



Community

16



16 Community

BMA is undertaking an extensive program of community consultation and stakeholder engagement, relating to the Caval Ridge Project.

BMA's community engagement process aims to:

- Identify community issues or concerns.
- Ensure BMA is responsive in mitigating against issues.
- Proactively work with stakeholders.
- Continue the long term relationship between BMA and the Bowen Basin community.

The Caval Ridge Project community engagement process also considers the cumulative impacts of BMA's operations, helping the community to understand the project specifically, as well as BMA's broader growth plans.

The community consultation process to date has engaged stakeholders at both a local and regional level, and provided project-specific information as well as information on the potential social, economic and environmental impacts, relating to the project.

A regular program of consultation activities has helped ensure the community, employees and other stakeholders have had a number of opportunities to provide input and offer feedback.

Key consultation activities included one-to-one discussions, information displays, hard copy and online information publications (such as fact sheets and newsletters), and consultation with service providers.

Feedback from community engagement has informed mine planning and technical studies associated with the EIS, as well as BMA's ongoing communication activities relating to its growth plans.

To date, feedback from the community has highlighted concerns relating to noise and dust, housing and social services provision.

16.1 Consultation Objectives

The objectives of the community engagement process are to:

- Initiate and maintain open communication with the community on all aspects of the project and the EIS.
- Identify community issues and concerns in relation to the project.
- Work with community stakeholders to help identify potential social impacts and develop appropriate mitigation strategies.
- Proactively work with stakeholders to develop appropriate solutions and strategies to minimise negative impacts associated with the project.
- Address all stakeholder issues through the EIS process and communications.



- Continue the long-term relationship between BMA and the community that is based on mutual trust and two-way engagement.
- Provide feedback to stakeholders about their issues and concerns and how their feedback has been used.
- Conduct a process which uses existing community contact points and avenues for discussion.

16.2 Stakeholder Identification

BMA conducted an internal workshop in November 2007 with representatives from a cross-section of the business, to discuss relevant stakeholders and their potential interest in the project. Specific criteria for identifying stakeholders included, but was not limited to:

- Whether the stakeholder or group had an interest in local and regional issues
- Whether the stakeholder or group had an intimate understanding of the impacted communities
- Whether the stakeholder or group could provide a unique perspective (be it political, social, environmental, or representing vulnerable groups) on the project impacts, that overall, would contribute to a well-rounded consultation program
- Whether the stakeholder or group had a level of influence or opinion, or were seen as community leaders or spokespeople

The Caval Ridge project was referred to Department of the Environment, Water, Heritage and the Arts in August 2008 and declared a controlled action in September 2008. The project referral indicates BBKY as an affected party. This affected party has been engaged in consultation directly with the BMA project team throughout the study. The referral also notes, in Section 3.3(e), details the homesteads located in the project area. The landholders of these homesteads have been identified in Section 16.3.9.1 of the consultation report. Section 16.4.6 outlines their identified concerns and BMA's response.

BMA have actively consulted with a range of local, regional and state based agencies and authorities and the Moranbah community to understand and address community concerns, expectations and aspirations.

Identified stakeholders consulted as part of the engagement process include:

- Local communities (Moranbah/Coppabella/Nebo/Dysart)
- Landowners/impacted neighbours
- Non-government organisations
- Indigenous groups
- State Government
- Shire councils/regional councils
- Elected representatives
- Government agencies
- Employees
- Owners/Joint Venture – BHPB, Mitsubishi, Mitsui



- Unions
- Media
- Potential employees
- Infrastructure providers
- Industry bodies
- Customers
- Suppliers
- Other mining companies/major contractors.

16.3 Consultation Strategies

BMA's community engagement strategy for this project was to present the Caval Ridge Mine as one component of the broader Bowen Basin Coal Growth Project.

This approach helped to inform the community about the project-specifically, as well as have the community prepare for, and consider, broader growth plans and potential cumulative impacts.

Consultation activities deliberately engaged stakeholders in the local Moranbah study area, as well as stakeholders across the Mackay region, who may also need to consider cumulative regional impacts.

Project information was made available on the BMA website, at the mobile information displays and at stakeholder meetings and members of the project team were available to discuss key issues and concerns throughout the engagement process.

BMA used a number of channels to gather community feedback on the project, including a community reference group, direct stakeholder contact (telephone calls and face-to-face meetings), feedback forms and a series of mobile information displays across the Moranbah and Mackay regions.

Key consultation activities included:

- Three newsletters letterbox dropped to Moranbah residents (more than 3,000 letterbox drops per issue)
- Advertising and media releases
- Employee communications
- Project-specific fact sheets
- Environmental monitoring fact sheets focused on dust, noise and vibration
- BMA growth website
(<http://www.bhpbilliton.com/bb/ourBusinesses/metallurgicalCoal/bma/growthProjects.jsp>)
- Static displays (posters displayed at key community information points around Moranbah)
- Contact with stakeholders (telephone calls and face-to-face meetings)



- Mobile information displays in Moranbah, Nebo and Mackay
- Stakeholder briefings including elected representatives
- Council meetings (a BMA representative attends the monthly Isaac Regional Council meetings to update on BMA's growth projects)
- Community reference group meetings
- One to one meetings with affected property owners
- Community contact points, including the BMA website, an 1800 project information telephone line and an enquiries@bmacoal.com email address.

The following sections outline these community consultation activities in more detail.

16.3.1 Newsletter

A double-sided A4 project information newsletter was distributed to Moranbah and district residents from Thursday 1 May to Friday 9 May 2008. The newsletter was distributed to residential addresses through a letterbox drop, with post office box and business delivery through Australia Post. A total of 3,299 addresses were provided with the newsletter.

Key information detailed in the newsletter included:

- A general overview of BMA's growth plans.
- Key project details such as size, mining type, workforce and timing.
- Key details for the Daunia and Caval Ridge Mines.
- A regional map of towns, existing and proposed mines.
- The community consultation process and activities.
- EIS process relating to community engagement opportunities.
- Contact details for the project team.
- A second newsletter was distributed to the Moranbah community from Thursday 14 August to Friday 29 August 2008. The second newsletter was A3 double-sided. Again the distribution was undertaken via a letterbox drop, post office boxes and business delivery. The second newsletter outlined:
 - The EIS progress, including the draft Terms of Reference (TOR).
 - Opportunities for the community to be involved in the EIS process.
 - Key issues raised by the community, as well as BMA's response.
 - The community reference group representation and key issues.
 - Contact details for the project team.

A third newsletter was distributed to the Moranbah community from Friday 7 November to Friday 14 November 2008. The third newsletter was A3 double-sided. Distribution was undertaken via a letterbox



drop, post office boxes and business delivery. The third newsletter provided detailed information on the Daunia Mine EIS. General information about the project and the Goonyella Riverside Expansion was also presented. The third newsletter outlined:

- The EIS process:
 - Details about the Daunia Mine overview document.
 - Dates and locations for upcoming mobile information displays.
 - Submission process for the draft Daunia Mine EIS.
 - The approval process.
 - An update on Caval Ridge and Goonyella Riverside Expansion.
 - Contact details for the project team.
 - A copy of each newsletter is included in Appendix E.

16.3.2 Advertising and media releases

Advertising was an important information source for the community as it provided further background on the project and ensured the community were continually updated on opportunities to discuss issues with BMA representatives at mobile information displays. Contact details for the project team were also included in advertisements.

Additional advertising for the draft Terms of Reference was incorporated into the engagement process.

BMA growth projects advertisements featured in various local study area and regional Queensland newspapers, local radio and the Isaac Regional Councils' variable message signs on the outskirts of Moranbah. Advertising was updated throughout June, July, August and November 2008 and January 2009, and featured in the following media outlets:

- The Daily Mercury (early general news)
 - Saturday 3 May 2008
 - Saturday 17 May 2008
 - Saturday 24 May 2008
 - Saturday 31 May 2008
 - Wednesday 4 June 2008
 - Saturday 21 June 2008
 - Saturday 16 August 2008 (draft TOR)
 - Saturday 30 August 2008 (draft TOR)
 - Saturday 29 November 2009 (Daunia Mine draft EIS)



- Saturday 6 December 2009 (Daunia Mine draft EIS)
- Saturday 10 January 2009 (Daunia Mine draft EIS)
- Saturday 17 January 2009 (Daunia Mine draft EIS)
- Saturday 24 January 2009 (Daunia Mine draft EIS)
- The Miner's Midweek (early general news)
 - Wednesday 7 May 2008
 - Wednesday 21 May 2008
 - Wednesday 4 June 2008
 - Wednesday 24 June 2008
 - Wednesday 13 August 2008 (draft TOR)
 - Wednesday 3 December 2009 (Daunia Mine draft EIS)
 - Wednesday 14 January 2009 (Daunia Mine draft EIS)
 - Wednesday 28 January 2009 (Daunia Mine draft EIS)
- Moranbah Messenger (monthly publication)
 - Saturday 10 May 2008
 - Saturday 24 May 2008
 - Saturday 21 June 2008
- Rock FM 96.9
 - Week commencing Monday 5 May 2008
 - Week commencing Monday 19 May 2008
 - Week commencing Monday 23 June 2008
 - Saturday 29 and Sunday 30 November 2008 (Daunia Mine draft EIS)
 - Week commencing Monday 12 January 2009 (Daunia Mine draft EIS)

A copy of each newspaper and radio announcement is included in Appendix E.

