

CHAPTER

15

Social

INLAND
RAIL 

INLAND RAIL—BORDER TO GOWRIE ENVIRONMENTAL IMPACT STATEMENT

**ARTC**

The Australian Government is delivering
Inland Rail through the Australian
Rail Track Corporation (ARTC), in
partnership with the private sector.

Contents

15. SOCIAL	15-1	15.11 Cumulative impacts	15-133
15.1 Introduction	15-1	15.11.1 Local impacts	15-135
15.2 Terms of Reference requirements	15-1	15.11.2 Regional impacts	15-136
15.3 Policies, standards and guidelines	15-1	15.11.3 Cumulative impact summary	15-137
15.3.1 Social Impact Assessment Guideline	15-2	15.12 Conclusion	15-139
15.3.2 State, regional and local plans and policies	15-3	15.12.1 Distributional equity	15-139
15.4 Methodology	15-3	15.12.2 Project benefits	15-139
15.4.1 Stakeholder engagement	15-3	15.12.3 Residual risks	15-140
15.4.2 Scoping	15-4		
15.4.3 Impact assessment area	15-5		
15.4.4 Social baseline	15-5		
15.4.5 Impact assessment	15-10		
15.4.6 Integration with Environmental Impact Statement (EIS) findings	15-10		
15.4.7 Risk assessment	15-10		
15.4.8 Cumulative impact assessment	15-10		
15.4.9 Social Impact Management Plan	15-11		
15.5 Project overview for social context	15-11		
15.6 Existing environment	15-14		
15.6.1 Local government areas	15-14		
15.6.2 Potentially impacted communities	15-17		
15.6.3 Community profile	15-20		
15.6.4 Community values	15-30		
15.6.5 Employment and business	15-33		
15.6.6 Housing and accommodation	15-36		
15.6.7 Social infrastructure	15-38		
15.6.8 Health and wellbeing	15-40		
15.7 Stakeholder engagement	15-42		
15.7.1 Social impact assessment engagement process	15-42		
15.7.2 Engagement outcomes	15-44		
15.7.3 Stakeholder issues summary	15-53		
15.8 Potential impacts	15-55		
15.8.1 Communities and stakeholders	15-55		
15.8.2 Workforce impacts and benefits	15-61		
15.8.3 Housing and accommodation	15-64		
15.8.4 Health and wellbeing	15-66		
15.8.5 Business and industry	15-72		
15.9 Social Impact Management Plan	15-76		
15.9.1 Introduction	15-76		
15.9.2 Community and stakeholder engagement	15-79		
15.9.3 Workforce management	15-93		
15.9.4 Housing and accommodation	15-97		
15.9.5 Health and community wellbeing	15-99		
15.9.6 Local business and industry	15-104		
15.9.7 Monitoring and reporting	15-108		
15.10 Impact assessment summary	15-115		
		Figures	
		Figure 15-1a-d SIA impact assessment area	15-6
		Figure 15-2 SIA impact assessment area and Darling Downs-Maranoa SA4	15-16
		Figure 15-3a-c SA1s and SEIFA scores (Deciles)	15-22
		Figure 15-4 Population projections, 2011 to 2026—SA2 (Number)	15-26
		Figure 15-5 Aboriginal and Torres Strait Islander Population, 2016—SSC, LGA and Qld (Percentage of total)	15-26
		Figure 15.6 Impact assessment area survey respondent's ratings of community wellbeing (average weighted ratings)	15-46
		Figure 15.7 Impact assessment area survey respondents' ratings of Project social impacts and benefits (average ratings)	15-46
		Figure 15.8 Inland Rail social performance approach to maximising local and Indigenous participation	15-78

Tables

Table 15.1	Compliance against relevant sections of the terms of reference	15-1	Table 15.30	Projects considered for the social cumulative impact assessment	15-133
Table 15.2	Compliance with Social Impact Assessment Guideline 2018	15-2	Table 15.31	Potential cumulative social impacts	15-138
Table 15.3	Social impact assessment engagement principles	15-3	Table 15.32	Potential residual impacts of moderate or major consequence	15-140
Table 15.4	Project elements of relevance to the social environment	15-12			
Table 15.5	Anticipated timing of Project phases	15-14			
Table 15.6	Statistical Area Level 1 characteristics within 1 km of the Project footprint, 2011 and 2016	15-21			
Table 15-7	Local and regional populations, 2011 and 2016 (number and percentage change)	15-25			
Table 15.8	Labour force and unemployment (number and percentages) 2019	15-33			
Table 15.9	Agricultural businesses near the Project	15-35			
Table 15.10	Primary health services	15-39			
Table 15.11	Community and civic and support services	15-40			
Table 15.12	Social impact assessment stakeholder engagement	15-42			
Table 15.13	Stakeholder profile—issues raised through consultation	15-54			
Table 15.14	Potential impacts to communities and stakeholders	15-57			
Table 15.15	Potential workforce impacts and benefit	15-63			
Table 15.16	Locations for non-resident workforce accommodation	15-65			
Table 15.17	Potential impacts to housing and accommodation	15-66			
Table 15.18	Potential impacts to health and wellbeing	15-68			
Table 15.19	Potential impacts to business and industry	15-74			
Table 15.20	Project responses to key issues	15-78			
Table 15.21	Ongoing engagement measures	15-84			
Table 15.22	Workforce management measures	15-94			
Table 15.23	Housing and accommodation measures	15-97			
Table 15.24	Health and wellbeing measures	15-100			
Table 15.25	Local business and industry participation measures	15-105			
Table 15.26	Social monitoring framework	15-110			
Table 15.27	Risk assessment ratings	15-115			
Table 15.28	Consequence criteria	15-115			
Table 15.29	Social impact assessment summary	15-117			

15. Social

15.1 Introduction

This chapter describes the results of the social impact assessment (SIA) which was undertaken as part of the draft EIS for the Inland Rail—Border to Gowrie Project (the Project). The purpose of the SIA is to identify how the Project may affect local and regional communities, and how ARTC will work with stakeholders to mitigate the negative social impacts to the greatest extent possible and ensure that Project benefits are enhanced.

The SIA has been prepared to address the requirements of the Terms of Reference (ToR) and the Coordinator-General's *Social Impact Assessment Guideline* (SIA Guideline) (Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP), 2018a). The ToR's central requirement for the SIA is to assess the type, level and significance of the Project's social impacts (both negative and positive) throughout the Project lifecycle.

The objectives of the SIA are to:

- ▶ Identify potentially impacted communities, having regard to all potential social impacts throughout the Project's life
- ▶ Enable stakeholders to provide inputs to the SIA, including the scope, social impacts and mitigation
- ▶ Develop a baseline of social characteristics against which potential changes can be assessed
- ▶ Provide a detailed assessment of likely social impacts and benefits
- ▶ Evaluate the significance of social impacts and benefits
- ▶ Provide a Social Impact Management Plan (SIMP) which includes measures to avoid or reduce social impacts and enhance social benefits, and monitoring strategy to support adaptive management of social impacts and benefits.

The SIA includes consideration of the results of other technical reports prepared as part of the draft EIS, including Appendix V: Economic Impact Assessment, the outcomes of stakeholder engagement conducted by ARTC (Appendix C: Stakeholder Engagement Report) and assessments of environmental impacts (various appendices and chapters included in the draft EIS).

This chapter should be read in conjunction with Appendix U: Social Impact Assessment Report.

15.2 Terms of Reference requirements

This chapter has been prepared to address sections 11.139 and 11.140 of the ToR, which are of relevance to the undertaking of a SIA. A compliance check of this chapter against each of the relevant components of the ToR is presented in Table 15.1. Compliance of the draft EIS against the full ToR is documented in Appendix B: Terms of Reference Compliance Table.

TABLE 15.1 COMPLIANCE AGAINST RELEVANT SECTIONS OF THE TERMS OF REFERENCE

Social ToR requirements		Draft EIS section
11.139	Prepare a social impact assessment (SIA) for the Project consistent with the relevant requirements in the Coordinator-General's Social impact assessment guideline March 2018 (SIA Guideline).	Section 15.3.1
11.140	The SIA is to be developed in consultation with the Coordinated Project Delivery Division in the Office of the Coordinator-General, DSDMIP. The SIA is to describe the potential social impacts (both positive and negative) of the Project and must identify relevant and effective impact mitigation and benefit enhancement measures.	Section 15.3.1 Section 15.8 Section 15.9

15.3 Policies, standards and guidelines

The SIA has been prepared to address the Coordinator-General's statutory requirements as provided by the ToR and the SIA Guideline. The SIA also considers local and regional planning objectives as referenced in Section 15.3.2.

15.3.1 Social Impact Assessment Guideline

The Coordinator-General published the SIA Guideline in March 2018 (DSDMIP, 2018a), pursuant to the *Strong and Sustainable Resources Communities Act 2017* (Qld) (SSRC Act). The SIA Guideline is a non-statutory guideline for non-resource projects subject to an Environmental Impact Statement (EIS) under the *State Development and Public Works Organisation Act 1971* (Qld) (SDPWO Act) or the *Environmental Protection Act 1994* (Qld) (EP Act).

The SIA Guideline provides detailed assessment requirements, including that the type, level and significance of the Project's social impacts (both negative and positive) must be analysed and described based on the outcomes of community engagement, social baseline studies and impact analysis processes. It must also consider the potential changes to key aspects included in the social baseline study as a result of the Project. This should include assessment of the potential scope and significance of impacts at the local and regional level including cumulative impacts. These requirements have been addressed throughout the SIA, including the development of a SIMP (refer Section 15.9). Compliance with the SIA Guideline is summarised in Table 15.2.

The SIA Guideline identifies the following key factors for consideration:

- ▶ Population and demographic changes
- ▶ Impacts on how people live, work, play and interact on a day-to-day basis, including impacts on lifestyles and amenity and access to housing
- ▶ Community values and/or the way communities function
- ▶ Culture, history and ability to access cultural resources
- ▶ Impacts on communities' access to, and quality of, infrastructure, services and facilities
- ▶ Impacts on communities' quality of life including liveability and aesthetics, as well as the condition of their environment (e.g. air quality, noise levels, and access to water)
- ▶ Impacts on communities' physical safety, exposure to hazards or risks, and access to and control over resources
- ▶ Changes to livelihoods (e.g. whether peoples' jobs, properties or businesses are affected, or whether they experience advantage/disadvantage)
- ▶ Communities' physical and mental health and wellbeing, as well as their social, cultural and economic wellbeing.

Community and stakeholder engagement requirements include commencement of engagement at an early stage of the draft EIS process and the involvement of stakeholders including affected landowners, local residents, community groups, Traditional Owners, State and local government agencies, non-government organisations, local businesses and traditionally under-represented stakeholders.

The SIA Guideline requires management plans for each impact area, which are provided in the SIMP (refer Section 15.9).

The SIA responds to the SIA Guideline as outlined in Table 15.2.

TABLE 15.2 COMPLIANCE WITH SOCIAL IMPACT ASSESSMENT GUIDELINE 2018

SIA Guideline requirement	Chapter section
Analysis of the nature and scope of the Project.	Section 15.5 and Chapter 5: Project Description
Consideration of the Guideline's key matters, for the full life cycle of the Project.	Throughout
Development of a social baseline that includes demographic indicators, community values and history, community health and wellbeing, key industries, the local and regional workforce, access to social facilities and services, and housing and accommodation.	Section 15.6
A description of how the potentially impacted communities and stakeholders were consulted during the development of the SIA as part of a meaningful, inclusive and transparent engagement process.	Section 15.7
Analysis of potentially impacted communities and the sensitivity of the social environment.	Sections 15.6.2 and 15.6.2
Assessment of social impacts and opportunities across all relevant issue categories, for each stage of the Project lifecycle, including cumulative impacts.	Section 15.8 and 15.11
Integration with the draft EIS process, including consideration of the social consequences of technical matters assessed in other parts of the draft EIS.	Sections 15.8 and 15.11
Provision a SIMP that documents the management measures that address potential negative impacts and capitalise on positive opportunities and includes a monitoring and reporting framework.	Section 15.9

15.3.2 State, regional and local plans and policies

The relevant State, regional and community plans and planning schemes applicable to the impact assessment area for the SIA include:

- ▶ *State Planning Policy* (DILGP, 2017c)
- ▶ *SEQ Regional Plan 2017* (ShapingSEQ) (Department of Infrastructure, Local Government and Planning (DILGP), 2017a)
- ▶ *Darling Downs Regional Plan 2013* (DSDMIP, 2013b)
- ▶ *Surat Basin Regional Planning Framework 2011* (Queensland Government, 2011)
- ▶ *Darling Downs and South West Economic and Social Development Strategy* (Marsden Jacob Associates, 2012)
- ▶ *Toowoomba Regional Planning Scheme* (Toowoomba Regional Council (TRC), 2012)
- ▶ *Goondiwindi Regional Council Planning Scheme* (Goondiwindi Regional Council (GRC), 2018a)
- ▶ *Toowoomba Regional Community Plan* (TRC, 2014b)
- ▶ Millmerran and Pittsworth Community Growth Action Plans.

Further details on their relevance to the SIA is included in Appendix U: Social Impact Assessment Report.

The *Regional Planning Interests Act 2014* (Qld) (RPI Act) identifies and protects areas of Queensland that are of regional interest in order to, 'manage the impact and support coexistence of resource activities and other regulated activities in areas of regional interest'. While the RPI Act does not apply to infrastructure projects, its implications for areas of regional interest within the impact assessment area for the SIA, including Priority Living Areas (PLAs), quality agricultural areas and Strategic Cropping Land (SCL), have been taken into consideration in this SIA.

15.4 Methodology

This section describes how the SIA was conducted, including:

- ▶ Engagement with stakeholders and communities to identify the scope of potential social impacts and benefits, and ensure community views and knowledge are considered in the SIA
- ▶ Defining the impact assessment area and the scope of assessment
- ▶ Developing a social baseline that combines quantitative and qualitative data to provide a profile of existing conditions in local and regional communities against which Project-related changes can be assessed
- ▶ Assessing the likelihood, nature and distribution of potential social impacts and benefits, and evaluation of their significance for social conditions and stakeholders
- ▶ Considering the results of draft EIS technical studies with a bearing on social impacts and benefits
- ▶ Assessing the potential for cumulative social impacts of multiple projects
- ▶ Developing management measures that avoid, reduce or offset social impacts, and maximise Project benefits
- ▶ Evaluating the significance of social impacts and benefits.

These steps are discussed further in the following sections.

15.4.1 Stakeholder engagement

The purpose of SIA engagement is to ensure that directly affected stakeholders and other community members can provide informed input to the social baseline, impact assessment and mitigation. SIA engagement principles are outlined in Table 15.3.

TABLE 15.3 SOCIAL IMPACT ASSESSMENT ENGAGEMENT PRINCIPLES

Principles	How the principles are achieved
SIA is informed by the views of directly affected stakeholders	The views of community members who may be affected by the Project's impacts or benefit from Project opportunities are sought and represented in the SIA. The results of ARTC's engagement with traditional custodians, directly affected landowners, businesses, government agencies and other key stakeholders are incorporated in the SIA.
SIA engagement is inclusive of all interested stakeholders	Access to SIA engagement was available and accessible through the SIA community survey, community information sessions, workshops and meetings, and Community Consultative Committee (CCC) meetings.
Stakeholders are enabled to provide informed inputs to the SIA	Stakeholders have access to information about the Project through face-to-face and online options, and to EIS team members to discuss social and environmental implications, as the basis for providing their inputs.

SIA engagement was integrated with ARTC engagement processes for the Project through:

- ▶ Participation in community information sessions to speak with residents, farmers and business owners to discuss reviews on the Project's potential social impacts and benefits
- ▶ Attendance at CCC meetings, to provide information about the SIA scope, process and impacts being assessed
- ▶ Participation with ARTC in meetings and interviews with key stakeholders.

The SIA also incorporates the results of ARTC's engagement with directly affected and nearby landowners, Traditional Owner representatives, businesses, and community, environmental and economic groups.

The SIA-specific engagement process included:

- ▶ A community survey issued online and in hard copy in the Goondiwindi and Toowoomba LGA communities
- ▶ Meetings with TRC and GRC managers to discuss community concerns, potential social impacts and benefits, and mitigation and management measures
- ▶ Discussions with community members including landowners and members of community groups as part of community information sessions
- ▶ Workshops with community organisations and government agencies to discuss social infrastructure access and community concerns about the Project
- ▶ Meetings and interviews with Traditional Owners and custodians
- ▶ Meetings with organisations representing businesses in affected communities
- ▶ Meetings with the Office of the Coordinator-General
- ▶ Workshops with government departments to discuss preliminary findings and mitigation (refer Appendix C: Stakeholder Engagement Report for further details).

A profile of SIA stakeholders and key issues is provided in Appendix U: Social Impact Assessment Report. The results of stakeholder engagement are incorporated throughout the SIA.

