





## **Consultation Report – EIS Public Review Period**

Document Number: 3301-GLNG-3-1.3-0081-DOC

*This document contains confidential information and is not to be disclosed to any third parties without GLNG OPL's prior written permission*

## TABLE OF CONTENTS

Introduction .....	3
Background.....	3
Consultation program.....	3
Locations .....	4
Performance measures and outcomes .....	5
Lessons learned.....	8
Summary and observations .....	9
Appendix 1: Master public review consultation schedule & Advertisement.....	11
Appendix 2: All components performance results .....	14
Appendix 3: 3.1 CSG Fields performance results .....	23
Appendix 3: 3.2 Gas Transmission Pipeline performance results.....	32
Appendix 3: 3.3 LNG Facility performance results .....	41

## Introduction

This document provides an overview of the community consultation program implemented to support the public review phase of the GLNG Environmental Impact Statement (EIS).

## Background

The community consultation program for the GLNG EIS commenced in April 2008. The initial program identified four key stages of consultation:

1. Terms of Reference (mandatory consultation component)
2. EIS content preparation (mandatory consultation component)
3. Identified impacts and proposed mitigation options (voluntary consultation component)
4. Public review (voluntary consultation component)

To-date, over 35 community information sessions across 11 locations have been conducted together with over 300 individual stakeholder briefings. With all forms of engagement taken into account, the project has reached over 100,000 individuals.

The GLNG EIS was submitted to the Queensland Government on 30 March 2009. Government announced the release of the EIS for public review on 20 June 2009, with submissions due by 5:00pm Monday 17 August 2009.

All stages of the program have now been completed. This report addresses the outcomes achieved for Stage 4 – Public review.

## Consultation program

The final stage of the GLNG EIS community consultation program was conducted in line with the principles and approaches outlined in the GLNG Stakeholder Management Plan.

The final program consisted of:

- Developing a project plan and accompanying schedule
- Reviewing, updating and creating new fact sheets and key messages
- Creating and distributing a further newsletter advising community members of the project's progress
- Developing information packs for community members to take away from public meetings
- Developing and publishing new information booklets such as:
  - EIS Stakeholder Handbook

- CSG Associated Water Management Strategies
- Landholder's Guide to GLNG
- Updating the GLNG and Santos websites with downloadable versions of all fact sheets and publications, as well as redesigning the user interface to inform site visitors on how to navigate through the EIS and how to make a submission to the Queensland Government by the due date
- The creation of phone scripts to manage the inbound 1800 freecall number enquiries and emails received via [info@glng.com.au](mailto:info@glng.com.au)
- Designing registration and feedback forms to measure the program's performance
- Developing a schedule of stakeholder meetings within the public review time period
- Organising media placements in local newspapers and various other local distribution networks detailing the dates and times for upcoming community information sessions
- Documentation of issues raised
- Follow-up on actions and commitments
- Consultation report.

## Locations

Meetings were held with stakeholders in the following locations:

- Brisbane
- Dalby
- Roma
- Wallumbilla
- Injune
- Arcadia Valley
- Emerald
- Rolleston
- Moura
- Biloela
- Gladstone
- Curtis Island
- Rockhampton
- Canberra

## Performance measures and outcomes

A feedback and survey form was developed to assess the performance of the consultation program and to develop a baseline understanding of community views and opinions of the program and the project generally.

The feedback form '*How did it go?*' sought responses to a number of key themes. These themes, together with their program wide results, are detailed below.

**Sample size = 300**

**Respondents = 180**

**Response rate = 60%**

### Theme 1. Awareness

**Question:** *How did you find out about today's presentation?*

**Purpose:** To understand the most effective means of communicating awareness about the public information sessions.

#### Respondent selections -

- Email/Phone contact
- Newspaper advertisement
- Word of mouth
- Letter
- Posters
- Radio Advertisement
- Other

**Outcome:** Email and phone contact together with newspaper advertising were the most effective strategies for informing the community about meetings with 63% of respondents nominating these communication mediums. Word of mouth or 'the bush telegraph' also continued to be effective with 19%.

### Theme 2. Interest

**Question:** *What was your main interest in attending this session?*

**Purpose:** To understand the types of motivations and drivers behind community members attending the sessions.

#### Respondent selections -

- General interest in the project
- Concerned about project impacts
- Seeking business or service delivery opportunities
- Seeking employment

- Was in the area and thought I would drop in
- Other

**Outcome:** The overwhelming reason for attendance at sessions, as indicated by 43% of respondents, was to obtain a general update on the project.

### Theme 3. Expectations

**Question:** *To what extent did the information session meet your expectations?*

**Purpose:** To understand if the information sessions effectively communicated the desired (and advertised) messages.

#### Respondent selections -

- Exceeded expectations
- Met expectations
- Did not meet expectations

**Outcome:** 95% of respondents assessed the program as having either met or exceeded their expectations.

### Theme 4. Performance

**Question:** *How would you rate the performance of the facilitator?*

*How would you rate the performance of the keynote speaker/s?*

**Purpose:** To assess the quality of our delivery of the information

#### Respondent selections -

- Good
- Satisfactory
- Needs improvement

**Outcome:** 99% of respondents assessed the performance of the facilitator as satisfactory or good

99% of respondents assessed the performance of the keynote speaker/s as satisfactory or good

## Theme 5. Appropriateness of venue and timing

**Question:** *How would you rate the suitability of the timing and location of the meeting?*

**Purpose:** To understand the suitability of the venue and the timing of the meeting

### Respondent selections -

- Suitable
- Unsuitable

**Outcome:** 91% of respondents assessed the venues as being suitable.

## Theme 6. Attitudes toward CSG Industry

**Question:** *Which of the following statements best describes your current attitude toward the coal seam gas industry?*

**Purpose:** To understand the prevailing community attitudes toward the CSG Industry

### Respondent selections -

- Presents a good opportunity for industry diversification and jobs
- Clean energy alternatives are a positive step for our future generations
- I am not against the industry but I am concerned about the current practices
- I don't know enough about the industry to comment
- All industry is bad

**Outcome:** 85% of respondents assessed the industry as providing a positive outlook for the community and future generations.



## Theme 7. Attitudes toward GLNG project

**Question:** *Based on the information you received today, which of the following statements best reflects your current feelings or attitudes about the GLNG project?*

**Purpose:** To understand the prevailing community attitudes toward the GLNG project

### Respondent selections -

- Having weighed up the positive and negative aspects of the project, I feel comfortable that this project has good prospects for our community
- I am undecided on how I feel as I can see both positive and negative aspects to the project and neither outweighs the other
- I have appreciated the opportunity to hear about the project but do not trust that the mitigation strategies will be adequately implemented and monitored
- I do not support this project at any level

**Outcome:** 74% of respondents assessed the GLNG project as having a positive outlook for the community.

## Lessons learned

A number of lessons learned from previous consultation programs were incorporated into the final program for the public review phase of the EIS. These included:

**1. Altering the format of the meeting** – a lesson learned from previous sessions was that community members tended to arrive close to or after the scheduled meeting commencement time. This made for a clumsy introduction as chairs were moved around and people jockeyed for appropriate seats after the meeting had started. It was also a rather ‘cold’ start as there was limited time for mingling with attendees prior to commencement.

**2. Relocating the Roma and Gladstone meetings to the Santos and GLNG shopfronts** – previous meetings were held at local venues while the Santos and GLNG shopfronts received their fit-outs. With the fit-outs completed, it was decided to move the meetings in-house to take advantage of the added resources available at both locations. This was a successful move as attendees were noticeably viewing information boards on the walls, flicking through brochures and analysing the three-dimensional model in Gladstone.

**3. Using PowerPoint presentations sparingly** – an observation from previous sessions was that attendees would use one issue to lever a discussion on another issue. This either resulted in the diplomatic shutdown of the question, or a diversion from the presentation flow which generally became unsalvageable.

To address this issue, more descriptive ‘banners’ were used as the basis for the presentation. Freestanding banners were created to reflect the key elements of each component of the project. The banners provided an excellent visual backdrop and guided the keynote speaker through the presentation. Attendees also understood the flow of the presentation without having to flick through pages of hardcopy presentations.

PowerPoint presentations were used successfully for larger audiences where more detailed information was required – such as briefings to state governments and local councils. There was consistently good feedback received from community members in regard to the quality of the banners.

**4. Incorporating feedback forms** – as the project begins to draw more and more interest, as well as reaching critical decision making milestones, it was deemed important to commence benchmarking the quality and effectiveness of the consultation program. To this end, a feedback form was created and provided to meeting attendees to comment on both the program’s performance and their feelings and attitudes toward the project.

Of the 300 attendees at public information sessions, 60% (180) took the time to complete the form. This is a very good response rate and offers a high degree of confidence in the results. The feedback form also provided valuable information to assist with future improvements to the program.

## Summary and observations

Over 300 community members attended the consultation program, which was the largest audience of any of the consultation programs held to-date. There was a noticeable shift in public opinion about the GLNG project. Being the first project of its type to engage widely on an EIS created unique challenges. For example, the GLNG team fielded a range of questions outside the scope of its own project (i.e government decisions about the GSDA area on Curtis Island and many questions about what other projects were proposing).

However the positive side to this issue was that through the act of consultation (visibility), GLNG gained respect from the community for being open and honest with the information it had. By this final round of consultation for the EIS, community members were able to focus more on specific issues as the general project awareness had already been established through previous sessions. As mentioned earlier, while there are still a range of serious community concerns that have been raised and fed back into



the EIS process, public opinion was noticeably in favour of the GLNG project proceeding. The feedback form results support this view.

A summary of the key issues raised by stakeholders throughout the public review program has been provided in Appendix 2.

**APPENDIX 1**

**Master Public Review**





**Consultation Schedule &**

**Advertising**




## GLNG EIS Public Release Date: 22 June 2009



### ***CSG Fields Program***

 Wallumbilla	Tue 14 July 2009	12:00 – 2:00pm	Wallumbilla CWA Hall, 10 College St
 Roma	Tue 14 July 2009	5:30 – 7:30pm	Santos Shopfront, 80 McDowall St
 Injune	Wed 15 July 2009	12:00 – 2:00pm	Injune Memorial Hall, 38 Hutton St
 Arcadia Valley	Thur 16 July 2009	12:00 – 3:00pm	Arcadia Valley State School Meeting Room, Arcadia Valley Rd, Arcadia Valley via Injune

### ***Gas Transmission Pipeline Program***

 Rolleston	Tue 21 July 2009	5:30 – 7:30pm	Rolleston Shire Hall, Warrijo St
 Moura	Wed 22 July 2009	12:00 – 2:00pm	Kianga Hall, McArthur St
 Biloela	Wed 22 July 2009	5:30 – 7:30pm	Biloela Civic Centre Foyer, Cnr Rainbow and Prairie St

### ***LNG Facility Program***

 Gladstone	Fri 24 July 2009	11:00 - 3:00pm	Santos GLNG Office, 114 Goondoon St
 Curtis Island	Sat 25 July 2009	11:30 – 2:00pm	Capricorn Lodge, South End



## GLNG COMMUNITY INFORMATION SESSIONS

Santos has now completed the Environmental Impact Statement (EIS) for its Gladstone Liquefied Natural Gas (GLNG®) project.

This project involves the development of coal seam gas (CSG) resources in the Bowen and Surat Basins as feed gas for a liquefied natural gas (LNG) liquefaction and export facility on Curtis Island, Gladstone, Queensland.

GLNG is holding public information sessions in communities that may be impacted by the project. Each session will involve a discussion of the EIS findings from one of the project's key staff members, followed by a question and answer session.

*Food and refreshments will be provided upon arrival.*

### SESSION DETAILS

CSG Fields Program			
	July 2009		
Wallumbilla	Tue 14	12:00 – 2:00pm	Wallumbilla CWA Hall, 10 College St
Roma	Tue 14	5:30 – 7:30pm	Santos Shopfront, 80 McDowall St
Injune	Wed 15	12:00 – 2:00pm	Injune Memorial Hall, 38 Hutton St
Arcadia Valley	Thu 16	12:00 – 3:00pm	Arcadia Valley State School Meeting Room, Arcadia Valley Rd, Arcadia Valley via Injune
Gas Transmission Pipeline Program			
	July 2009		
Rolleston	Tue 21	5:30 – 7:30pm	Rolleston Shire Hall, Warrigo St
Moura	Wed 22	12:00 – 2:00pm	Kianga Hall, McArthur St
Biloela	Wed 22	5:30 – 7:30pm	Biloela Civic Centre Foyer, Cnr Rainbow and Prairie St
LNG Facility Program			
	July 2009		
Gladstone	Fri 24	11:00 – 12.30pm 3.00 – 4.30pm	Santos GLNG Office, 114 Goondoon St
Curtis Island	Sat 25	11:30 – 2:00pm	Capricorn Lodge, South End

Please rsvp via the freecall number below.

