

12.1 Introduction

Gladstone Pacific Nickel Ltd (GPNL) recognises that the Gladstone Nickel Project (GNP) is located within and near communities and neighbours living and/or working nearby with the potential to be affected by the project and its operations. This requires building mutual trust and support between GPNL and the local community to ensure that:

- The community is aware of the benefits of the GNP compared to other alternatives and the measures proposed to mitigate potential impacts.
- Any initiatives towards the community are relevant and appropriate to the specific needs of the community.

The project's consultation and feedback strategy began with a comprehensive community consultation program during the preparation of the Environmental Impact Statement (EIS).

The community consultation program has been conducted as an integral part of the socio-economic impact assessment to ensure that the issues of the communities potentially affected are identified and given adequate consideration in the EIS process.

Consultation will continue during the construction and operational phases of the project with regular reporting to the community and regulatory authorities concerning the activities, impacts, performance and other issues relating to ongoing operations of the GNP.

The project's consultation program forming part of the EIS process is outlined below.

12.2 Objectives

The community consultation process aims to ensure clear, transparent, two-way communication between GPNL and the interested and affected stakeholders through listening, recording and responding to issues relating to the project as these arise. The process provides an opportunity for GPNL to impart information to the stakeholders regarding the project and to obtain valuable local knowledge from these groups. It provides stakeholders with an opportunity to express their views and concerns, provide feedback, and be involved in the EIS process.

The key objectives of the consultation program are to:

- Initiate and maintain open communication between stakeholders and GPNL on all aspects of the project and the environmental impact assessment work.
- Inform the different interest groups about the proposal and encourage involvement in the process.
- Seek an understanding of interest group's concerns about the proposal.
- Explain the impact assessment research methodology and how public input might influence the final recommendations for the project.
- Provide an understanding of the regulatory approval process.
- Seek local information and input in the project by providing a range of opportunities for stakeholders to identify key issues for consideration.
- Provide the community with an understanding of the project and its implications.
- Proactively work with the community to propose recommended strategies to minimise negative impacts.

The consultation program aims to ensure the project is acceptable to all stakeholders, including the community, and balances economic, social and environmental considerations.

12.2.1 Approach

Communities have increasing expectations of their role in the decision making process and are requesting more information on how particular developments will affect them and how impacts will be managed. Consequently, in developing the EIS consultation program, an issues-driven approach was adopted. This approach allowed for a greater focus on issues of relevance and importance to the community and enabled the selection of more appropriate methods to address these issues.

In developing the consultation program, the following key elements were seen to be essential to the success of the consultation program:

- Early recognition and involvement of stakeholder groups.
- Early recognition of social and environmental issues.
- Provision of multiple mechanisms for community participation.
- Ongoing communication and feedback.
- Honesty and transparency.
- Integration of social information in the project assessment.
- Development and integration of mitigation measures into the project design.

12.3 Methodology

12.3.1 Overview

A comprehensive consultation program was planned in the early stages of the project's approval process and this has been conducted throughout the EIS process. It will continue during project implementation. A variety of communication methods and activities were identified as appropriate and have been utilised to inform and receive feedback from stakeholders. These consultation methods and associated timings are described in Section 12.3.3 below and include meetings, advertising and newsletters. The issues identified in, and outcomes of, the consultation were recorded and considered in the EIS assessment process. Where appropriate, mitigation and management measures have been proposed to address issues identified by stakeholders during the consultation process.

12.3.2 Stakeholder Identification

The first stage of the consultation process was to identify all stakeholders that may be affected or interested in the project.

An initial series of workshops was held by GPNL to identify potential stakeholders. The stakeholders were broadly categorised into the following groups;

- Communities and businesses from Gladstone and the surrounding area
- Local Councils
- State and Commonwealth government departments
- Environmental and community groups
- Property owners
- Indigenous groups and traditional owners
- Federal, state and local elected representatives
- Regional business, development, industry organisations and individual businesses
- Media

The stakeholders were further categorised into interested and affected persons as defined by Sections 38 and 41(3)(b) of the *Environmental Protection Act 1994*. Table 12.3.1 summarises the affected and interested stakeholders that were consulted and participated in the EIS consultation program.