A media release was also distributed to relevant local and regional newspapers during the initial stages of the community engagement process. The media release outlined BMA's growth plans and provided links to the mobile information display schedule, newsletter and fact sheets.

A second media release was distributed to relevant local and regional newspapers in December 2008, to encourage the community to review the Daunia Mine draft EIS during the public advertising period, and



lodge submissions with the Department of Infrastructure and Planning. The media release and subsequent media coverage also made reference to the Caval Ridge Mine. Contact details for the project team were also included.

A copy of the media releases and subsequent media coverage is included in Appendix E.

16.3.2.1 Employee communications

BMA publicised the growth projects and the community engagement process through employee information sources including internal newsletters (BMag) and the fortnightly Bulletin Board email communication, both of which distributed to all BMA employees.

Community engagement activities were advertised internally to ensure employees and their families were also provided with opportunities to discuss BMA's growth and the project. Updates were provided on a bimonthly basis.

Moranbah-based BMA employees received the series of growth newsletters, which were letterbox dropped across the region.

The project team also spoke directly with BMA employees about the growth projects during the program of mobile information displays in the local study area and Mackay.

16.3.3 Fact sheets

An A4 Caval Ridge project fact sheet was developed for the mobile information displays, static displays (posters), BMA website and for community members who contacted the project team directly to request further project information. The fact sheet provided detailed information, including:

- An overview of BMA.
- Caval Ridge project area map showing the Mining Lease 1775 that would be developed.
- Caval Ridge project specifications such as lease size and ownership.
- Construction details including duration and employment.
- Production details such as the type and amount of coal expected per year.
- Operation details such as the expected employment numbers and accommodation type, the mine life, infrastructure plans and export details.
- Contact details for the project team.

Daunia Mine and Goonyella Riverside Expansion project fact sheets were also available for the community engagement activities. The Goonyella Riverside Expansion fact sheet became available in October 2008.

BMA prepared an environmental monitoring fact sheet in response to community questions about potential dust, noise and vibration impacts associated with the project. This fact sheet was available at mobile



information displays from June 2008 onwards and via the project website. Key information outlined in the fact sheet included:

- The potential for the project and other mining companies' activities to generate noise and dust.
- The process for addressing changes in air quality and noise.
- BMA's monitoring process for measuring existing air quality and noise levels.
- BMA's management strategies for potential changes in air quality and noise levels.

This fact sheet was updated in August 2008 to include information about vibration monitoring and management.

All fact sheets are available on the BMA website. Each fact sheet is included in Appendix E.

16.3.4 Website

The BMA website provided the broader community with up-to-date information about the project through a dedicated BBCGP webpage. Key features of the webpage included:

- A general overview of BMA's growth plans.
- An overview of the community engagement process.
- Mobile information display details (dates, times and locations);
- Links to newsletters, fact sheets and posters.
- The project visualisation which shows the potential changes to the landscapes.
- Information about other growth projects including Daunia Mine, Goonyella Riverside Expansion and the Airport project.
- The draft TOR and Daunia Mine draft EIS.
- Instructions on how to make a submission regarding the draft TOR and the Daunia Mine draft EIS.
- Contact details for the project team.
- A copy of the webpage is included in Appendix E.

16.3.5 Static displays

Static display posters were placed in key locations throughout Moranbah, including libraries, council offices and community notice boards in Moranbah Fair Shopping Centre and Moranbah Town Square. Static displays were posted at the beginning of May 2008, prior to the first mobile information display, and provided general information about the project. Fact sheets and newsletters were also available to interested community members. Information featured in the static display poster included:

- BMA and its growth plans
- Project location and details



- Mobile information display times, dates and locations
- Requests for community input
- Contact details for the project team.
- A second static display poster was prepared and distributed to public places in Moranbah in August 2008. This static display poster included:
 - An update on community involvement and key issues raised;
 - Project profiles
 - Consultation for the draft TOR
 - Contact details for the project team.

Copies of the static display posters are included in Appendix E.

16.3.6 Stakeholder consultation

16.3.6.1 Stakeholder and elected representative consultation

BMA prepared and distributed a letter to identified stakeholders in the last week of May 2008. The letter outlined BMA's general growth plans and the community engagement process. An offer to meet one-to-one with the project team was also included along with contact details for the project team. This letter was distributed to the following stakeholders:

- Anna Bligh MP, Premier
- Desley Boyle MP, Minister for Tourism, Regional Development and Industry
- Paul Lucas MP, Deputy Premier and Minister for Infrastructure and Planning
- Andrew McNamara MP, Minister for Sustainability, Climate Change and Innovation
- John Mickel MP, Minister for Transport, Trade, Employment and Industrial Relations
- Tim Mulherin MP, Minister for Primary Industry and Fisheries
- Shane Knuth MP, Member for Charters Towers
- James Bidgood MP, Member for Dawson
- Dan Hunt, Director General Department Mines and Energy
- Terry Wall, Director General Environmental Protection Agency
- Ken Smith, Director General Premier and Cabinet
- Lance Hockeridge, CEO QR
- Mayor Cedric Marshall and CEO Mark Crawley, Isaac Regional Council
- Mayor Col Meng and CEO Peter Franks, Mackay Regional Council.



A second letter about the draft TOR was distributed to stakeholders and elected representatives on Thursday 14 August 2008. The letter also included information on accessing the draft TOR and the results of initial community engagement activities.

A letter regarding the public advertising period for the Daunia draft EIS was also distributed with the Daunia Mine Community Overview booklet in December 2008. The letter also made reference to the Caval Ridge project and was distributed to recipients listed in Table 16.1.



Table 16.1 Recipient List – Daunia Draft EIS Letter

Title	First name	Surname	Position	Department/Organisation
The Hon	Anna	Bligh MP	Premier	
The Hon	Desley	Boyle MP	Minister for Tourism, Regional Development and Industry	
The Hon	Andrew	Fraser MP	Treasurer	
The Hon	Margaret	Keech MP	Minister for Child Safety and Minister for Women	
The Hon	Paul	Lucas MP	Deputy Premier and Minister for Infrastructure and Planning	
The Hon	Andrew	McNamara MP	Minister for Sustainability, Climate Change and Innovation	
The Hon	John	Mickel MP	Minister for Transport, Trade, Employment and Industrial Relations	
The Hon	Tim	Mulherin MP	Minister for Primary Industries and Fisheries	
The Hon	Lindy	Nelson-Carr MP	Minister for Communities, Minister for Disability Services, Minister for Aboriginal and Torres Strait Islander Partnerships, Minister for Multicultural Affairs, Seniors and Youth	
The Hon	Warren	Pitt MP	Minister for Main Roads and Local Government	
The Hon	Neil	Roberts MP	Minister for Emergency Services	
The Hon	Stephen	Robertson MP	Minister for Health	
The Hon	Robert	Schwarten	Minister for Public Works, Housing and Information and Communication Technology	
The Hon	Kerry	Shine	Attorney-General and Minister for Justice and Minister Assisting the Premier in Western Queensland	
The Hon	Judy	Spence	Minister for Police, Corrective Services and Sport	
The Hon	Craig	Wallace	Minister for Natural Resources and Water and Minister Assisting the Premier in North Queensland	
The Hon	Rod	Welford	Minister for Education and Training and Minister for the Arts	
The Hon	Geoff	Wilson	Minister for Mines and Energy	
Ms	Norelle	Deeth	Director-General	Department of Child Safety



Title	First name	Surname	Position	Department/Organisation
Ms	Linda	Apelt	Director-General	Department of Communities
Mr	Frank	Rockett	Director-General	Department of Corrective Services
Ms	Linda	Apelt	Director-General	Disability Services Queensland
Ms	Rachel	Hunter	Director-General	Department of Education, Training & The Arts
Mr	Jim	McGowan	Director-General (Acting)	Department of Emergency Services
Mr	Peter	Henneken	Director-General	Department of Employment & Industrial Relations
Mr	Terry	Wall	Director-General	Environmental Protection Agency
Mr	Michael	Reid	Director-General	Queensland Health
Ms	Natalie	MacDonald	Director-General	Department of Housing
Mr	Colin	Jensen	Director-General	Department of Infrastructure & Planning
Ms	Julie	Grantham	Director-General	Department of Justice & Attorney-General
Mr	Phil	Clarke	Director-General (Acting)	Department of Local Government, Sport and Recreation
Mr	Alan	Tesch	Director-General	Department of Main Roads
Mr	Dan	Hunt	Director-General	Department of Mines & Energy
Mr	Scott	Spencer	Director-General	Department of Natural Resources & Water
Mr	Bob	Atkinson APM	Commissioner of Police	Queensland Police Service
Mr	Ken	Smith	Director-General	Department of the Premier & Cabinet
Mr	Robert	Setter	Director-General	Department of Primary Industries and Fisheries
Mr	Mal	Grierson	Director-General	Department of Public Works
Mr	Bob	McCarthy	Director-General	Department of Tourism, Regional Development and Industry
Mr	Bruce	Wilson	Director-General	Queensland Transport