**Phone:** 1800 761 113

**Email:** [info@glng.com.au](mailto:info@glng.com.au)

**Web:** [www.glng.com](http://www.glng.com)



**APPENDIX 2**  
**Performance Results**  
**Total Project**

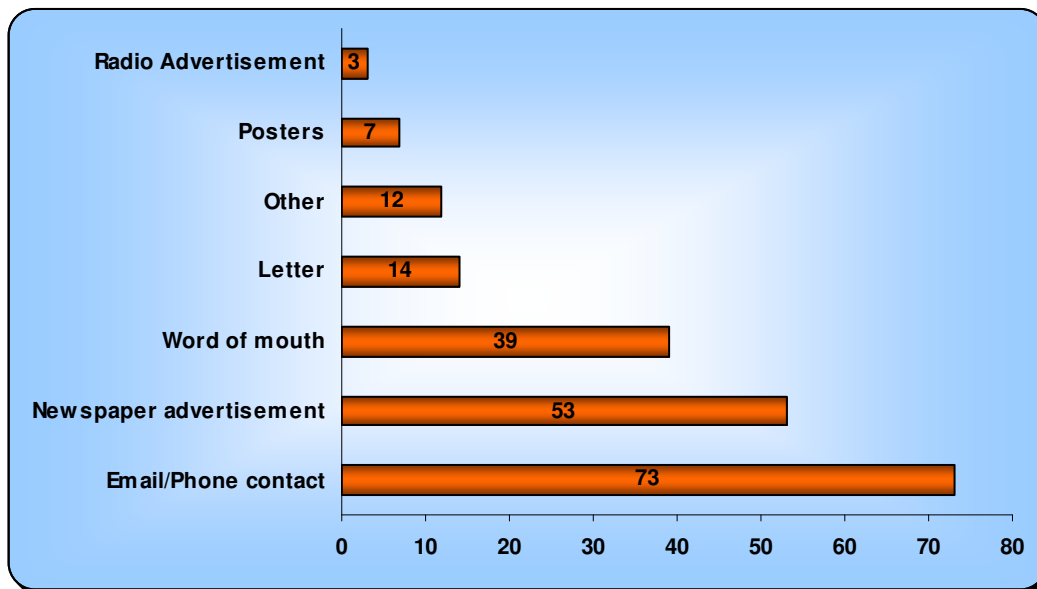


## Theme 1: Awareness

**Question:** *How did you find out about today's presentations?*

**Responses:** 201

**Results:**



**Other responses included:**

- Found out about the presentation at the GEA luncheon 23-7-09.

**Conclusions:** Email and phone contact together with newspaper advertising were the most effective strategies for informing the community about meetings. Word of mouth or 'the bush telegraph' also continues to be effective.

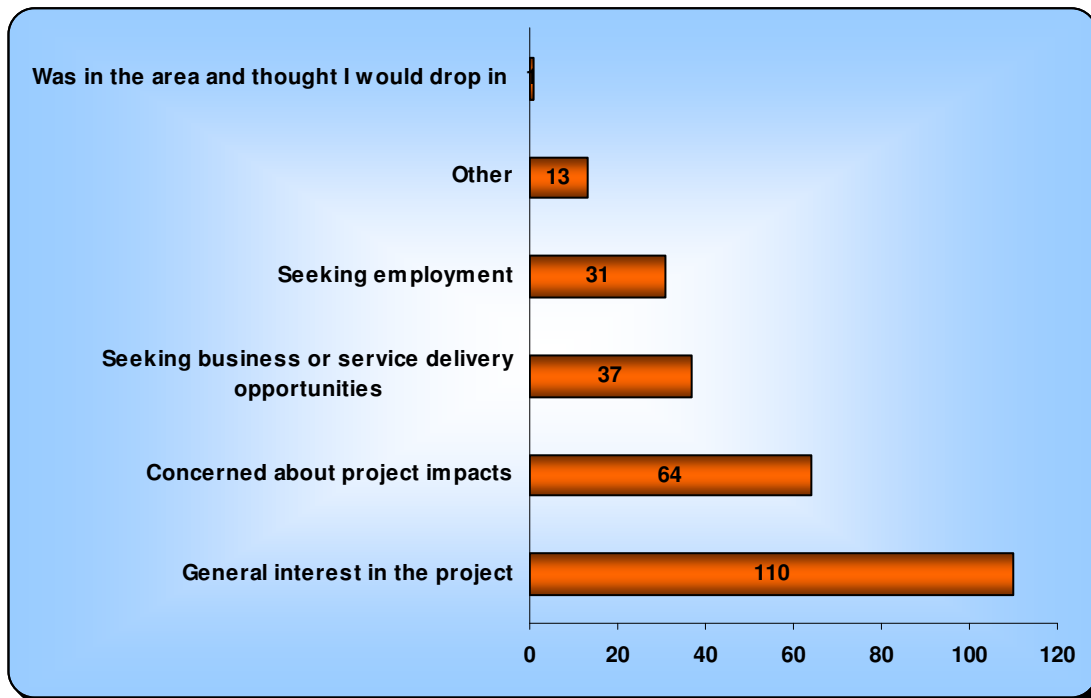


## Theme 2: Interest

**Question:** *What was your main interest in attending this session?*

**Responses:** 256

**Results:**



### Other responses included:

- I attended to find out about the ongoing support of the development of young people as apprentices and trainees. What residual investment will there be in the development of Central Qld young people?
- Concerned about noise, dust, invasion of privacy, road deterioration

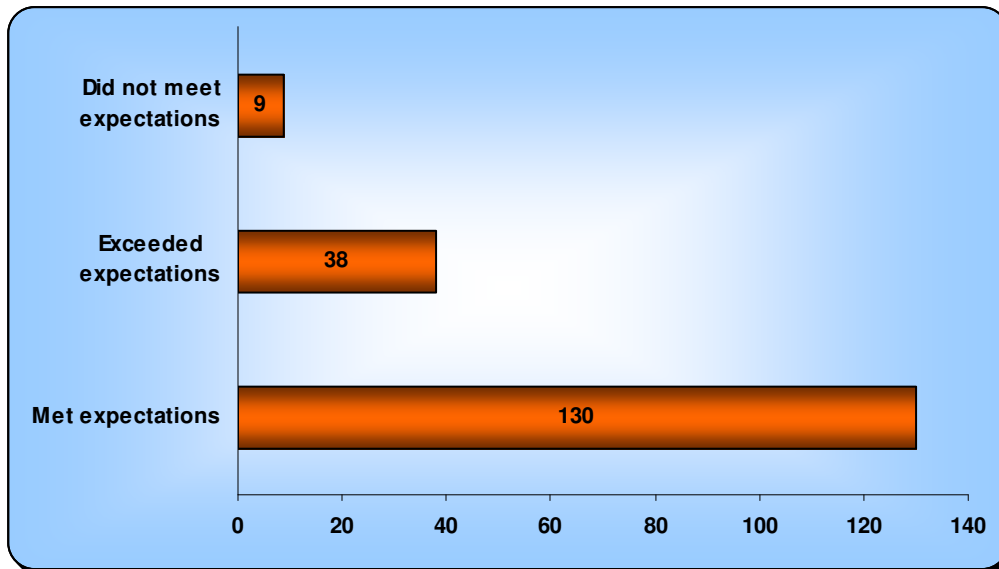
**Conclusions:** The overwhelming reason for attendance at sessions was to obtain a general update on the project.

## Theme 3: Expectations

**Question:** *To what extent did the information session meet your expectations?*

**Responses:** 177

**Results:**



### Other responses included:

- Very good information display boards and expert advice. Thanks for providing lunch.
- The community consultation process across the region is excellent! It is important to stay abreast of the project.
- Santos appears to have a good business practice and good community relationship.
- Presented well. Pleased to have the opportunity to find out what the project entails.
- Meeting met expectations as far as GLNG project goes, but I feel there are many issues at the farm gate that need further thought and clarification.
- I was looking for something outside the scope of the session. I would like to get some information on opportunities for local businesses and industries so that I can prepare my clients to benefit.

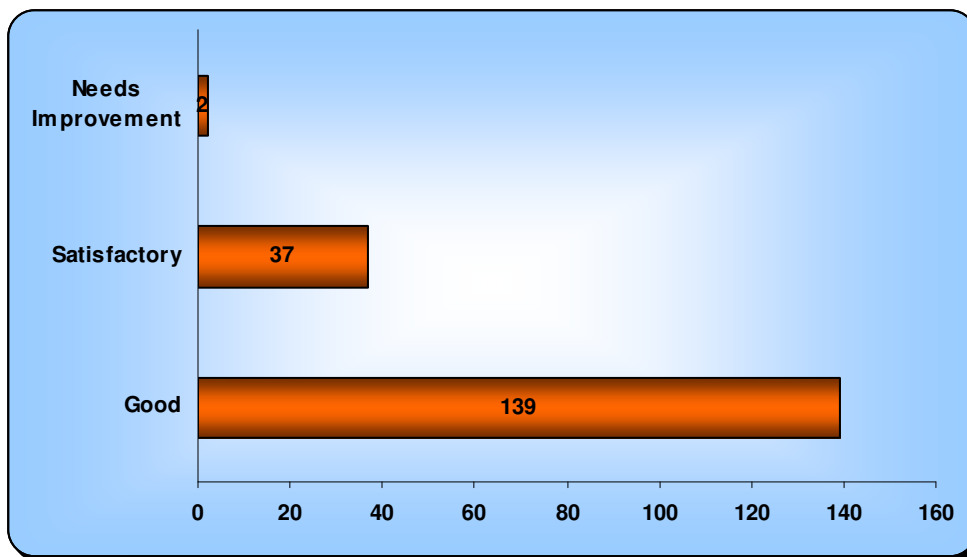
**Conclusions:** The presentation content met the community's expectations

## Theme 4: Performance

**Question:** *How would you rate the performance of the facilitator?*

**Responses:** 178

**Results:**



### Other responses included:

- The facilitator needed to start the presentation when specified, however the public consultation is first class.

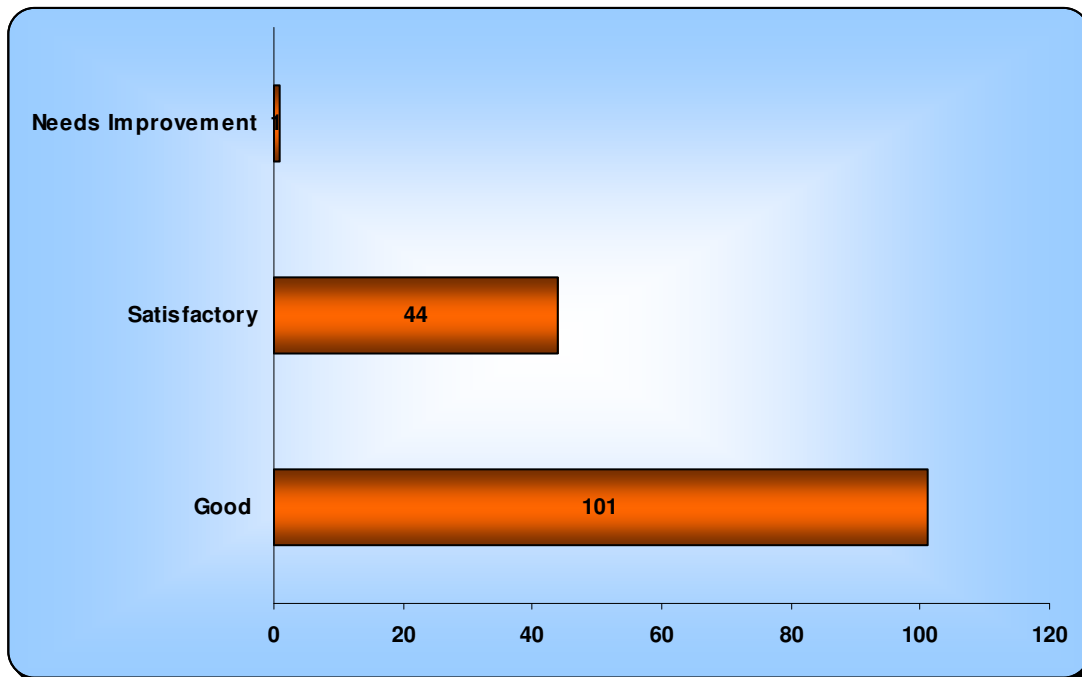
**Conclusions:** The facilitation of the meetings was rated as 'good' which was the highest ranking available for responses.

## Theme 4: Performance....cont

**Question:** *How would you rate the performance of the keynote speaker(s)?*

**Responses:** 146

**Results:**



### Other responses included:

- Could have given a more detailed overview of the EIS.
- Speakers need to ensure they keep technical jargon to a minimum.
- Experts in their field to answer questions was excellent.