15.4.2 Scoping

The purpose of the SIA scoping process is to identify potentially impacted communities and define the focus for assessment. The scoping process identified potentially impacted communities and matters to be assessed, by considering:

- ▶ Statutory requirements for the SIA
- ▶ The stakeholder profile and stakeholder inputs of relevance to the SIA
- ▶ The nature and scale of the Project, including associated infrastructure, and its interactions with stakeholders and communities informed by:
 - ▶ Consultation with landowners and other residents living near the Project
 - ▶ Native Title rights and other interests held by Indigenous people
 - ▶ The Project's interactions with the settlement pattern, including urban and rural centres, land uses and infrastructure.
- ▶ The scope of potential social impacts and benefits throughout the Project lifecycle, based on research and experience with infrastructure projects
- ▶ The location of other projects in the region that may contribute to cumulative social impacts over time.

Following consideration of these factors, the impact assessment area for the SIA was defined (refer Section 15.4.3) and potential impacts and benefits to be assessed were identified. The scoping process and outcomes are described in detail in Appendix U: Social Impact Assessment Report.

15.4.3 Impact assessment area

The impact assessment area for the SIA was identified by considering the:

- ▶ Project's location and activities in relation to population centres and rural localities
- ▶ SIA Guideline requirement to identify potentially impacted communities
- ▶ Likely distribution of potential social impacts and benefits at local and regional levels
- ▶ Results of ARTC consultation prior to commencement of the draft EIS
- ▶ Location of other relevant projects that may contribute to cumulative social impacts.

The geographic reach of social impacts can vary depending on the Project element being assessed. For example, impacts on amenity may occur for people living closest to the Project, while impacts such as housing demands or impediment to facility access may be experienced in nearby communities, and impacts on health and emergency services may be experienced at the regional level.

For this reason, the SIA discusses social impacts at several different geographies, including:

- ▶ The Project footprint (refer below)
- ▶ The impact assessment area for the SIA, meaning the whole of the Goondiwindi and Toowoomba LGAs (refer Section 15.6.1)
- ▶ Potentially impacted communities, referring to local towns and rural localities (refer Section 15.6.2).

The impact assessment area for the SIA is shown in Figure 15-1a to Figure 15-1d.

The Project footprint has been established to encompass all permanent infrastructure required for the Project. Permanent infrastructure features include the new rail track, bridges and drainage structures, level crossings, road realignments, possible upgrades to adjacent roads and infrastructure, RMAR, fencing and signage.

The Project footprint also includes land required on a temporary basis to enable construction of the Project, including for construction laydown, stockpile and storage areas, temporary erosion-control structures, concrete batching and movement of construction traffic parallel to the rail alignment.

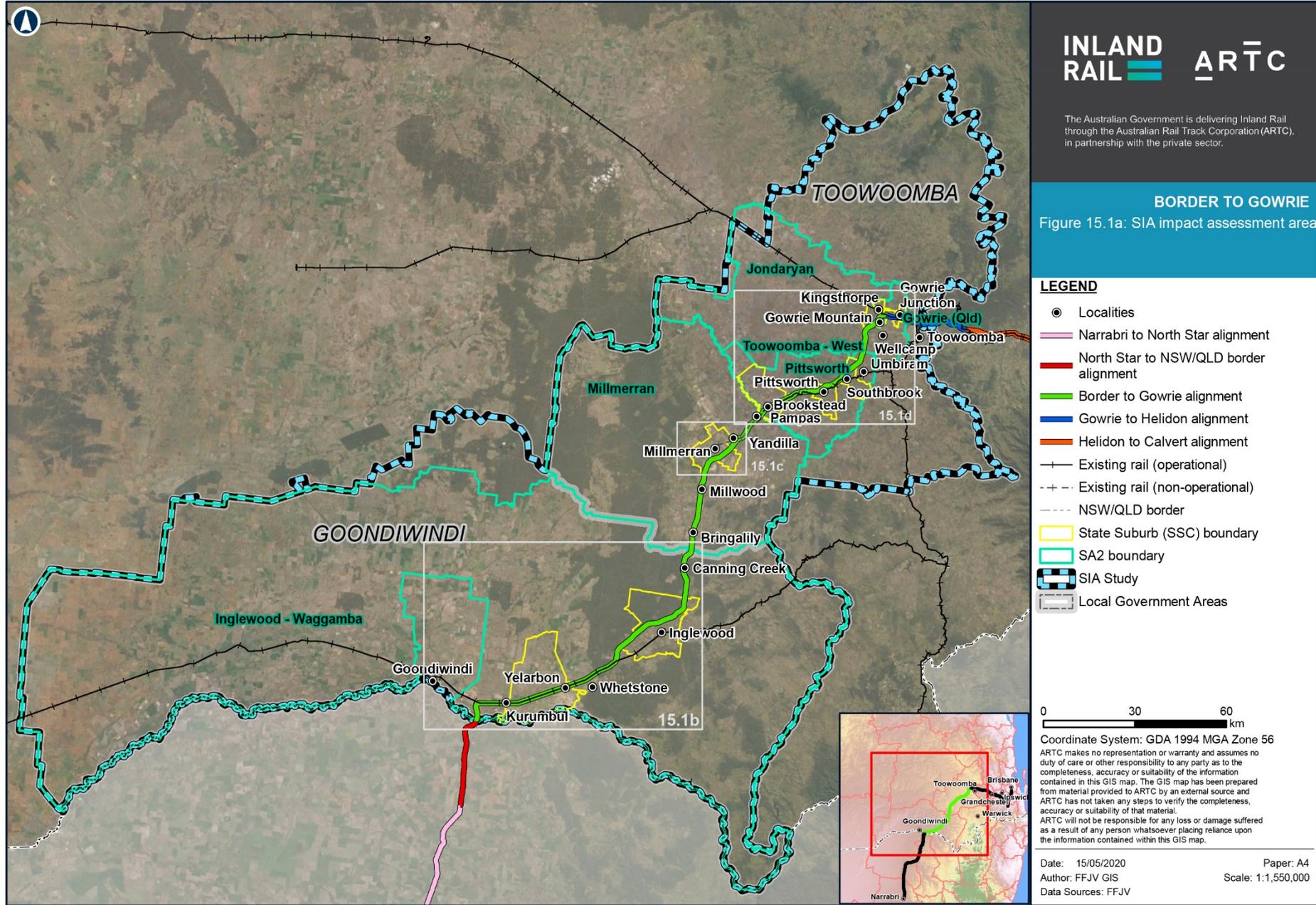
The SIA includes analysis of key social characteristics in the Project footprint, and the potential for impacts on landowners and other community members within and adjacent to the Project footprint.

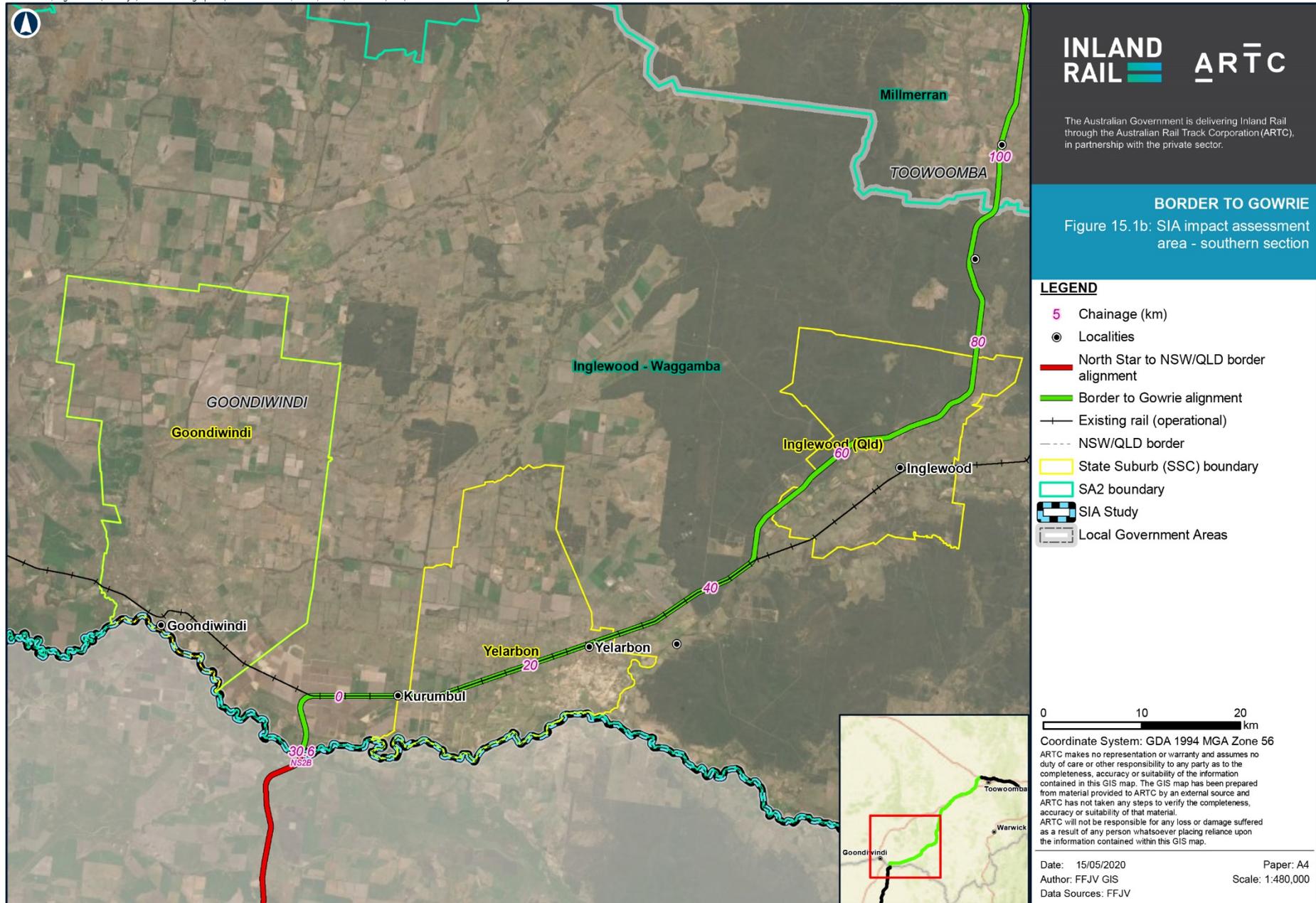
15.4.4 Social baseline

The social baseline provides a profile of social conditions in the areas of social influence as a basis for predicting likely impacts, and includes research and analysis of:

- ▶ Potentially impacted communities' history, land use and settlement patterns
- ▶ Population size, composition and growth
- ▶ Housing and accommodation availability and affordability
- ▶ Community values
- ▶ Community health and safety
- ▶ Employment, labour force and skills
- ▶ Business and industry
- ▶ Infrastructure provision including physical infrastructure (road and rail) and social infrastructure (community facilities, services networks).

Stakeholder engagement outcomes assisted to define community values and validate research findings. The baseline includes a summary of social indicators against which quantitative changes in social conditions can be measured.







INLAND RAIL ARTC

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

BORDER TO GOWRIE
 Figure 15.1c: SIA impact assessment area - mid section

LEGEND

-  Chainage (km)
-  Localities
-  Border to Gowrie alignment
-  Existing rail (operational)
-  Existing rail (non-operational)
-  State Suburb (SSC) boundary
-  SA2 boundary
-  SIA Study
-  Local Government Areas

0 4.5 9 km

Coordinate System: GDA 1994 MGA Zone 56

ARTC makes no representation or warranty and assumes no duty of care or other responsibility to any party as to the completeness, accuracy or suitability of the information contained in this GIS map. The GIS map has been prepared from material provided to ARTC by an external source and ARTC has not taken any steps to verify the completeness, accuracy or suitability of that material.

ARTC will not be responsible for any loss or damage suffered as a result of any person whatsoever placing reliance upon the information contained within this GIS map.

Date: 15/05/2020

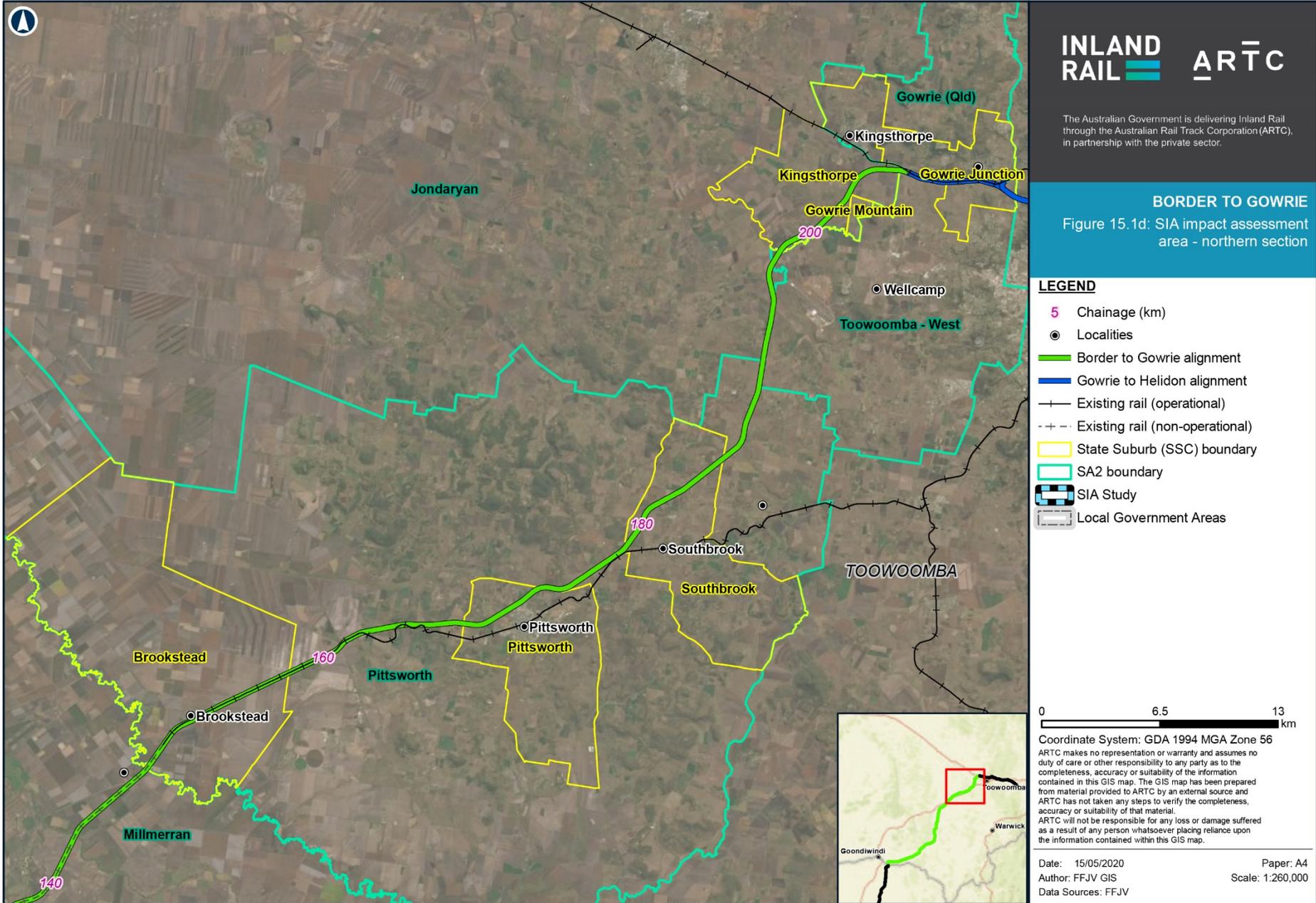
Paper: A4

Author: FFJV GIS

Scale: 1:190,000

Data Sources: FFJV

Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User Community
 Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community



Map by: LCT Z:\GIS\GIS_310_B2G\Tasks\310-GIS-202004301045_SIA_impact\310-GIS-202004301045_ARTC_Figure15.1b_SIA_impact_assessment_area_southern_section_v1_mxd Date: 5/15/2020 15:33

15.4.5 Impact assessment

Potential social impacts were assessed for the construction and operation phases of the Project. The SIA also includes assessment of potential cumulative impacts in relation to the Inland Rail Program's adjoining sections and other major projects in the Goondiwindi and Toowoomba LGAs. A summary of the assessment methods and data sources is provided in Appendix U: Social Impact Assessment Report.

15.4.6 Integration with Environmental Impact Statement (EIS) findings

The SIA has considered the outcomes of stakeholder engagement conducted by ARTC as part of the EIS process (refer Appendix C: Stakeholder Engagement Report). The SIA also integrates the relevant findings of technical assessments for other specific matters included in this draft EIS. This includes Project-specific and cumulative impacts on environmental qualities, cultural heritage, traffic and transport infrastructure, and economic values, to identify social impacts. The draft EIS has also considered issues identified by stakeholders as part of the SIA engagement process.

Appendix U: Social Impact Assessment Report outlines where the SIA is linked to the relevant findings of other draft EIS assessments.