Table 12.3.1 Affected and Interested Persons

| Affected Persons |
|--|
| Registered native title claimant: Darumbal No.1 Native Title Claim (QC 97/21) & Port Curtis Coral Coast Native Title Claim (QC01/29) |
| Representatives of relevant local councils: Fitzroy Shire Council, Calliope Shire Council and Gladstone City Council |
| Registered proprietors of freehold land, including neighbouring properties. |
| Registered holders of interest in land |
| Mining and petroleum tenement holders |
| Interested Persons |
| Community |
| Neighbouring landholders |
| Residents of Yarwun, Aldoga, and Mount Larcom |
| Citizens of Gladstone |
| Businesses in Gladstone and the Gladstone State Development Area |
| Indigenous |
| Darumbal No.1 Native Title Claim (QC97/21) |
| Port Curtis Coral Coast Native Title Claim (QC01/29) |
| Government |
| Local Government |
| Calliope Shire Council |
| Gladstone City Council |
| Rockhampton City Council |
| Livingstone Shire Council |
| Fitzroy Shire Council |
| State Government |
| Department of Aboriginal and Torres Strait Islander Policy |
| Department of Communities |
| Department of Emergency Services |
| Department of Employment and Training |
| Department of Housing |
| Department of Local Government, Planning, Sport and Recreation |
| Department of Main Roads |
| Department of Mines and Energy |
| Department of Natural Resources and Water |
| Department of the Premier and Cabinet |
| Department of Primary Industries and Fisheries |
| Department of State Development, Trade and Innovation (lead agency - Coordinator General) |
| Queensland Transport |
| Environmental Protection Agency |
| Queensland Health |

Table 12.3.1 Affected and Interested Persons

| |
|---|
| Queensland Treasury |
| Queensland Rail |
| Education Queensland |
| Queensland Fire & Rescue Service |
| Queensland Police Service |
| Commonwealth Government |
| Department of the Environment and Heritage |
| Department of Industry, Tourism and Resources |
| Invest Australia |
| Australian Quarantine & Inspection Service |
| Business |
| Central Queensland Ports Authority |
| Community Advisory Service for Gladstone |
| Gladstone Economic & Industry Development Board |
| Gladstone Infrastructure Working Group |
| Gladstone Area Water Board |
| Powerlink |
| Ergon |
| Enertrade |
| Great Barrier Reef Marine Park Authority |
| Sunwater |
| Fitzroy River Water |
| Central Queensland Institute of TAFE |
| Envestra |
| Centre for Sustainable Resource Processing/Centre for Social Responsibility in Mining |
| Process Engineering and Light Metals |
| Queensland Resources Council |
| Alinta |
| Comalco |
| Orica |
| Telstra |
| Gladstone Area Group Apprentices Ltd |
| Central Queensland University |
| Pacific Controls |
| Groups, Organisations and Workforce Groups |
| Mount Larcom Economic Working Group |
| Yarwun Progress Association |
| Port Curtis Integrated Monitoring Program |
| Gladstone Area Industry Network |
| Rockhampton Regional Development |
| Fitzroy Basin Association |
| Fitzroy River & Coastal Catchments Inc |
| Gladstone Engineering Alliance |

Table 12.3.1 Affected and Interested Persons

| |
|---|
| Gladstone Area Promotion & Development Ltd |
| Local Marine Advisory Committee, Gladstone |
| Gladstone Sportsfishing Club |
| Media |
| Print – The Morning Bulletin, Capricorn Local, Capricorn Coast Mirror, Gladstone Observer, Port Curtis Post, Country Life, The Courier Mail, The Australian, Financial Review, Gladstone Observer |
| Television – ABC, WIN Television |
| Radio – ABC, local radio |
| Internet – FarmOnline Daily News |

12.3.3 Consultation Methods

A range of consultation tools and activities were utilised to aid and facilitate communication between GPNL and the stakeholders. These reflect the different needs of each stakeholder group and their likely interest in the project or its impact on them. These tools are discussed below.