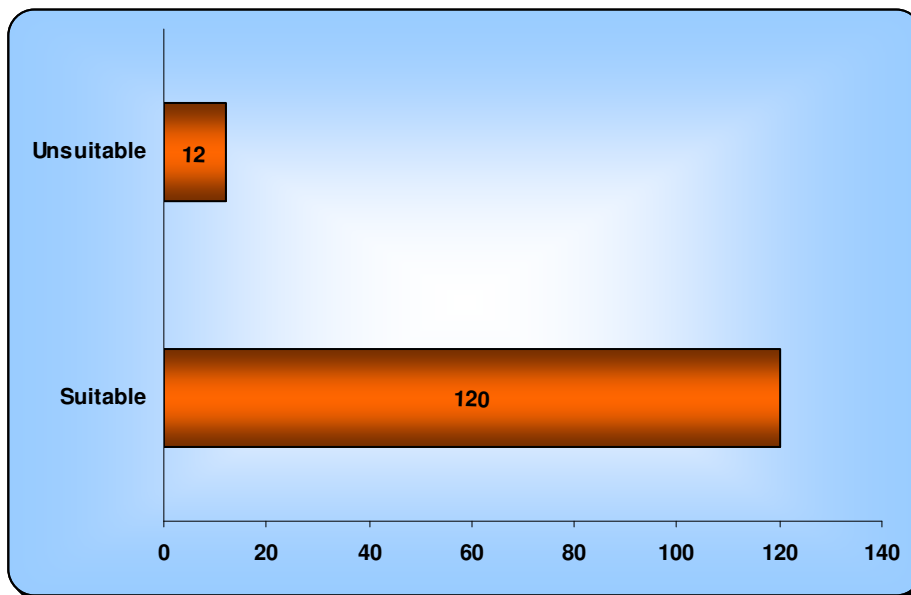
**Conclusions:** The performance of the keynote speakers used for the information sessions was rated as good. This was the highest rating available for responses.

## Theme 5: Appropriateness of venue and timing

**Question:** *How would you rate the suitability of the timing and location of the meeting?*

**Responses:** 132

**Results:**



### Other responses included:

- Not large enough. Supply of chairs was minimal. (Gladstone shopfront)
- The venue was too small for the number of participants. (Gladstone shopfront)
- I did not enjoy standing for 90 minutes.(Gladstone shopfront)

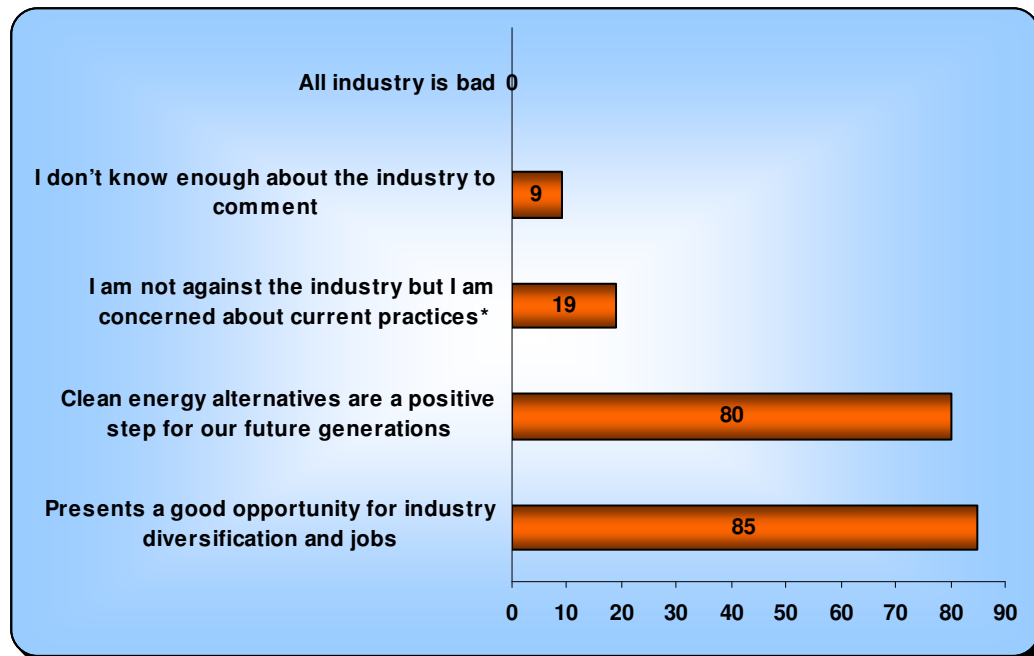
**Conclusions:** The venues were considered suitable. Larger than expected attendance numbers were experienced in Gladstone so will need to evaluate options for future meetings of this nature at this venue.

## Theme 6: Attitudes toward CSG Industry

**Question:** Which of the following statements best describes your current attitude toward the coal seam gas industry?

**Responses:** 193

**Results:**



### Other responses included:

- I am concerned about pressure on the local infrastructure, environmental impact.
- Fed up with every industry being placed in Gladstone, ruining our amenity, ripping money out and giving zilch back.
- The fact that it always seems to impact on our livelihood, ie our farm,
- Property devaluation is a major problem and little progress has been made. This is rather disappointing.
- Water is going to be used locally which is excellent. However, with fly in/fly out employees, how do they become part of the community?
- The community's good prospects need to be more prominent in the social issues, health and well-being presentation. Santos has definitely proven itself as a company that values and respects the regulations and tries to go higher than the bar - thank you. Keep raising the bar!

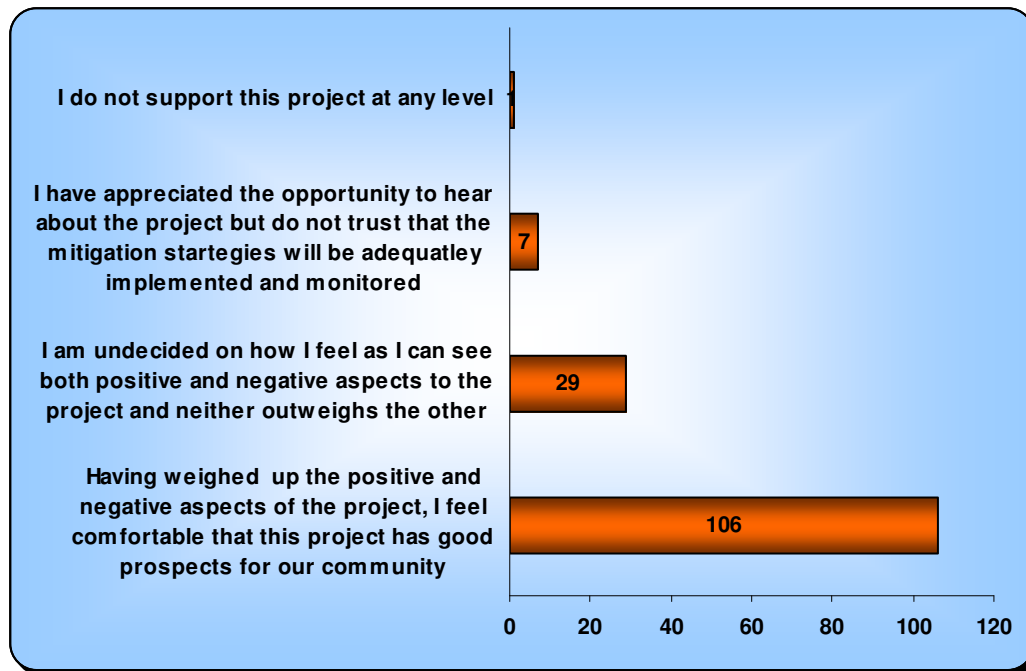
**Conclusions:** The community respondents generally viewed the industry as having a positive outlook with a limited number of individuals identifying as not knowing enough about the industry to comment.

## Theme 7: Attitudes towards GLNG project

**Question:** *Based on the information you received today, which of the following statements best reflects your current feeling or attitudes about the GLNG project?*

**Responses:** 143

**Results:**



### Other responses included:

- It appears that every effort is being made to ensure least impact on landholders and environment with consultation in the community. Water needs would be of concern.
- All will depend on contractors actually doing in practice what the proponents of the scheme have told us will happen.
- I was looking for something outside the scope of the session. I would like to get some information on opportunities for local businesses and industries so that I can prepare my clients to benefit.

**Conclusions:** The respondents generally viewed the GLNG project as having a positive outlook for the community.

**APPENDIX 3**  
**Performance Results**  
**Project Component**  
**3.1 CSG Fields**



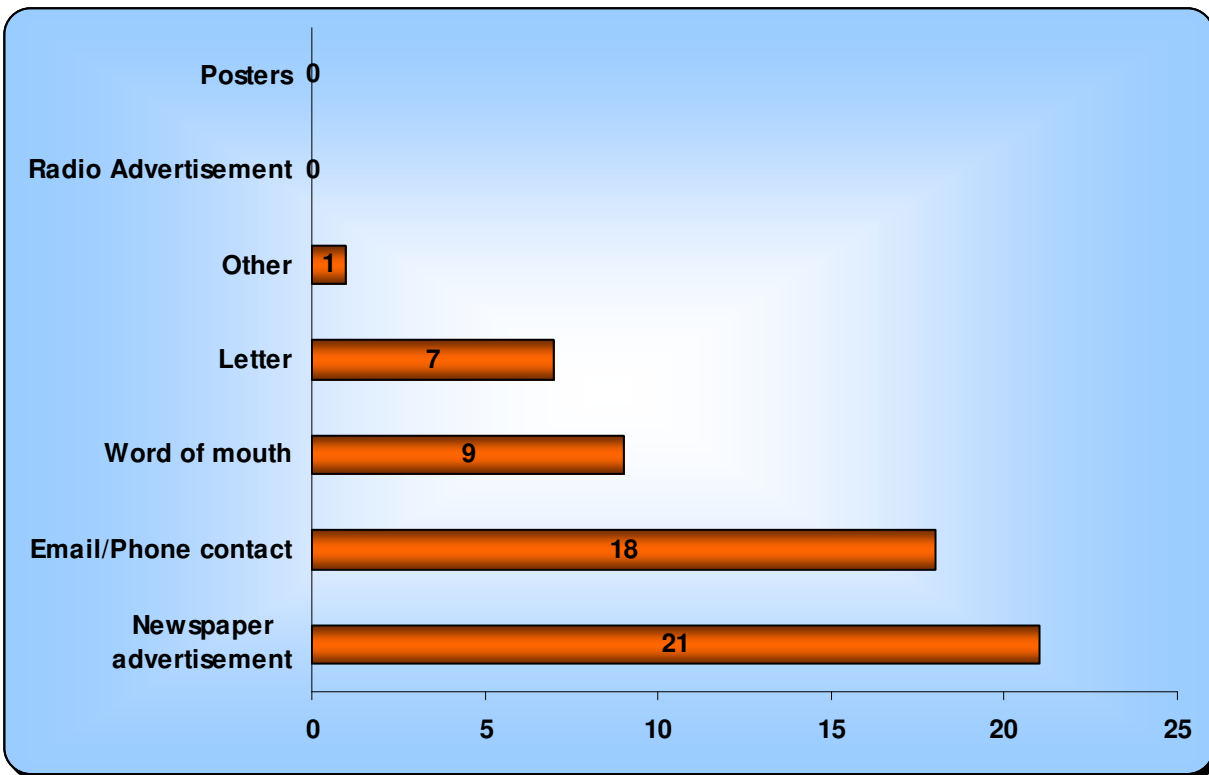


## Theme 1: Awareness

**Question:** *How did you find out about today's presentations?*

**Responses:** 56

**Results:**



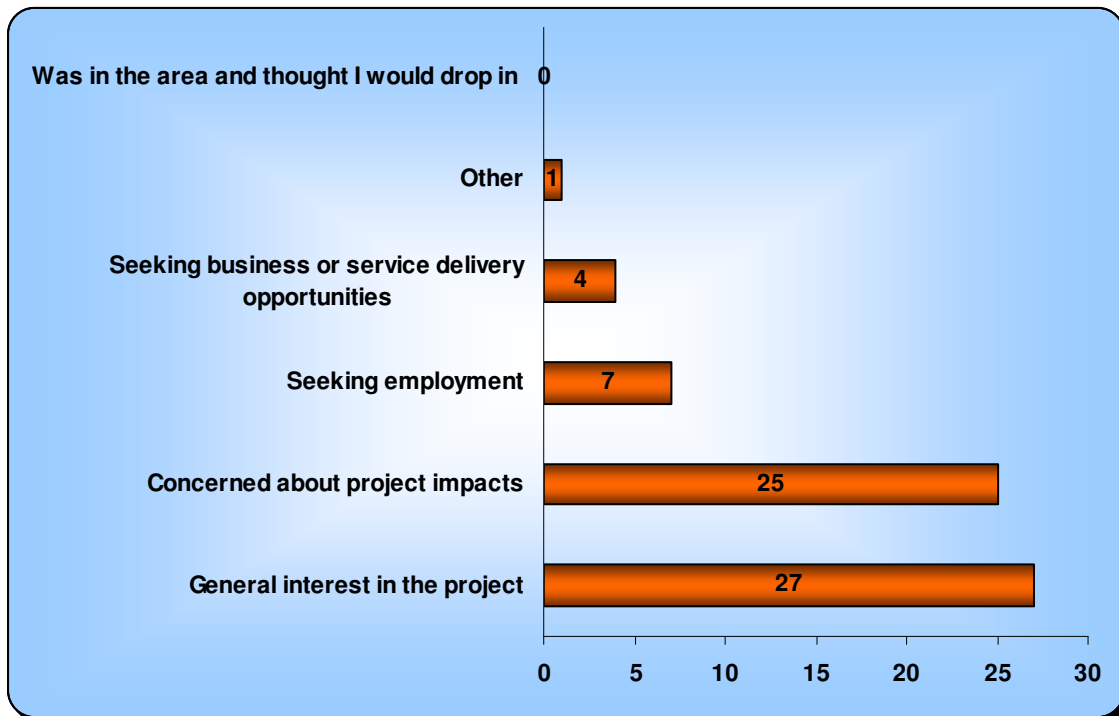
**Conclusions:** Newspaper advertising together with email and phone contact were the most effective strategies for informing the community about meetings. Word of mouth or 'the bush telegraph' also continues to be effective.