15.4.7 Risk assessment

A two-stage risk assessment has been undertaken for foreseeable social impacts. Firstly, the impacts and benefits identified in Section 15.8 were summarised, and their likelihood and consequence were evaluated using a social risk matrix adopted from the NSW Department of Planning and Environment's *Social impact assessment guideline for State significant mining, petroleum production and extractive industry development* (NSW DP&E SIA Guideline) (DP&E, 2017) (refer Section 15.10), with reference to:

- ▶ Assessments of environmental impacts and application of management measures provided in Chapter 22: Outline Environmental Management Plan
- ▶ Social baseline characteristics, e.g. employment rates, rural amenity and access to social infrastructure (refer Section 15.6)
- ▶ Stakeholders' inputs on how they expected the Project would affect their communities or households (refer Section 15.7)
- ▶ ARTC's commitments with respect to working with stakeholders and enhancing Project benefits (refer Sections 15.9.1.3 to 15.9.5).

The mitigation measures identified in Section 15.8 and collated in Section 15.9 were then considered in order to assess the expected change in the likelihood of impacts and benefits occurring, and/or a change in their consequence. This process identified residual social risks for the Project, which are summarised in Section 15.12.

15.4.8 Cumulative impact assessment

Cumulative social impact assessment considers the potential for the combined impacts of a set of projects to affect a social environment over time. The potential area of influence for cumulative social impacts has been identified with respect to potential spatial and temporal limits. The SIA considers the potential impacts of the adjacent Inland Rail projects (North Star to NSW/Queensland Border and Gowrie to Helidon projects), along with other 'State-significant' projects planned (refer Chapter 21: Cumulative Impacts for full list of projects), or being constructed, expanded or operated at the time the ToR were finalised (November 2018).

A review of other projects' EISs, relevant literature and qualitative analysis enabled potential cumulative impacts at the local and regional levels to be identified. Cumulative impacts were considered in evaluating the significance of social impacts and benefits using the assessment matrix (likelihood and consequence) from the NSW DP&E SIA Guideline (DP&E, 2017) (refer Section 15.10). Strategies to address cumulative impacts have been included in the SIMP.

15.4.9 Social Impact Management Plan

The SIMP provides mitigation strategies and management measures to avoid or minimise social impacts and to enhance Project benefits. The SIMP includes five social impact management sub-plans, which address: community and stakeholder engagement; workforce management; housing and accommodation; local business and industry content; and health and community wellbeing. The process for SIMP development included:

- ▶ Stakeholder engagement to identify stakeholders' suggestions about mitigation
- ▶ Consideration of ARTC's design responses and commitments to Project benefit enhancement
- ▶ Designing additional mitigation, management and enhancement measures
- ▶ Developing performance indicators and a monitoring and reporting framework to support adaptive management of social impacts.

15.5 Project overview for social context

The landscape between Kurumbul, near the NSW border, and Gowrie Junction is typically a sparsely settled rural landscape characterised by generally flat irrigated and non-irrigated croplands and undulating pastures, interspersed by a network of vegetated watercourses associated with the Dumaresq, Macintyre and Condamine Rivers and set against a backdrop of forested low hills and isolated volcanic peaks. It is, for the most part, a highly modified landscape as a result of historical clearing practices for agriculture and grazing, the establishment of linear infrastructure (railways, highways and powerlines) and other development activity (e.g. Commodore Mine, Toowoomba Wellcamp Airport and surrounds).

Small rural towns including Yerlarbon, Inglewood, Pittsworth and Millmerran provide social and service centres for surrounding rural localities, while higher order services are accessed in the regional centres of Goondiwindi and Toowoomba.

The northern extent of the Project is located within the Western Gateway Regional Economic Cluster (REC), as identified in ShapingSEQ as supporting significant agricultural and resource activities and priority sectors of manufacturing, transport and logistics, and health and knowledge (refer Chapter 7: Land Use and Tenure). The REC is located to include the Toowoomba Wellcamp Airport, Toowoomba Bypass, Warrego, Gore and New England highways, InterLinkSQ and the city of Toowoomba.

Land tenure throughout the impact assessment area is predominantly freehold, with exceptions including State land, leasehold land, native title land, reserve land, and oil and utility easements. The intended operational land use for the Project is railway with associated road modifications, which includes new rail track, bridges and drainage structures, level crossings, RMAR, fencing and signage.

During construction, other temporary land uses within the Project footprint will include laydown areas, stockpile and storage areas, temporary erosion control structures and concrete batching. Up to three non-resident workforce accommodation facilities and borrow pit sites may also need to be established in support of construction, although these are not included in the Project footprint.

The new railway will be positioned within approximately 145 km of new rail corridor (greenfield) and approximately 71.2 km of existing rail corridor (brownfield), currently used by QR's South Western Line and Millmerran Branch Line. The Millmerran Branch Line is non-operational south of Brookstead due to damage sustained during the 2011 floods.

The Project alignment crosses the full width of 15 major waterways and 66 minor waterways. In doing so, the Project extends across approximately 46 km of floodplain associated with the following watercourses:

- | | | |
|-------------------|--------------------|---------------------------------|
| ▶ Macintyre River | ▶ Native Dog Creek | ▶ Condamine River |
| ▶ Macintyre Brook | ▶ Bringalily Creek | ▶ Westbrook Creek and Dry Creek |
| ▶ Pariagara Creek | ▶ Nicol Creek | ▶ Gowrie Creek. |
| ▶ Cattle Creek | ▶ Back Creek | |

The Project's crossing of the Condamine River 1% AEP floodplain alone is approximately 12.5 km, extending from the south of Grasstree Creek, near the locality of Yandilla, to the north of Elsdon Road, near the township of Brookstead.

Project elements with potential for social impacts and benefits are summarised in Table 15.4. A full description of all Project components is provided in Chapter 5: Project Description.

TABLE 15.4 PROJECT ELEMENTS OF RELEVANCE TO THE SOCIAL ENVIRONMENT

Key elements	Detail	Potential impact areas
Construction		
Construction employment	<ul style="list-style-type: none"> ▶ An average of 400 FTE personnel over four years with a peak of approximately 950 construction personnel. 	<ul style="list-style-type: none"> ▶ Employment and training opportunities ▶ Other industries or communities' access to skilled labour.
Non-resident workforce accommodation facilities	<ul style="list-style-type: none"> ▶ Temporary non-resident workforce accommodation would be located near Turallin, Inglewood and Yelarbon ▶ Each non-resident workforce accommodation facility would require a capacity of up to 300 beds. 	<ul style="list-style-type: none"> ▶ Temporary population influx ▶ Temporary demands for social infrastructure ▶ Amenity of towns and properties ▶ Community cohesion ▶ Community safety ▶ Privacy and feelings of security.
Corridor and associated works construction	<ul style="list-style-type: none"> ▶ Establishment of approximately 145 km of new rail corridor and use of approximately 71.2 km of existing rail corridor ▶ 216.2 km of new single-track railway, consisting of 7 km of standard-gauge rail and 209.2 km of dual-gauge rail ▶ Five crossing loops, each 2,200 m in length ▶ Significant embankments and cuttings will be required along the length of the alignment ▶ Identification, establishment and use of borrow pits. Twelve possible locations have been identified; however, these will be subject to further assessment through detail design ▶ The sourcing of construction material from up to seven existing quarries ▶ Construction and operation of temporary site offices ▶ Establishment of construction workspaces and access roads ▶ Establishment of up to 74 laydown areas to accommodate storage and distribution of construction materials and facilitate construction activities. 	<ul style="list-style-type: none"> ▶ Connectivity of road network ▶ Community cohesion ▶ Agricultural operations ▶ Sense of place ▶ Residential amenity ▶ Privacy and feelings of security ▶ Travel behaviour ▶ Health ▶ Access to water resources.
Roadworks	<ul style="list-style-type: none"> ▶ Road realignments, road closures, construction of grade-separated and level crossings (refer Chapter 5: Project Description for more detail). 	<ul style="list-style-type: none"> ▶ Road network access ▶ Property access ▶ Connectivity ▶ Traffic safety.
Road and access interface construction	<ul style="list-style-type: none"> ▶ Rail interfaces with public roads, including: <ul style="list-style-type: none"> ▶ 16 grade separated crossings ▶ 17 active level crossings ▶ 20 passive level crossings. ▶ 23 consolidation, relocation or diversions of roads ▶ Interfaces with 62 private, formed access roads or tracks and 153 unformed access roads or tracks ▶ Interfaces with the State stock route network in 12 locations ▶ The permanent footprint traverses 34 easements and the temporary footprint traverses 43 easements. 	<ul style="list-style-type: none"> ▶ Property access ▶ Connectivity between and across properties ▶ Property management ▶ Stock and equipment movements.

Key elements	Detail	Potential impact areas
Bridge construction	<ul style="list-style-type: none"> ▶ Construction of 34 new bridge structures to accommodate topographical variation, crossings of waterways and other infrastructure. Bridges include: <ul style="list-style-type: none"> ▶ 11 rail-over-road bridges ▶ 3 road-over-rail bridges (Cunningham Highway, Gore Highway and Linthorpe Road) ▶ 20 rail-over-watercourse bridges. ▶ Construction of culverts and viaducts to enable cross-drainage under the rail formation. 	<ul style="list-style-type: none"> ▶ Road network access ▶ Connectivity ▶ Rural character ▶ Noise ▶ Flooding.
Project procurement	<ul style="list-style-type: none"> ▶ A range of construction supplies and services will be required, some of which will be sourced from local and regional businesses. 	<ul style="list-style-type: none"> ▶ Local business supply.
Operations		
Freight rail operation	<ul style="list-style-type: none"> ▶ Double-stacked container freight trains of up to 1,800 m length, with potential for future accommodation of freight trains of 3,600 m length from 2040. 	<ul style="list-style-type: none"> ▶ Residential amenity ▶ Rural character ▶ Tourism values ▶ Community safety ▶ Regional development ▶ Health and wellbeing.
Operational employment	<ul style="list-style-type: none"> ▶ Approximately 10–15 personnel. 	<ul style="list-style-type: none"> ▶ Local employment and training opportunities.
Level crossing operation	<ul style="list-style-type: none"> ▶ The Project will have 17 active (secured) level crossings and 20 passive level crossings of public roads. ▶ The reference design intersects 215 private access roads. Design treatments (level crossing, underpass or relocation of access road) will be provided for each in the detail design. 	<ul style="list-style-type: none"> ▶ Connectivity ▶ Emergency services access ▶ Traffic safety and travel times ▶ Rural character ▶ Agricultural movements.
Crossing loop operation	<ul style="list-style-type: none"> ▶ Crossing loops would be located near: <ul style="list-style-type: none"> ▶ Yelarbon—Ch 16.3 km to Ch 18.5 km (future-proofed to Ch 20.3 km) ▶ Inglewood—Ch 50.2 km to Ch 52.4 km (future-proofed to Ch 54.2 km) ▶ Kooroongarra—Ch 89.2 km to Ch 91.4 km (future-proofed to Ch 93.2 km) ▶ Yandilla—Ch 129.8 km to Ch 132.0 km (future-proofed to Ch 129.3 km and to Ch 133.3 km) ▶ Broxburn—Ch 174.9 km to Ch 177.1 km (future-proofed to Ch 178.9 km). 	<ul style="list-style-type: none"> ▶ Residential amenity—noise ▶ Connectivity.
Track maintenance	<ul style="list-style-type: none"> ▶ Regular track maintenance would be performed. 	<ul style="list-style-type: none"> ▶ Noise ▶ Employment.

The anticipated timing of phases for the Project are shown in Table 15.5. Early works is scheduled for commencement in 2021, with construction scheduled to be completed by the beginning of 2026. Inland Rail, and the Project, are scheduled to be operational in 2026. The reference design has been developed to achieve a 100-year operational life for the Project.

TABLE 15.5 ANTICIPATED TIMING OF PROJECT PHASES

Year	2020		2021				2022				2023				2024				2025				2026			
Quarter	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	
Detail design																										
Pre-construction and early works																										
Construction																										
Commissioning																										
Operation																										

15.6 Existing environment

This section describes the social characteristics of local communities and regions that may be affected by the Project. Additional information and data supporting this section are provided in Appendix U: Social Impact Assessment Report.

15.6.1 Local government areas

The Project is within the Goondiwindi and Toowoomba LGAs, crossing the LGA boundaries approximately 25.5 km northeast of Inglewood. The Project traverses predominantly rural communities in the two LGAs.

Potential benefits for other regional communities and/or the State of Queensland relate primarily to the Project’s potential to catalyse regional development and economic benefits. This is assessed in detail in Appendix V: Economic Impact Assessment.

15.6.1.1 Goondiwindi local government area

The Goondiwindi LGA is located on the border between Queensland and NSW and covers an area of approximately 19,300 km². In Queensland, the Goondiwindi LGA is bounded by the LGAs of Balonne to the west, Western Downs to the north and Toowoomba and Southern Downs to the east. In NSW, the Goondiwindi LGA is adjoined by the Moree Plains and Gwydir Shires to the south.

Goondiwindi is the main urban centre of Goondiwindi LGA, located on the banks of the Macintyre River at the border with NSW, and at the juncture of five major inland highways (the Barwon, Cunningham, Gore, Leichhardt and Newell highways). The bridge over the Macintyre River was first built in 1878 to allow for goods transport from NSW. The South Western Line was established in 1906, enabling grain to be transported more efficiently to export markets in the east (GRC, 2018b).

The local economy is driven by strong agricultural production from the fertile floodplains of the Border Rivers basins of Macintyre Brook and the Macintyre and Weir Rivers. The land is mostly identified as priority agricultural area (PAA) and was founded on sheep and wheat farming. It has since diversified to include beef cattle, cotton, oats, barley, sorghum and chickpeas, meat, sheep, pigs, chickens and dairy (GRC, 2014).

GRC promotes a welcoming community with opportunity and lifestyle for the more than 10,630 residents. Its strategic goals include community safety and health; fair and reasonable access to services; recognition of culture, identity and heritage; inclusivity; and effective disaster management (GRC, 2014).

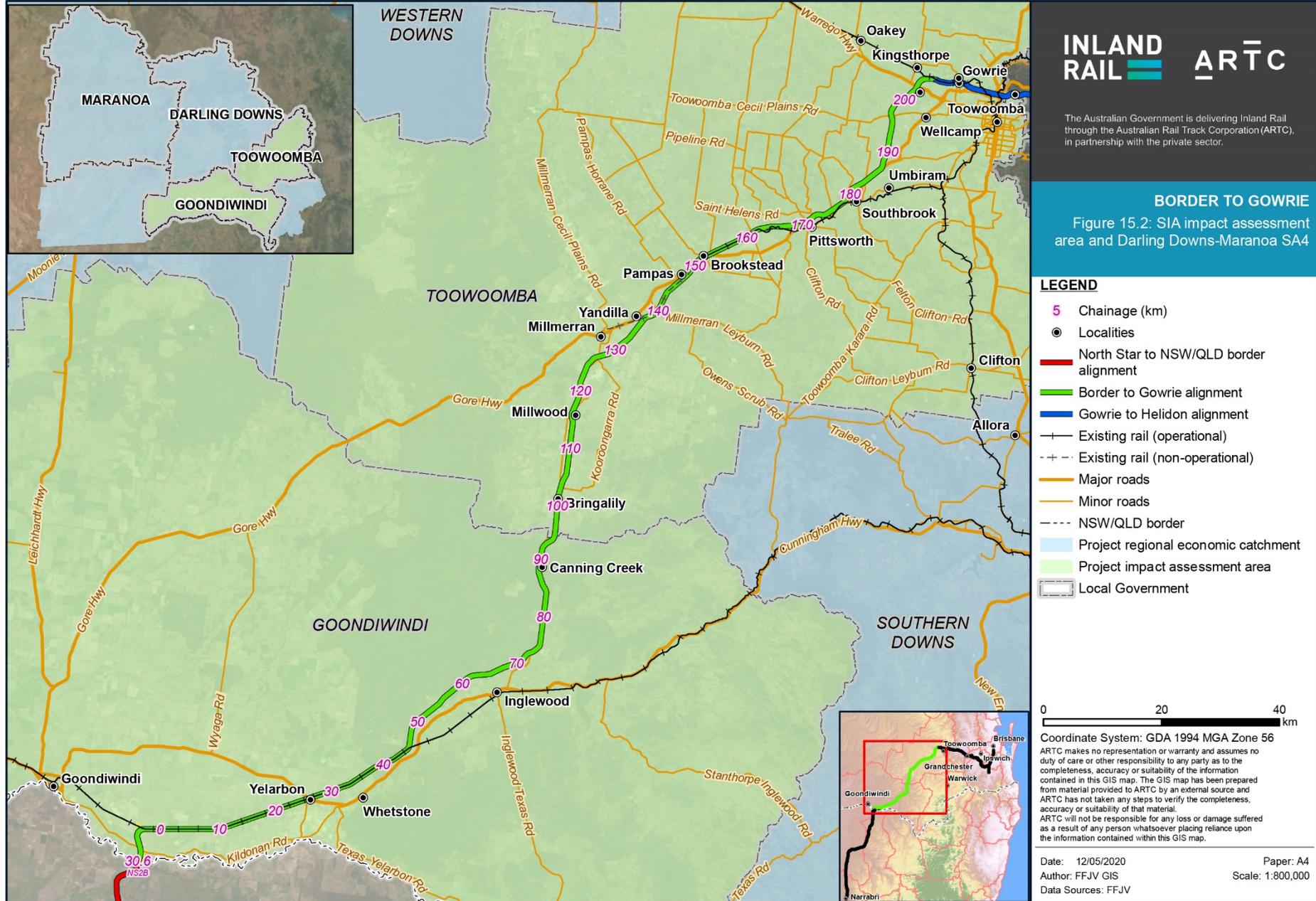
15.6.1.2 Toowoomba local government area

The Toowoomba LGA is located on the Great Dividing Range and has a population of more than 160,000 people within an area of almost 13,000 km². The LGA is bounded by the LGAs of Lockyer Valley to the east; Southern Downs to the south; Somerset, Western Downs and South Burnett to the north and west; and Goondiwindi to the west.

