solutions are adopted through appropriate mitigation measures including community investment initiatives.

**Table 2.7 Primary themes from stakeholder and community discussion from 1 April to 9 November 2009**

Primary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
<b>Shipping, exclusion zones, fishing and boating</b>		
Frequency of shipping activity	Volume 4 Chapter 10	Department of Community Safety
Size and type of LNG vessels	Volume 4 Chapter 17	Department of Employment, Economic Development and Innovation
Shipping protocols	Volume 4 Chapter 22	
Shipping and exclusion zone impact to Gladstone Harbour access	Volume 4 Chapter 20 Volume 4 Chapter 21	Department of Environment and Resource Management
Shipping activities requiring increased use of Queensland Police Service, Maritime Safety Queensland and Volunteer Marine Rescue resources		Queensland Police Service Gladstone Ports Corporation Great Barrier Reef Marine Park Authority
Exclusion zones affecting access to designated 'safe harbour' area of Graham Creek		Maritime Safety Queensland Australian Maritime Safety Authority Volunteer Marine Rescue
Exclusion zones affecting access to prime fishing, crabbing and prawn areas		Local Marine Advisory Council Fitzroy Basin Association
Exclusion zones affecting business activities occurring in the Port		Capricorn Conservation Council Port Curtis Sailing Club
Exclusion zones affecting public access to boating areas and recreational areas located at Graham Creek or near Laird Point		South End Progress Association Australian Nation Sportsfishing Association Gladstone Sportsfishing Club
Opportunities for Australia Pacific LNG to participate in local fishing and boating programs and competitions		Sunfish Community members
Opportunities for fishing mitigation strategies and offsets (including		

<b>Primary themes from discussion<sup>1</sup></b>	<b>Reference in EIS</b>	<b>Interest shown by whom<sup>2</sup></b>
fish-friendly structures, fish restocking, reef balls)		
<b>Social</b>		
Influx of workers to Gladstone (permanent and fly-in/fly-out employees)	Volume 4 Chapter 20 Volume 4 Chapter 21	Gladstone Regional Council State Member for Gladstone
Social isolation of workforce in temporary accommodation facility	Volume 4 Chapter 17 Volume 4 Chapter 22	Department of Communities Department of Environment and Resource Management
Workers will be paid high wages which will impact cost of living for Gladstone residents	Volume 4 Chapter 13 Volume 4 Chapter 15	Department of Employment, Economic Development and Innovation
Marginalisation of disadvantaged groups (Indigenous, disabled, young mothers)	Volume 4 Chapter 7	Department of Education and Training
Access to community services (health services, mental health services, education, police and emergency services, roads and transport, multicultural services, youth services, domestic violence and homelessness services) impacted		Queensland Health Queensland Police Service Gladstone Economic and Industry Development Board Central Queensland University Gladstone Engineering Alliance
Opportunities for workers to volunteer for local community services		Gladstone Area Group Apprenticeships Ltd Conservation Volunteers Australia
Opportunities for Australia Pacific LNG to contribute financially to support community services and programs		South End Progress Association Tannum-Boyne Coastcare Great Barrier Reef Marine Park Authority
Opportunities for Australia Pacific LNG to utilise existing regional studies and plans, including Gladstone Social Infrastructure Strategy Plan and Vision 2028		Community members
Social behaviour of fly-in/fly-out workforce		
Management of workforce fatigue		
Australia Pacific LNG air quality assessments and health impacts		
Visual amenity and light impacts to		