## Theme 2: Interest

**Question:** *What was your main interest in attending this session?*

**Responses:** 64

**Results:**



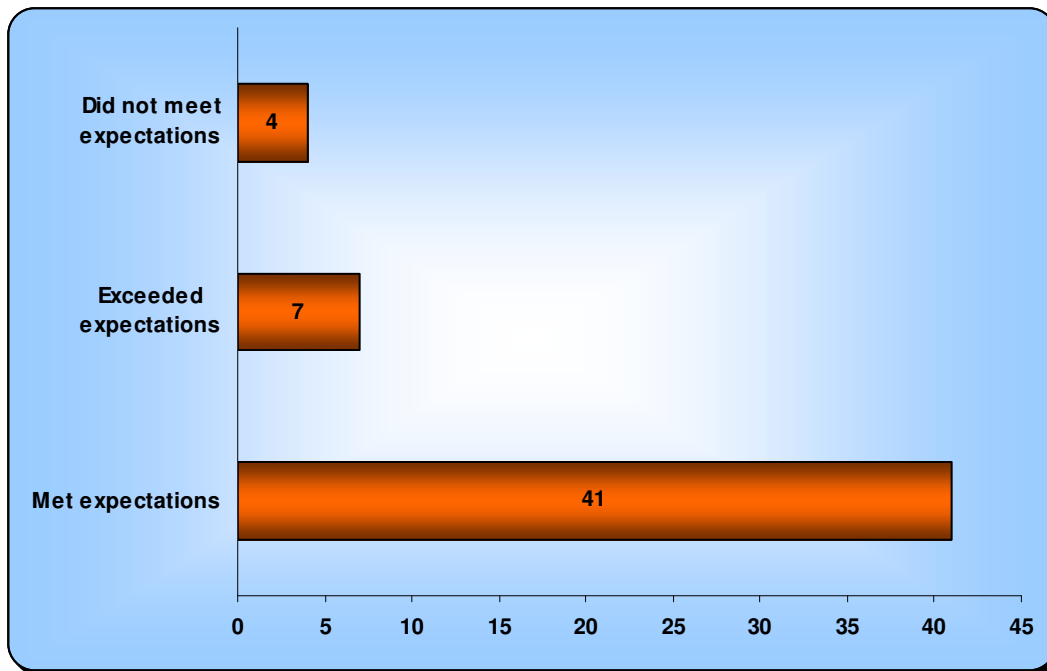
**Conclusions:** Main drivers for attendance at the meetings were to obtain a general interest in the project or to express concerns about the project impacts. Seeking employment/business or service delivery opportunities were also a clear motive for attendance.

## Theme 3: Expectations

**Question:** *To what extent did the information session meet your expectations?*

**Responses:** 52

**Results:**



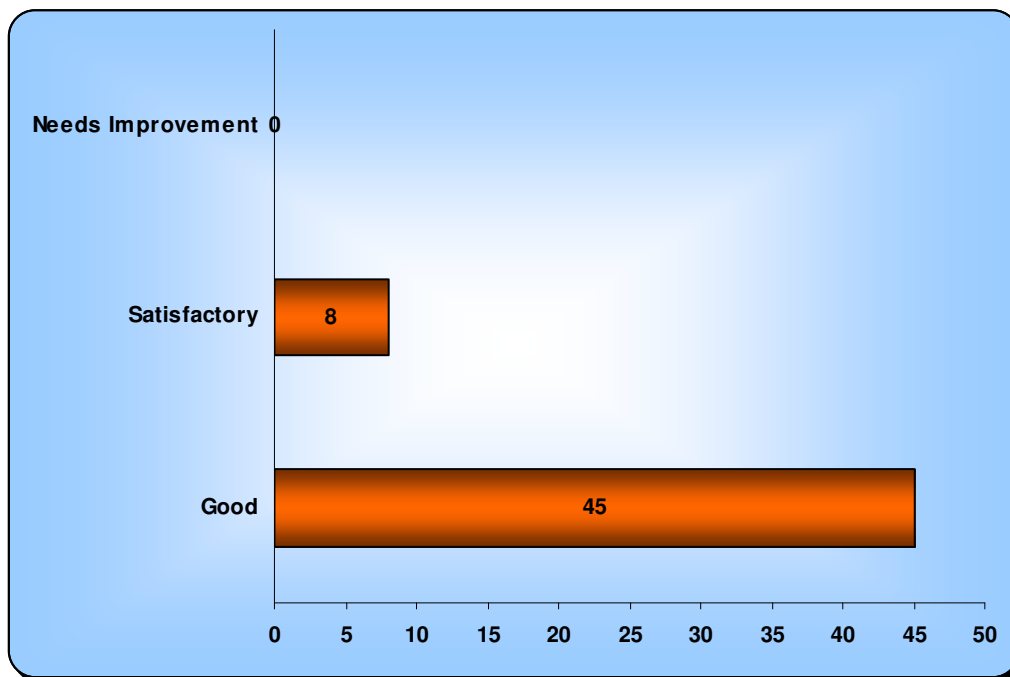
**Conclusions:** Respondents felt that the information sessions met their expectations.

## Theme 4: Performance

**Question:** *How would you rate the performance of the facilitator?*

**Responses:** 53

**Results:**



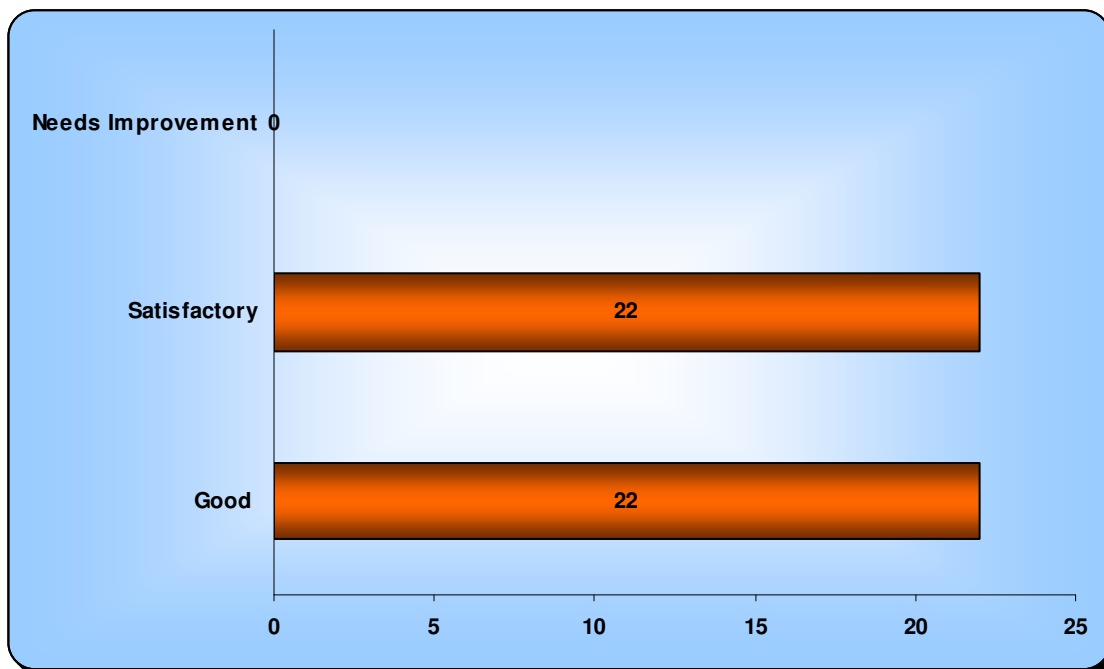
**Conclusions:** The facilitation of the meetings was rated as 'good' which was the highest ranking available for responses.

## Theme 4: Performance....cont

**Question:** *How would you rate the performance of the keynote speaker?*

**Responses:** 44

**Results:**



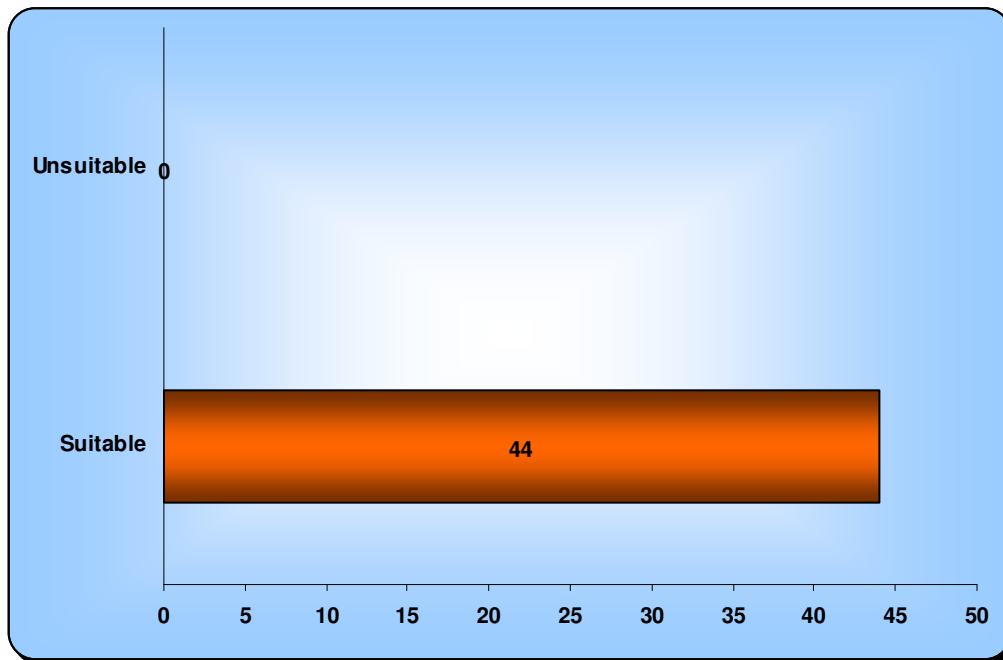
**Conclusions:** Respondents rated the performance of the keynote speaker equally as satisfactory and good.