Toowoomba is the main urban centre, founded in the mid-19th century, and is the commercial and urban centre for South Western Queensland. The region grew quickly with the establishment of new farm holdings and the range crossing. A rail connection to Ipswich was completed in 1867 and other connections to the outlying townships followed, including a branch line to Millmerran in 1885. The Warrego Highway creates a range crossing that links Brisbane to the inland regional centre of Charleville. The Toowoomba Bypass (previously known as the Toowoomba Second Range Crossing) was recently constructed to alleviate congestion caused by freight haulage by road through the city centre.

The Toowoomba LGA is the westernmost extent of the ShapingSEQ (DILGP, 2017a) and is identified as part of SEQ's urban footprint. The education and training industry has shown strong growth in the past decade, particularly focused on international students and research in the Toowoomba region's growth industries of fibres, energy, construction and agriculture (TRC, 2017c).

TRC promotes a vibrant, inclusive, environmentally rich and prosperous region that embraces the future while respecting the past. After the destruction caused by the 2010/11 floods, a focus has been placed on building resilient infrastructure to preserve life in the community (TRC, 2017b).



Map by: LCT Z:\GIS\GIS_310_B2G\Tasks\310-GIS-202004301045_SIA_impact\310-GIS-202004301045_ARTC_Figure 15.2_SIA_impact_assessment_area_and_darling_downs_Maranoa_SA4_v1.mxd Date: 5/13/2020 16:12

15.6.2 Potentially impacted communities

The SIA considers the potential for social impacts of relevance to local towns and rural localities, as outlined in the sections below. The Project's impacts on local communities will depend primarily on the physical relationship of the Project to towns and other land uses. 'Potentially impacted communities' include towns and rural areas traversed by or near the Project footprint, where there is potential for impacts on elements such as land use, environmental qualities (e.g. noise, air quality), or the amenity of towns and rural residential areas.

The Project commences at the NSW/QLD border on the Macintyre River, which is also the northern limit of the adjoining North Star to NSW/Queensland Border project, and extends in a generally northeast direction:

- ▶ Through the towns of Yelarbon and Brookstead, and near the towns of Inglewood, Millmerran, Pittsworth, Southbrook, Kingsthorpe and Gowrie Junction, the urban settlement of Gowrie Mountain, and rural land in Westbrook
- ▶ Through the rural localities of Kurumbul, Whetstone, Canning Creek, Bringalily, Millwood, Clontarf, Pampas, Umbiram, Athol, Biddeston, Yarranlea and Wellcamp.

The Project ends and connects with the Gowrie to Helidon project approximately 1 km southwest of Gowrie Junction.

The SIA recognises that residents of other localities in the impact assessment area may experience impacts such as road network changes or the result of Project workforce demands on regional services. The SIA also acknowledges Traditional Ownership and native title rights and interests potentially impacted by the Project.

15.6.2.1 Kurumbul

Kurumbul is a rural locality approximately 18 km southeast of Goondiwindi, bounded by the Macintyre/Dumaresq River to the south and the Cunningham Highway to the north and dissected by South Western Line, Brigalow Creek and Kildonan Road. In 2016, the locality's population was approximately 50 people. Kurumbul is within the Rural Zone under the *Goondiwindi Regional Council Planning Scheme* (GRC, 2018a). The margins of the Macintyre River and Brigalow Creek are considered general flood hazard areas under the *Goondiwindi Regional Council Planning Scheme*. Land uses are predominantly irrigated cropping, cotton, grain and oilseed, as well as sheep and cattle grazing, a cotton gin, and quarries.

15.6.2.2 Yelarbon

Yelarbon is a small town located 43 km east of Goondiwindi with a population in 2016 of approximately 360 people. Originally established as a coach/teamster stop, it now offers limited services and is home to workers in Goondiwindi, Inglewood and on farms in the district.

The predominant land uses in the Yelarbon area are residential and recreational areas within the township boundaries and cattle grazing throughout the town's surrounds. The AE Girle and Sons Sawmill, north of the rail line, has been in operation since 1917 (Kerr, 1998).

The township has areas adjacent to Macintyre Brook that have been defined as extreme and high flood hazard areas under the *Goondiwindi Regional Council Planning Scheme* (GRC, 2018a).

The township is dissected by the Cunningham Highway and the South Western Line and is bounded to the south and east by Macintyre Brook.

15.6.2.3 Whetstone

Whetstone is a rural locality north of Yelarbon and approximately 150 km southwest of Toowoomba, which, in 2016, had a population of approximately 65 people. Whetstone is bounded by Macintyre Brook to the south and is dissected by the South Western Line and the Cunningham Highway. The Whetstone State Forest is a prominent land use and feature of the area. The remaining land use is grazing native vegetation, production from dryland agriculture, and limited irrigated agriculture and perennial horticulture.

The Whetstone area includes a dairy, a feedlot and a sand and gravel quarry. The *Goondiwindi Regional Council Planning Scheme* designates the entire area as Rural Zone (GRC, 2018a).

15.6.2.4 Inglewood

The town of Inglewood is approximately 80 km east of Goondiwindi and 130 km southwest of Toowoomba. It was the seat of local government for the former Inglewood Shire prior to amalgamation with GRC (Inglewood Shire Council, 2008). In 2016, Inglewood had a population of approximately 950 people.

Local agricultural uses include sheep and cattle grazing, timber milling and the farming of fodder, grains and horticulture crops (GRC, 2018a). Surrounding land use is predominantly production forestry (Bringalily State Forest), grazing on native vegetation, irrigated pasture close to Macintyre Brook, and dryland cropping, with limited industrial areas. A significant water reservoir, Lake Coolmunda, is located 13 km east of the township. Inglewood is also the crossroad for stock routes joining Texas to the south, Millmerran to the northeast via Canning Creek and through the State forest, with four secondary reserves.

Inglewood is bounded by Catfish Creek to the south and Bringalily State Forest to the north, and is dissected by Macintyre Brook and Canning Creek, the South Western Line and the Cunningham Highway.

15.6.2.5 Canning Creek

The Canning Creek locality is located approximately 110 km southwest of Toowoomba on the boundary between the Goondiwindi and Toowoomba LGAs and is dissected by the Millmerran–Inglewood Road and Canning Creek. In 2016, the locality had a population of approximately five people. The Canning Creek locality is zoned Rural under the *Toowoomba Regional Planning Scheme* and the *Goondiwindi Regional Council Planning Scheme* and is mostly comprised of Bringalily State Forest and grazing native vegetation, with some dryland agriculture in the northern (Millmerran) area. Canning Creek Station, located north of the forest on the Millmerran–Inglewood Road, was established in the 1840s (Centre for the Government of Queensland, 2018).

15.6.2.6 Bringalily, Millwood and Clontarf

The localities of Bringalily (with a 2016 population of 83 people), Millwood (population 23 people) and Clontarf (population 25 people) lie north–south on the Millmerran–Inglewood Road, approximately 100 km southwest of Toowoomba. The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012) with the predominant land uses being dryland production and grazing native vegetation. There are also limited intensive agriculture, piggeries and feedlots, and extractive industries. The southernmost pits of the Commodore Mine extend into Clontarf.

15.6.2.7 Millmerran

Millmerran is located 75 km southwest of Toowoomba and, in 2016, had a population of approximately 1,560 people. The township's land uses are largely low–medium density residential community spaces, including sport and recreation and a main street Commercial Zone, with some medium-impact manufacturing/industrial uses. An industrial area located to the north of town is zoned for High Impact Industry (TRC, 2012).

Millmerran's surrounds are almost entirely designated as Strategic Cropping Land. Surrounding land uses include grazing native vegetation, irrigated cropping, mining, intensive animal production (piggery, feedlot and poultry) and an airstrip.

In 1911, the railway from Pittsworth was extended to Millmerran, primarily to transport grain; however, a rail passenger service also operated between 1928 and 1969 (Stationspast.net., n.d.). The dairy industry was established in the early twentieth century and was overtaken mid-century by cereal and cotton production.

Millmerran and its surrounds are dissected by Back Creek and its tributaries, the Gore Highway, the Millmerran Branch Line, and roads leading to Inglewood (south) and Cecil Plains (north). Captains Mountain and Domville State Forest lie to the south of the township.

15.6.2.8 Yandilla

The Yandilla locality (with a 2016 population of 46) is 7 km east of Millmerran and approximately 70 km southwest of Toowoomba. It is bounded by the Condamine River to the east, and dissected by Grass Tree Creek, Millmerran Branch Line and the Gore Highway. The locality is designated Priority Agricultural Area (PAA) under ShapingSEQ (DILGP, 2017a). The area is within the Rural zone under the *Toowoomba Regional Planning Scheme* and the dominant land use is cropping, with some areas of production from relatively natural environments and intensive animal production (TRC, 2012). The location includes a rail siding with grain silos on the Millmerran Branch Line.

15.6.2.9 Pampas

The rural locality of Pampas, with a 2016 population of 62 people, is located approximately 65 km southwest of Toowoomba. It is bounded by two branches of the Condamine River to the north and south. The area is dissected by the Gore Highway and Millmerran Branch Line. A cluster of rural residential premises is located at the highway/rail and Pampas Rd intersection. The locality is designated PAA (Centre for the Government of Queensland, 2018). Land use is predominantly irrigated agriculture and cropping with significant off-stream water storage.

15.6.2.10 Brookstead

The small town of Brookstead is located approximately 60 km southwest of Toowoomba and is dissected by the Millmerran Branch Line and Gore Highway. In 2016, Brookstead had a population of approximately 217 people. Brookstead includes residential, community and industrial uses, with the surrounding area being predominantly irrigated agriculture and cropping, supported by the Brookstead rail station and associated silos. The Brookstead township and surrounds are bounded by the Condamine River (North Branch) and Longhurst Road to the east.

15.6.2.11 Pittsworth

Pittsworth is located approximately 37 km southwest of Toowoomba. In 2016, Pittsworth had a population of approximately 3,290 people. The township, and a buffer of up to 3 km, have been identified in ShapingSEQ as Priority Living Areas (PLAs), with the remainder as PAA (DILGP, 2017a). Pittsworth developed by serving the agricultural industry (originally sheep, dairy farming and cheese production) and was a centre for itinerant rural workers and local landowners, with the railway connecting it to other areas in 1887.

The town has a well-defined commercial/retail corridor flanking the railway and surrounding low-density residential area with community facilities and an air strip. The surrounding land use includes production from dryland agriculture and grazing native vegetation, with several intensive animal production uses.

Pittsworth is dissected by the Millmerran Branch Line and the Gore Highway. The township is a watershed between Fourteen Mile Creek and Perrier Gully (and tributaries).

15.6.2.12 Southbrook

Southbrook is located 26 km southwest of Toowoomba and, in 2016, had a population of approximately 600 people. The township, and an approximate 2 km buffer, have been designated as PLA in ShapingSEQ, with the remainder as PAA (DILGP, 2017a). The land uses outside of the township include dryland cropping, grazing native vegetation and limited irrigated agriculture.

The Southbrook area is dissected by the Millmerran Branch Line and the Gore Highway.

15.6.2.13 Westbrook

Westbrook is located 6 km southwest of the Toowoomba City centre and extends west towards the rural locality of Biddeston. In 2016, Westbrook had a population of 3,878 people. Land uses within Westbrook include urban and rural residential, the town centre, recreational uses and agriculture.

Westbrook is dissected by Toowoomba Athol Road (east–west) and by the Toowoomba Bypass (north–south in the suburb's western portion).

15.6.2.14 Umbiram

The locality of Umbiram is located approximately 25 km west of Toowoomba on the Gore Highway. The locality is partially covered by ShapingSEQ, with this portion designated as a Regional Landscape and Rural Production Area (DILGP, 2017a). Land uses include cropping and grazing native vegetation, the Oaklands Horse Stud, and poultry farms. The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012).

15.6.2.15 Athol

The locality of Athol (with a 2016 population of 134 people) is located 24 km southwest of Toowoomba along the Gore Highway. The locality is partially covered by ShapingSEQ, with this portion designated as a Regional Landscape and Rural Production Area (DILGP, 2017a). Land uses include rural residential dwellings, cropping and grazing native vegetation, with some intensive animal production (horse stud and poultry). The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012).

15.6.2.16 Biddeston

The locality of Biddeston (with a 2016 population of 284 people) is located 23 km west of Toowoomba, along the Toowoomba Cecil Plains Road and includes some rural residential dwellings. The locality is identified as a PAA and part of the locality is designated as Regional Landscape and Rural Production Areas under ShapingSEQ (DILGP, 2017a). Local land uses include cropping, dairying, dryland production and grazing native vegetation, and intensive animal production (horse stud and feedlots). The *Toowoomba Regional Planning Scheme* identifies the locality as within the Rural zone (TRC, 2012).

15.6.2.17 Kingsthorpe

Kingsthorpe is a town located 16 km northwest of Toowoomba and, in 2016, had a population of approximately 1,870 people. The area is bounded by Westbrook Creek to the south and the Western Line Railway to the north and dissected by the Warrego Highway and Gowrie Creek. Land uses include residential and community uses, cropping, irrigated cropping and grazing native vegetation. The *Toowoomba Regional Planning Scheme* provides for Township, Rural Residential, Community and Sports, and Recreational zones within the township. The surrounding area is zoned as Rural with some limited Community Facilities (TRC, 2012). A shopping centre has recently been built in Kingsthorpe, reflecting the anecdotal evidence from consultation participants that Kingsthorpe has experienced population growth since 2016.

15.6.2.18 Wellcamp

The locality of Wellcamp (with a 2016 population of 295 people) is located 15 km west of Toowoomba along the Toowoomba–Cecil Plains Road and bounded by Dry Creek to the north and Spring Creek to the south. The *Toowoomba Regional Planning Scheme* identifies the Charlton Wellcamp Enterprise Area Local Plan over the Toowoomba Wellcamp Airport and surrounding industrial uses. The remaining area is Open Space, Community Facilities (road corridor) and Rural (TRC, 2012).

15.6.2.19 Gowrie Mountain

Gowrie Mountain is a small rural living settlement on the western side of the topographic feature known as Gowrie Mountain, which stands at 674 m high. In 2016, Gowrie Mountain had a population of approximately 220 people. The residential lots are large lifestyle blocks with views across the plains to Oakey and Kingsthorpe.

The eastern side of Gowrie Mountain is part of Charlton. The locality is bounded by Dry Creek to the south and the Warrego Highway to the north. Jannuschs Road dissects the area.

15.6.2.20 Gowrie Junction

The Gowrie Junction township is bounded by the South Western Line to the south and ridges of Mount Kingsthorpe to the north and is dissected by Gowrie Creek (Department of Natural Resources Mines and Energy, n.d.). In 2016 Gowrie Junction had a population of 2,120 people. Land uses include residential and intensive uses in the township, and grazing native vegetation, irrigated cropping and cropping with some limited conservation and natural environments in the surrounds.

The *Toowoomba Regional Planning Scheme* provides for Township, Residential, Rural Residential and Community Facilities/Sports and Recreation zones. The locality is wholly covered by ShapingSEQ and is designated as a combination of Urban Footprint, Rural Living Area and Regional Landscape and Rural Production Area (DILGP, 2017a).

15.6.3 Community profile

This section provides analysis of populations and community characteristics in local and regional communities. Australian Bureau of Statistics (ABS) Census data is provided for:

- ▶ The Statistical Area Level 1 (SA1) traversed by the Project
- ▶ Potentially impacted communities, as represented by State Suburbs (SSC, also referred to as 'suburbs') or by Statistical Area 2s (SA2s) as shown in Table 15-7 (refer also Appendix U: Social Impact Assessment Report)
- ▶ The LGAs of Goondiwindi and Toowoomba
- ▶ Darling Downs–Maranoa Statistical Area Level 4 (SA4s) (relevant to regional workforce).

To protect confidentiality of data, the ABS makes small random adjustments to all cell values, which may cause the sum of rows or columns to differ by small amounts from totals in the tables provided.