Primary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
<p>sensitive receptors</p> <p>Noise amenity impacts</p> <p>Odour impacts</p> <p>Indigenous consultation</p> <p>Stakeholder and community consultation process</p> <p>Some community members are dissatisfied with Clean and Healthy Air for Gladstone monitoring program. Some feel that the monitoring programs are inadequate</p>	<p>Volume 2 Chapter 3</p> <p>Volume 3, Chapter 3</p> <p>Volume 4 Chapter 3</p> <p>Volume 4 Chapter 17</p> <p>Volume 4 Chapter 20</p> <p>Volume 4 Chapter 21</p> <p>Volume 4 Chapter 11</p>	<p>Gladstone Regional Council</p> <p>Gladstone Regional Council – Airport Services</p> <p>State Member for Gladstone</p> <p>Great Barrier Reef Marine Park Authority</p> <p>Gladstone Ports Corporation</p> <p>Maritime Safety Queensland</p> <p>Queensland Police Service</p> <p>Department of Transport and Main Roads</p> <p>Department of Environment and Resource Management</p> <p>Gladstone Economic and Industry Development Board</p> <p>Gladstone Area Group</p> <p>Apprenticeships Ltd</p> <p>Capricorn Conservation Council</p> <p>Local Marine Advisory Council</p> <p>Port Curtis Sailing Club</p> <p>South End Progress Association</p> <p>Save Curtis Island</p>
<b>Infrastructure</b>		
<p>Opposition to the building of a bridge from mainland to Curtis Island.</p> <p>Location of Australia Pacific LNG infrastructure (gas field, pipeline and LNG facility infrastructure).</p> <p>Direct project impacts to infrastructure and services.</p> <p>Road upgrades needed to accommodate increased traffic due to LNG projects.</p> <p>Impacts to Gladstone airport.</p> <p>Water, sewage and other utilities needed to accommodate increase in Gladstone population due to LNG projects.</p> <p>Ferrying of workers and equipment to and from Curtis Island.</p>	<p>Volume 2 Chapter 3</p> <p>Volume 3, Chapter 3</p> <p>Volume 4 Chapter 3</p> <p>Volume 4 Chapter 17</p> <p>Volume 4 Chapter 20</p> <p>Volume 4 Chapter 21</p> <p>Volume 4 Chapter 11</p>	<p>Gladstone Regional Council</p> <p>Gladstone Regional Council – Airport Services</p> <p>State Member for Gladstone</p> <p>Great Barrier Reef Marine Park Authority</p> <p>Gladstone Ports Corporation</p> <p>Maritime Safety Queensland</p> <p>Queensland Police Service</p> <p>Department of Transport and Main Roads</p> <p>Department of Environment and Resource Management</p> <p>Gladstone Economic and Industry Development Board</p> <p>Gladstone Area Group</p> <p>Apprenticeships Ltd</p> <p>Capricorn Conservation Council</p> <p>Local Marine Advisory Council</p> <p>Port Curtis Sailing Club</p> <p>South End Progress Association</p> <p>Save Curtis Island</p>

Primary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
Community members		
<b>Education, training and employment</b>		
Opportunity to increase labour-force participation.	Volume 4 Chapter 20	Gladstone Regional Council
	Volume 4 Chapter 21	State Member for Gladstone
Opportunity to increase local skills capacity and diversification.		Department of Communities
Opportunity to increase local skills of disadvantaged groups (Indigenous, young mothers, disabled, youth, unemployed) and to introduce / reintroduce them to the workforce.		Department of Employment, Economic Development and Innovation
		Department of Education and Training
		Queensland Police Service
Opportunities for employment of people who lost their jobs during the global downturn.		Gladstone Economic and Industry Development Board
		Central Queensland University
Opportunities for local and regional businesses to supply goods and services to the Project.		Gladstone Engineering Alliance
		Gladstone Area Group
		Apprenticeships Ltd
Opportunities for partnerships with local training programs (for example – Department of Employment and Economic Development and Innovation and Gladstone Area Group Apprenticeships Ltd)		Community members
Gladstone does not have adequate workforce to accommodate all of the LNG projects. Community recognises fly-in/fly-out workforce component will be needed		
<b>Environment</b>		
Environmental studies process and assessment of cumulative impacts	Volume 4 Chapters 1 to 25	Gladstone Regional Council
		Department of Environment and Resource Management
Environmental management plans content		Department of Employment, Economic Development and Innovation
Impacts to marine and terrestrial flora and fauna		Queensland Health
Vegetation clearing impacts.		