- Public review of key project documents.
- Stakeholder meetings and briefings.
- Industry affiliations.
- Project newsletters.
- Pipeline Information brochure.
- Media releases and advertising.
- Regular updates of the GPNL website (<http://www.gladstonepacific.com.au/>).
- Enquiry and feedback system comprising;
 - Enquiry line (freecall telephone number 1800 033 313).
 - Facsimile (07 3211 8688 Attn: Gladstone Nickel Project EIS Study Team).
 - Email (info@gladstonepacific.com.au).
 - A reply paid feedback form.
- Staffed EIS display.

The timing of the implementation of the above communication tools and activities has been formulated into a consultation program, described in Section 12.4. The consultation program defines the information requirements of each stage as determined by the nature of the consultation, the stakeholders to be consulted, and the stage/element of the project or EIS process being considered.

During consultation, stakeholders had the opportunity to put forward any concerns, issues or feedback that they may have about the project. The results of the consultation were reviewed by GPNL to identify any potential impacts that the project may have. These potential impacts were then addressed in the EIS and mitigation measures proposed to reduce any impact.

Following project approval, a consultation program for the construction, commissioning and operational phases of the project will be developed. All or some of the tools listed above will continue to be used to consult with stakeholders during the life of the project, with timing of the implementation dependent on the elements and staging of the project.

12.3.4 Feedback Process

Where possible, questions raised by stakeholders through the enquiry and feedback system described above were responded to as these were raised. All feedback, comments and questions have been registered in a central database. Any potential impacts and mitigation measures that have been raised during the consultation process were considered and feedback provided. This was achieved through the following mechanisms:

- Discussing potential impacts and proposed mitigation measures with relevant government and advisory agencies.
- Providing responses to feedback from stakeholders.
- Outlining any consultation outcomes in subsequent meetings, workshops, briefings, project newsletters and website updates.
- Providing updated information via the enquiry and feedback system.
- Ensuring the EIS includes specific outcomes that are the direct result of issues raised during the consultation process.

Should the project be approved, consultation with advisory agencies and other relevant parties will continue. In addition, a free-call telephone number and complaints register will be established.

12.3.5 Consultation Database

A stakeholder consultation database was developed and updated throughout the preparation of the EIS with contact details and the extent of communications undertaken with each stakeholder recorded. It provided a means of registering all stakeholders' interest in obtaining further information on the project and recorded community feedback on the project to be included in the EIS. The database also ensured that the local community and other interested stakeholders received information updates during subsequent phases of the consultation program.

12.4 Consultation Program

A comprehensive consultation program was planned in the early stages of the project approval process from December 2005, and has been conducted throughout the EIS process. A variety of communication tools and activities were identified as appropriate and have been utilised by the proponents throughout the EIS process to inform, and receive feedback from stakeholders. The program will continue to be updated over the course of the EIS process.

12.4.1 Public Release of Key Project Documents

A number of key project documents have been advertised and made available for public comment as part of the EIS process. These comprise the following:

- The project Initial Advice Statement (IAS) was submitted to the Coordinator-General (CG) in October 2005.
- GPNL referred the proposal to the Commonwealth Minister for the Environment and Heritage in accordance with the provisions of the *Environment Protection and Biodiversity Conservation Act 1999* during October 2005. The Referral was advertised on the Department of the Environment and Heritage website (<http://www.deh.gov.au>).
- A draft Terms of Reference (ToR) and IAS were advertised for public comment on 14 January 2006 for a period of four weeks. Advertisements were made in the following newspapers; The Courier Mail, The Weekend Australian, Rockhampton Morning Bulletin and the Gladstone Observer. A similar notice was placed on the CG's internet site. The IAS was also made available on the CG's internet site. Comments that were received on the draft ToR were reviewed and incorporated into the final ToR. The final ToR was released by the CG in March 2006.

- On submission of the EIS, a public notice will be placed in relevant local and state newspapers stating: where copies of the EIS are available for inspection and how it can be purchased; that submissions may be made to the CG about the EIS; and the duration of the submission period. GPNL may need to prepare a supplementary report to the EIS to address specific matters raised in submissions on the EIS.

Project newsletters and the slurry pipeline information brochure have also been made publicly available on the GPNL website.

12.4.2 Stakeholder Meetings and Briefings

Stakeholder meetings have occurred throughout the EIS process. Depending on the stakeholder, consultation has been either ongoing or occurring at key stages during the EIS process.