15.6.3.1 Project footprint

Key characteristics of SA1 areas in the impact assessment area were identified in order to understand population distribution and potential community vulnerabilities. SA1s in Table 15.6 include those traversed by the Project footprint and within approximately 1 km of the Project.

The SA1s represent a total area of 5,823 km², with 2,886 dwellings and a population of 7,284 people in 2016 (an increase of 558 people since the 2011 Census). Given its rural nature, this area has a very low population density of 0.8 people per km², although densities are higher in the townships (Pittsworth, Millmerran and Inglewood and Yelarbon).

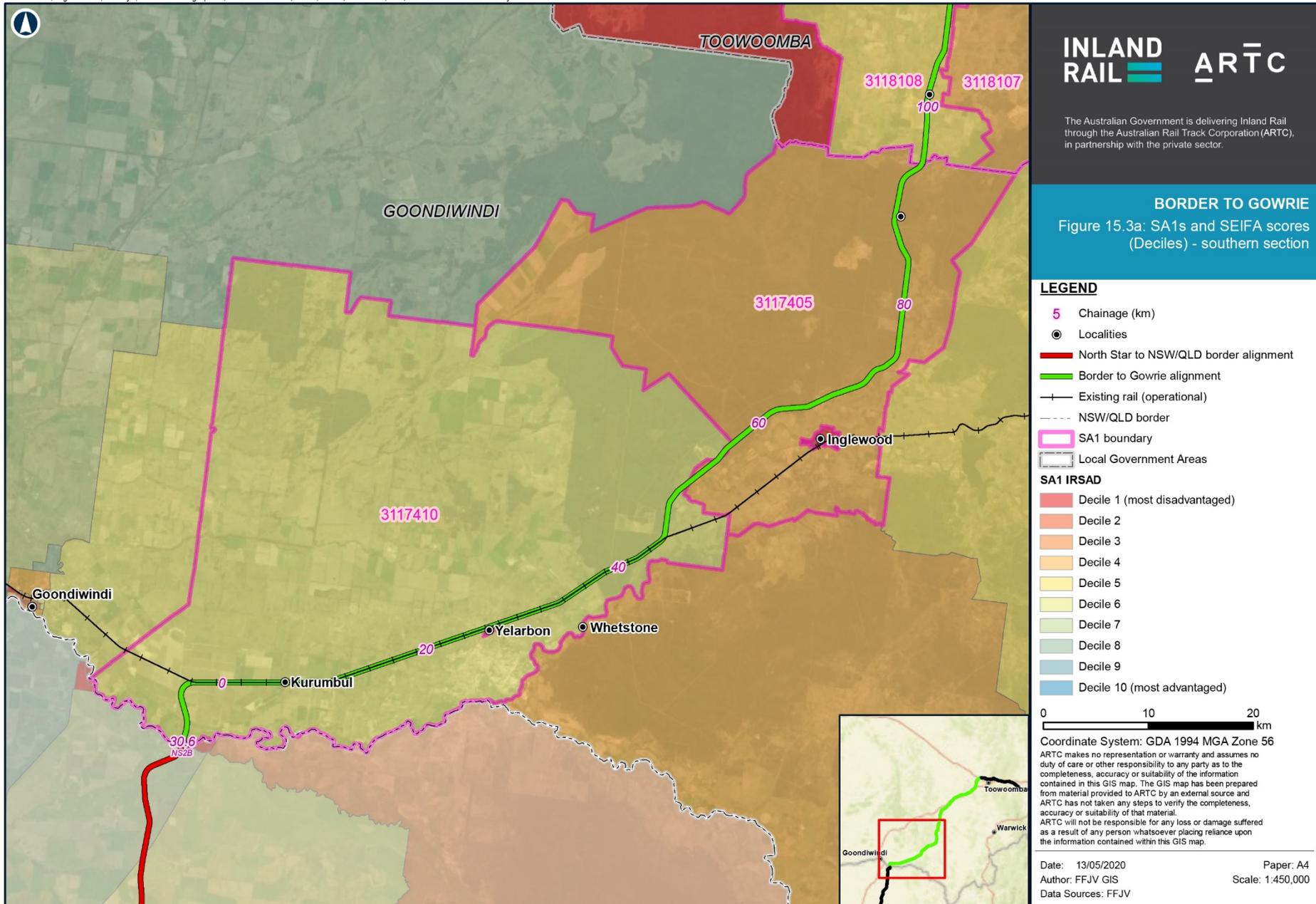
TABLE 15.6 STATISTICAL AREA LEVEL 1 CHARACTERISTICS WITHIN 1 KM OF THE PROJECT FOOTPRINT, 2011 AND 2016

Statistical Area 1	Area (km)	Population (No)		Dwellings (No)
		(2011)	(2016)	
3117410	1,731.5	276	315	132
3117405	972.8	248	202	97
3118108	507.8	188	206	88
3118107	886.1	284	305	147
3118105	247.9	236	269	87
3118106	215.5	151	153	73
3118211	291.5	305	297	116
3118210	158.6	221	226	94
3118217	20.1	261	222	83
3118212	0.6	504	503	230
3118208	0.5	411	438	169
3118209	0.4	247	295	103
3118207	88.7	283	302	120
3118202	205.8	244	290	130
3118206	71.1	257	273	94
3118204	63.8	264	286	108
3118203	2.0	257	310	125
3118205	63.5	276	270	93
3145816	58.4	643	436	159
3118018	74.1	328	284	116
3145817	48.9	302	292	109
3118016	81.1	220	234	92
3144916	13.2	-	636	226
3145818	22.2	320	240	95

Source: ABS, 2016a

The Socio-Economic Index for Areas (SEIFA) scores for the Index for Relative Socio-economic Advantage and Disadvantage (IRSAD) are area-based and are generated by the ABS using Census data. Figure 15-3a to Figure 15-3c show IRSAD scores by deciles (10 per cent bands) for each SA1 and show a higher potential for disadvantage in areas north of Inglewood, near Millmerran and in Yandilla and Pampas. Further detail on SEIFA indices and scores is provided in Section 15.6.3.5.

Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User Community
 Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community



INLAND RAIL ARTC

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

BORDER TO GOWRIE
 Figure 15.3a: SA1s and SEIFA scores (Deciles) - southern section

- LEGEND**
-  Chainage (km)
 -  Localities
 -  North Star to NSW/QLD border alignment
 -  Border to Gowrie alignment
 -  Existing rail (operational)
 -  NSW/QLD border
 -  SA1 boundary
 -  Local Government Areas
- SA1 IRSAD**
-  Decile 1 (most disadvantaged)
 -  Decile 2
 -  Decile 3
 -  Decile 4
 -  Decile 5
 -  Decile 6
 -  Decile 7
 -  Decile 8
 -  Decile 9
 -  Decile 10 (most advantaged)

0 10 20 km

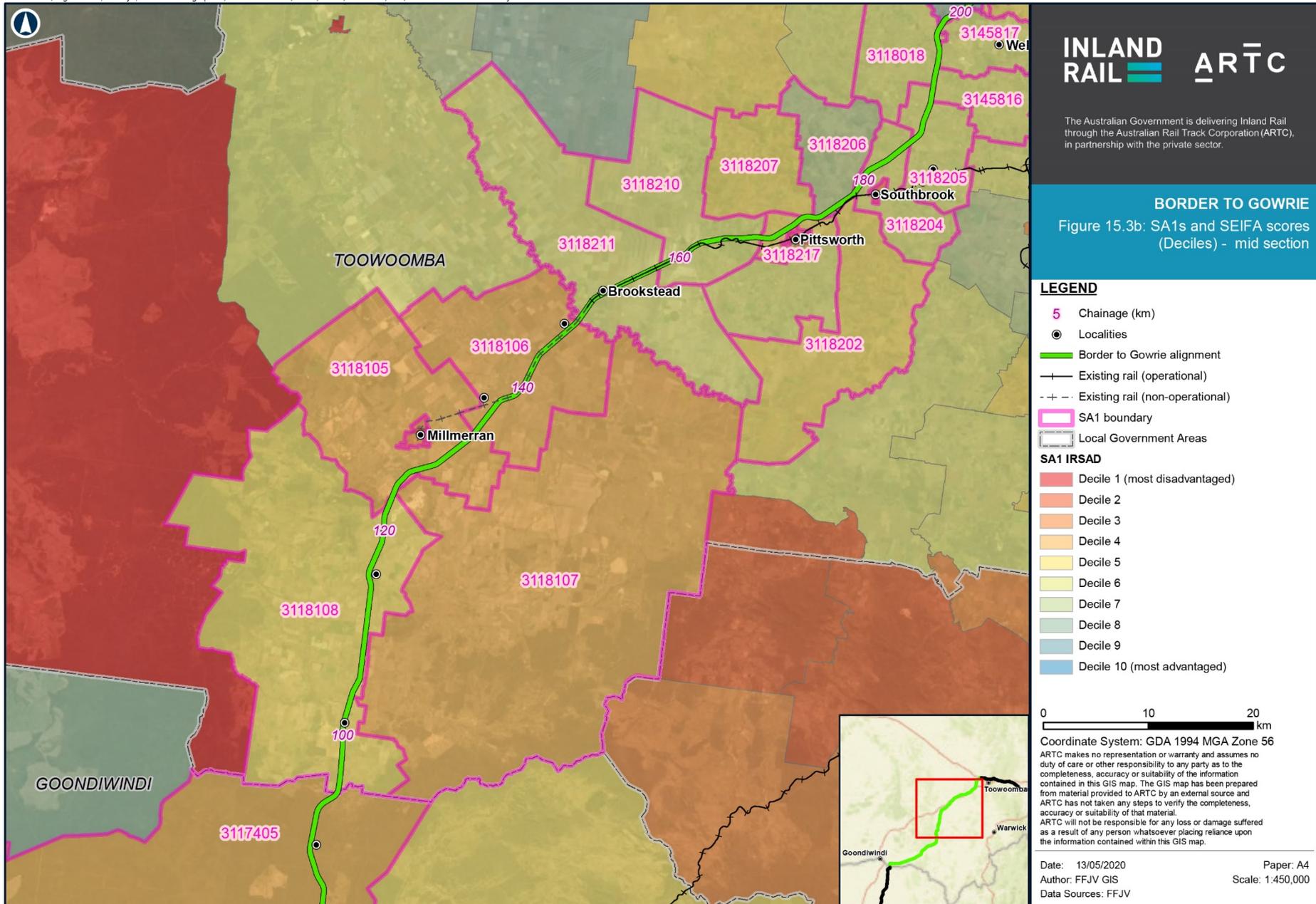
Coordinate System: GDA 1994 MGA Zone 56

ARTC makes no representation or warranty and assumes no duty of care or other responsibility to any party as to the completeness, accuracy or suitability of the information contained in this GIS map. The GIS map has been prepared from material provided to ARTC by an external source and ARTC has not taken any steps to verify the completeness, accuracy or suitability of that material.
 ARTC will not be responsible for any loss or damage suffered as a result of any person whatsoever placing reliance upon the information contained within this GIS map.

Date: 13/05/2020 Paper: A4
 Author: FFJV GIS Scale: 1:450,000
 Data Sources: FFJV

Map by: LCT Z:\GIS\GIS_310_B2G\Tasks\310-GIS-202004301045_SIA_impact\310-GIS-202004301045_ARTC_Figure15.3_SA1s_and_SEIFA_Score_Deciles_v1.mxd Date: 5/13/2020 16:19

Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User Community
 Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community



INLAND RAIL **ARTC**

The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

BORDER TO GOWRIE
 Figure 15.3b: SA1s and SEIFA scores (Deciles) - mid section

LEGEND

- 5 Chainage (km)
- Localities
- Border to Gowrie alignment
- Existing rail (operational)
- Existing rail (non-operational)
- SA1 boundary
- Local Government Areas

SA1 IRSAD

- Decile 1 (most disadvantaged)
- Decile 2
- Decile 3
- Decile 4
- Decile 5
- Decile 6
- Decile 7
- Decile 8
- Decile 9
- Decile 10 (most advantaged)

0 10 20 km

Coordinate System: GDA 1994 MGA Zone 56

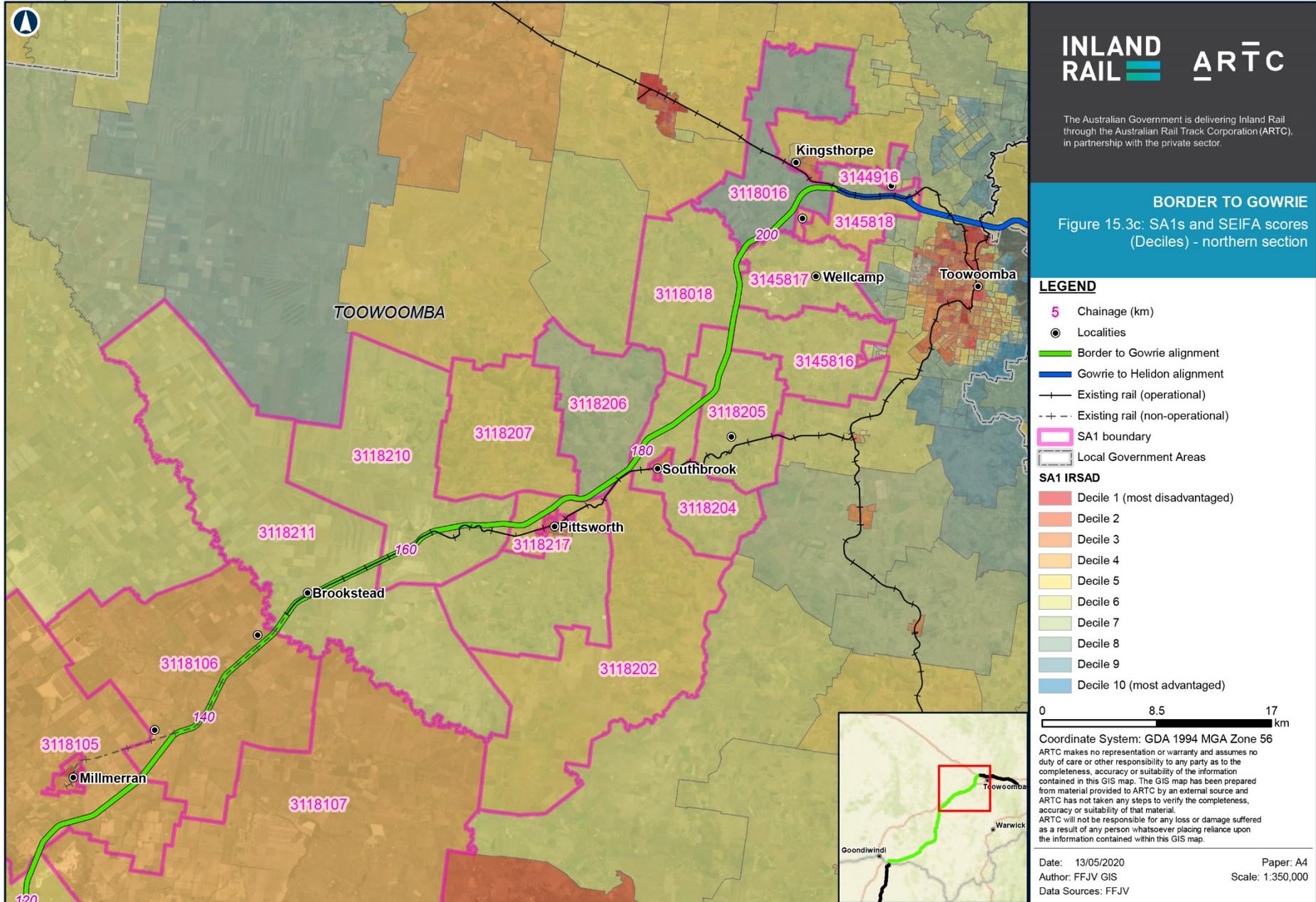
ARTC makes no representation or warranty and assumes no duty of care or other responsibility to any party as to the completeness, accuracy or suitability of the information contained in this GIS map. The GIS map has been prepared from material provided to ARTC by an external source and ARTC has not taken any steps to verify the completeness, accuracy or suitability of that material.

ARTC will not be responsible for any loss or damage suffered as a result of any person whatsoever placing reliance upon the information contained within this GIS map.

Date: 13/05/2020 Paper: A4
 Author: FFJV GIS Scale: 1:450,000
 Data Sources: FFJV

Map by: LCT Z:\GIS\GIS_310_B2G\Tasks\310-GIS-202004301045_SIA_impact\310-GIS-202004301045_ARTC_Figure15.3_SA1s_and_SEIFA_Score_Deciles_v1.mxd Date: 5/13/2020 16:19

Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User Community
 Source: Esri, DigitalGlobe, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community



Map by: LCT Z:\GIS\GIS_310_B2G\Tasks\310-GIS-202004301045_SIA_impact\310-GIS-202004301045_ARTC_Figure15.3_SA1s_and_SEIFA_Score_Deciles_v1.mxd Date: 5/13/2020 16:19

15.6.3.2 Regional and local populations

The total population for the impact assessment area (Toowoomba and Goondiwindi LGAs) was approximately 171,402 people in 2016. Growth rates vary significantly between the Toowoomba and Goondiwindi LGAs. The population for the Goondiwindi LGA totalled 10,629 people in 2016 and was almost unchanged since 2011. By comparison, Toowoomba LGA's population increased 6.3 per cent, growing to 160,777 people by 2016 (refer Table 15-7). While significant, this was less than that experienced by Queensland, which had population growth of 8.6 per cent.