Primary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
Reclamation of land		Great Barrier Reef Marine Park Authority
Land rehabilitation		
Weed management		Gladstone Economic and Industry Development Board
Discharges to natural waterways and Gladstone Harbour and the potential water quality impacts		Capricorn Conservation Council
Waste management requirements		Fitzroy Basin Association
Greenhouse gas contributions		Tanum-Boyne Coastcare
Opportunities to partner with local environmental groups (for example, Conservation Volunteers Australia) to deliver environmental programs		Port Curtis Integrated Monitoring Program
Australia Pacific LNG's contribution to the Curtis Island Environmental Management Precinct		Port Curtis Sailing Club
		South End Progress Association
		Save Curtis Island
		Community members
Environmental offsets		
<b>Accommodation and housing</b>		

Primary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
Short to long term use of temporary accommodation facilities	Volume 4 Chapter 20 Volume 4 Chapter 21	Gladstone Regional Council Rockhampton Regional Council
Location of temporary accommodation facilities		State Member for Gladstone Department of Communities
Housing shortages and the wider impacts on accommodation markets		Department of Education and Training
Impacts to house prices		Department of Environment and Resource Management
Impacts to rental accommodation and hotel accommodation (price and availability)		Department of Transport and Main Roads
Temporary accommodation facilities to be located outside of Gladstone city to minimise impacts to Gladstone community		Queensland Police Service Queensland Health
Development of housing strategy		Gladstone Economic and Industry Development Board Fitzroy Basin Association Anglicare Community members

<sup>1</sup> The list of themes provided in the table above is not exhaustive. The most frequently raised themes have been documented in the table.

<sup>2</sup> The list of stakeholders provided in the table above is not exhaustive. Additional individual stakeholders raised discussions related to the themes; however individual names are not listed for confidentiality reasons.

Table 2.8 Secondary themes from stakeholder and community discussion from 1 April 2009 to 9 November 2009

Secondary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
<b>Pipeline location and construction</b>		
Location of pipeline (particularly in the Gladstone region)	Volume 3 Chapter 3	Gladstone Regional Council Rockhampton Regional Council
Common user corridors		Gladstone Ports Corporation
Route selection process		State Member for Gladstone
Pipeline crossing of The Narrows.		Department of Environment and Resource Management
Prefer sub-sea pipeline crossing of the Narrows		Department of Community Safety
Size, dimensions, characteristics of pipeline		Department of Infrastructure and

Secondary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
Pipeline construction process and timeline		Planning Department of Employment, Economic Development and Innovation Great Barrier Reef Marine Park Authority Fitzroy Basin Association Capricorn Conservation Council Australian Sportsfishing Association Community members
<b>Water management</b>		
Water supply for LNG facility	Volume 4 Chapter 11	Great Barrier Reef Marine Park Authority
Use of rain water and recycled water	Volume 2 Chapter 12	Department of Environment and Resource Management
Water discharges into the Gladstone Harbour and natural waterways and the water quality impacts		Department of Employment, Economic Development and Innovation
Use of CSG water for beneficial reuse		Port Curtis Integrated Monitoring Program Capricorn Conservation Council Fitzroy Basin Association Tanum-Boyne Coastcare South End Progress Association Community members
<b>Safety</b>		
Australia Pacific LNG's risk assessment process	Volume 4 Chapter 22	Gladstone Regional Council – Airport Services
Emergency preparedness		Department of Justice and Attorney General
LNG projects and cumulative risk studies		Department of Community Safety
Potential flare / plume impacts to airport operations and management measures		Queensland Police Service Australian Customs Service Maritime Safety Queensland

Secondary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
Australia Pacific LNG's liaison with local emergency providers and neighbouring industry to coordinate emergency preparedness		Gladstone Area Promotion and Development Ltd Save Curtis Island South End Progress Association
Local emergency services (police, fire and rescue, hospitals, volunteer marine rescues) capability to respond to a security or safety incident at Curtis Island		Community members
Queensland Police Service requirement and resources to assist in heavy load transports		
<b>GPC dredging</b>		
Impacts to marine flora, fauna and ecology	Volume 4 Chapter 9 Volume 4 Chapter 10	Great Barrier Reef Marine Park Authority
Impacts to vegetation clearing (particularly marine vegetation such as mangroves and sea grass)	Volume 4 Chapter 12	Gladstone Ports Corporation Capricorn Conservation Council Fitzroy Basin Association
Sedimentation management		Conservation Volunteers Australia
Dredge spoil disposal		Tanum-Boyne Coastcare
Cumulative impacts of dredging		Gladstone Sportsfishing Club Australian National Sportsfishing Association
Community members		
<b>Cumulative impacts</b>		
Cumulative impacts of all CSG to LNG projects	Volume 4 Chapter 20 Volume 4 Chapter 25	Gladstone Regional Council Department of Education and Training
Cumulative social impacts of all of the CSG to LNG projects to Gladstone, including to infrastructure and community services		Department of Infrastructure and Planning
Cumulative impacts of all LNG project to air quality, noise, lighting and visual amenity		Department of Transport and Main Roads Queensland Health Queensland Police Service