## Theme 5: Appropriateness of venue and timing

**Question:** *How would you rate the suitability of the timing and location of the meeting?*

**Responses:** 44

**Results:**



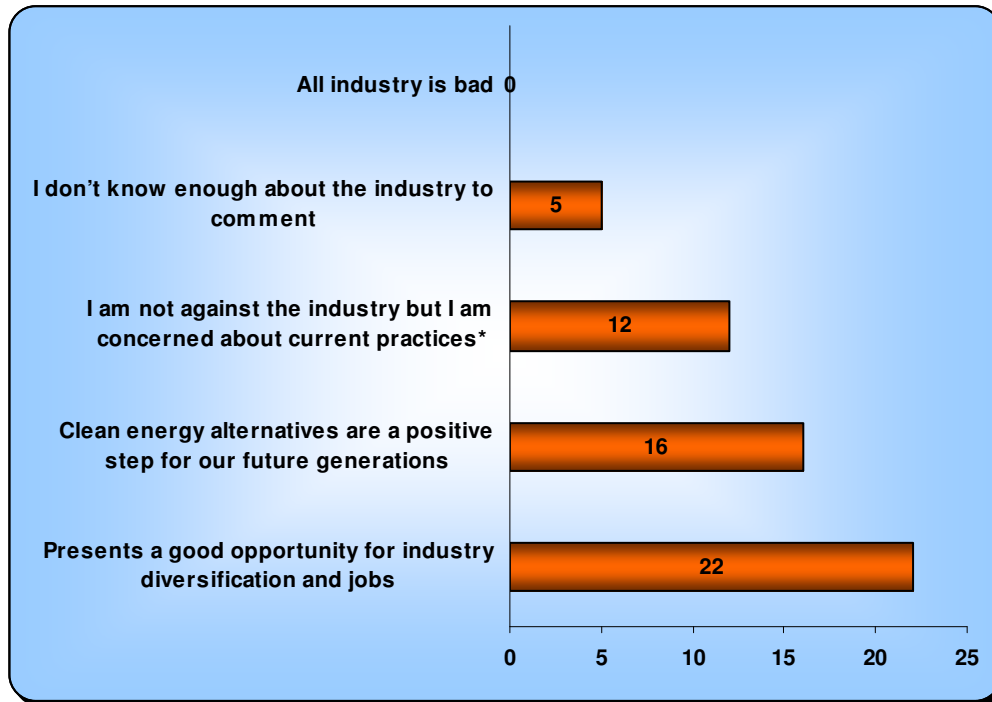
**Conclusions:** The appropriateness of the venue and timing was considered overwhelmingly suitable.

## Theme 6: Attitudes toward CSG Industry

**Question:** Which of the following statements best describes your current attitude toward the coal seam gas industry?

**Responses:** 55

**Results:**



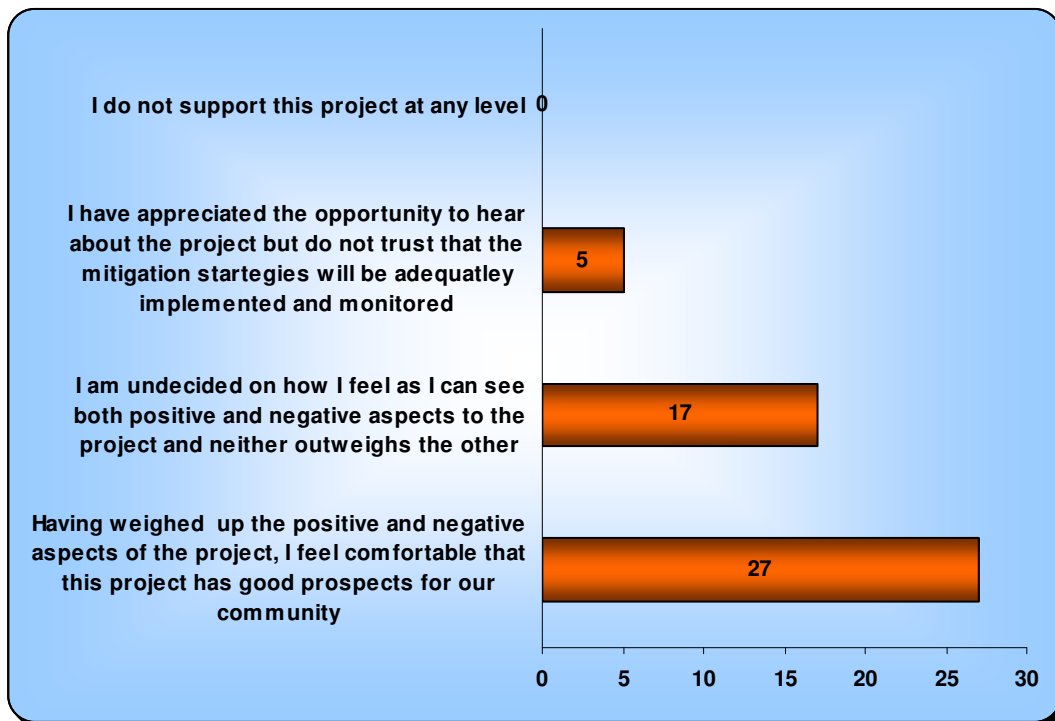
**Conclusions:** The majority of respondents believe the CSG Industry provides a positive outlook for the community.

## Theme 7: Attitudes towards GLNG project

**Question:** *Based on the information you received today, which of the following statements best reflects your current feeling or attitudes about the GLNG project?*

**Responses:** 49

**Results:**



**Conclusions:** The respondents generally viewed the GLNG project as having a positive outlook for the community.



**APPENDIX 3**  
**Performance Results**  
**Project Component**  
**3.2 Gas Transmission Pipeline**

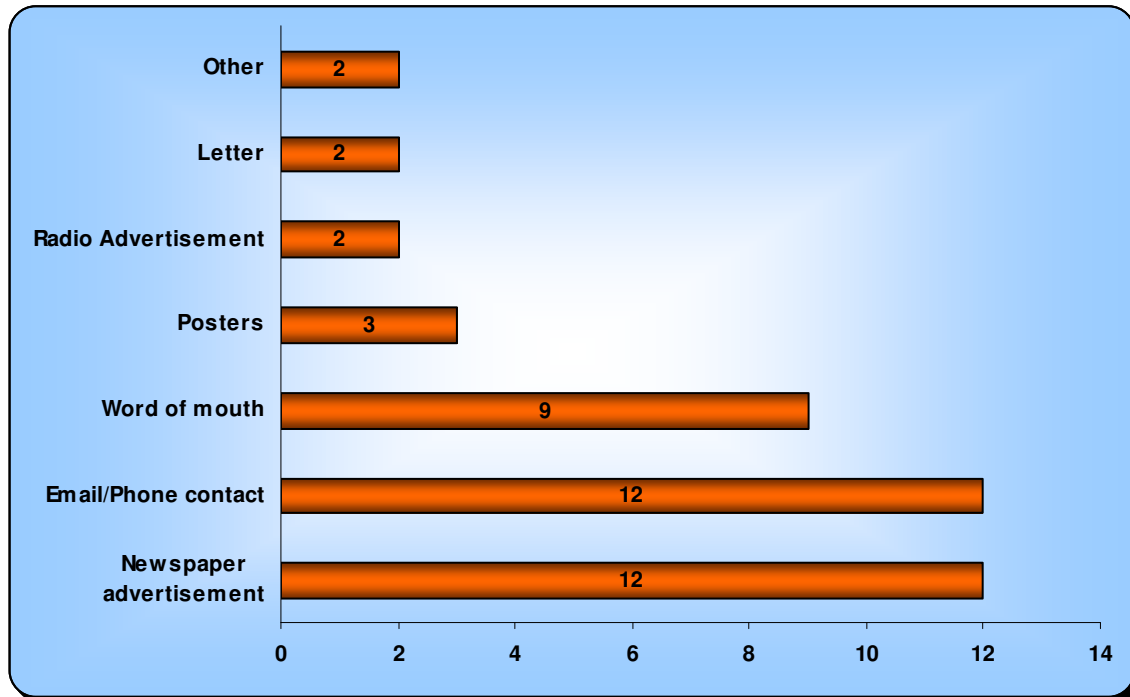


## Theme 1: Awareness

**Question:** *How did you find out about today's presentations?*

**Responses:** 42

**Results:**



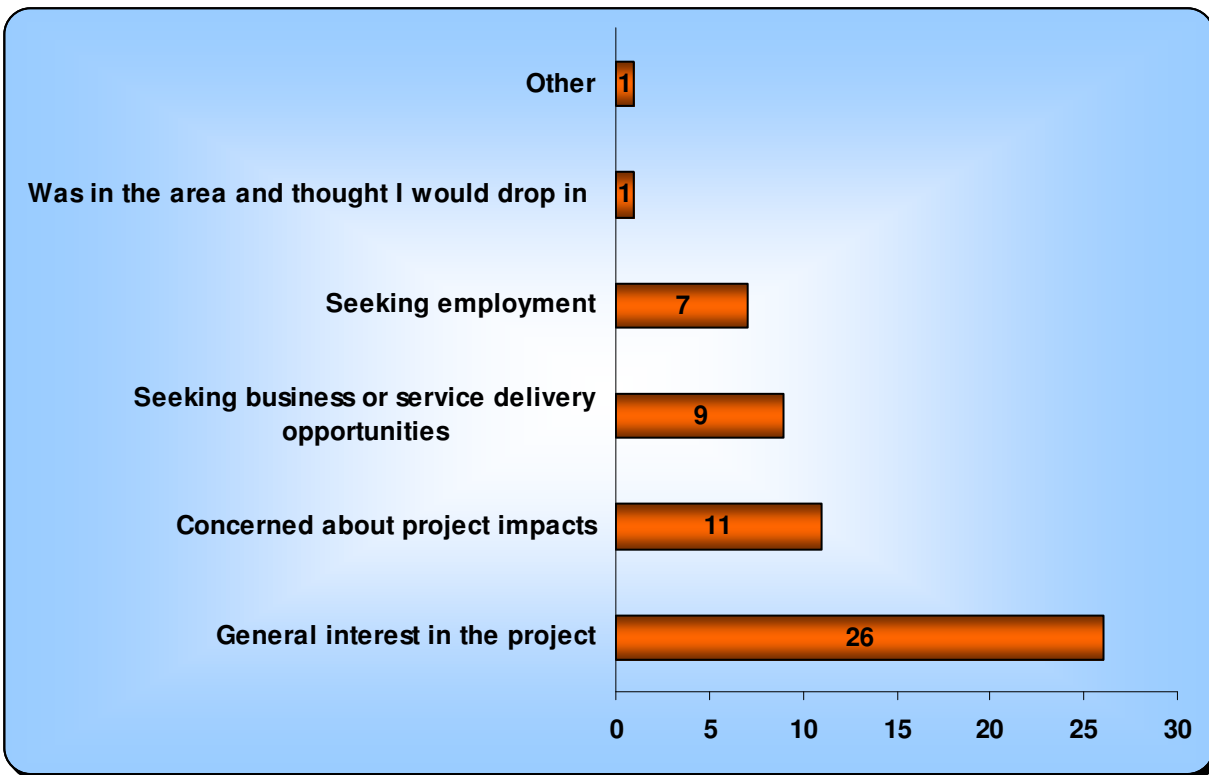
**Conclusion:** Newspaper advertising together with email and phone contact were the most effective strategies for informing the community about meetings. Word of mouth or 'the bush telegraph' also continues to be effective.

## Theme 2: Interest

**Question:** *What was your main interest in attending this session?*

**Responses:** 55

**Results:**



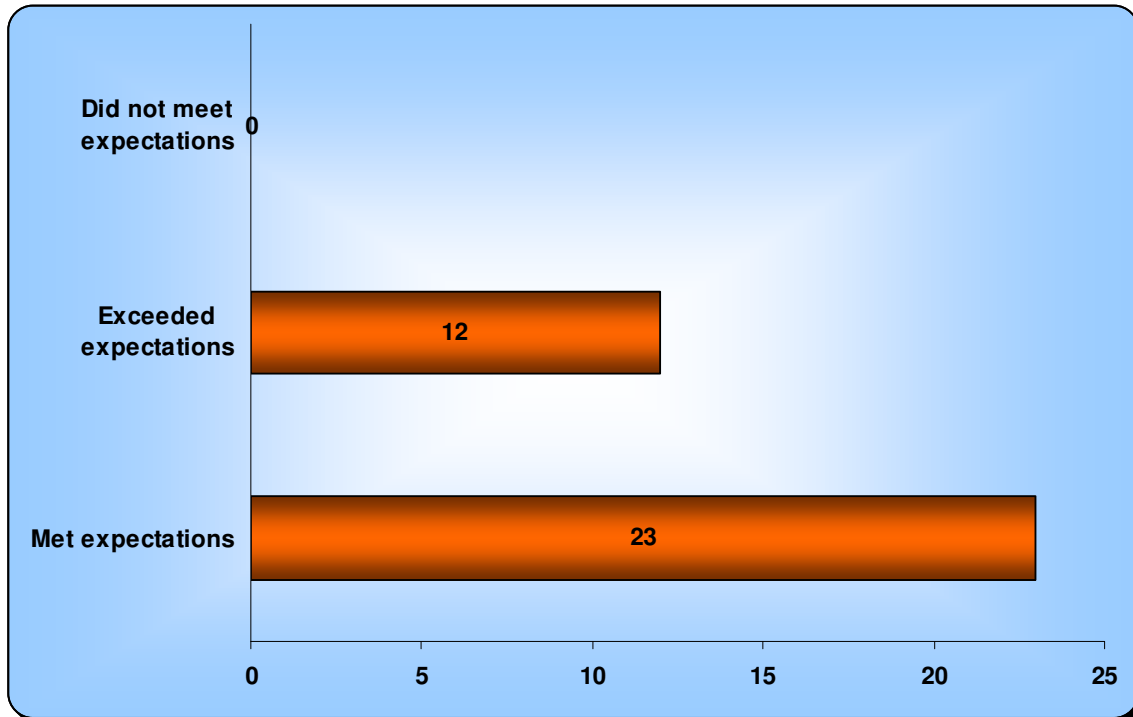
**Conclusion:** Main drivers for attendance at meetings were to obtain a general interest in the project or to express concerns about project impacts. Seeking employment/ business or service delivery opportunities were also significant motives for attendance.