Title	First name	Surname	Position	Department/Organisation
Mr	Gerard	Bradley	Under Treasurer and Under Secretary	Queensland Treasury
Mr	Shane	Knuth MP		Member for Charters Towers
Mr	James	Bidgood MP		Member for Dawson
Mr	Lance	Hockeridge	CEO	Queensland Rail
Mayor	Cedric	Marshall	Mayor	Isaac Regional Council
Mr	Mark	Crawley	CEO	Isaac Regional Council
Mayor	Col	Meng	Mayor	Mackay Regional Council
Mr	Peter	Franks	CEO	Mackay Regional Council



16.3.6.2 Agencies consultation

Consultation activities conducted during the engagement process included the following agency briefings:

- Meeting with the EPA in Brisbane on Wednesday 11 June 2008, discussing the BMA BBCGP.
- Meeting with EPA in Emerald on Friday 27 June 2008, discussing the BMA BBCGP.
- Meeting with the Department of Environment, Water, Heritage and the Arts (DEWHA) in Canberra on Friday 22 August 2008, discussing the EPBC referral of the BMA BBCGP including the Daunia Mine.
- Ongoing meetings with the Queensland Department of Infrastructure and Planning, including the Social Impacts unit.
- Meeting with the Department of Housing (Brisbane) in December 2008 to discuss BMA's accommodation and housing strategy for the Bowen Basin.
- Meetings with various representatives from the Department of Health (regional), Department of Communities (regional), EPA (regional).

A whole of local and state government TOR briefing was undertaken in Brisbane and Mackay on Monday 1 and Tuesday 2 September 2008, respectively. The briefing was attended by representatives from the following:

- Department of Infrastructure and Planning
- Environmental Protection Agency
- Department of Housing
- Queensland Health
- Disability Services Queensland
- Department of Communities
- Education Department
- Queensland Police Service
- Department of Transport
- Queensland Rail
- Department of Mines and Energy
- Department of Primary Industries and Fisheries.

A complete list of agencies consulted as part of the engagement process is included in Appendix E. A copy of the letters sent to stakeholders and elected representatives are included in Appendix E.

A Daunia EIS local and state government agency briefing was held in Mackay on Monday 15 December 2008 and in Brisbane on Wednesday 17 December 2008. While the Caval Ridge project was not the key focus of discussions, cumulative impacts and management processes were raised by participants. BMA



provided an update of the project studies and likely outcomes. Key representatives from the Department of Infrastructure and Planning were also taken on a Caval Ridge site tour in 2008.

A follow up tour of the Daunia Mine site and the Mac Accommodation Village at Coppabella was carried out in January 2009 for interested local government stakeholders from:

- Department of Communities
- Department of Housing
- Queensland Health, Tropical Public Health Services.

Again, while the Caval Ridge project was not the key focus of this tour, cumulative impacts and management processes were raised by participants. BMA provided an update of the project studies and likely outcomes.

16.3.6.3 Council Consultation

Isaac Regional Council

BMA representatives met with the Isaac Regional Council on a monthly basis to discuss BMA operations, community investment and general activities in the region. These meetings provided the opportunity for BMA to outline general plans for growth as well as the project specifically. The meetings provided a forum to gather council feedback and input on mine planning, the EIS process, workforce accommodation and potential social impacts. During the community engagement activities, BMA met with council on the following dates:

- Wednesday 21 May 2008
- Wednesday 18 June 2008
- Wednesday 16 July 2008
- Thursday 14 August 2008
- Wednesday 10 September 2008
- Wednesday 8 October 2008
- Wednesday 12 November 2008
- Wednesday 21 January 2009
- Wednesday 11 February 2009.

Central Highlands Regional Council

- BMA representatives also worked alongside the Central Highlands Regional Council and were invited to present information on the growth projects at a meeting with property developers and Council in March 2009.
- BMA representatives are also involved in Planning Days at the Central Highlands Regional Council, at which BMA provides input on growth plans across the region.



Mackay Regional Council

- BMA met with Mackay Regional Council on Monday 2 June 2008. This meeting was conducted to introduce the Council to the project and BMA's growth. The meeting also allowed BMA and council to discuss potential issues and concerns.
- The Mayor of the Mackay Regional Council also received an update on the growth projects via the Daunia draft EIS and Daunia Community Overview booklet mail distribution.

16.3.6.4 Regional Economic Development Corporation Mackay and Whitsunday

BMA representatives also engage with the CEO of the Regional Economic Development Corporation Mackay and Whitsunday, updating on growth plans as necessary.

16.3.6.5 Interagency briefing

The consultation team attended the Isaac Regional Interagency Briefing on Wednesday 4 June 2008 on behalf of BMA. BMA representatives attend the Isaac Regional Interagency Briefings on a regular basis. The interagency group is made up of regional social service providers and meets bimonthly to discuss and share knowledge on social issues and programs within the Isaac Regional Council area. Social infrastructure and service organisations represented at the briefing include:

- Department of Communities
- Disability Services
- Emergency Long Term Accommodation Moranbah
- Isaac Regional Council
- BMA
- Moranbah and District Support Services
- Queensland Health
- Moranbah State High School.

Key information regarding BMA's growth and the project has been presented to the group and representatives were invited to provide feedback or organise meetings with BMA to discuss current services in the area and potential issues. After the briefing, follow up meetings were held with Isaac Regional Council, Disability Services and the Mackay Regional Council for Social Development. The outcomes of these meetings are included in the Social Impact Assessment (Section 17). A list of stakeholders is also provided in Appendix E.

Interviews were also conducted with service providers to inform social impact assessment studies. The outcomes of these discussions are included in the Social Impact Assessment (Section 17).

A complete list of individual and group stakeholders consulted as part of the community engagement process is included in Appendix E.



16.3.6.6 Environment groups

BMA representatives conducted briefing sessions with environmental groups in the Mackay Regional Council area. These meetings provided stakeholders with an overview of the project and the EIS process. BMA's overarching approach to environment, community and safety management was presented along with details of BMA's growth plans, the EIS and the community engagement processes.

BMA met with Mackay Regional Natural Resource Management on Monday 2 June 2008 and the Mackay Conservation Council on Friday 27 June 2008.

16.3.6.7 Construction Forestry Mining Energy Union

Representatives of BMA met with delegates from the Construction Forestry Mining Energy Union (CFMEU) to discuss growth plans on Thursday 26 June 2008.

16.3.7 Mobile information displays

A key aspect of the community engagement process was a series of mobile information displays. The displays travelled throughout the local study area to ensure the community were provided sufficient opportunities to be involved in the engagement process. The display was purposely set up in areas with high pedestrian traffic to attract participants. The mobile information display included a display tent and trailer, which advertised the community engagement process as well as growth project-specific details. Key information featured in the mobile information display included:

- A general introduction to BMA's growth
- Daunia Mine Project
- Caval Ridge Project
- Goonyella Riverside Mine Expansion
- The EIS approvals and engagement process
- BMA's community investment program
- Community engagement activities
- BMA's energy excellence program.

BMA and the consultation team were available to discuss BMA's growth and the Caval Ridge project. Key issues and concerns were recorded in a comments book. Participants at each mobile information display were given feedback forms and fact sheets to take away and read at their leisure, and were encouraged to use the 1800 telephone number or enquiries@bmacoal.com email address if they had further queries.

Staffed displays were also held inside Moranbah Fair Shopping Centre. Figure 16.1 depicts the mobile information display used in Moranbah and the surrounding region. Locations, dates and times, as well as attendance at each display, are included in Table 16.2.



Figure 16.1 Mobile information display

Table.16.2 Mobile information display locations, times and attendance

Display location	Date	Attendees
Moranbah Fair Shopping Centre	Thursday 8 May 2008, 10am to 3.30pm	85
Black Nugget Carpark, Moranbah	Saturday 10 May 2008, 8.30am to 11am	57
Nebo Rodeo	Saturday 24 May 2008, 1pm to 4.30pm	20
Lions Markets, Moranbah Town Square	Sunday 25 May 2008, 7.30am to 12pm	141
Moranbah Fair Shopping Centre	Thursday 5 June 2008, 2pm to 6pm	50
Canelands Central, Mackay	Friday 6 June 2008, 10am to 5pm	117
Mackay Showground Markets	Saturday 7 June 2008, 7.30am to 12pm	55
Moranbah Fair Shopping Centre	Saturday 28 June 2008, 10am to 2pm	93
Lions Markets, Moranbah Town Square	Sunday 29 June 2008, 7.30am to 12pm	140
Rotary Home Show, Moranbah	Saturday 18 October 2008, 9am to 5pm	67
Rotary Home Show, Moranbah	Sunday 19 October 2008, 9am to 1pm	52
Moranbah Fair Shopping Centre	Thursday 20 November 2008, 2pm to 6pm	8
Black Nugget Carpark, Moranbah	Saturday 22 November 2008, 8am to 11am	8
Moranbah Fair Shopping Centre	Saturday 29 November 2008, 10am to 2pm	44
Lions Markets, Moranbah Town Square	Sunday 30 November 2008, 7.30am to 12pm	75
Mount Pleasant Greenfields Shopping Centre, Mackay	Friday 5 December 2008, 1pm to 5pm	45
Mount Pleasant Greenfields Shopping Centre, Mackay	Friday 6 December 2008, 9am to 1pm	51
Moranbah Fair Shopping Centre	Saturday 17 January 2009, 10am to 2pm	69
Moranbah Town Square	Sunday 18 January 2009, 7.30am to 12pm	32
	Total	1209

16.3.8 Feedback forms

Community feedback forms (and reply paid envelopes) were available at the mobile information and static displays. The feedback form asked respondents to detail demographic information, as well as their views on the existing environment and potential changes to the local area. Questions focussed on major issues facing the community, general views on the project, potential impacts on local services and facilities and key areas of interest in EIS documents. Respondents were also asked to evaluate the effectiveness of the community engagement process. A total of 27 community members provided feedback form responses.