Other stakeholders have been invited to attend and participate in stakeholder meetings and briefings at the following two key stages during the EIS process.

- Round One of the consultation stakeholder meetings and briefings were held during the first half of 2006 to coincide with the release of the ToR and IAS, to introduce the project, to explain the approvals process, and to discuss any issues raised. A number of stakeholders were consulted regularly during this round of consultation.
- Round Two of the consultation stakeholder meetings and briefings were held from mid-2006 to provide an update of the project, an outline of the environmental studies and the preliminary findings prior to the public release of the EIS, and to discuss any issues raised. A number of stakeholders were consulted regularly during this round of consultation.

Appendix S provides further details of stakeholder consultation.

12.4.2.1 Ongoing Consultation

Consultation has occurred with many stakeholders on an ongoing basis throughout the EIS process including:

- Landholders impacted by the pipelines.
- Traditional owners.
- Central Queensland Ports Authority (CQPA) and Queensland Rail (QR).
- CG.

Landholders Impacted by the Pipelines

GPNL has contacted all landholders potentially impacted by the route of the proposed pipelines. This involved initial phone contact, provision of a project brochure and face-to-face meetings. The purpose of this contact was to:

- Introduce the project proponent and project.
- Provide a description of the proposed project and construction methods.
- Provide maps to illustrate the indicative pipeline route.
- Identify any landholder concerns or property constraints to locating the pipeline.
- Obtain the landholders consent to conduct field investigations on their properties.

There has also been subsequent ongoing contact with landholders potentially impacted by the pipeline route via phone and site visits on an as-needs basis. Issues raised and discussed by landholders and GPNL included location of the pipelines on their property, potential impacts to land use and values, potential for erosion, potential for the spread of weeds, security of access tracks, prior notification, and grazing issues.

GPNL has also consulted with landholders neighbouring the refinery and residue storage facility (RSF) development areas.

Traditional Owners

Between January and August 2006 a number of meetings were held between GPNL and representatives from the Darumbal Native Title Claim and the Port Curtis Coral Coast Native Title Claims. The purpose of the meetings was to provide information on the project and to discuss the arrangements for the development of a Cultural Heritage Management Plan (refer to Section 11 for additional information). Key issues raised during these discussions related to the nature and scale of the project and the proposed arrangements to manage cultural heritage issues.

Central Queensland Ports Authority and Queensland Rail

Many meetings have been held with representatives from the CQPA and QR. Issues discussed during these meetings covered the following topics:

- Interaction between the EISs for the GNP and the Wiggins Island Coal Terminal (WICT) project.
- Consultation activities.
- Project interdependencies.
- Infrastructure requirements including land, power and traffic.
- Port and rail requirements.

Coordinator-General

GPNL meets regularly with representatives of the CG throughout the EIS process. The CG has managed and conducted direct discussions with landholders and lease holders of Gladstone State Development Area (GSDA) land. Issues raised during these meetings included the following topics:

- Land availability.
- Pipeline routes.
- Port and rail facilities.
- Road requirements.
- Common-user facilities.
- The EIS process.

12.4.2.2 Consultation Round One

Round One of the consultation stakeholder meetings and briefings was held at the beginning of 2006 to coincide with the release of the ToR to introduce the project and to explain the approvals process. Round One consultation included meetings with government agencies and the local community. These meetings are summarised below and further details are provided in Appendix S.

- State government - A meeting was held for the relevant government agencies in Brisbane. Approximately 20 representatives from 12 state government agencies attended the meeting.
- State government –A meeting was held for the relevant government agencies in the Gladstone area at the office of the Department of State Development, Trade and Innovation. Approximately 15 agency representatives attended.
- Gladstone Area Promotion and Development Ltd (GAPDL) - A meeting was held with the GAPDL to establish a long-term working relationship and introduce the project.