## Theme 3: Expectations

**Question:** *To what extent did the information session meet your expectations?*

**Responses:** 35

**Results:**



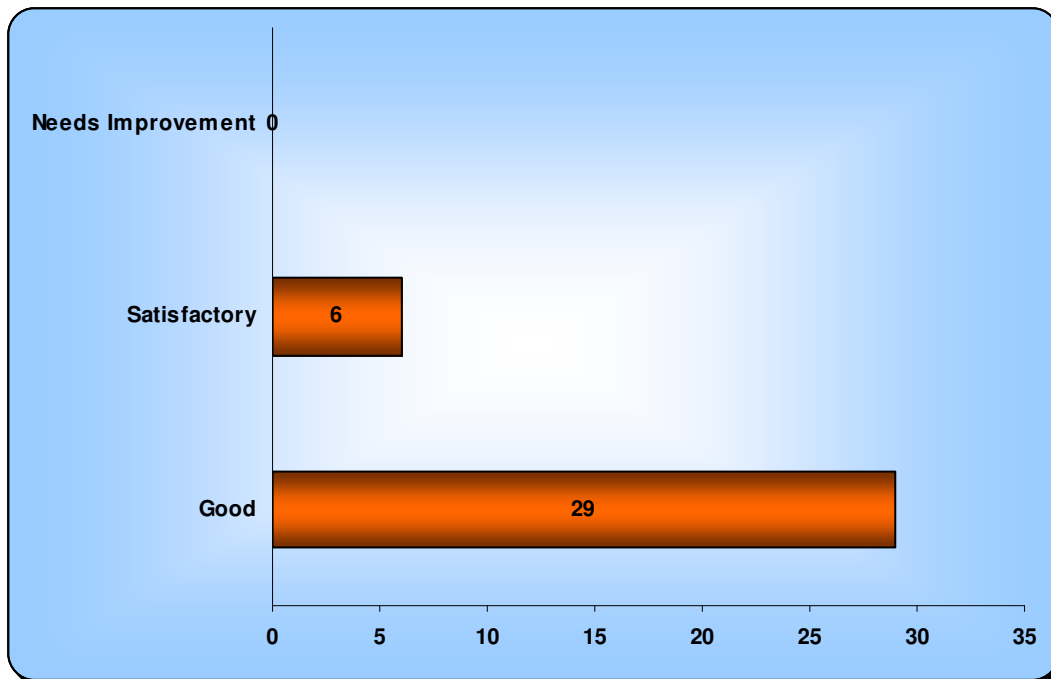
**Conclusion:** Respondents felt that the information sessions met their expectations.

## Theme 4: Performance

**Question:** *How would you rate the performance of the facilitator?*

**Responses:** 35

**Results:**



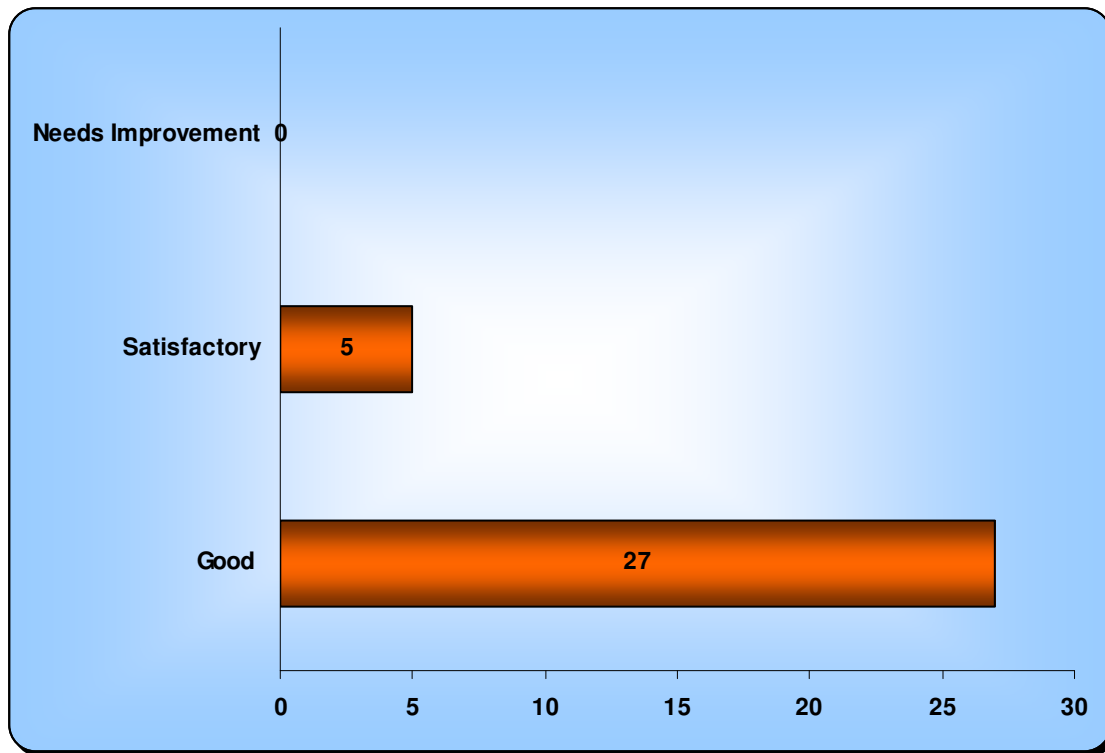
**Conclusions:** Respondents felt that the performance of the facilitator was 'good'.

## Theme 4: Performance...cont

**Question:** *How would you rate the performance of the keynote speaker?*

**Responses:** 32

**Results:**



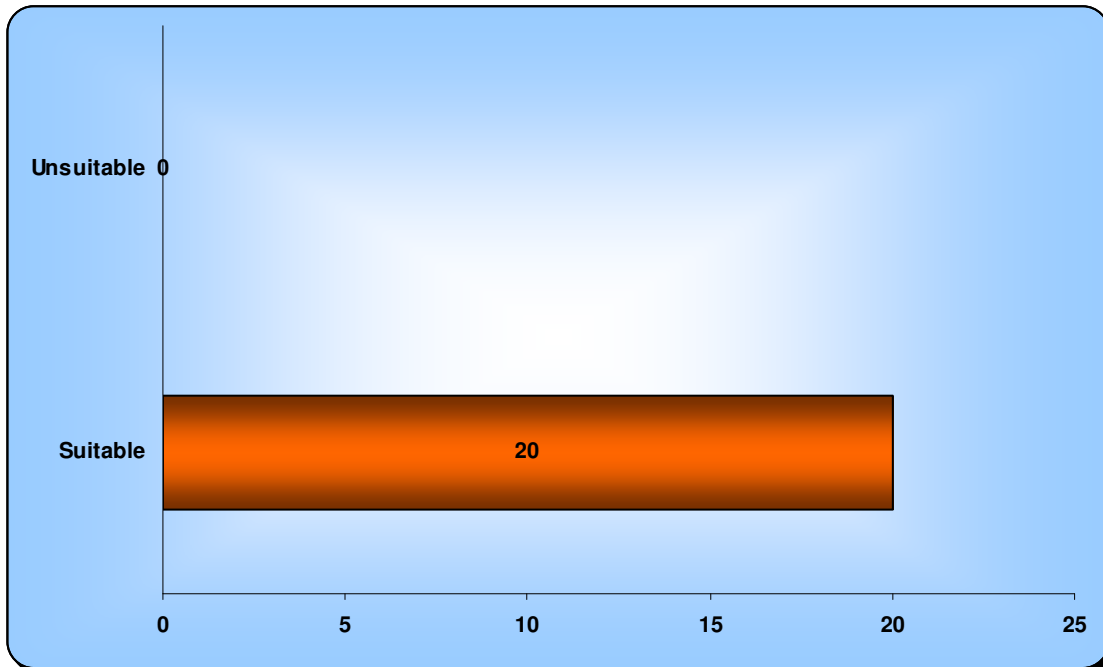
**Conclusion:** Respondents rated the performance of the keynote speaker as 'good'.

## Theme 5: Appropriateness of venue and timing

**Question:** *How would you rate the suitability of the timing and location of the meeting?*

**Responses:** 20

**Results:**



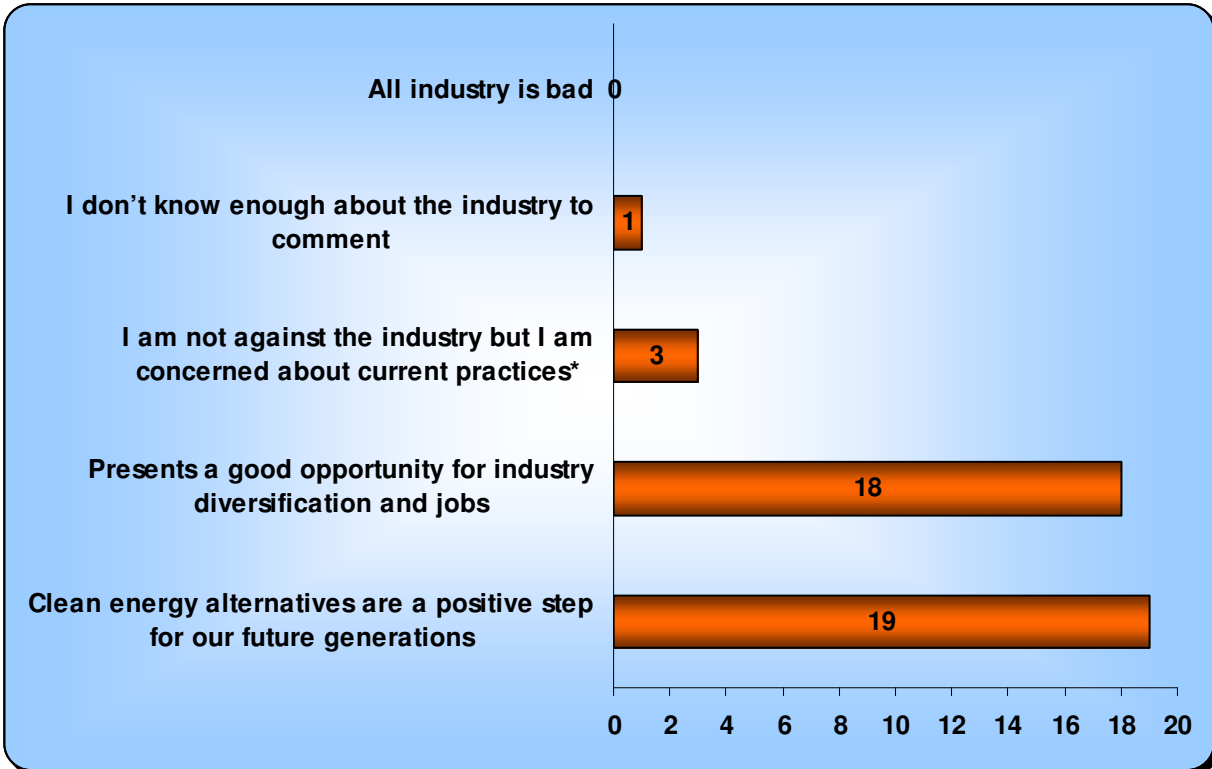
**Conclusion:** The appropriateness of the venue and timing was considered overwhelmingly suitable.

## Theme 6: Attitudes toward CSG Industry

**Question:** Which of the following statements best describes your current attitude toward the coal seam gas industry?

**Responses:** 41

**Results:**



**Conclusion:** The majority of the respondents viewed the industry as having a positive outlook and presenting a good opportunity for industry diversification and jobs.