The largest of the potentially impacted communities was Westbrook, which had 3,879 people, which also saw the greatest population increase of 17.9 per cent from 2011 to 2016 (refer Table 15-7). The Westbrook urban area is located approximately 10 km east of the Project footprint and is not expected to experience any direct Project impacts. Pittsworth and Gowrie Junction are the next largest communities, with populations of 3,293 and 2,115, respectively. Both suburbs experienced population growth, with Pittsworth seeing an 11 per cent increase and Gowrie Junction a 9.1 per cent increase. Population decline occurred in Brookstead (26.8 per cent) and Yelarbon (26.2 per cent), which may be attributed to an outmigration against the small population sizes. The total population for the suburbs in the impact assessment area was 15,095 people, an increase of 6 per cent from 2011.

TABLE 15-7 LOCAL AND REGIONAL POPULATIONS, 2011 AND 2016 (NUMBER AND PERCENTAGE CHANGE)

Statistical area	2011	2016	Number	Change (%)
State suburb				
Brookstead	306	224	-82	-26.8
Gowrie Junction	1,939	2,115	176	9.1
Gowrie Mountain	256	229	-27	-10.5
Inglewood	1,072	955	-117	-10.9
Kingsthorpe	1,820	1,867	47	2.6
Millmerran	1,569	1,565	-4	-0.3
Pittsworth	2,966	3,293	327	11.0
Southbrook	524	601	77	14.7
Westbrook	3,289	3,879	590	17.9
Yelarbon	497	367	-130	-26.2
State suburb total	14,238	15,095	857	6.0
Statistical area 2				
Gowrie	5,576	6,415	839	15.0
Inglewood–Waggamba	4,194	4,243	49	1.2
Jondaryan	7,337	7,511	174	2.4
Millmerran	3,114	3,311	197	6.3
Pittsworth	5,290	5,717	427	8.1
Toowoomba–West	11,395	12,997	1,602	14.1
SA2 total	36,906	40,195	3,288	8.9
Local government area				
Goondiwindi	10,628	10,629	1	0.01
Toowoomba	151,191	160,777	9,586	6.3
LGA total	161,819	171,402	9,587	5.9
Queensland total	4,332,739	4,703,193	370,454	8.6

Source: ABS Census, 2011 and 2016b

15.6.3.3 Projected population

Medium series population projections for SA2s in the impact assessment area are shown in Figure 15-4. Population growth is expected in the Toowoomba–West SA2, consistent with the regional population growth projections for the Toowoomba LGA. Other SA2s will experience slight population growth, except in Inglewood–Waggamba and Millmerran SA2s, which are forecast to experience negative, and or no, growth, respectively.

The Goondiwindi LGA’s population is estimated to increase slightly, by approximately 1 per cent to 3 per cent, out to 2026, while Toowoomba LGA will experience growth of between 4.5 per cent and 5 per cent.

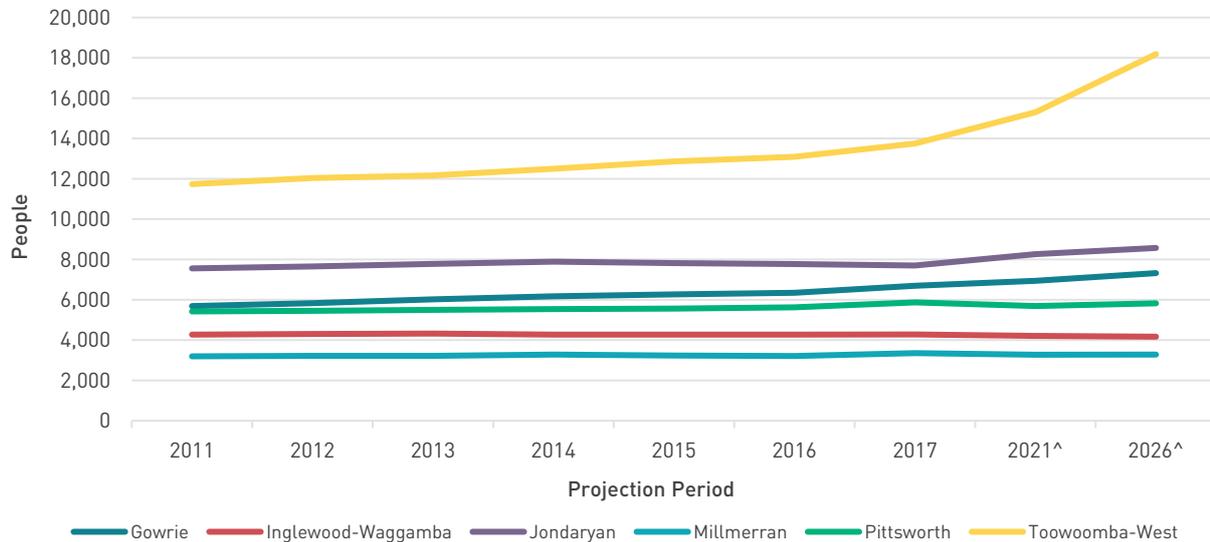


FIGURE 15-4 POPULATION PROJECTIONS, 2011 TO 2026—SA2 (NUMBER)

Source: Queensland Government Statistician’s Office. Projected population (medium series), Queensland 2011 to 2036.

15.6.3.4 Indigenous population

Figure 15-5 shows the percentage of people that identify as Indigenous in each suburb, which varies from 1.9 per cent in Brookstead (SSC) to 7.6 per cent in Inglewood (SSC). From the 10 SSCs reported, 6 have an Indigenous population that is greater than the Queensland percentage of 4 per cent (Inglewood 7.6 per cent, Kingsthorpe 5.8 per cent, Yelarbon 5.3 per cent, Millmerran 4.4 per cent, Gowrie Junction 4 per cent and Gowrie Mountain 3.9 per cent). Both the LGAs have higher Indigenous populations than the State, with Goondiwindi experiencing the highest, at 5.4 per cent.

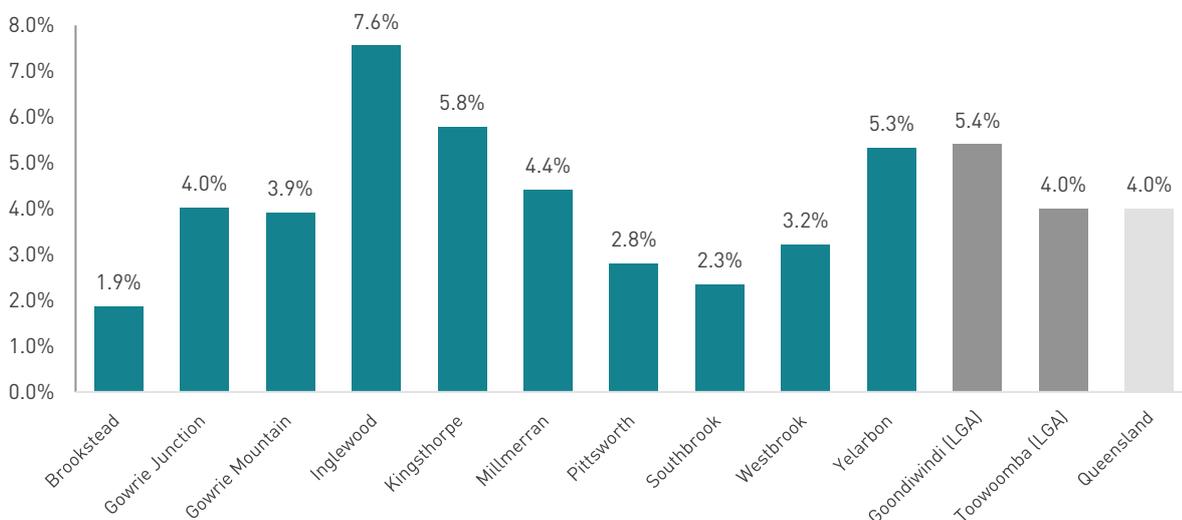


FIGURE 15-5 ABORIGINAL AND TORRES STRAIT ISLANDER POPULATION, 2016—SSC, LGA AND QLD (PERCENTAGE OF TOTAL)

Source: ABS Census, 2016b

15.6.3.5 Demographic characteristics

Data described in the following sections is provided in full in the Appendix U: Social Impact Assessment Report and relies on ABS Census of Population and Housing 2016 and 2011 data (ABS, 2016b and ABS, 2011).

Age and gender

The population in the impact assessment area is aging, with increases in median ages between 2011 and 2016 in Toowoomba LGA (by one year to 38 years of age) and Goondiwindi (by 2 to 40 years of age). Both LGAs recorded slightly higher median ages than Queensland, which had a median age of 37 years in 2016.

Some suburbs have notably older populations in 2016, including Inglewood at 48 years of age and Gowrie Mountain at 45 years. By contrast, Westbrook saw its median age decrease from 37 to 32 years of age. Most other suburbs experienced some fluctuation in median ages within their populations.

While seniors make considerable contributions to local communities, aging populations can have implications over the coming years, which may include health, housing, demand for skilled labour and the size of the working population (ABS, 2017b) and can have greater difficulty adjusting to change. Some of the most affected suburbs would be Inglewood, Gowrie Mountain, Yelarbon, Millmerran, Pittsworth and Southbrook.

Male-to-female ratios were reasonably evenly distributed throughout the impact assessment area but with a slightly higher representation of males in the more rural Goondiwindi LGA than in Toowoomba LGA or Queensland (at 50.2 per cent, compared with 48.6 and 49.4 per cent respectively).

Disability

The Goondiwindi and Toowoomba LGAs have similar levels of disability to the Queensland level of 5.2 per cent of the population who need assistance with core activities (at 4.6 and 5.9 per cent respectively); however, there are communities with a higher percentage of people requiring assistance, reflecting those with older populations, including Yelarbon, Pittsworth and Inglewood (8.6, 7.5 and 6.5 per cent respectively).

Families and households

Throughout the impact assessment area, couple families with no children are more highly represented than in Queensland, a common pattern in rural areas.

Family households were the most dominant household type, but at slightly lower levels than for Queensland. In the Goondiwindi LGA, 61 per cent of households were families, lower than Toowoomba at 66.1 per cent, with both lower than Queensland's 71.8 per cent.

The highest proportion of family households was in Westbrook (84.6 per cent), followed closely by Gowrie Junction (84.4 per cent), Brookstead (84.3 per cent) and Gowrie Mountain (82.9 per cent). Inglewood had the largest proportion of lone-person households at 32.4 per cent, significantly higher than Queensland at 23.5 per cent.

Level of education

The Goondiwindi and Toowoomba LGAs in 2016 recorded higher percentages of people who did not go to school or attended to Year 8 or below, compared to Queensland (6.5, 5.7 and 5.4 per cent respectively). Year 11 or 12 (or equivalent) was the highest level of schooling completed for 41.4 per cent of the population within the Toowoomba LGA and 35.8 per cent in the Goondiwindi LGA, both below the 58.9 per cent in Queensland.

The lower level of educational attainment within the Goondiwindi LGA may be attributed to the rural nature of the area and distance from high schools, the greater proportion of elderly persons (education is more accessible to the current generation) and the higher proportion of employment in farming and trades.

A relatively low proportion of the population in the Goondiwindi and Toowoomba LGAs had a bachelor's degree or higher, compared to Queensland (8.3, 12.8 and 18.3 per cent respectively), and similarly with Advanced Diploma or Diploma, and Certificate (vocational) qualifications. The most prevalent qualification level in each of Goondiwindi LGA, Toowoomba LGA and Queensland was the Certificate (vocational) level.

Income

Most communities across the impact assessment area earn less than is typical for Queensland. Median weekly household incomes in the Goondiwindi and Toowoomba LGAs (\$1,212/week and \$1,269/week respectively) were slightly lower than the Queensland median (\$1,402/week). Incomes were differentiated by proximity to Toowoomba city, with the communities that are closer (such as Brookstead, Gowrie Junction, Gowrie Mountain and Westbrook) tending to have higher median household incomes than Queensland, while the rural suburbs had lower median incomes.

The highest median weekly household incomes were in Westbrook and Gowrie Junction (\$2,010/week and \$1,879/week respectively). The lowest were in Yelarbon and Inglewood (\$776/week and \$937/week respectively).

Socioeconomic advantage and disadvantage

According to the IRSAD Index, at the regional level, both Toowoomba and Goondiwindi LGAs are relatively advantaged. Consistent with Toowoomba LGA's higher median income and level of non-school qualification, as reported earlier, it falls within a higher decile and is ranked as more advantaged than Goondiwindi LGA. Toowoomba–West SA2 was among the impact assessment area's most advantaged SA2s, with a decile of six and a rank of 298 (in a field of 526 SA2s in Queensland). This was followed by Gowrie as the second most advantaged SA2. The least advantaged SA2s were Millmerran, Jondaryan and Inglewood–Waggamba, which each had a decile of three and ranked among the 100-to-150 most disadvantaged SA2s in Queensland (in a field of 526).

IRSAD scores for SA1s provide a more fine-grained view, allowing pockets of disadvantage to be identified and show that most SA1s were either reasonably advantaged or neutrally placed in their deciles and rankings (in deciles four to six). The exceptions were in Pittsworth, where two SA1s fall within deciles two and three (SA1–3118208 in decile two, and SA1–3118209 decile three), and in decile three in Southbrook (SA1–3118203). This indicates pockets of disadvantage in both Pittsworth and Southbrook (refer Appendix U: Social Impact Assessment Report).

At the regional level, both Toowoomba and Goondiwindi LGAs are relatively well advantaged in terms of labour skills and education according to the (Index of Education and Occupation (IEO), with Toowoomba LGA leading Goondiwindi. At the SA2 level, Toowoomba–West displayed the strongest position among the SA2s, with a decile of five and ranking of 234 in a field of 526 SA2s in Queensland. The most disadvantaged SA2s on the IEO were Jondaryan and Millmerran SA2s, both sharing a decile of two and ranked in the top 100 most disadvantaged SA2s (at positions 65 and 70, respectively). The SA1 data, which includes localities that are within 1 km of the Project, presents a slightly different picture, with only one locality in Pittsworth indicated as being mildly disadvantaged (SA1–3118212 in decile four).

IRSAD and Index of Education and Occupation (IEO) scores for 2011 and 2016 for the impact assessment area are provided in full in Appendix U: Social Impact Assessment Report.

Internet access

Half of the potentially impacted communities had relatively high levels of access to the internet when compared to Queensland. Gowrie Mountain, Westbrook, Gowrie Junction, Brookstead and Kingsthorpe all had access at higher rates than Queensland (96.2, 92.6, 92.0, 89.9 and 87 per cent respectively, compared with 85.8 per cent).

However, both LGAs experienced percentages less than Queensland, the lowest being Goondiwindi, which saw 74.8 per cent of the population with internet in their dwellings. A lower level of internet access was experienced in Yelarbon, with just 56.8 per cent of residents having a dwelling with internet connected.

Travel behaviour

Due to its regional location, there are no public transport services in the impact assessment area outside of Toowoomba. TransLink has contracts with coach services around rural and remote Queensland.

Commercial bus services operated by Bus Queensland and Crisps Coaches provide daily services between Goondiwindi and Toowoomba. Beyond these services, reliance is on private transport for mobility. Given this context, there is a heavy reliance on car use to access work (7 of the 10 SSCs had a higher rate of car use in 2016 than Queensland).

School bus services operate throughout the impact assessment area, servicing Gowrie Junction, Kingsthorpe, Westbrook, Brookstead, Pittsworth, Southbrook, Millmerran, Inglewood, Yelarbon and Goondiwindi.