A copy of the feedback form is included in Appendix E.

16.3.9 Community Reference Group

BMA established a Community Reference Group (CRG) to discuss key concerns associated with the project, as well as the cumulative impacts of growth in the region. The role of this group was to:

- Help BMA to better understand community views.
- Work collaboratively with BMA to determine potential impacts and mitigation strategies.
- Act as a two-way information source for the project team and stakeholders.



The CRG comprised a range of organisations, including local community groups, government agencies, environment groups and local businesses. Groups and organisations represented in the CRG include:

- Isaac Regional Council
- Isaac/Connors Catchment Landcare
- Moranbah Traders Association
- Emergency Long Term Accommodation Moranbah
- Moranbah District & Support Services Assn Ltd
- Dysart Community Support Group Inc
- Department of Infrastructure & Planning
- Department of Mines and Energy
- Department of Communities
- Environmental Protection Agency
- Moranbah Hospital
- Queensland Ambulance Service – Moranbah Station
- Queensland Fire & Rescue Service – Moranbah Station
- Queensland Police Service.

The first CRG meeting was held at the Moranbah Community Centre at 3.30pm on Monday 19 May 2008. The primary aim of the first CRG meeting was to establish a relationship between the group and BMA representatives. BMA presented a general overview of growth plans and information on the EIS and approvals process. Details of the community engagement process were also outlined. Representatives were provided with an opportunity to ask questions and provide their initial feedback.

The second CRG meeting was held at 3.00pm on Monday 30 June 2008. During the meeting BMA representatives provided an update on the EIS process, project planning and community engagement outcomes. Issues affecting each organisation and the general community were recorded in meeting notes.

The third CRG meeting was held at 12.00pm on Wednesday 27 August 2008. The meeting provided the group with an update on the project timeframes and outlined future community engagement activities. Members were again able to discuss with the project team any potential issues facing the organisations and the community. Discussions around the draft TOR was key focus of the meeting, including dates for public submissions. Key aspects of the Daunia Mine project were also presented for discussion.

The fourth CRG meeting was held at 10.45am on Wednesday 19 November 2008. The CRG members were taken on a tour of the Daunia Mine site. Information presented in the site tour included the location of mine infrastructure, access roads and coordination with surrounding mines. Accommodation, groundwater, the location of regional ecosystems and nearby mine sites was also discussed.



Notes from each meeting were distributed to members, including non attendees.

16.3.9.1 Property owner consultation

The project team called affected property owners and caretakers in the week commencing Monday 16 September 2008. This contact provided property owners with information about the draft TOR and the comment period. Information on how to access the draft TOR was also provided.

BMA and the consultation team representatives met with property owners or their representatives on Monday 29 September and Friday 21 November 2008. Phone conversations were held with three property owners on Tuesday 10 February 2009. The purpose of these meetings was to gather data for social impact reporting and to discuss potential impacts associated with the project. Seven directly affected and three indirectly affected property owners discussed their concerns with representatives on the phone or through one-to-one meetings. Included in the seven contacted directly affected property owners are two family members from the same property. One directly affected property owner and one indirectly affected property owner declined to meet with BMA.

Properties directly affected by the Caval Ridge project and owned by people other than BMA include:

- Lot 7 Plan RP615467 and Lot 10 Plan RP615467 (owned by one person)
- Lot 1 Plan RP616897
- Buffle Park
- Logan Creek
- Grosvenor Downs

Properties indirectly affected by the Caval Ridge project and owned by people other than BMA include:

- Lot 6 Plan RP853683
- Coolibah Downs
- Lot 7 Plan RP905436
- Lot 8 Plan RP853653

Affected properties currently owned by BMA include:

- Lot 13 Plan SP151669
- Lot 4 Plan RP884695
- Lot 47 Plan GV226
- Lot 14 Plan GV116
- Lot 8 Plan RP615467
- Lot 9 Plan RP615467



- Moranbah Airport
- Horse Creek

16.3.9.2 Community contact points

BMA established a freecall information line and email address to allow interested community members and other stakeholders to ask questions about the project and provide feedback. Feedback and contact details were recorded in the project specific community engagement database.

16.4 Results

This section details the outcomes of the community engagement process associated with the project and BMA's growth plans. It is important to note that communication tools and consultation activities implemented during the community engagement process focussed on the project, the proposed Daunia Mine and the proposed Goonyella Riverside Expansion. This approach ensured cumulative impacts were identified and used to inform mine planning for projects and technical studies.

Community and stakeholder feedback was collected through stakeholder briefings, mobile information displays, feedback form responses and project contact points (1800 telephone number and BBCGP email address)

16.4.1 Stakeholder consultation

16.4.1.1 Stakeholder elected representative consultation

Stakeholders and elected representatives requested BMA keep them fully informed of EIS processes, BMA's growth and the outcomes of community engagement.

Isaac Regional Council

Council's comments and questions relating to BMA's growth and the project included:

- Accommodation management, including the need for small permanent village accommodation.
- Pressures on existing social services due to population increases.
- Cumulative impacts associated with other projects in the local area and region.
- The need to contribute to the community values and the potential for families to move and live in the area.
- Noise and air quality management.
- Potential visual impacts.
- Health guidelines and monitoring.
- Management strategies to reduce noise, dust, vibration and visual impacts on the community.



Mackay Regional Council

Key areas of interest highlighted by the Mackay Regional Council related to:

- Rostering
- Services available in Mackay
- Skills shortages and sourcing workforces
- Fly-in-fly-out arrangements.

16.4.1.2 Environment groups

Comments and questions provided by Mackay Whitsunday Regional Natural Resource Management related to the following issues:

- The potential to increase the recovery of coal from tailings and rejects to minimise waste material going into water systems.
- Brigalow, Bluegrass and other endangered regional ecosystems clearance.
- Creeks locations and diversions.
- Dewatering and water use on site.

Comments and questions provided by the Mackay Conservation Council included the following:

- Concern that the Coal 21 fund is not a viable solution to climate change.
- Government investment in renewable energy.
- Progress in finalising the draft report prepared by the Fitzroy Basin Association (FBA) on the opportunities for conservation of Brigalow on mining tenures.
- The need to reduce carbon emissions in third world countries.
- The need to improve Brigalow and Bluegrass management.
- The Environmental Protection Agency needs more support and trained staff to manage projects affecting the region.
- Concern regarding the net loss of biodiversity.
- The impact of coal bed methane on the environment.
- concern that environment groups do not have the capacity or the funds to review and consider environmental impacts.
- The cumulative impacts of projects throughout the region.
- The need to improve offsets as it can create more pressure on habitat.
- BMA's rehabilitation programs.
- Project buffer zones need to be at least 200 metres wide.



- Environmental training for indigenous people and students.
- Water allocations for the project.
- Dust impacts on trees and the resultant impact on fauna.

16.4.1.3 Construction Forestry Mining Energy Union

Key issues discussed with CFMEU delegates in relation to the project and BMA's growth included managing potential issues such as:

- Accommodation requirements and options
- Workforce arrangements
- Fly-in-fly-out and drive-in-drive-out workforces
- Ongoing involvement in the community engagement process.

16.4.2 Mobile information displays

At each mobile display, community members were invited to discuss the project and BMA's growth with the project team. Key questions, concerns and comments were recorded and have been categorised into specific feedback topics in the table below.

Table 16.3 provides a summary of key issues raised at each mobile information display session.

Table16.3 Mobile information display responses

Display location	Date	Key issues	Details
Moranbah Fair Shopping Centre	Thursday 8 May 2008, 10am to 3.30pm	Caval Ridge Mine	<ul style="list-style-type: none"> ■ Questions were raised about the potential impact on, or relocation of the airport. ■ The Moranbah community experience noise from Moranbah Access Road at night, particularly in the southern areas. Participants questioned if the project would increase noise / traffic on the Highway. ■ Coal dust is considered an existing issue in Moranbah. Participants noted that health concerns, such as hay fever, could be related to the existing levels of coal dust. Participants questioned if nuisance dust would increase if the project proceeds. Participants were also interested in BMA's dust mitigation strategies. Information on predominant winds would assist further discussions with the community. Many participants noted that the prevailing winds come from Peak Downs Mine direction. ■ Some participants considered the project to be too close to the Moranbah community. Others felt that this would be an advantage by reducing travel times for the workforce.
Black Nugget Carpark, Moranbah	Saturday 10 May 2008, 8.30am to 11am		
		Daunia Mine	<ul style="list-style-type: none"> ■ Participants were interested in haulage road design and location, as well as potential changes to the railway.
		Accommodation	<ul style="list-style-type: none"> ■ There is a preference for housing in Moranbah, rather than village or camp style accommodation. Generally participants asked about BMA's accommodation preferences. ■ Participants noted Moranbah's housing supply pressures. ■ Many participants noted their preference to see more families attracted to the area and highlighted their concerns with village or camp style accommodation. It was perceived that this style of accommodation may contribute to issues such as family separation.
		Employment	<ul style="list-style-type: none"> ■ Participants indicated BMA's growth projects would increase opportunities for young people living in the area. ■ General concern was raised about how BMA would source employees and contractors, in light of skills shortages experienced in 2008.
		General	<ul style="list-style-type: none"> ■ There was general support for each of BMA's growth projects, however participants noted that it was important that impacts are managed appropriately.