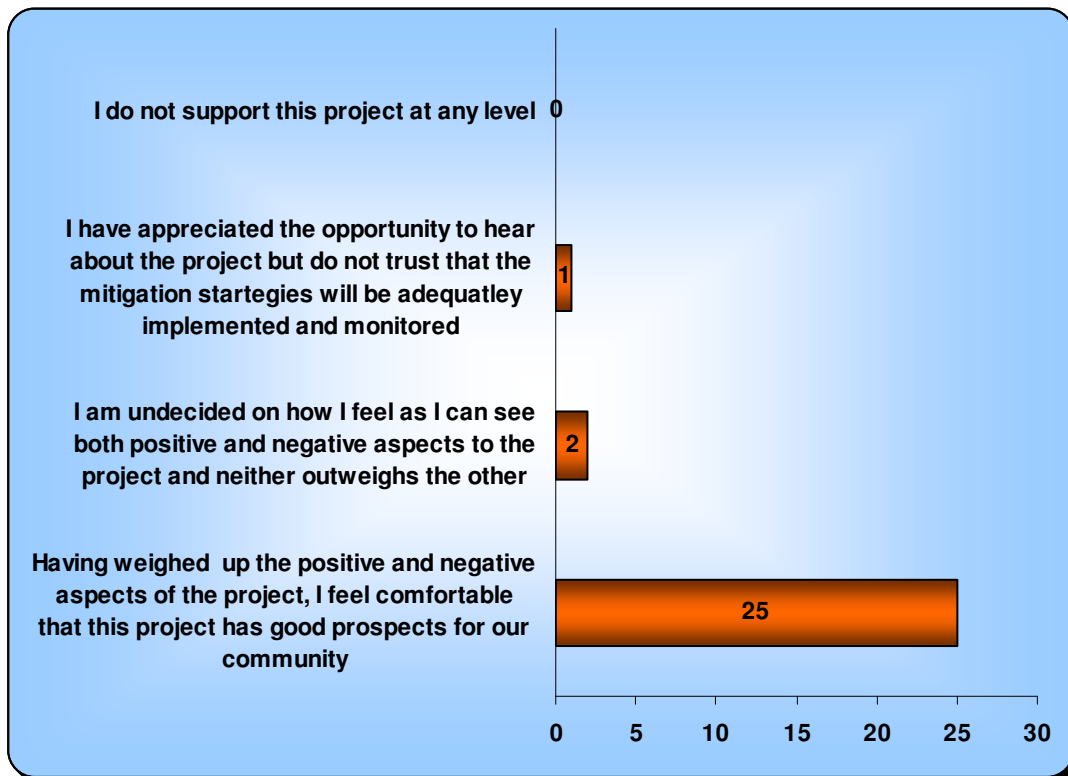


## Theme 7: Attitudes towards GLNG project

**Question:** *Based on the information you received today, which of the following statements best reflects your current feeling or attitudes about the GLNG project?*

**Responses:** 28

**Results:**



**Conclusion:** The respondents generally viewed the GLNG project as having a positive outlook for the community.

**APPENDIX 3**  
**Performance Results**  
**Project Component**  
**3.3 LNG Facility**

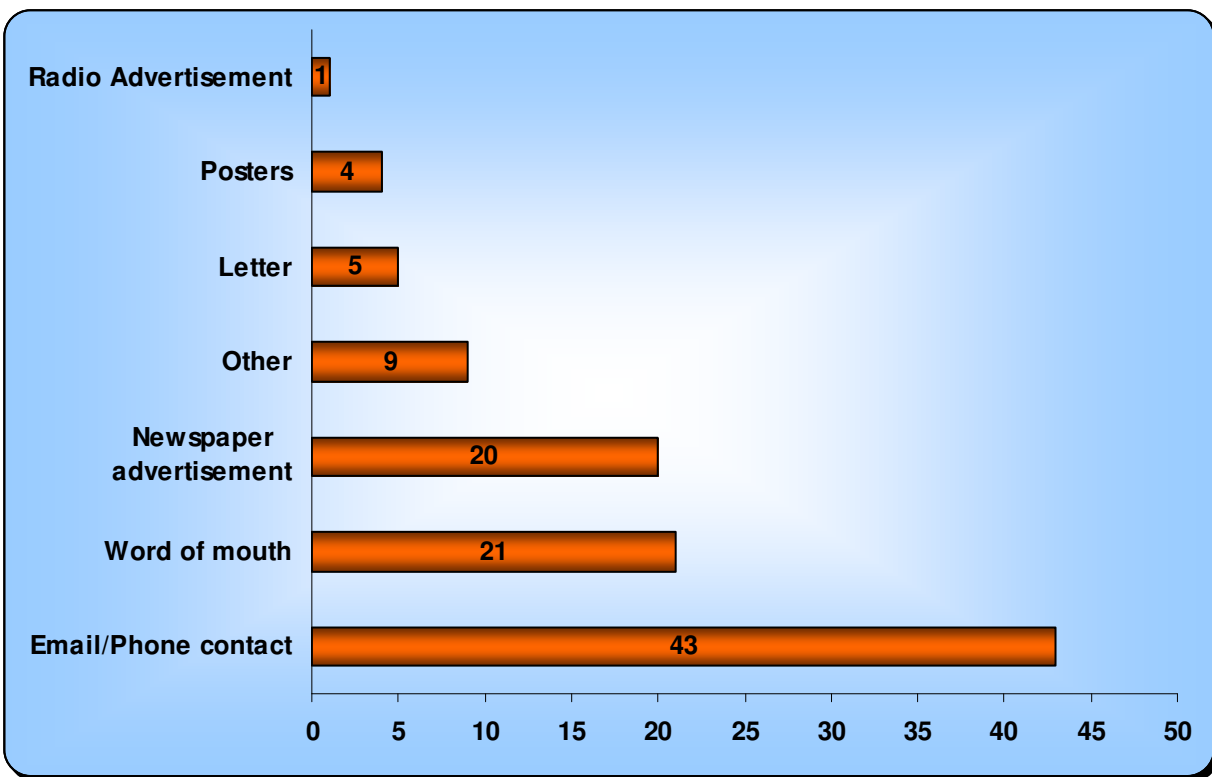


## Theme 1: Awareness

**Question:** *How did you find out about today's presentations?*

**Responses:** 103

**Results:**



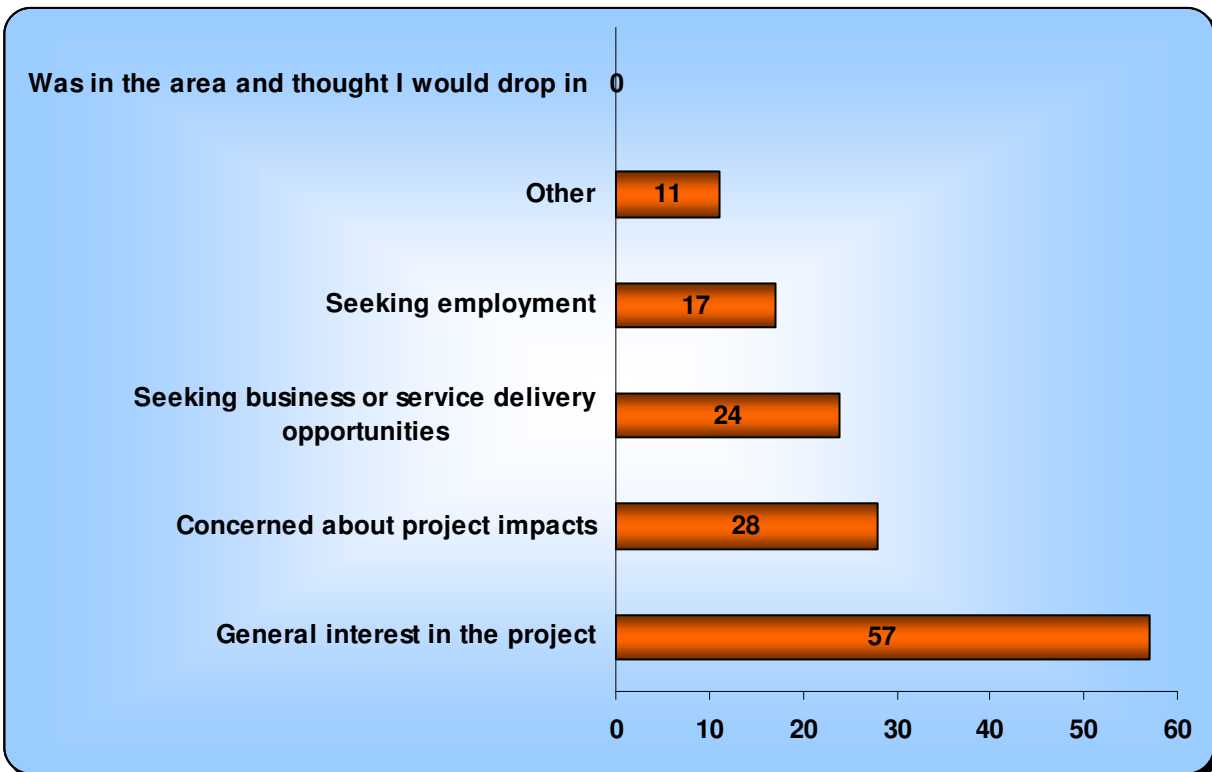
**Conclusion:** Email and phone contact together with newspaper advertising were the most effective strategies for informing the community about meetings. Word of mouth or 'the bush telegraph' also continues to be effective.

## Theme 2: Interest

**Question:** *What was your main interest in attending this session?*

**Responses:** 137

**Results:**



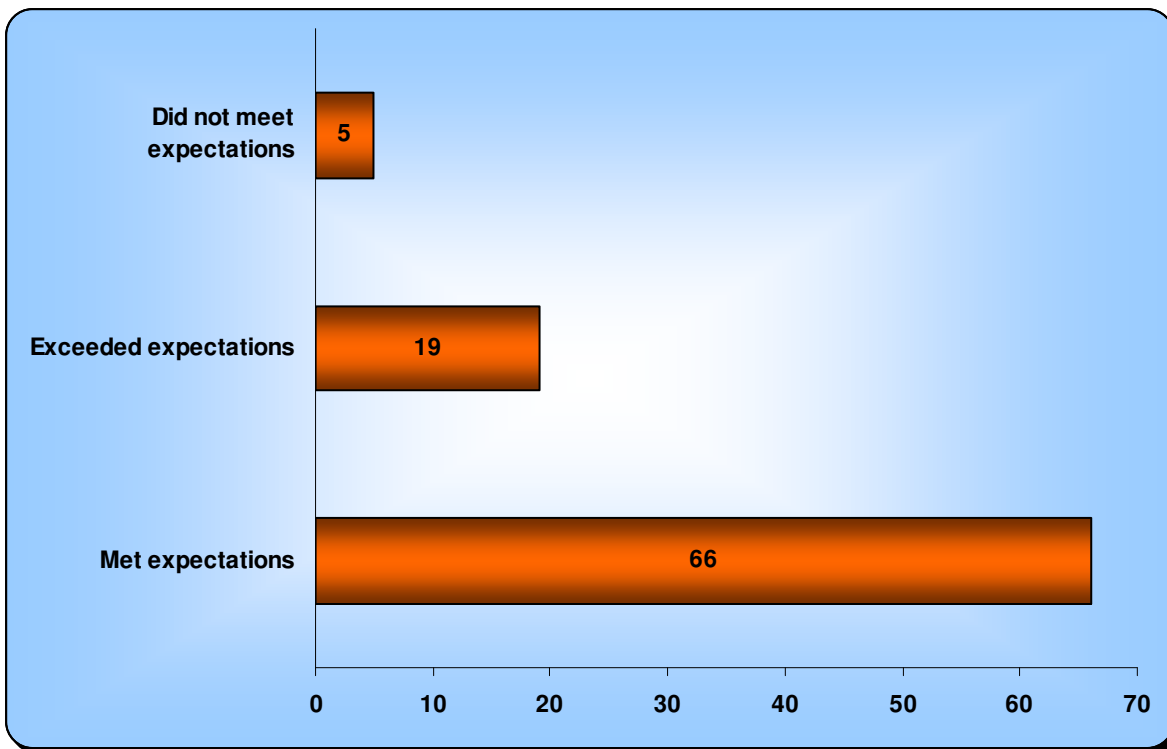
**Conclusion:** Main drivers for attendance at meetings were to obtain a general interest in the project or to express concerns about project impacts. Seeking employment/ business or service delivery opportunities were also significant motives for attendance.