Secondary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
Opportunities for LNG proponents to collaborate to support local community services and programs		Gladstone Regional Council – Airport Services Gladstone Economic and Industry Development Board Fitzroy Basin Association Community members
<b>Proponent collaboration</b>		
Possibility of Australia Pacific LNG collaborating with others  Possibility of various CSG to LNG projects collaborating regarding infrastructure (pipelines, wharves, etc), cumulative assessments, community initiatives	Volume 1 Chapter 1  Volume 3 Chapter 3	Gladstone Regional Council Department of Community Safety Department of Environment and Resource Management Department of Employment, Economic Development and Innovation Fitzroy Basin Association Australian Sportsfishing Association Community members
<b>LNG facility and site location</b>		
LNG facility site selection process  Location of Australia Pacific LNG facility  Location of Australia Pacific LNG facility in relation to the other LNG projects on Curtis Island	Volume 4 Chapter 3  Volume 4 Chapter 25	Queensland Premier Queensland Deputy Premier Minister for Transport Save Curtis Island Port Curtis Sailing Club Community members
<b>Use of local workforce</b>		
Predicted workforce numbers – local and fly-in/fly-out.  Maximise opportunities for local employment and suppliers.  Develop tendering and prequalification process that focuses on regional employment and supply contracts	Volume 4 Chapter 20  Volume 4 Chapter 21	Gladstone Regional Council Gladstone Regional Council – Airport Services Rockhampton Regional Council State Member for Gladstone Department of Communities Queensland Police Service Gladstone Engineering Alliance

Secondary themes from discussion <sup>1</sup>	Reference in EIS	Interest shown by whom <sup>2</sup>
		Gladstone Area Promotion and Development Limited
		Gladstone Economic and Industry Development Board
		Community members

<sup>1</sup> The list of themes provided in the table above is not exhaustive. The most frequently raised themes have been documented in the table.

<sup>2</sup> The list of stakeholders provided in the table above is not exhaustive. Additional individual stakeholders raised discussions related to the themes; however individual names are not listed for confidentiality reasons.

### 2.7.1 Use of local workforce and services

The global financial crisis has significantly impacted the Gladstone community within the last year. The Gladstone Engineering Alliance has reported that several major projects in Gladstone experienced delays, resulting in maintenance and supply contracts being cancelled and several hundred job losses. Subsequently, the primary interest expressed by Gladstone community members is the employment and contract opportunities that will be presented by the Project. The community commonly queried the Project's timelines, employment and tendering process.

Community members and stakeholders have conveyed that the Gladstone community experiences frustration and anxiety regarding the perceived 'boom-or-bust' nature of their city. Although the Gladstone community is currently experiencing job losses due to industry downturn, community members are aware that Gladstone lacks the workforce to accommodate all of the LNG projects.

For further information regarding the Australia Pacific LNG workforce, refer to Volume 4 Chapter 20 and Volume 4 Chapter 21.

### 2.7.2 Education, training and employment

Stakeholders and community members are enthusiastic that the Project presents an opportunity to increase labour force participation and increase local skills capacity. Government and community groups also discussed potential education and training initiatives to encourage disadvantaged groups into the LNG workforce. Suggestions were made by these groups regarding training programs for Indigenous, youth, women, carers, long-term unemployed and the disabled. Education, training and employment related to the LNG facility are further discussed in Volume 4 Chapter 20.

### 2.7.3 Social

Stakeholders discussed a variety of potential impacts regarding health, community infrastructure and services which have been included under the broad assessment of 'social'. Both stakeholders and the community discussed potential impacts to community health and lifestyle, including noise and visual amenity. Concerns have been raised regarding new workers settling in the Gladstone region and the potential fly-in/fly-out component of the LNG workforce.

Community members and government regulators also discussed Australia Pacific LNG's air quality assessment and potential cumulative impacts. Gladstone community members have expressed an ongoing concern regarding industrial impacts to air pollution and subsequent potential impacts to

health. Community members also expressed varied responses to the Queensland Government's Clean and Healthy Air for Gladstone monitoring project<sup>1</sup>.