Display location	Date	Key issues	Details
			<ul style="list-style-type: none"> ■ Participants raised questions relating to the following: ■ construction timeframes; ■ open cut or underground mining; ■ the life of each mine; ■ the location of plant and rail; ■ the potential for local roads to be relocated; and ■ EIS timeframes and process. ■ Concern was also raised about the potential impacts on the Moranbah community if/when the mining boom is over. ■ Current BMA employees noted an interest in working at the proposed project, which may create a drain at other operations. ■ An increase in traffic on the Peak Downs Highway was also noted as a potential impact associated with the growth projects. ■ The mobile information display was well received, with one participant noting that it was good to see BMA talking to the community.
Nebo Rodeo	Saturday 24 May 2008, 1pm to 4.30pm	Caval Ridge Mine	<ul style="list-style-type: none"> ■ Concern was raised about the potential for dust and noise levels to increase as the mining operations move closer to Moranbah. ■ Vibration from blasting is currently experienced in Moranbah from surrounding operations. This can impact property. ■ Proposed housing developments on the southern end of Moranbah could see housing and the Caval Ridge project closer, increasing the level of impact that these residents would experience. ■ Questions were raised about the location and depth of coal seams. ■ Health issues, such as hay fever, are considered a result of existing dust levels in the local area. There are concerns this would increase with the development of Caval Ridge projec
Lions Markets, Moranbah Town Square	Sunday 25 May 2008, 7.30am to 12pm		
		Daunia Mine	<ul style="list-style-type: none"> ■ Local residents questioned potential changes to Daunia Road.
		Accommodation	<ul style="list-style-type: none"> ■ There was a preference for houses to be provided in Moranbah to encourage families to live in the area and contribute to the community. ■ Questions were raised about BMA's preference for accommodating workforces.

Display location	Date	Key issues	Details
			<ul style="list-style-type: none"> ■ Perceptions related to limited benefits from fly-in-fly-out as workforces do not spend money in the local area or contribute to the broader community. ■ Multiple people living in one house was raised as a concern. This is seen as an issue for people with small children living next door.
		Environment	<ul style="list-style-type: none"> ■ Questions were raised about how dust and noise would be managed and how it would be included in the EIS. ■ Long term effects of dust on health.
		Employment	<ul style="list-style-type: none"> ■ Participants enquired about employment for younger family members and relatives from outside the local area. ■ Concern was raised about where workforces would be sourced from. ■ Questions were raised about where workforces would come from and where they would be accommodated. ■ 12 hour shift arrangements were considered a key factor in reduced levels of participation in sport and recreation. ■ Participants showed interest in employment for themselves, younger family members and relatives from outside the local area. ■ Concern was raised about where workforces would be sourced from.
		General	<ul style="list-style-type: none"> ■ Participants referenced the Daily Mercury Article, Saturday 24 May, stating that 15,000 jobs would be needed as part of the second phase of the mining boom. Questions were raised about where these workforces would come from and where they would be accommodated. ■ Participants raised the Goonyella Riverside Expansion and questioned the potential for a downsizing of operations.
Moranbah Fair Shopping Centre	Thursday 5 June 2008, 2pm to 6pm	Caval Ridge Mine	<ul style="list-style-type: none"> ■ Vibration from blasting may impact on buildings in Moranbah, including damage to pools. ■ Participants highlighted existing noise levels.
Caneland Central, Mackay	Friday 6 June 2008, 10am to 5pm		
Mackay Showground Markets	Saturday 7 June 2008, 7.30am to 12pm		
		Daunia Mine	<ul style="list-style-type: none"> ■ Questions were raised about the mine life.



Display location	Date	Key issues	Details
		Accommodation	<ul style="list-style-type: none"> ■ Concern was raised in relation to the separation of families through the use of single men's quarters. ■ Participants were interested in BMA's preference for housing. ■ There was a general preference for employees to live in Moranbah rather than Mackay or in villages. ■ Participants indicated that it would be difficult to accommodate workforces in Mackay due to the shortage of housing and property prices.
		Environment	<ul style="list-style-type: none"> ■ Potential changes to Bee Creek as a result of Daunia Mine were questioned. ■ Long term effects of dust on health were highlighted as an issue for the Moranbah community. ■ Impact of global warming was highlighted as an environmental issue.
		Employment	<ul style="list-style-type: none"> ■ Many people noted their excitement for BMA's growth plans and the growth opportunities for the local economy and population. ■ Questions were raised about the number of employees required by the growth projects. ■ Enquires regarding employment opportunities were discussed. ■ Participants questioned whether the growth projects would employ more BMA employees or contractors.
		General	<ul style="list-style-type: none"> ■ Concern was noted about the lack of support for local businesses in Moranbah. ■ Participants noted stress on local infrastructure and services through increased population. ■ Concerns were raised about the number of new mines opening in the area. ■ Mackay residents noted the regional impact of mine development such as pressure on social services, housing shortages and changes in local lifestyles. ■ Some participants believe that economic benefits from mining are being spent in South East Queensland. ■ The inability for local business to compete with mining wages was noted. ■ There was a preference for more communication with council and community groups to make sure they are fully aware of the potential impacts that can be expected as a result of increased mining.
Moranbah Fair Shopping Centre	Saturday 28 June 2008, 10am to 2pm	Community	<ul style="list-style-type: none"> ■ The need for a new shopping centre was noted. ■ Potential impacts on road conditions with increased traffic were raised as a key issue.

Display location	Date	Key issues	Details
Lions Markets, Moranbah Town Square	Sunday 29 June 2008, 7.30am to 12pm		<ul style="list-style-type: none"> The need to improve local facilities and services to meet population demands was highlighted. Health impacts associated with the growing number of mines around Moranbah was listed as a key issue for participants.
Rotary Home Show, Moranbah	Saturday 18 October 2008, 9am to 5pm	Caval Ridge Mine	<ul style="list-style-type: none"> Vibration from blasting may impact buildings in Moranbah. Concern was raised about impacts on nearby businesses. One participant was concerned about the impacts to the quarry at the northern end of Mining Lease 1775. Project questions related to timing, location, open cut or underground, mining facilities, the impacts of the project on Moranbah Access Road and Peak Downs Highway.
Rotary Home Show, Moranbah	Sunday 19 October 2008, 9am to 1pm		
		Daunia Mine	<ul style="list-style-type: none"> Questions related to timing, location and open cut or underground mining operations. The access location of the road to the Daunia Mine was questioned.
		Accommodation	<ul style="list-style-type: none"> Issues were raised about the shortage and cost of housing. Enquires related to the types of housing BMA provide to ease the housing pressures. Participants questioned the type of workforce and fly-in-fly-out employee housing. High density housing, such as units or apartments was considered an option to ease the housing issues.
		Community	<ul style="list-style-type: none"> Participants questioned how dust and noise would be managed. One person noted that dust has caused an increase in house cleaning. Some participants supported the extension of Mills Avenue to connect with Peak Downs Highway closer to Coppabella. This would shorten the distance to Mackay. However, this would create a longer distance to Dysart and Clermont if Moranbah Access Road was removed.
		Employment	<ul style="list-style-type: none"> Many participants showed interest in the increased employment opportunities. Benefits to associated business due to the increased mining activity were noted. Concern was raised about where workforces would be sourced from. The inability for local business to compete with mining wages was highlighted.
		Environment	<ul style="list-style-type: none"> One participant noted that BHP Billiton's efforts to reduce mine impacts to the community in the Hunter Valley were impressive. Management strategies included minimising dust through the use of covered conveyers that are colour schemed to match the surrounding environment.