## Theme 3: Expectations

**Question:** *To what extent did the information session meet your expectations?*

**Responses:** 90

**Results:**



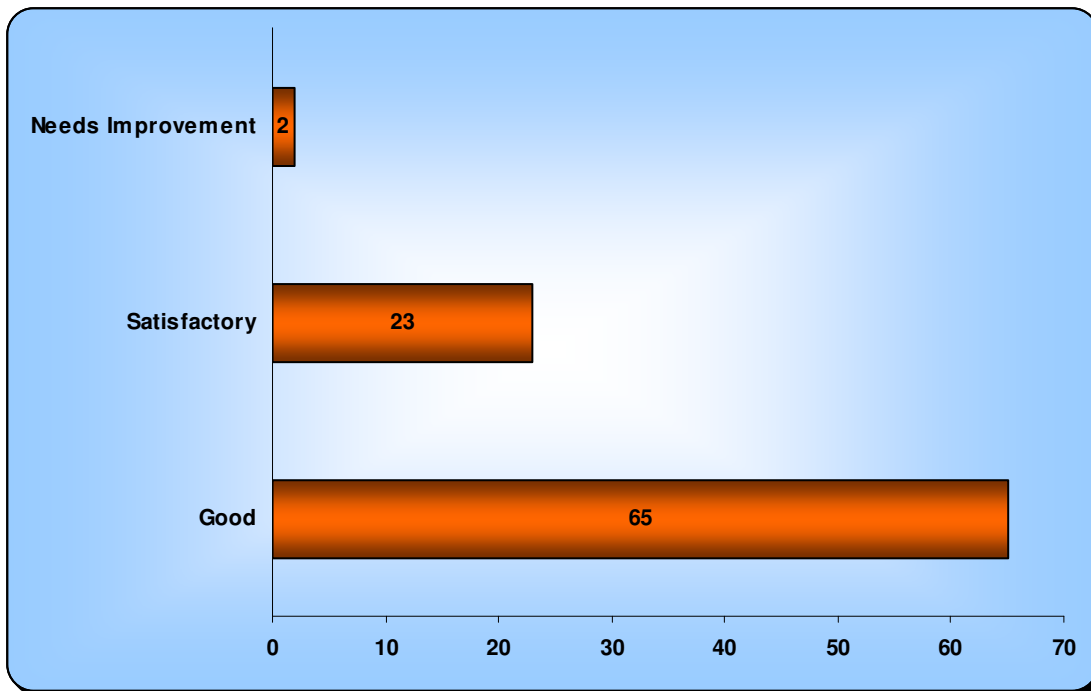
**Conclusion:** Respondents felt that the information sessions met their expectations.

## Theme 4: Performance

**Question:** *How would you rate the performance of the facilitator?*

**Responses:** 90

**Results:**



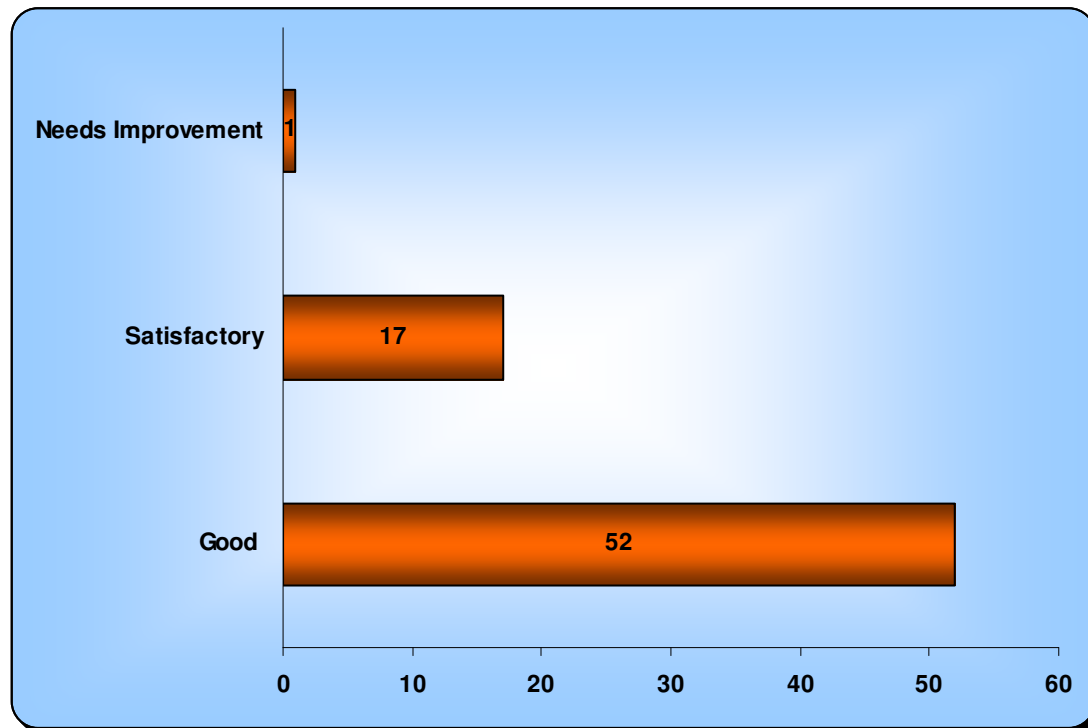
**Conclusions:** Respondents overwhelmingly felt the performance of the facilitator was 'good'.

## Theme 4: Performance

**Question:** *How would you rate the performance of the keynote speaker?*

**Responses:** 70

**Results:**



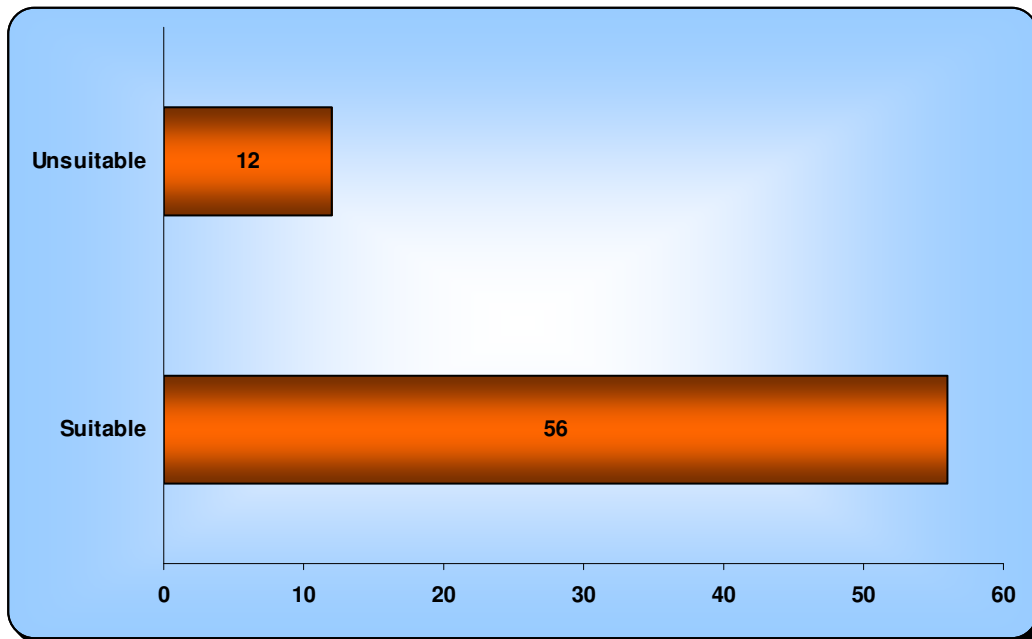
**Conclusion:** Respondents overwhelmingly rated the performance of the keynote speaker as 'good'.

## Theme 5: Appropriateness of venue and timing

**Question:** *How would you rate the suitability of the timing and location of the meeting?*

**Responses:** 68

**Results:**



**Conclusion:** The appropriateness of the venue and timing was considered overwhelmingly suitable. Larger than expected attendance numbers were experienced in Gladstone so will need to evaluate options for future meetings of this nature at this venue.

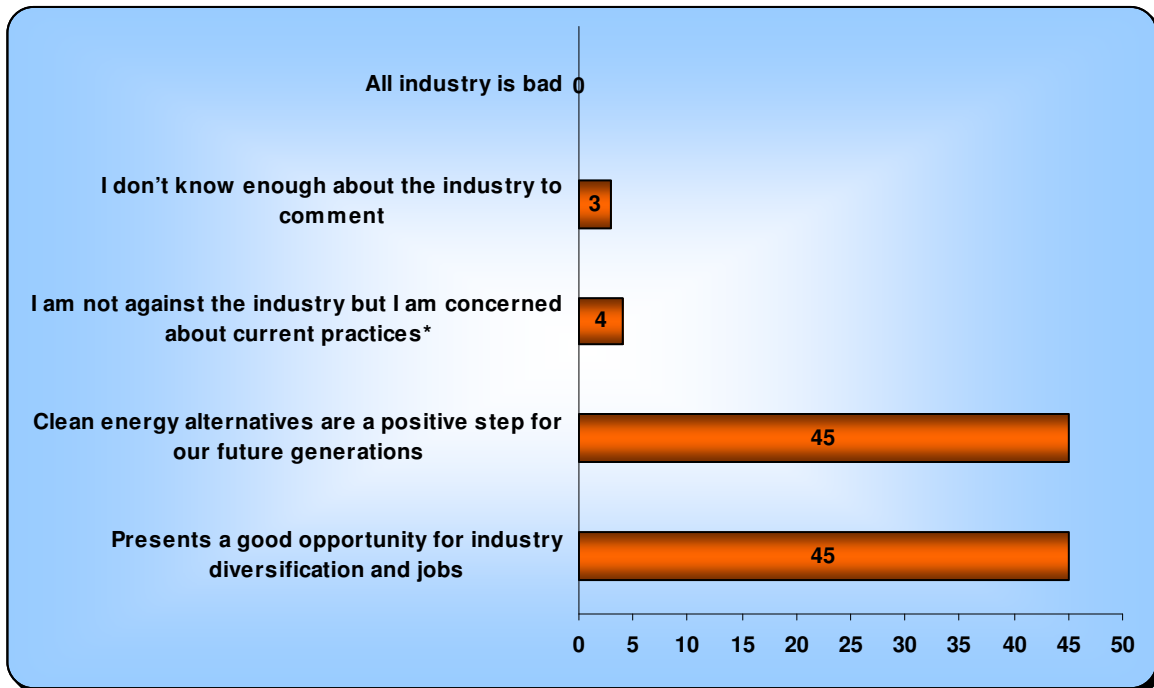


## Theme 6: Attitudes toward CSG Industry

**Question:** Which of the following statements best describes your current attitude toward the coal seam gas industry?

**Responses:** 97

**Results:**



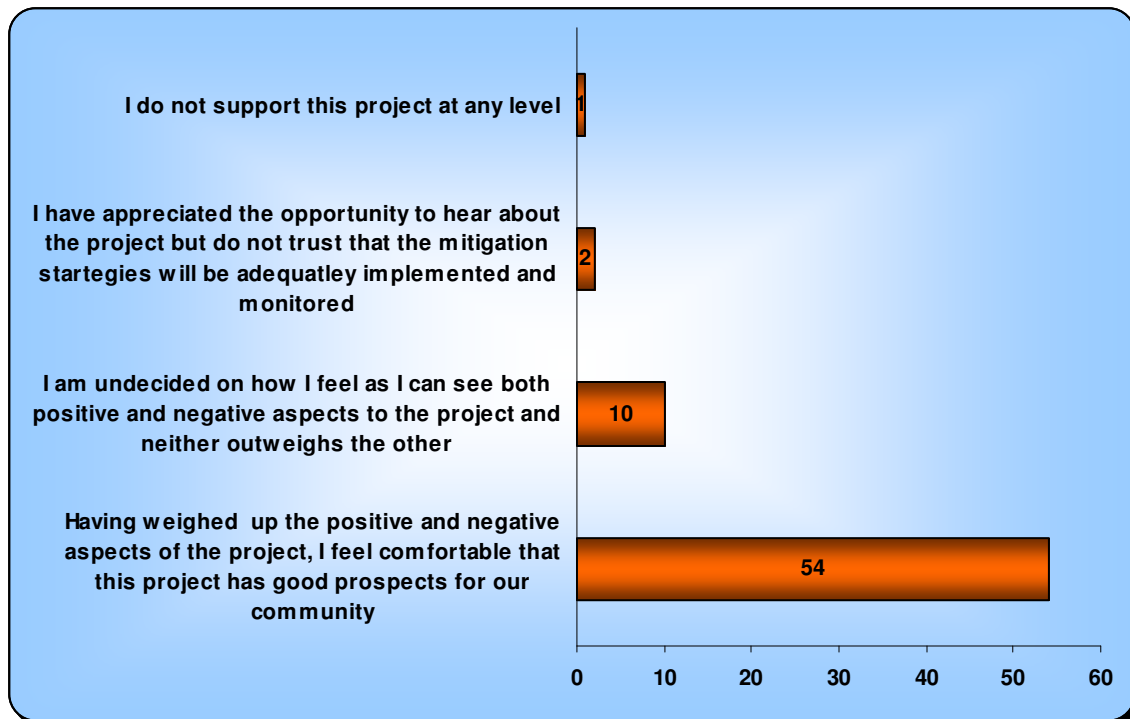
**Conclusion:** The majority of respondents believe the CSG Industry provides a positive outlook for the community.

## Theme 7: Attitudes towards GLNG project

**Question:** *Based on the information you received today, which of the following statements best reflects your current feeling or attitudes about the GLNG project?*

**Responses:** 67

**Results:**



**Conclusion:** The respondents generally viewed the GLNG project as having a positive outlook for the community.