15.6.3.6 Summary of key demographic features

The community profile reveals the following main points of relevance to the Project:

- ▶ The Project potentially impacts on a population of 171,400 people in the broader region defined by the two LGAs of Toowoomba and Goondiwindi
- ▶ More people live in the northern reaches of the impact assessment area in Toowoomba LGA (160,777 people) than in the southern reaches in Goondiwindi LGA (10,629 people)
- ▶ The main population centres are Westbrook (3,879 people), Pittsworth (3,293 people), Gowrie Junction (2,115 people), Kingsthorpe (1,867 people) and Millmerran (1,565 people)
- ▶ Toowoomba LGA is anticipating population growth of between 4.5 to 5 per cent to 2026, associated with SEQ's regional population growth, while Goondiwindi LGA is anticipating 1 to 3 per cent growth over this period
- ▶ Indigenous populations are more highly represented in most communities in the impact assessment area than is typical for Queensland (3.7 per cent of the population), including at Inglewood (7.6 per cent), Kingsthorpe (5.4 per cent), Yelarbon (5.3 per cent), Millmerran (4.2 per cent), Gowrie Junction (4 per cent) and Gowrie Mountain (3.9 per cent)
- ▶ Family households were the most dominant household type in Goondiwindi and Toowoomba LGAs (at 61 and 66.1 per cent of households) but lower than Queensland's 71.8 per cent. Family composition in the impact assessment area differs to Queensland. Across the region, couple families with no children are more highly represented, whereas, in Queensland, couple families with children are more predominant.
- ▶ The population in the impact assessment area is aging, with the median age increasing between 2011 and 2016, reflecting the rural-urban drift of younger people to larger cities in search of education and employment
- ▶ Male-to-female ratios were reasonably evenly distributed but with a slightly higher representation of males in the Goondiwindi LGA than in Toowoomba LGA or Queensland (at 50.2 per cent, compared with 48.6 and 49.4 per cent respectively)
- ▶ There is an under representation of young people (15–24 year olds) in the Goondiwindi LGA compared to both Toowoomba LGA and Queensland (10.8 per cent compared with 13.0 and 13.0 per cent respectively)
- ▶ People over the age of 65 years are over-represented in communities such in Inglewood (23.2 per cent), Millmerran (21.9 per cent), Pittsworth (26.6 per cent) and Yelarbon (27.2 per cent), compared with Queensland (15.3 per cent). Lone-person households were also highly represented in Inglewood, Millmerran and Yelarbon, suggesting that many of these older people may be living alone.
- ▶ Cultural diversity is evident, particularly in Millmerran, and is increasing in line with the Toowoomba LGA's reputation as a region that welcomes refugees
- ▶ Disability occurs in the impact assessment area at similar levels to the Queensland level of 5.2 per cent. Not surprisingly, the suburbs with a higher percentage of people needing assistance reflect those with older populations.
- ▶ Overall, there is a lower attainment of tertiary and vocational qualification evident in the impact assessment area than in Queensland
- ▶ According to the SEIFA IRSAD, at the regional level, both Toowoomba and Goondiwindi LGAs are relatively advantaged; however, there are pockets of disadvantage evident in Pittsworth and Southbrook
- ▶ At the regional level, both Toowoomba and Goondiwindi LGAs are relatively well advantaged in terms of labour skills and education according to the IEO, with Toowoomba LGA leading Goondiwindi LGA
- ▶ Given its rural and regional setting, there is a high dependency on the private car for travel in the impact assessment area.

15.6.4 Community values

The Goondiwindi and Toowoomba LGA community plans were developed with extensive community input. The plans reflect shared community values, including:

- ▶ Protection of Priority Agricultural Land
- ▶ High-value scenic and natural amenity, vibrant towns and strong communities underpinned by a diverse range of cultural values
- ▶ Recognition and protection of natural economic resources while promoting opportunities for further economic diversification
- ▶ Vibrant, inclusive and healthy communities
- ▶ A strong and sustainable regional economy
- ▶ Coordinated infrastructure planning and delivery.

The following sections discuss specific values in the impact assessment area and nearby communities. Further information is presented in Appendix U: Social Impact Assessment Report.

15.6.4.1 Indigenous community values

The original inhabitants of the region were Aboriginal people, including the Bigambul People, the Western Wakka Wakka People and members of other Traditional Owner groups. Indigenous cultural heritage sites exist within the impact assessment area, as well as landscape features, such as creeks, with a high potential for cultural heritage values.

ARTC have held preliminary consultations with the statutory Aboriginal parties for the area covered by the Project. These consultations sought to provide an overview of the Project and discuss cultural heritage sensitivities and processes.

SIA consultation with Indigenous people identified that:

- ▶ Bigambul People are concerned about the effect of changes to flooding patterns on cultural flows of water, and on the potential to affect cultural heritage, which is valued by both Bigambul and non-Indigenous people
- ▶ Gowrie Creek and Gowrie Mountain are culturally important areas for Western Wakka Wakka People
- ▶ The Project alignment may affect Gowrie Creek, an area of known cultural importance for the Western Wakka Wakka People
- ▶ Potential for the Project to affect cultural sites, such as bora rings, kippa rings or sites associated with ancestors' graves, or massacre sites
- ▶ There is concern about the ongoing disruptive effect that infrastructure projects (including Warrego Highway and the proposed Inland Rail) have on the landscape in relation to making it more difficult for Aboriginal people to relate to the landscape.

Aboriginal cultural heritage will be managed under the Cultural Heritage Management Plans (CHMPs) that have been developed and approved for the Project under the *Aboriginal Cultural Heritage Act 2003* (Qld) (ACH Act).

Potential opportunities identified included:

- ▶ Indigenous people are ready to seize opportunities, but need timely engagement to be able to participate effectively (addressed in Appendix U: Social Impact Assessment Report)
- ▶ Creating a legacy by addressing the need for an effective Indigenous keeping place for history, art and culture (refer Chapter 17: Cultural Heritage).

15.6.4.2 Amenity and lifestyle

Amenity refers to the use and enjoyment of private and public properties. Residential amenity in areas close to the Project footprint is characterised by:

- ▶ Rural townships offering a relatively quiet lifestyle and strong community connectivity
- ▶ Low population density, enabling privacy and enjoyment of homes and the outdoors
- ▶ Rural land uses (e.g. rural residential, farming and grazing activities, and land and water management)
- ▶ Access to basic local facilities that support community interaction and healthy lifestyles
- ▶ Connections and mutual reliance between neighbours
- ▶ The rural and natural landscapes, characterised by hills, river plains, vegetation and vistas across rural land
- ▶ Strong identification with the Macintyre and Condamine rivers and their floodplains.

Community members near the Project footprint enjoy a rural lifestyle based on:

- ▶ A quiet environment
- ▶ Agriculture as a primary source of livelihood
- ▶ Active, self-generated outdoor recreation (such as bike riding, horse riding and trail walking)
- ▶ Dependence on small towns to meet daily needs, and social activities and regional centres (Goondiwindi and Toowoomba) for more specialised needs.

Other features of the social environment that support local quality of life include a clean and healthy environment, affordable housing, privacy, close community connections, access to local services and community events, and strong community networks.

15.6.4.3 Cultural diversity

Cultural diversity in the impact assessment area is represented at a broad level by the percentages of people born in Australia and of people who were not proficient in the English language.

The impact assessment area is less culturally diverse than is typical in Queensland, with a relatively high proportion of residents being Australian born (from 77 to 97.1 per cent of the population compared with Queensland's 71.1 per cent). The most common countries of birth other than Australia were:

- ▶ In Toowoomba LGA—England 2 per cent, New Zealand 1.5 per cent, India 0.8 per cent, Philippines 0.7 per cent and South Africa 0.5 per cent
- ▶ In Goondiwindi LGA—New Zealand 1 per cent, England 0.9 per cent, Philippines 0.7 per cent, South Africa 0.5 per cent and India 0.3 per cent.

Proficiency in English language indicates the presence of greater diversity than suggested by place-of-birth data, with Millmerran and Inglewood having a much higher proportion of residents not proficient in English (12.9 and 9.9 per cent of the population compared with 1.8 per cent in Queensland). Gowrie Junction, Pittsworth and Westbrook also have a higher proportion of residents not proficient in English (6.1, 5.1 and 4.2 per cent, respectively).

15.6.4.4 Community identity

Community identity is derived from elements including community history, land uses, special features and community characteristics, and varies across the Toowoomba and Goondiwindi LGAs.

The Goondiwindi LGA is a primarily agricultural region located in the southwest Darling Downs. The main towns are Goondiwindi, Inglewood and Texas, where nearly three quarters of all residents live. The balance of the population lives in smaller townships and rural properties. The Goondiwindi township is the administrative centre for the LGA, located just north of the NSW/QLD border on the Macintyre River, 223 km southwest of Toowoomba and 348 km southwest of Brisbane. Goondiwindi is also the main services centre and transport hub for the southwest Darling Downs and the northern tablelands in NSW. Inglewood is a smaller service centre supporting communities further north.

Residents of the Goondiwindi LGA identify with the cultural landscape, which holds significance to local Indigenous communities, and the fertile agricultural lands that support pastoralism and agriculture. Community identity is strongly embedded in this region's rural industry, with the Macintyre, Dumaresq and Weir Rivers and Macintyre Brook considered to be the lifeblood of much of the region's agricultural industry and livelihood. These waterways are highly valued for their social, environmental and economic benefits, with their floodplains having been carefully managed over a long period of time to harvest water, manage flooding and support production.

The community has a relatively stable population and is characterised by strong social connections and community cohesion, also reflected in responses to the community survey conducted for the SIA. The vision for the Goondiwindi Region, as expressed in its *Goondiwindi Regional Council Planning Scheme*, is for, 'a vibrant, well planned and welcoming community with opportunity and lifestyle' (GRC, 2018a).

Toowoomba LGA is home to both city and rural communities and occupies a large region west of the Toowoomba Range, some 130 km west of Brisbane. Toowoomba City, the main administrative and regional centre for the Northern and Western Darling Downs, sits on the eastern boundary of the LGA, at the edge of the Toowoomba Range. The region's diverse communities have a strong sense of place, based in their individual heritage and character, with the rural qualities of the townships and landscapes forming an intrinsic part of this region's character and identity. Natural assets, such as parks, rural spaces and bushland, are a valued feature of the whole region, as are the rich and fertile soils of the Condamine River floodplain, featuring some of the best-quality soils in Australia, and supporting a vibrant and long-established farming community.

Communities identify with the region's rural qualities, its relaxed country lifestyle, and the safe and family friendly environment. Many of the rural communities and townships are self-contained and enjoy strong community connections and cohesion (TRC, 2014b and 2012).

15.6.4.5 Community cohesion

Strong communities exhibit resilience and have well-developed social connections and supports, contributing to community health and wellbeing. The level of volunteering by residents is a measure of community strength. The level of volunteering in the region is high, with 21.2 per cent of the population volunteering, compared with 18.8 per cent in Queensland, suggesting that these are generally strong communities (ABS, 2016a); however, the same may not be the case in Kingsthorpe, where volunteering levels are much lower at 15.6 per cent, potentially reflecting its relative social vulnerability, indicated by higher rates of disability and unemployment.

The ability to access support in times of crisis is a further indicator of the strength of social connections in a community. The estimated levels of people who can access general support when needed across the region's Population Health Areas (PHA) is similar to levels typical for Queensland, at 93 people per 100. Residents in the Cambooya–Wyreema/Gowrie/Toowoomba–West PHA appear more readily able to raise financial support at short notice than is typical for Queensland (estimated at 86.2 people per 100 who can raise \$2,000 within a week, compared with 81.9 people per 100 in Queensland). While lower in the other PHAs, Balonne/Goondiwindi/Inglewood–Waggamba/Tara is the only PHA that has a notably lower rate at 79.5 people per 100 (Torrens University Public Health Information Development Unit, 2018, referencing 2014 data).

Respondents to the community survey across the impact assessment area commented widely on the strength and cohesion in their respective rural communities and how readily people support each other in times of need.

15.6.4.6 Sense of place

Indigenous people have a relationship to land and their sense of community is strongly connected to natural elements of place. Indigenous community members consulted for the SIA noted that development of major infrastructure, such as highways, pipelines and roads, in the impact assessment area had damaged song lines and cultural landscapes, changed the nature of settlement, and altered Indigenous people's ability to recognise and care for Country. The addition of the Project as an additional piece of major infrastructure will alter the landscape and may exacerbate losses of connection to place.

Sense of place in the impact assessment area is founded on relationship to the land (through farming and attachment to the landscape), the rural towns and localities, the environmental values and the social relationships between communities and community members. Factors of value to sense of place in the potentially impacted communities (and reflected in the community survey) include:

- ▶ Visual connections to the rivers, plains, ranges and peaks
- ▶ Homesteads, outbuildings and agricultural infrastructure providing constant reminders of the area's strong connections to farming
- ▶ Appreciation of local biodiversity and fauna and flora habitats
- ▶ Local roads and highways, which represent access to adjoining towns, regional centres and cities
- ▶ Community facilities, events and activities, which represent shared work, cultural customs and practices, and recreational pursuits
- ▶ Local shops and services, which support self-reliance
- ▶ Industry, which supports vitality, self-sufficiency and local economy.

People who have lived in the area for a long time have a particularly strong attachment to place, with families having lived there for generations and contributing to a deep local knowledge of the area's physical and environmental attributes.

15.6.4.7 Access to natural resources

The impact assessment area is rich in natural resources, offering a variety of landscapes and some of the nation's best agricultural land; featuring urban and rural land holdings, scenic and natural amenity, numerous State forests and reserves, and deposits of thermal coal and natural gas.

The area has an extensive network of river systems, which support valuable agricultural production on the fertile floodplains of the Condamine River floodplains that form part of the Murray–Darling Basin in the north (Toowoomba LGA) and of the Border Rivers basins of Macintyre Brook and Macintyre and Weir Rivers in the south (Goondiwindi LGA). Prime agricultural land on these floodplains supports high-yielding agriculture, including irrigation, cropping and grazing, and has been designated as PAA under the *Regional Planning Interests Act 2014* (Qld) (RPI Act) to prioritise its use for agriculture.

The Project includes a 12.5 km crossing of the Condamine River floodplain in the Millmerran/Brookstead area. The Condamine River floodplain is a prime grain- and cotton-growing region with high-quality fertile land. The floodplain includes PAAs and Strategic Cropping Zone areas, with pig and poultry farms and cattle feedlots interspersed between irrigated fields. The most common crops grown are wheat, sorghum, maize and barley, oilseeds, pulses and cotton. Brookstead is a major collection point for the area's grain.

Over decades, landowners, farmers and agribusinesses in the Condamine River floodplain have developed a finely calibrated land management system, which maximises productivity while respecting the floodplain's hydrological and ecological values. As part of the Murray–Darling Basin, access to water is heavily regulated and production levels are dependent on the harvesting of floodwaters to support the seasonal growth of crops.

State forests in the impact assessment area include:

- ▶ Western Creek, Bulli, Wondul, Dunmore, Domville and Millmerran State Forests near Millmerran
- ▶ Bringalily and Devine State Forests near Inglewood
- ▶ McEwan State Forest near Pittsworth
- ▶ Whetstone and Yelarbon State Forests near Whetstone.

The impact assessment area's natural assets support a variety of cultural and outdoor recreational values and activities for residents and visitors as detailed in Appendix U: Social Impact Assessment Report.

15.6.5 Employment and business

The Australian Government's quarterly regional estimates indicate that in the December quarter 2019, the labour force in the impact assessment area included 5,939 people in the Goondiwindi LGA and 74,127 people in the Toowoomba LGA (see Table 15.8), or a total of 80,066 people. Labour force participation rates were lower, at 72.1 percent in Goondiwindi LGA and 72.9 percent in the Toowoomba LGA, than the Queensland rate of 78.3 percent in 2016.

The unemployment rate was higher in the Toowoomba LGA, at 4.2 percent than in the Goondiwindi LGA (2.6 percent), for the December quarter 2019, but the rate in both LGAs was lower than the Queensland average (5.7 percent). Over the 12 months to December 2019, unemployment had decreased in both LGAs, by 0.7 percentage points in the Goondiwindi LGA and by 1.6 percentage points in the Toowoomba LGA.

At the December quarter 2019, there were 154 people in the Goondiwindi LGA and 3,113 people in the Toowoomba LGA who were unemployed, which represented a total of 3,267 people.

TABLE 15.8 LABOUR FORCE AND UNEMPLOYMENT (NUMBER AND PERCENTAGES) 2019

Area	Labour force	Participation rate ²	Unemployed persons	Unemployment rate	12-month unemployment rate change
Goondiwindi	5,939	72.1%	154	2.6% ¹	- 0.7%
Toowoomba	74,127	72.9%	3,113	4.2% ¹	-1.6%
Queensland	2,707,000 ³	78.3%	154,800	5.7% ⁴	-0.4%

Sources:

1. Australian Government's Small Area Labour Markets, Labour Force Survey (Department of Education, Skills and Employment, 2019a)
2. Census of Population and Housing. Participation rate for working age population 15 to 64 years June 2016, Place of Usual residence (ABS, 2016b)
3. 6202.0 Labour Force, Australia (ABS, 2020a). Provides round numbers for Queensland labour force and unemployment estimates.
4. Labour Market Information Portal (Australian Government, 2020)

All State suburbs had unemployment rates below that for Queensland and the wider region in 2016, except for Yelarbon, which had a very high rate of 12.5 per cent. Percentages can, however, appear exaggerated in small communities. Brookstead, a small community, experienced the lowest unemployment rate among State suburbs, with no unemployment recorded in its workforce of 111 people in 2016. Brookstead also experienced a decrease from 2011 figures, while all other suburbs saw a rise in unemployment.

Indigenous unemployment in the impact assessment area was high, at 12.3 per cent in the Goondiwindi LGA and 18.8 per cent in the Toowoomba LGA, compared to the general unemployment rate in 2016, but slightly lower than the Queensland Indigenous unemployment rate of 20.1 per cent. In the Toowoomba LGA this represented 420 unemployed people, and in Goondiwindi, 23 people.