Further details regarding these issues are discussed in:

- Volume 4 Chapter 7
- Volume 4 Chapter 13
- Volume 4 Chapter 15
- Volume 4 Chapter 17
- Volume 4 Chapter 20
- Volume 4 Chapter 21
- Volume 4 Chapter 22.

#### **2.7.4 Infrastructure**

During consultation sessions, stakeholders often remarked that local infrastructure, including roads and the Gladstone airport, may be impacted by the increase in population as a result of the LNG projects. Stakeholders also queried the logistical operations of transporting the Australia Pacific LNG workforce to site, especially the ferrying of the local workforce from mainland Gladstone to Curtis Island.

Community members focused their attention on the location of project infrastructure. Community members also expressed their opposition to the Queensland Government's proposal to construct a bridge from mainland Gladstone to Curtis Island (as proposed by the Queensland DIP in the draft Port of Gladstone Western Basin Master Plan, 2009). Opposition was based on a variety of reasons, including perceived impacts to the environment and Gladstone Harbour access for fishing and boating activities.

During the course of Australia Pacific LNG's stakeholder consultation within the past year, community members were educated that Australia Pacific LNG does not require a bridge and therefore does not propose to build a bridge to Curtis Island. Subsequently, the number of comments received regarding the bridge reduced in the later stages of consultation (October 2009 to November 2009).

Further information regarding project infrastructure is discussed in:

- Volume 2 Chapter 2
- Volume 3 Chapter 2
- Volume 4 Chapter 2
- Volume 4 Chapter 11
- Volume 4 Chapter 17
- Volume 4 Chapter 20
- Volume 4 Chapter 21.

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<sup>1</sup> Clean and Healthy Air for Gladstone Project is a Queensland Government initiative, established to gain a better understanding of air pollution in the Gladstone area, and to identify any potentially associated risks to public health.

### **2.7.5 Pipeline location and construction**

Community members frequently asked where the Australia Pacific LNG facility, pipeline and gas fields would be located. Discussions regarding the gas transmission pipeline naturally focused on the location of the pipeline in the Gladstone region. Stakeholders also queried the co-location of the Australia Pacific gas pipeline with other pipelines within the designated common infrastructure corridor.

During the latter stages of consultation (October 2009 to November 2009) stakeholders more frequently raised queries regarding how the gas pipeline would cross The Narrows. Stakeholders expressed a preference for the pipeline to cross The Narrows sub-sea to minimise impacts to Gladstone Harbour access. Stakeholders also queried if all of the CSG to LNG proponents would be constructing their pipelines across The Narrows simultaneously to potentially assist in minimising environmental impacts.

This issue is discussed in more detail in Volume 3 Chapter 3.

### **2.7.6 Proponent collaboration**

Several questions were also raised about the potential for collaboration between the various CSG to LNG proponents. Community members also queried whether all of the proposed CSG to LNG projects would be realised. The community's interest regarding collaboration between the proponents was most likely spurred by the local and national media articles throughout 2009 discussing this matter. Further information regarding this matter can be found in Volume 4 Chapter 1.

### **2.7.7 LNG facility site selection**

In August 2009 Australia Pacific LNG announced that the LNG facility would be located near Laird Point, within the Curtis Island Industry Precinct. Prior to the site being announced, a large number of queries were generated by the community and stakeholders regarding where the Australia Pacific LNG facility would be located.

In the later stages of consultation, the community was aware that the LNG facility would be located on Curtis Island, but wanted to know the Australia Pacific LNG site location within the Curtis Island Industry Precinct in comparison to the other Gladstone based LNG projects. The community has experienced continued confusion distinguishing between the various CSG to LNG projects.

Further information can be found in Volume 4 Chapter 3.

### **2.7.8 Accommodation and housing**

Stakeholders and the community expressed high interest in the location of the temporary accommodation facilities. Government stakeholders, including Queensland Police, commented that impacts to the Gladstone community could potentially be minimised if the temporary accommodation facilities were located outside of Gladstone city. Alternatively, the Gladstone Regional Council expressed a preference for the workforce accommodation to be located on Gladstone's mainland to maximise social interaction of the workforce with the Gladstone community.