Display location	Date	Key issues	Details
			<ul style="list-style-type: none"> Dust impacts from the Isaac Plains Mine on housing on the eastern side of Moranbah were raised.
		Moranbah Airport	<ul style="list-style-type: none"> Questions and speculation related to the location of the new airport. Some participants noted the need for an airport upgrade. A small number of participants noted the need for increased destinations from Moranbah airport, including Sydney and holiday locations. This would allow more flexibility for fly-in-fly-out employees.
		General	<ul style="list-style-type: none"> Questions were raised about the expansion of the Goonyella Riverside Mine and Hay Point Services Coal Terminal. The possibility of extending the rail line north of Goonyella Riverside Mine was questioned. Participants speculated the projects may be stopped due to economic downturn. The need for homes to have tanks so that more water is available for creek users down stream of Eungella Dam was mentioned. One participant noted the importance of BMA engaging with the community. Difficulty in being able to offer business services to BMA was highlighted by one participant. Loss of Goonyella Riverside Mine's workforce as a result of employees leaving to work at Caval Ridge and Daunia Mines was raised by one participant. Many participants showed support for BMA's growth projects.
Moranbah Fair Shopping Centre	Thursday 20 November 2008, 2pm to 6pm	Caval Ridge Mine	<ul style="list-style-type: none"> Questions related to the timing of the mine development and its location. Concerns were raised about the impacts of dust and the perceived lack of available dust management strategies.
Black Nugget Carpark, Moranbah	Saturday 22 November 2008, 8am to 11am		<ul style="list-style-type: none"> Questions were raised about the impacts on the Moranbah Access Road. Issues were raised regarding the impacts on Moranbah due to the mine's proximity to Moranbah.
		Daunia Mine	<ul style="list-style-type: none"> Questions were raised about timing, location and planned mining facilities.
		Goonyella Riverside Expansion	<ul style="list-style-type: none"> Questions were raised about the expansion timing.
		Accommodation	<ul style="list-style-type: none"> Participants noted the need for more housing with the increased population.

Display location	Date	Key issues	Details
		Employment	<ul style="list-style-type: none"> Enquires related to job application processes and when employment opportunities would be available for the proposed mines.
		Community	<ul style="list-style-type: none"> One participant indicated they had negative feelings towards village accommodation due to safety issues.
		General	<ul style="list-style-type: none"> There was support for the growth projects as many families have invested in Moranbah. One participant noted the importance of informing the community about the growth projects. One participant noted their appreciation for BMA's efforts in informing the community of their plans.
Moranbah Fair Shopping Centre	Saturday 29 November 2008, 10pm to 2pm	Caval Ridge Mine	<ul style="list-style-type: none"> Many questions were raised about the timing and location of the project. Questions were raised about who will be operating the Mine - workforce type (contract workforce or BMA employees). Participants questioned if and when the Moranbah Access Road might be affected by the Mine. Participants questioned how mining would progress within the ML 1775. Questions were raised about changes to Peak Downs Highway.
Lions Markets, Moranbah Town Square	Sunday 30 November 2008, 7.30am to 12pm		
		Daunia Mine	<ul style="list-style-type: none"> One participant raised questions about the social statistics used in the Daunia draft EIS and the sources of social data.
		Moranbah Airport	<ul style="list-style-type: none"> Questions related to the location and timing of the new airport.
		Accommodation	<ul style="list-style-type: none"> Participants noted the need for low cost accommodation for families that can no longer afford housing in Moranbah.
		Community	<ul style="list-style-type: none"> One participant suggested BMA supply air conditioners to homes as a mitigation measure to filter dust from the air. One participant supported fly-in-fly-out employees as it takes fatigued drivers travelling between Mackay and the mines off the road.
Mount Pleasant Greenfields Shopping Centre, Mackay	Friday 5 December 2008, 1pm to 5pm	Caval Ridge Mine	<ul style="list-style-type: none"> Questions were raised about who will be operating the mine - workforce type (contract workforce or BMA employees).



Display location	Date	Key issues	Details
Mount Pleasant Greenfields Shopping Centre, Mackay	Saturday 6 December 2008, 9am to 1pm		
		Daunia Mine	<ul style="list-style-type: none"> ■ Questions were raised about timing, location and mining facilities planned for the mine. ■ Participants raised questions about how coal would be mined, for example dragline or truck shovel. ■ Questions were raised about where coal will be railed to for shipping.
		Goonyella Riverside Expansion	<ul style="list-style-type: none"> ■ Participants enquired if the expansion would be open cut or underground mining.
		Employment	<ul style="list-style-type: none"> ■ Many enquires were made regarding the job application process and timeframe around recruitment for the proposed mines. ■ Participants noted the difficulty in getting a job with mining companies despite the perception of people shortages in the area. ■ Participants also highlighted the difficulty for people without tickets/certificates in operating mining machinery to gain employment with mining companies. They noted the lack of training services for clean skins. ■ One participant indicated BMA should have representatives at the display to advise employment seekers how to better their employment chances and/or take their details for possible employment. ■ Questions were raised about where employees would be sourced from as there is a skills shortage. ■ Concerns were raised about potential trades' people pursuing professional careers and occupations such as machinery operators. ■ Participants showed support for BMA's growth projects as they create job opportunities for the area.
		Accommodation	<ul style="list-style-type: none"> ■ Questions were raised about where new mine employees will be housed. ■ One participant supports fly-in-fly-out employees as it takes the stress off the housing shortage in Moranbah. ■ One participant suggested BMA work with Isaac Regional Council to help young people enter the housing market. This participant noted Mackay Regional Council has recently done this.

Display location	Date	Key issues	Details
		Community	<ul style="list-style-type: none"> ■ One participant noted the safer option to have operations move under Peak Downs Highway at Caval Ridge Mine as opposed to the road and rail arrangement on the Dysart road at Peak Downs Mine. ■ Another participant noted the safe option for bus transport for employees as it takes cars and fatigued drivers off the road. ■ Some participants supported the growth projects as many families have invested in Moranbah. ■ One participant favoured the option to expand Abbot Point coal terminal as an increase in coal handling at Hay Point and Dalrymple Bay could disturb the densely populated area. ■ One participant was interested in community mine tours.
		Environment	<ul style="list-style-type: none"> ■ One participant supported the mining growth projects, providing it does not affect marine ecosystems.
		General	<ul style="list-style-type: none"> ■ Some questions were raised about the economic downturn's impact on the growth projects. ■ There was increasing support for the growth projects due to the positive economic flow on effects for local and national economy. ■ Questions were raised about the locations of other BMA mines in Australia. ■ One participant mentioned BMA and other local companies should work with councils to help social services. ■ One participant noted Mackay Township needs beautification. ■ One participant had concern for the loss of good cattle grazing land. ■ One participant asked if BMA would be developing new underground mines. ■ The lack of feedback from BMA's customers being relayed to employees was noted by one participant. ■ As part of BMA's engagement, BMA should advertise a break-down of what products/services their coal contribute to globally and locally such as the motor industry, energy, construction and metal. This would give people an idea of BMA's contributions offshore and within Australia.

Display location	Date	Key issues	Details
Moranbah Fair Shopping Centre	Saturday 17 January 2009, 10am to 2pm	Caval Ridge Mine	<ul style="list-style-type: none"> ■ Questions were raised about the timing, location and size of the Mine. ■ Questions were raised about the location of workshops, wash plant and the size of trucks that would be used on the mine site. ■ Questions were raised about how dust, noise and vibration would be managed. It was perceived that efforts to reduce dust at Isaac Plains Mine with water had not been effective because in summer, water applied to dusty surfaces evaporates too quickly. ■ One participant mentioned people without air conditioners cannot close their doors and windows to avoid dust in their home. Another participant noted clothes hung out to dry become dirty from airborne dust. ■ Participants were interested in working at Caval Ridge Mine due to its proximity to Moranbah. This would reduce commuting times. ■ One BMA employee noted concerns regarding the potential for Caval Ridge Mine to join Peak Downs Mine to create one mine. He raised issues of joining mines together to create a super mine, such as Blackwater Mine. A large mine makes logistics difficult as the area is too large to cover the ground to perform required daily tasks.
Moranbah Town Square	Sunday 18 January 2009, 7.30am to 12pm	Daunia Mine	<ul style="list-style-type: none"> ■ Questions were raised about timing, location, size, mine boundaries and mining facilities planned for the Mine. ■ Participants raised questions about who will be operating the mine - workforce type (contract workforce or BMA employees). Questions were also raised about which contractor/s had won / would be awarded operation rights at the Mine. ■ One property owner living near Daunia Mine thought the project may be on hold as many project vehicles used to drive past his property – recently there have not been as many project vehicles in the area. ■ One property owner, directly affected by the Daunia Mine, did not have issues with the development. ■ Some participants were interested in viewing the Daunia Mine draft EIS. ■ Questions were raised about the EIS approvals process. ■ One participant noted their interest in the EIS as it may mean more work for Thiess.
		Goonyella Riverside Expansion	<ul style="list-style-type: none"> ■ Questions were raised about timing, location, size of the expansion and if the expansion would be open cut or underground. ■ One participant questioned if there would be a new Coal Handling and Processing Plant and would the expansion included Broadmeadow Mine

Display location	Date	Key issues	Details
			<ul style="list-style-type: none"> One participant mentioned the fact sheet was not clear in showing where the expansion would be.
		Moranbah Airport	<ul style="list-style-type: none"> Questions were raised about the location and timing of the proposed airport upgrade. One participant raised issues regarding aircraft noise for residents under the flight path, especially around 6am.
		Employment	<ul style="list-style-type: none"> One participant noted the need for more teachers in Moranbah. Participants showed support for BMA's growth projects as they create job opportunities for the area. One participant noted his interest in an apprenticeship with BMA.
		Accommodation	<ul style="list-style-type: none"> Questions were raised about where new mine employees will be housed and the location of possible accommodation villages in the area.
		Community	<ul style="list-style-type: none"> Concerns were raised regarding the availability of water as more people move to the area. One participant supported the increase in local population as it would support services in Moranbah.
		Environment	<ul style="list-style-type: none"> One participant indicated they were concerned about the cumulative impacts on flora and fauna.
		Roads	<ul style="list-style-type: none"> Questions were raised about changes to Moranbah Access Road and Peak Downs Highway. Participants questioned if the distance to Peak Downs Mine (from Moranbah) would increase as Caval Ridge Mine would impact local roads.
		General	<ul style="list-style-type: none"> One participant questioned the expansion of Hay Point Coal Terminal. Questions were raised about when the Northern Missing Link railway will be developed so coal can be transported to other ports. Many questions were raised about the impacts on BMA from the global economic slow down. One participant questioned the development of the nearby Winchester Mine project and changes to the gas power station north of Moranbah. One participant noted that information provided at BMA displays was used at the Moranbah Court House. One participant noted the lack of detailed communication with BMA employees about the growth projects and other internal issues. This view was based on a perception in



Display location	Date	Key issues	Details
			<p>BMA that some employees do not need or desire information about operations. The participant noted that there should be a better communication network so that information can be reached by all BMA employees from executive levels to machinery operators.</p> <ul style="list-style-type: none"> ■ Participants noted that they appreciated the chance to have their say.