- Gladstone City Council - A meeting was held with councillors and staff of the Gladstone City Council to discuss the project and any questions or issues that arose.
- Fitzroy Basin Association (FBA) - A meeting was held to discuss the project and any questions or issues that arose.
- Calliope Shire Council - A meeting was held with councillors and staff of the Calliope Shire Council to discuss the project and any questions or issues that arose.
- State government - A meeting was held with the relevant government agencies of the Rockhampton area. Approximately 25 agency representatives attended.
- Department of Natural Resources and Water (DNRW) and Environmental Protection Agency (EPA) - A meeting was held with the DNRW and the EPA in Rockhampton to discuss the mining lease approvals process associated with the pipeline.
- Yarwun Progress Association – A meeting was held with 18 people from the Yarwun community. The aim of the meeting was to introduce the project, explain the approvals process, and to have an open discussion on any issues or concerns.
- Mount Larcom Economic Working Group - Approximately ten people from the Mount Larcom community attended. The aim of the meeting was to introduce the project, explain the approvals process, and to have an open discussion on any issues or concerns.

12.4.2.3 Consultation Round Two

Stakeholders were invited to participate in a second round of meetings held in the third quarter of 2006. The aim of the Round Two consultation meetings was to provide an update of the project, the environmental studies and the preliminary findings, and to discuss any issues raised. These meetings are listed below and further details are provided in Appendix S.

- Civil Aviation Safety Authority
- The Department of State Development and Innovation and the Mount Larcom Economic Working Group.
- Fitzroy Shire Council.
- Gladstone City Council.
- Calliope Shire Council.
- CG and the Gladstone Economic and Industry Development Board (GEIDB).
- GAPDL.
- Yarwun Progress Association.
- FBA and Fitzroy River & Coastal Catchments Inc (FRCC).
- Great Barrier Reef Marine Park Authority (GBRMPA).
- EPA, Gladstone.
- EPA, Rockhampton.
- Department of Main Roads.
- Marlborough community.
- Local Marine Advisory Committee (LMAC), Gladstone– People from various organisations in the area attended the meeting arranged by the GBRMPA. Members of the Gladstone LMAC represent a diversity of interest groups including research, catchment management groups, commercial and recreational fishing interests, CQPA, diving interests, and government bodies.

12.4.3 Industry Affiliations

GPNL has consulted with and participated in a number of local industry affiliations and networks. Examples of these include Gladstone Area Industry Network (GAIN), Gladstone Engineering Alliance (GEA), and the Port Curtis Integrated Monitoring Program (PCIMP).

12.4.3.1 Gladstone Area Industry Network

GAIN is an industry network comprising a number of committees made up of representatives of major industries in the region. These committees provide a mechanism for the discussion of issues and for the implementation of progressive collaborative activities. This synergy provides a number of mutual benefits in areas including environmental, health and safety and community. GPNL representatives have attended GAIN meetings and will become more active in GAIN as the project proceeds, particularly with regard to development of an emergency response plan and the management of community benefits.

12.4.3.2 Gladstone Engineering Alliance

The GEA represents an alliance of engineering manufacturers, providers and suppliers in the Gladstone region. It has been formed to assist its members to optimise their competitiveness by working together on common issues, contract information and ideas, and to institute training programs to lift the individual and overall staff skills and management standards. GPNL has made presentations at GEA meetings.

12.4.3.3 Port Curtis Integrated Monitoring Program

PCIMP is a consortium of members from industry, government, research institutions and other stakeholders, charged with developing a cooperative monitoring program for assessing the ecosystem health of Port Curtis. GPNL is a member of PCIMP and has contributed to PCIMP's 2006 bio-monitoring and inter-tidal monitoring programs.

12.4.4 Project Newsletters and Brochures

Two newsletters have been developed for the project. In addition, a pipeline information brochure was developed for affected and interested persons relevant to the pipeline component of the project.

12.4.4.1 Newsletter One

Newsletter One was an initial introduction to the project for interested and affected stakeholders. The newsletter contained details of the key project elements and personnel, the EIS process, project benefits, and feedback mechanisms. The newsletter was distributed in January 2006. An invitation to make submissions regarding the IAS was also included. The newsletter was distributed to approximately 450 interested and affected stakeholders in Yarwun and Mount Larcom as well as being available on the GPNL website.

The newsletter was also distributed through the business offices of Fitzroy Shire Council, Livingstone Shire Council, Rockhampton City Council, Gladstone City Council, and Calliope Shire Council.