Stakeholders and the community also voiced their concern that the increase in population due to the LNG projects will impact affordable housing and accommodation. Further information can be found in Volume 4 Chapter 20 regarding this matter.

### **2.7.9 Safety**

Safety discussions primarily centred on Australia Pacific LNG's risk assessments, security processes and emergency preparedness. Local government, Queensland Police Service, Fire and Rescue and Volunteer Marine Rescue raised comments regarding the logistical capability of local emergency services to respond to potential safety or security incidents on Curtis Island.

The Australia Pacific LNG 'LNG Show' held in Gladstone in September 2009 provided an opportunity to educate the community and stakeholders about the safe properties of LNG and the strict safety codes and practises that the LNG industry adheres to. Queries regarding safety decreased in the later stages of consultation (October 2009 to November 2009) when compared to first round of consultation (April 2009 to September 2009). For further detail regarding safety matters, refer to Volume 4 Chapter 22.

### **2.7.10 Environment and water management**

Environmental queries were mainly associated with potential impacts to the Gladstone Harbour – particularly in relation to impacts to sea grass, mangroves, fish, crab and prawn populations. Further discussions regarded potential discharges to Gladstone Harbour and natural waterways. Refer to Volume 4 Chapter 24, Volume 4 Chapter 11 and Volume 4 Chapter 10.

### **2.7.11 Cumulative impacts**

During the later stages of consultation (October 2009 to November 2009) stakeholder queries increased regarding how the cumulative impacts of all of the proposed Queensland CSG to LNG projects would be assessed and managed. Refer to Volume 4 Chapter 25 for further information.

### **2.7.12 Gladstone Ports Corporation dredging**

The community raised concerns regarding the Gladstone Ports Corporation (GPC) dredging plans for the Gladstone Harbour in relation to environmental impacts and location of dredge spoils. Community members expressed interest in GPC's assessment of the cumulative impacts of dredging to accommodate all of the proposed LNG projects. These issues are further discussed in:

- Volume 4 Chapter 9
- Volume 4 Chapter 10
- Volume 4 Chapter 12
- Volume 4 Chapter 20.

### **2.7.13 Shipping, exclusion zones, fishing and boating**

The Gladstone region boasts a strong recreational boating and fishing identity. Gladstone Area Promotion and Development Limited report that fishing and boating are one of Gladstone's most prominent tourist drawcards. Gladstone's major community events also celebrate Gladstone's fishing and boating character, including the annual Gladstone Harbour festival, Gladstone Seafood festival and Boyne-Tannum Hook Up.

Government agencies, industry, environmental and community groups and the general public queried how LNG shipping and exclusion zones would impact industrial activities, fishing and boating access to the Gladstone Harbour. Overall, queries regarding shipping, exclusion zones, fishing and boating

dominated over all other topics of discussion raised by community members (with the exception of the communities' interest in employment).

Australia Pacific LNG arranged further meetings with local boating, fishing, environmental groups and identities; over 30 additional consultations were held in the aim of gaining a further depth of understanding of local concerns regarding potential project impacts. This extensive consultation process also provided an opportunity to gain community input regarding proposed environmental management plans, such as fishing mitigation measures and offsets. Australia Pacific LNG received positive feedback from the community regarding their extensive consultation efforts.

These matters are further discussed in:

- Volume 4 Chapter 7
- Volume 4 Chapter 10
- Volume 4 Chapter 13
- Volume 4 Chapter 15
- Volume 4 Chapter 17
- Volume 4 Chapter 20
- Volume 4 Chapter 21
- Volume 4 Chapter 22.

#### **2.7.14 Themes of discussion to date**

Figure 2.2 indicates the key themes of discussions with stakeholders from 1 April 2009 to 9 November 2009. The pie chart below includes 'issue themes' and as such does not include statistics regarding the number of individual employment and business enquiries received by Australia Pacific LNG.

Information on the key themes is provided in **Table 2.7** (primary themes) and Table 2.8 (secondary themes). Chapters of the EIS where further information can be found are also listed in the tables

#### ***Social impact and environmental impact studies***

A social impact assessment was conducted as part of the EIS process. Baseline studies and discussions with stakeholders were used to support the identification of current social and economic conditions and develop possible mitigation strategies for likely project impacts. Further details about these findings are outlined within Volume 4 Chapter 20.