16.4.3 Summary of mobile information display issues

Participants involved in the mobile information displays provided a range of feedback on issues affecting Moranbah and the regional centre of Mackay. Comments on BMA's overall growth plans were largely associated with the Caval Ridge Project.

16.4.3.1 Air quality

Many comments and questions were based on concerns such as accommodation, vibration, noise, dust, pressure on existing social services, employment and BMA's contribution to community values and local lifestyle. Air quality and vibration concerns were based on perceptions that dust and vibration from surrounding operations had begun to affect health and property in Moranbah. Participants noted the proximity of the project to the community and the cumulative impact of new mines.

16.4.3.2 Housing

Participants indicated there was a preference for housing as opposed to village style accommodation, as it is perceived that housing allows employees and contractors to bring their families to the area, which sustains and enhances the community atmosphere. Participants noted BMA's contribution to local social values and opportunities to encourage workforces to contribute to the community.

16.4.3.3 Social services and roads

Participants also noted that population increases associated with mine development could contribute to impacts on local and regional social services and road networks.

16.4.3.4 Employment and training

Employment and training opportunities for the regional community were considered important, particularly at the Mackay displays. Concerns were raised about the inability for local companies to compete with mining wages, leading to an increase in social issues. Some participants indicated that fly-in-fly-out workforces would take pressure off the housing issue, while others indicated they were concerned this type of workforce would not contribute to the community.

16.4.3.5 Project specific

Throughout the mobile information display period participants raised questions about the mine location, size, operation and workforce type. Questions were general in nature and were prompted by display information.

16.4.3.6 Global economic downturn

During the later stages of the public display period, community participants raised concerns about the global economic downturn and potential impacts on local employment. Participants indicated they were happy see BMA's growth projects were progressing despite the economic downturn.



16.4.3.7 Community consultation

Responses to the community engagement process were generally positive. Participants also highlighted their interest in technical outcomes and BMA’s response to the issues raised.

16.4.4 Feedback forms

By Friday 30 January 2009, the project team had received a total of 27 feedback forms. The feedback forms provided an opportunity for community members to express concerns and convey their general views on the project. A summary of responses are detailed in Appendix E. A summary of each question response is also provided below.

The feedback form data collected, indicates that the majority of respondents were aged between 31 and 60, with a relatively even gender spread of 15 male respondents and 12 female respondents. At the request of survey respondents, an additional 21 stakeholders were added to the project database.

The majority of respondents considered Moranbah as their local area with other local areas identified as Mackay, Coppabella and Brisbane.

The survey also asked respondents to list the existing aspects of the community and environment that they liked or disliked in their local area. The most frequent responses are included in the Table 16.4.

Table 16.4 Three Community responses to local values

What do you like about living in the area?	What do you dislike about living in the area?
<ul style="list-style-type: none"> ■ Lifestyle ■ Sense of community ■ Family ■ Employment opportunities ■ Social amenities ■ Climate 	<ul style="list-style-type: none"> ■ Lack of shopping and amenities ■ Cost of living ■ Lack of housing and accommodation ■ Coal dust ■ Noise from mining operations ■ Distance to recreational facilities

When asked to describe their lifestyle, most respondents indicated they were satisfied with the lifestyle in their local area. Frequent responses related to the relaxed, happy, working, active and family-oriented community.

A lack of accommodation and housing was identified as the major issue facing the community. Fifty-nine per cent of respondents identified this as an issue, with the next most frequently raised issue being a lack of infrastructure and services.

Participants were also asked to provide their general thoughts regarding the Caval Ridge project and Daunia project. A list of responses is included in the Table 16-5.

Table 16.5 Community responses to Caval Ridge Project and Daunia Mine issues

Caval Ridge Project	Daunia Project
<ul style="list-style-type: none"> ■ Proximity to Moranbah – negative ■ Proximity to Moranbah – positive ■ Increased dust from operations ■ Increased noise and vibration from mining activities ■ Health concerns due to proximity to town ■ Will require infrastructure and road upgrades 	<ul style="list-style-type: none"> ■ Will result in improvements to Moranbah ■ Good employment opportunities ■ Increased noise and vibration from mining activities ■ Negative impacts to family structure resulting from increased single person accommodation ■ Will require infrastructure and road upgrades

A table featured in the survey, which asked respondents to rate the impacts of BMA growth across the following areas:

- Community services
- Water
- Local economy
- Housing
- Flora and fauna
- Local lifestyles
- Recreation activities
- Families.

Sixty-six per cent considered the growth projects would positively impact on the local economy. Forty-four per cent of respondents said community services would be positively impacted, as would families and local lifestyles (37 per cent).

Negative affects to flora and fauna and housing were noted by 59 per cent of respondents, followed by negative affects to water (44 per cent), families (40 per cent), community services and local lifestyles (26 per cent).

Some suggestions were provided in order to minimise impacts to the community. These suggestions included:

- Address issues of dust, noise and vibration from mining operations.
- Build homes instead of single persons' accommodation.
- Address general housing issues and pricing.
- Do not commence operations.



Respondents were asked if they were interested in the EIS process, and if so, the specific areas of the EIS they would be interested in. Of the respondents, 88 per cent expressed an interest in the EIS. Key areas of interest (noted 12 or more times), are listed below:

- Air quality
- Noise and vibration
- Water resources
- Nature conservation
- Health and safety
- Social impacts
- Transport
- Waste management.

When asked to rate the effectiveness of the consultation process, stakeholders generally found the process effective. Participants were asked to outline their thoughts on whether information provided was easy to read, timely, informative and interesting. Overall 81 per cent of responses indicated the community engagement process was effective.

Finally, stakeholders were asked to nominate the most effective methods of providing project updates to the community. The most effective methods identified were newsletters, public displays and surveys respectively.

16.4.5 Community Reference Group

CRG representatives provided feedback on a number of issues during the first meeting. General comments and questions related to:

- Where project workforces would be sourced from and the location of accommodation villages.
- The importance of not having donga style accommodation to accommodate workforces.
- Concerns that employees working in the Moranbah area would prefer to bring their families, but are unable to find suitable accommodation or cannot afford to live in the area.
- The importance of integrating workforces into the community.
- The importance of mining companies working together to address cumulative, social, economic and environmental issues.
- The impact of population growth on the region, including increased pressures on social services.
- Community preferences for housing, rather than village style accommodation.
- Potential changes to air quality.
- Impacts on local and regional roads.



Key issues raised by CRG members at the second meeting included:

- Concern regarding the impact of large projects and potential increased pressure on local social services through population increase.
- Regional impacts on social services and cumulative impacts.
- The need for companies to share their findings with each other and work cooperatively to address regional social issues.
- Existing concerns regarding emergency service capacity and the potential impacts on capacity through population increases.
- Assistance is required for local health and emergency services to plan for project impacts.
- Concern that transient populations are not included in the 2006 Census results, which can provide an inaccurate view of population and impacts on service provision and planning.
- The importance of attracting couples to work on the project to help manage social issues and encourage a family atmosphere in Moranbah.

Key issues raised by CRG members at the third meeting included:

- Accommodation issues regarding the availability of affordable housing for service providers.
- Impacts on regional ecosystems.
- Implications if the study team are incorrect.
- The need for continual monitoring.
- The impact of rent increases on families.
- Existing stress on health services which include waiting lists, long queues at the chemist and large numbers of patients at the general practitioners.
- Stress on family relationships due to work separating parents and the loss of social connections.

Key issues and questions raised by CRG members at the fourth meeting included:

- Changes in childcare centres.
- The availability of information associated with environmental monitoring.
- Dust and vibration mitigation.
- Questions about the Caval Ridge, Goonyella Riverside Expansion and Airport projects.

16.4.6 Property owner consultation

Comments and questions, raised during property owner discussions, related to:

- The impacts of coal dust on health, its impact to grazing pastures and the unknown impacts on the quality of beef.