A reply-paid feedback form was attached to Newsletter One. The feedback form provided a mechanism for obtaining valuable local knowledge and for stakeholders to express their opinions and ask questions about the project.

12.4.4.2 Newsletter Two

A second newsletter was distributed in August 2006 to all stakeholders that provided feedback, registered an interest in the project, or had been directly involved in previous consultation activities. Newsletter Two was also distributed

through the business offices of Fitzroy Shire Council, Livingstone Shire Council, Rockhampton City Council, Gladstone City Council, and Calliope Shire Council. Like Newsletter One it was also made available on the GPNL website.

The aim of Newsletter Two was to provide an update of the project, highlight changes in the scope of the project, and provide details of the refinery processes. The newsletter contained updates on the EIS process and described the EIS studies. The newsletter also provided information on the project being granted Major Project Facilitation (MFP) status by the Commonwealth government and GPNL's role in PCIMP.

12.4.4.3 Pipeline Information Brochure

A pipeline information brochure was developed as an initial introduction to the pipeline aspect of the project for landholders and key stakeholders. The brochure contained an introduction to GPNL and key project elements, indicative pipeline specifications and route, overview of the pipeline construction process, summary of the approvals process, and contact details for additional information. The brochure was provided to landholders along the pipeline route.

The brochure was also distributed to the key government agencies, local government offices and other key stakeholders including the FBA and FCC. The brochure was also made available on the GPNL website.

12.4.5 Media Releases and Advertising

Advertisements have been placed in both state and local newspapers throughout the EIS process. The aim of the advertisements has been to advertise key documents and/or occasions for stakeholder involvement in the EIS process.

The draft ToR was advertised on 20 January 2006. The advertisement provided details on how to view the draft ToR and to invite submissions. Advertisements were placed in the Courier Mail, The Weekend Australian, Rockhampton Morning Bulletin and the Gladstone Observer.

The completed EIS will be advertised in the Courier Mail, Weekend Australian, Rockhampton Morning Bulletin and the Gladstone Observer. The community will have the opportunity to lodge formal written comments on the EIS to the CG.

A number of media releases have been prepared and released by GPNL. These include the following:

- Declaration of the project as a 'Significant Project' under the *State Development and Public Works Organisation Act 1971* (SDPWO Act).
- Advertising of the Final ToR.
- Achieving MPF status from the Commonwealth government.

Selected media articles are available on the GPNL website (<http://www.gladstonepacific.com.au>).

12.4.6 Website Updates

The GPNL website (<http://www.gladstonepacific.com.au>) is regularly updated. The above media releases have also been advertised on the GPNL website.

The website has an overview of the project and its status. The website has details of the EIS process and has a link to the ToR. Both newsletters are available from the website. In addition, the website provides contact details for the project and a link to the enquiry and feedback form.

Submission of the EIS to the Queensland and Commonwealth governments and its release for public comment will be advertised on the website.

12.4.7 Enquiry and Feedback System

Issues raised by stakeholders during the EIS consultation process have been recorded and tracked using a variety of tools and mechanisms. This ensures regular monitoring of issues and the formulation of responses to the issues that have been raised. Issues and queries have been submitted through the enquiry and feedback system, which comprises the following;

- Enquiry line (freecall telephone number 1800 033 313).
- Facsimile (07 3211 8688 Attn: Gladstone Nickel Project EIS Study Team).
- Email (info@gladstonepacific.com.au).
- The reply paid feedback form addressed to:
Gladstone Nickel Project
Reply Paid 302
Brisbane QLD 4001

The reply paid feedback form was included with Newsletter One to provide an additional avenue for community feedback. An option was given on the form for the respondent to be added to the mailing list.

The total number of public enquiries as at 3 November 2006 was 154. Through the consultation process approximately 300 people requested that they be added to the project mailing list. Approximately 45 people provided feedback via the feedback form attached to the newsletter. Twenty two respondents raised their queries via the freecall number or when on the phone with a member of the project team.

There were approximately 80 face-to-face meetings held during both rounds of consultation.