Proposed mitigation measures regarding potential environmental impacts are discussed in Volume 4 Chapter 24.

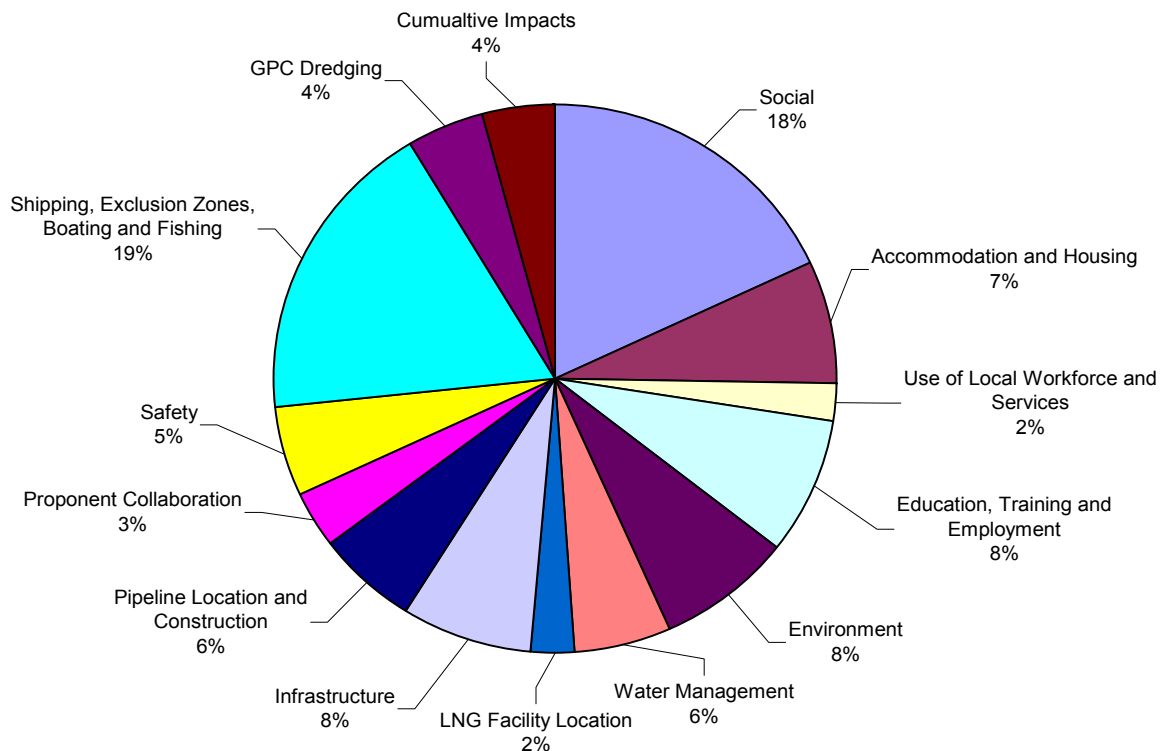


Figure 2.2 Themes of discussions with stakeholders from 1 April 2009 to 9 November 2009

## 2.8 Conclusion

### 2.8.1 Stakeholder engagement outcomes

Community and stakeholder engagement conducted will be ongoing. Issues and concerns raised during consultation periods will be fed into the decision-making process relating to the design, construction and operation of the Project.

In summary, the following points of discussions were commonly identified:

- Eagerness to embrace employment and contract opportunities associated with the Project
- A willingness to work with Australia Pacific LNG and other LNG proponents to address issues relating to social impacts and adequate infrastructure and services.
- Apprehension regarding the impacts to the environment, boating and fishing activity in the Gladstone Harbour
- Readiness to strategise with Australia Pacific LNG to develop mitigation measures and management measures on identified issues.

Community and stakeholder feedback, including the broad themes outlined above, have been used to guide the direction of the EIS, in particular, the areas of social and environmental impacts, and construction and operations of the Project and the Project's specific strategies, mitigation measures and commitments. Ultimately the relationships formed with local communities and stakeholders will underpin the Project's success.

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## **2.8.2 Commitments**

Australia Pacific LNG will:

- Continue consultation and engagement programs with stakeholders to ensure their views are understood and considered throughout the life of the Project
- Continue to participate with government in local and regional planning processes and provide timely information about the Project to inform discussion and decision making.