- Access to water for livestock.
- Impacts of train noise on the safety of livestock and thoroughbred horses.
- Impacts of noise and coal dust from trains and dust from the conveyer.
- Prevailing winds will direct dust and noise away from their property.
- The mine's impact to property owners' lifestyle and future plans.
- Safety issues and liability associated with people using the railway's service road during wet weather.
- Growth in mining industry benefiting local business and training providers.
- Questions about accommodation for the increased population.
- Questions about the number of rooms planned in the construction village accommodation.
- Concerns about increased crime as a result of proximity to the proposed mine and increased population.
- Concerns for the loss of cultural heritage through the impact to scared tree.
- Questions about project timing, workforce size, location of the wash plant, mining plans, when property impacts can be expected, sourcing of water and the amount of water required by the mine.
- Impacts to surface and underground water systems.
- Changes to Moranbah Access Road and Dysart Road.
- Questions regarding the new airports location, timing and size.
- Working with BMA to maximise access to pasture.

Key issues and concerns are also included in the Social Impact Assessment (Section 17).

BMA continues to work with directly and indirectly affected property owners to address their project-specific concerns including access to water and livestock safety. Contact between BMA and property owners will be maintained throughout project construction and operation. As outlined above, some property owners also raised concerns regarding dust and noise impacts. BMA recognises the impacts dust and noise may have on surrounding property owners and as such continues to monitor and explore mitigation strategies related to air quality and noise, in consultation with land holders. BMA will continue to consult with relevant property owners throughout project construction and operation. Specific management strategies to minimise dust and noise are outlined in Appendix Q. General project concerns regarding accommodation, roads and cultural heritage are addressed in the respective areas of this report.

16.4.7 Community contact points

During the community engagement process feedback received from the community and stakeholders was entered in the project database. Issues incorporated comments recorded during telephone calls, site meetings and those provided in emails. Table 16-6 provides a summary of feedback by contact method.

Table 16.6 Response by contact method

Contact method	Number
Information line call	52
Email	33
Letter	4
One to one meeting	15
Total	104

Table 16-7 details the issues raised by community members during the community engagement process. The number of issues recorded in this table does not equate to the number of contacts as some of the participants raised more than one issue.

Table 16.7 Key issues and number of responses

Issue	Number
Offered business services to the project	32
Request to join mailing list	20
Project timeframes	16
Request for information	12
Impact to lifestyle	8
Questioned employment opportunities	8
Noise management for the project	7
Location of project infrastructure	6
Questions about the location of on-site mining infrastructure	6
Concerns regarding coal dust from the project	6
Questions to assist property investment	6
Impacts to fauna	5
Housing concerns	5
Impacts on social services	5
Economic downturn's impact to BMA's growth plans	5
Haulage road design and location for Daunia Mine	4
Impacts to flora	4
Concerns about increased mining in the area	4
Health affects from coal dust for the project	4
Location of on-site mining infrastructure for Daunia Mine	3
Existing vibration at the project	3
Relocation of public roads	3
Approvals timeframes and questioned EIS process	3
Impacts of rosters to the community	3

Issue	Number
Loss of agricultural land	3
Impacts to creeks	3
Concerned for the outcome of consultation	3
Issues about climate change	3
Impacts to the community when/if mining boom is over	3
Rehabilitation of land	3
Where mining will start on the project	2
Questions about local coal seams	2
Concerns about where water for mines will come from	2
Impacts to farm dams	2
Preference for housing in Moranbah	2
Impacts of fly-in-fly-out operations	2
Concerns for where BMA would source employees from	2
Strain on Mackay	2
Location of new airport	2
Open cut or underground mining	2
Happy with BMA's engagement process	2

A number of issues were only raised once by participants including:

- Negative response to consultation
- Lack of information from BMA
- Concern about mixed information
- The project's proximity to Moranbah
- Size of the mining area
- Expected production of coal
- Life span of the growth projects
- Potential changes to the railway as a result of Daunia Mine
- Questions about contracting for Daunia Mine
- Workforce numbers
- Impact to quality of beef from coal dust
- Impacts to pasture quality from coal dust
- Safety along the railway service road
- Ability to keep stock off rail corridor



- Livestock safety regarding proposed railway
- How much water the projects will need
- Mitigation strategies BMA are using to minimise impacts to the environment
- Impacts on groundwater
- Need for creek diversion
- Airport project timing
- Size of new airport
- Potential impacts on the existing airport from project operations.
- Changes to Moranbah Access Road
- Access to Dysart Road
- Crime issues from increased population
- Coal royalties being spent in South East Queensland
- Benefits to local business
- Ability for property owners to stop mines.

16.4.8 Summary of issues from contact points

The freecall information line and email address were key contact points for goods and service providers in the study area and region. Over 30 service providers contacted the project team to offer business services to the project and other growth projects. Enquiries about employment opportunities were coupled with questions about the provision of commercial services.

Community and stakeholders used the contact points to raise questions about project timing and the location of mining infrastructure. Major issues related to concerns about the project's potential impact on lifestyles including, housing issues, increased pressures on social services, roster impacts on the community and the loss of agricultural land. Key questions also related to impacts on Moranbah and the community when and if the mining boom is over.

The community were focussed on environmental issues and affects on local amenity. Environmental issues raised by participants include noise, vibration and dust, the impact on waterways, climate change, flora and fauna, and the rehabilitation of land. Participants indicated that dust, an existing major issue in the community, would be exacerbated by the project's introduction.

Participants raised questions about the economic downturn and its impact to the project and requested project information for investment purposes. The relocation of local roads and the cumulative affects of increased mining in the area were highlighted by participants. Questions were also raised about the outcome of community engagement and the EIS approvals process.



BMA responses to Issues raised at Points of Contact:

BMA was committed to responding to all stakeholder queries in a clear, effective and timely manner. Individual questions (face to face), telephone calls and emails were responded to directly, while issues or concerns that were raised numerous times by the community were responded to in broader communication materials, including (but not limited to):

Environmental Fact Sheets: BMA produced a series of Environmental Monitoring Fact Sheets to explain how the company monitors and mitigates against dust, noise and vibration. As further information requests were made over the consultation period, more detailed fact sheets were produced and made available at key points in the community (information displays and council offices), as well as on line (on the Isaac Regional Council website as well as BMA and BHP Billiton's websites).

Accommodation Update Newsletters: In response to government agency and community concerns about housing affordability and availability, BMA arranged one-on-one meetings (with the Department of Housing), monthly Isaac Regional Council meetings, and community newsletters, to directly explain BMA's housing and accommodation commitments in the region. Regular accommodation and housing newsletters are distributed in the community, to report back on BMA's progress in meeting its commitments.

Growth projects newsletters: BMA also distributed a series of Growth Project Update Newsletters to the Moranbah community which addressed key questions and concerns raised during the consultation program. The newsletters explained the EIS and government approvals process, promoted lines of feedback for community members, highlighted key project milestones, advertised consultation and information display dates and locations and released detail about the Bowen Basin Growth Projects, as it became available.

Project Fact Sheets: BMA produced a series of project-specific fact sheets to address key community questions, which were related to workforce numbers (construction and operation), project timeframes, mining methodologies, and project locations.

Technical Specialists: BMA involved key project technical specialists at community information displays to help answer community questions including impacts on roads, flora and fauna, waterways, and dust, noise and vibration,

16.5 Conclusion

The community's reaction to BMA's engagement process was generally positive and participants showed interest in the project and BMA's overall growth. BMA's consultation with the community about the growth projects has been conducted over a 12 month period and will continue as growth moves through assessment, approval, construction and operation.

Community members have emphasised the importance of their input in planning for further mine development and managing potential impacts.

Community engagement provided the community and stakeholders with the opportunity to provide comments and ask questions about the project. Key information was distributed to the community through advertising,



newsletters, fact sheets and static displays. Stakeholders and the community also interacted with the project team through briefings, feedback forms, a community reference group and mobile information displays, which travelled through the region. Over 1,200 people attended the mobile information displays.

Feedback collected at the mobile information displays and through the feedback forms, indicated the community value the lifestyle and social attributes of their local area. Opportunities for employment and growth are seen as key benefits and community members consider the social amenities and connections as important features of the local area. Participants also highlighted that the cost of living and lack of facilities are ongoing issues for the community, along with impacts associated with the operation of local mines.

While generally the community showed support for the project and BMA's growth, key issues and concerns relating to the project included:

- Accommodation options and locations.
- Environmental issues such as noise, dust and vibration.
- Timeframes
- Proximity to the Moranbah community.
- Infrastructure location
- Impacts on the lifestyles and business opportunities of nearby and adjacent property owners.
- BMA's contribution to Moranbah lifestyles and community values.
- Where BMA would source employees from.
- Employment opportunities
- Opportunities to provide services
- Negative and positive impact of fly-in-fly-out workforces on the community.
- Pressures on social services and facilities including emergency and health services.
- Impacts on local roads.
- Mine rehabilitation
- The economic downturn's impact to local employment.

The importance of mining companies and the government working together to address cumulative, social, economic and environmental issues was a key message communicated during the engagement process.

Engagement activities will now focus on continuing discussions with the community and stakeholders in responding to key issues and concerns. Mobile information displays will continue during the draft EIS advertising period and BMA representatives and their consultants will be available to answer questions and provide further detail about the project. Ongoing contact with participants, through stakeholder briefings, the CRG, and meetings with council will ensure that issues are identified before project development, and mitigation strategies are prepared in collaboration. Communication associated with other projects will also continue.