Table 12.4.1 Number and Method of Enquiries and Feedback

| Method of Contact | Number of Enquiries |
|----------------------------|---------------------|
| Email | 8 |
| Freecall and General Phone | 22 |
| Feedback Form | 44 |
| Face-to-Face Meetings | 80 |
| TOTAL | 154 |

12.5 Key Issues and Responses

A number of issues have been raised throughout the consultation program. A summary of all issues raised through all consultation methods and the feedback system is provided in Table 12.5.1. The issues have been broadly categorised into the following groups:

- Project – refinery, RSF, pipelines, and land management and rehabilitation.
- Infrastructure – port, rail, road, multi-user corridor, services.
- Community – employment and accommodation, consultation and partnerships, and socio-economic impacts.
- Environment – flora and fauna, Calliope River, creeks and Port Curtis, cultural heritage, water quality, noise, air and greenhouse gas emissions, surface water and groundwater, waste management, and health and safety.

Table 12.5.1 highlights the number of times an issue was raised by each stakeholder group and where the issues are addressed in the EIS. For more detailed information refer to Appendix S.

All issues and comments raised by stakeholders were recorded in the consultation database. The database provided a recording mechanism for the responses provided for the issues and comments raised.

Table 12.5.1 Summary of Issues Raised during the Consultation Program

| Stakeholder Group | Issues Raised | | | | | | | | | | | | | | | | | |
|--|---------------|-----------|-----------|---------------------------|---|-----------------------------|-----------------------------|------------------|---------------------|-------------------------|--------------------------|-----------|---------------------|-----------|-------------------------|------------------|-------------------------|-----|
| | Project | | | | Infrastructure | Community | | | Environment | | | | | | | | | |
| | Refinery | RSF | Pipelines | Land management | Port, Rail, Road, Services, Multi-user corridor | Workforce and Accommodation | Consultation & Partnerships | Socio-economic | Flora and Fauna | Curtis, Creeks and Port | Calliope River, Heritage | Cultural | Water | GHG | Noise, Air & Management | Waste Management | Surface and groundwater | H&S |
| Commonwealth Government | 2 | | | | 2 | 1 | 1 | | | | 1 | | | | | | | |
| State Government | 4 | 7 | 8 | 3 | 5 | 6 | 7 | 2 | 1 | 1 | 1 | 3 | 5 | 4 | 1 | 3 | | |
| Local Government | 3 | 3 | 3 | 3 | 2 | 7 | 1 | | 1 | | | | | 2 | | | | |
| Businesses, Organisations & Workforce groups | 5 | 4 | 8 | 5 | 10 | 7 | 10 | 7 | 3 | 5 | 2 | 6 | 4 | 7 | 4 | 1 | | |
| Community Members and Landholders | | 1 | 3 | 7 | 4 | 6 | 4 | 7 | | 4 | | 4 | 6 | 2 | 2 | | | |
| Indigenous Groups | | | | 2 | | | | | | | 2 | | | | | | | |
| Total | 14 | 15 | 22 | 20 | 23 | 27 | 23 | 16 | 5 | 10 | 6 | 13 | 15 | 15 | 7 | 4 | | |
| EIS Section | 8 | 9 | 7 | 7.2, 8.1, 9.1, 9.8, 10.10 | 3 and 6 | 10.5, 10.7, | 10, 12.5 | 10.6, 10.8, 10.9 | 8.5, 8.6, 9.9, 9.10 | 8.2, 8.3, 9.6, 9.11, | 11 | 3, 6, 7.3 | 7.6, 7.7, 8.7, 8.8, | 4 | 8.2, 8.4, 9.6, 9.7 | 7.8, 13 | | |

12.6 Ongoing Consultation

Consultation during the construction, commissioning and operational phases of the project will be undertaken as appropriate. As discussed above, consultation with advisory agencies and other relevant parties will continue to ensure compliance with any regulatory requirements. A number of other mechanisms will be adopted to ensure ongoing communication with the community. These may include:

- A freecall telephone number, contact details and resolution process for the registration and resolution of complaints.
- Media announcements when appropriate for the dissemination of information to the public, including project stages and completion.
- Regular contact with stakeholders with support for community projects being provided by GPNL.
- GPNL representation at local community, business and industry events to provide people with opportunities to discuss the project.
- Project updates on the GPNL website.