Unemployment among 15-to-24 year olds was lower in the impact assessment area than in Queensland. The highest youth unemployment in the impact assessment area was 14.9 per cent (2,055 people) in Toowoomba LGA compared with 15.8 per cent in Queensland.

According to the Australian Government's quarterly regional estimates of unemployment, as at December 2018, there were a total of 5,291 unemployed persons in the impact assessment area, including 233 people in the Goondiwindi LGA and 5,058 people in the Toowoomba LGA.

Unemployment data, which would reveal changes in unemployment rates due to the COVID-19 restriction, and responses were not available at the time of writing; however, the number of Jobseeker and Youth Allowance recipients increased by more than 50 per cent in both Goondiwindi and Toowoomba LGAs between March 2020 and July 2020, indicating that in 2020, the availability of labour in both skilled and unskilled professions is likely to be significantly higher than in previous years.

15.6.5.1 Labour and skills availability

The Project's major requirement for labour and skills will be during the construction phase. There were almost 2,600 registered construction industry businesses in the Goondiwindi and Toowoomba LGAs in 2017. These are likely to include businesses with appropriately skilled personnel, services and equipment for the Project's construction phase; however, as there were few businesses with more than 20 employees, the capacity of these businesses may be limited and require capacity building.

The *Construction Outlook November 2018 Survey* (Australian Industry Group, 2018) found that the construction industry is experiencing widespread and increasing difficulties in sourcing skilled labour and materials. Respondents were not expecting this situation to ease, with continued growth in the construction sector forecast into 2019/20, with a range of large-scale projects, and strong growth prospects in transport infrastructure and civil works projects expected to continue to draw heavily on labour and materials.

The *Australian Apprenticeships: National Skills Needs List* (Department of Education, Skills and Employment, n.d.), showing shortages in trade workers, indicates that all engineering trades were experiencing skills shortages at the national level in 2017, with the labour market tighter than at any point since 2008; however, it did anticipate that employment in this sector would retract in the longer term. Trades of potential interest to the Project experiencing shortages include electrical equipment trades workers, metal fabricators and welders (Department of Jobs and Small Business, 2017a).

Queensland labour market research conducted in 2017 also identified shortages for occupations within the construction cluster (with the exception of carpenters, joiners and fibrous plasterers), but noted that regional employers had more success filling vacancies than metropolitan-based employers (Department of Jobs and Small Business, 2017a). In contrast to national findings, it found no shortages for structural steel and welding trades (Department of Jobs and Small Business, 2017b).

At the regional level, over the 2018–2023 period (National Institute of Economic and Industry Research (NIEIR), 2018) the:

- ▶ Darling Downs region (which includes Toowoomba) and the South West region (which includes Goondiwindi) were projected to have an annual average surplus of construction workers relative to the supply from residents between 2018 and 2028
- ▶ West Morton region (which includes Ipswich) is projected to have an average annual average surplus in construction workers but a shortage was predicted for 2023 to 2028.

With a construction industry labour force of more than 6,100 people in 2016, and with the recent unemployment estimates indicating that there were 3,267 unemployed people in the impact assessment area in December 2019, this indicates the likely availability of construction workers from within the impact assessment area for the Project's construction.

15.6.5.2 Business profile

As Toowoomba is a regional service centre and gateway to the Surat Basin gas fields, it hosts a large proportion of the impact assessment area's businesses, with most of the impact assessment area's large employers also based here. The impact assessment area has seen a small increase in the overall number of businesses in each of the LGAs from 2015–17 (3.8 per cent in Goondiwindi LGA and 2.8 per cent in Toowoomba LGA).

Across the impact assessment area, agriculture and forestry are the most common types of industry. Goondiwindi LGA is heavily oriented towards agriculture and forestry, with almost half of all businesses in this sector (45.5 per cent); and in Toowoomba LGA around one fifth of businesses (21.3 per cent).

Construction businesses represented approximately 16.3 per cent of all businesses in the Toowoomba LGA in 2016 and 8.3 per cent of all businesses in Goondiwindi in 2017 (refer Appendix U: Social Impact Assessment Report). These are likely to include businesses with appropriately skilled personnel, services and equipment for the Project's construction phase.

The Project traverses areas of agricultural land that are used for cropping, irrigated cropping and grazing. The impact assessment area also includes several major agribusinesses.

Table 15.9 identifies key agricultural businesses located near the Project footprint.

TABLE 15.9 AGRICULTURAL BUSINESSES NEAR THE PROJECT

Locality	Features and approximate locations
Kurumbul	Sapphire Feedlot near the Project footprint
Yelarbon	AE Girle and Sons sawmill located on Taloom Street, Yelarbon within approximately 100 m of the Project footprint GrainCorp silos in the Project footprint at Sawmill Road
Whetstone	Yarranbrook Feedlot within the Project footprint
Bringalily, Millwood and Clontarf	D M Fletcher Feedlot in the Project footprint (Bringalily) Boondooma Country Pork Piggery near the Project footprint (Millwood) R Sydney and KM Stevens Feedlot in the Project footprint (Millwood)
Millmerran	Bannock Brae Meats (piggery) on Commodore Peak Road 1.2 km north of Project footprint Millmerran Meats (abattoir) south of golf course, 600 m northwest of Project footprint Rail siding with grain silos on the Millmerran Branch Line
Pampas	Irrigated agriculture and cropping within the Project footprint
Yandilla	DA Hall and Co Poultry and eggs farms Pfeffer Rd (and Hall Rd)
Yandilla	Moyness Piggery off Lindenmayer Road (owned by Doug Hall Poultry) within the Project footprint
Brookstead	Silos within and near the Project footprint
Pittsworth	FarmHaul Pty Ltd livestock transport (Gap Road) 600 m from the Project footprint
Athol	'Markham' Horse Stud Wegener Road 800 m east of the Project footprint
Southbrook	Inghams Enterprises Pty Limited TF3 Farm (layer hens) 3.7 km east of the Project footprint
Biddeston	Piggery off Berghofer Road 1 km west of Project footprint

While the Darling Downs region is a popular tourist destination, tourism plays a relatively small role in the impact assessment area. The impact assessment area's SA2s house only 10.4 per cent of the Darling Downs Tourism Region's tourist accommodation premises estimated at 13 premises (ABS, 2016c). The primary supply of short-term accommodation servicing the impact assessment area is in Toowoomba (refer Appendix U: Social Impact Assessment Report for more details). Within the Goondiwindi and Toowoomba LGAs, the accommodation and food service industries employ an estimated 6 per cent of the workforce (ABS, 2016b).

The Commodore Mine south of Millmerran supports the Millmerran Power Station. While small-scale coal seam gas exploration is occurring within the Goondiwindi LGA, the impact assessment area has not experienced significant development in the resources and energy sector.

In September 2019, there were approximately 23 Indigenous businesses registered as servicing the Toowoomba LGA, including construction, plumbing, maintenance, printing, crash repair, equipment hire and accounting firms (Industry Capability Network Queensland, n.d.). Indigenous businesses registered as servicing the Goondiwindi LGA at September 2019 included five businesses offering services, e.g. drilling, concreting and construction services (ibid.). These businesses will be identified on the Project's local business register. Consultation has indicated that some small Indigenous businesses in the region are struggling and need assistance to build capacity to participate in the Project.

15.6.6 Housing and accommodation

This section describes the type, cost and availability of housing in the impact assessment area, as identified from ABS Census data (ABS, 2016b).

15.6.6.1 Occupied and unoccupied dwellings

The Toowoomba LGA has a much larger housing supply than the more rural Goondiwindi LGA (61,954 dwellings compared with 4,352 dwellings in 2016). Goondiwindi town has a larger housing supply (at 3,548 dwellings in 2016) than the other communities (refer Appendix U: Social Impact Assessment Report). The next largest housing supplies are in the SSCs of Westbrook (1,215 dwellings) and Pittsworth (1,177 dwellings).

Private dwelling occupancy rates in the Goondiwindi LGA are similar to those for Queensland (87.5 per cent of dwellings occupied compared with 89.4 per cent), but higher in Toowoomba LGA where 90.7 per cent of private dwellings are occupied. Consequently, Goondiwindi LGA had a higher percentage of unoccupied private dwellings (12.5 per cent) compared to the Toowoomba LGA (9.3 per cent).

Within the SSCs, Yelarbon and Inglewood SSCs recorded a higher percentage of unoccupied private dwellings (17.3 and 11.2 per cent), suggesting some under occupancy in these locations. In the Goondiwindi SSC, 8 per cent of private dwellings were unoccupied (equivalent to 223 dwellings).

15.6.6.2 Housing profile

There is a greater dominance of separate houses in the impact assessment area than for Queensland, and more so in Goondiwindi LGA, where 85.3 per cent of dwellings were separate houses in 2016, compared with 81.4 per cent in Toowoomba LGA and 76.6 per cent in Queensland (refer Appendix U: Social Impact Assessment Report).

While Goondiwindi has a predominantly low-density settlement pattern, it had a significantly higher representation of flats and apartments at levels similar to Queensland (10.3 per cent compared with 11.3 per cent in Queensland), with the next highest level in Millmerran at 3.3 per cent of stock. Pittsworth had the highest representation of semi-detached, row or terrace house stock at 4.3 per cent.

The impact assessment area has a higher level of home ownership than is typical in Queensland. In 2016, more homes were owned outright in Goondiwindi LGA (32 per cent), compared to the Toowoomba LGA (30.7 per cent) and Queensland (28.5 per cent) (refer Appendix U: Social Impact Assessment Report). Renting is less prevalent than in Queensland, but slightly higher in Goondiwindi LGA than in Toowoomba LGA (31.7 per cent compared with 30 per cent).

High levels of home ownership are evident in a number of SSCs, including Yelarbon (49 per cent), Gowrie Mountain (41.1 per cent) and Brookstead (38 per cent). It is lowest in Westbrook (22 per cent)—well below that for Queensland (28.5 per cent).

In 2016, the supply of social housing in the impact assessment area was low compared to the State-wide supply, with the exception of Goondiwindi SSC, which had a similar level (3.6 per cent of housing supply compared with Queensland's 3.7 per cent).

Just 2.6 per cent of housing stock in the Goondiwindi and Toowoomba LGAs was social housing, while the Pittsworth SA2 recorded the lowest percentage of social housing stock (0.6 per cent), and six suburbs had no social housing (Brookstead, Gowrie Junction, Gowrie Mountain, Pittsworth, Southbrook, Westbrook and Yelarbon). The five remaining suburbs had levels of provision of social housing well below that for Queensland (with Inglewood and Millmerran both at 1.6 per cent, Kingsthorpe at 1.2 per cent and Pittsworth at 1.1 per cent).

There is no emergency housing available in the Goondiwindi LGA. Care Goondiwindi, a community service organisation based in Goondiwindi, provides support to victims of family and domestic violence and other people experiencing homelessness. Using emergency relief funding, they provide temporary accommodation for consumers in motels and/or transfer them to shelters in either Toowoomba or Moree (NSW).

15.6.6.3 Housing affordability and homelessness

Housing affordability is a factor of income relative to housing costs. Housing stress is widely accepted to occur when the lowest 40 per cent of income earners pay more than 30 per cent of their gross income on rent or mortgage costs (SGS Economics and Planning et al., 2018). Housing stress in most communities in the impact assessment area is generally lower than is typical for Queensland (refer Appendix U: Social Impact Assessment Report).

Across the impact assessment area there were 523 people recorded as being homeless at the 2016 Census. Of these, the majority were in the Toowoomba LGA (493 people); however, Goondiwindi LGA experienced the largest increase in the intercensal period, increasing from 18 people in 2011 to 30 people, while Toowoomba numbers remained relatively steady—increasing, but only by four people over the same period (refer Appendix U: Social Impact Assessment Report).

15.6.6.4 Housing trends

Purchase availability and prices

In July 2018, the Toowoomba LGA recorded a higher median house purchase price (\$342,000) with a five-year price increase of 27.9 per cent compared with Brisbane LGA's 30.1 per cent. The median house price in Goondiwindi LGA was lower (\$265,000), with five-year increases also lower at 15.2 per cent (Real Estate Institute of Queensland (REIQ), 2018).

Comparing the larger centres, the median house price in Goondiwindi suburb (postcode 4390) was only 6 per cent lower than in Toowoomba (postcode 4350), while median unit prices were similarly priced in both (just 1 per cent lower in Goondiwindi).

Kingsthorpe and Gowrie Junction showed the highest median house prices at \$415,300 and \$496,000 respectively. Yelarbon (with a median house price of \$130,000) and Brookstead (\$161,900) had the lowest median house prices in July 2018.

Three-year price trends for postcodes showed a price rise for units of 19.5 per cent in the Goondiwindi postcode area (4390) and in the Inglewood postcode area (4387) of 17.1 per cent. This volatility may be due to variations between the small number of properties sold and may not reflect actual market movement.

Rental availability and cost

In 2018, the Gowrie Junction postcode (4352) had the highest median rent for a house at \$417/week, followed by Goondiwindi (postcode 4350) at \$352 per week. The lowest median weekly rent for a house was recorded in Yelarbon postcode (4388) at \$220 per week. The Gowrie Junction postcode (4352) recorded the highest median rent per week for a unit (\$289 per week).

Rental vacancy rates in all suburbs were relatively low at July 2018, indicating tight real estate markets in almost all areas (considered to occur where vacancy levels fall below 2.5 per cent vacancy (REIQ, 2018).

Further details on rental availability and cost are provided in Appendix U: Social Impact Assessment Report.

Dwelling approvals

The Toowoomba LGA recorded 1,201 dwelling approvals in 2016–2017, making up 98.7 per cent of total new dwellings within the impact assessment area. Toowoomba–West SA2 recorded the highest number of new dwelling approvals (272 approvals) among the SA2s, associated with the growth of Toowoomba. New dwelling approvals were relatively low elsewhere, with the lowest recorded in Inglewood–Waggamba SA2 (four approvals) (refer Appendix U: Social Impact Assessment Report).

15.6.6.5 Short-term accommodation

Toowoomba LGA has a significantly larger supply of short-term accommodation than Goondiwindi LGA, with a total of 88 premises, including hotels, motels, guest houses and short-term rental apartments identified through online scanning, predominantly located in Toowoomba City. Smaller motel premises and holiday parks catering to tourism and business travellers are located in Pittsworth, Millmerran, Brookstead and Inglewood.

ABS tourism accommodation data (ABS, 2016c) identifies a total of 34 hotels, motels and serviced apartment establishments with more than 15 rooms in the Toowoomba LGA. Limited data is available on room numbers and vacancy rates but the data available indicates that a minimum total of 1,035 rooms were offered within the Toowoomba LGA at June 2016. A new 55-room hotel opened in Toowoomba Central in 2017, and an additional establishment with 102 suites is planned to open in Toowoomba Central in 2020 (HTL Property, 2019), so the total number of hotel motel and serviced apartment rooms offered would be at least 1,192 rooms by 2021. Given the large number of guest houses and apartment complexes with less than 15 rooms, and recent growth in bed-and-breakfast accommodation provision, the number of rooms available across the LGA is likely to be much higher than this estimate.

The occupancy rate for Toowoomba–Central SA2 establishments was 58.4 per cent in the June 2016 quarter, and applying this rate to the total number of rooms identified above (1,192 rooms), approximately 495 vacant rooms would be available. Accommodation demand fluctuates, with tourism accommodation demands increasing around major events such as Toowoomba’s Carnival of Flowers (held in September) CRT FarmFest (June, in Kingsthorpe) and Queensland-wide events held occasionally in the region.

Within the Goondiwindi LGA, an online scan indicates that short-term accommodation is predominately located in Goondiwindi, with 17 premises. ABS data (ibid.) identified a total of 10 establishments, including 230 rooms in Goondiwindi, with the June 2016 data indicating an occupancy rate of 49.8 percent (ibid.). Consultation with Goondiwindi stakeholders indicated that motel occupancies have been higher of late and motels are full during large community events.

15.6.7 Social infrastructure

Social infrastructure includes childcare, educational facilities, aged-care services, health facilities, emergency services, cultural services and recreational facilities in potentially impacted communities. Appendix U: Social Impact Assessment Report details the provision of social infrastructure relevant to the Project and nearby communities, as briefly outlined below.

15.6.7.1 Childcare

In July 2018 there were 112 early childhood education and care services in the Toowoomba LGA, 52 of which were long daycare services. Within the Goondiwindi LGA there were 11 early childhood education and care services, five of which were long daycare services (Department of Education, Skills and Employment, 2019b).

The greater number of early childhood services within the Toowoomba LGA, compared to the Goondiwindi LGA, is due to the higher proportion of young persons and families as well as the larger population.

15.6.7.2 Education

Primary schools are located in Yelarbon, Inglewood, Millmerran, Brookstead, Pittsworth, Kingsthorpe and Southbrook. Students in the impact assessment area can complete schooling at public senior high schools located in Goondiwindi, Pittsworth or Toowoomba, or at private schools in Toowoomba or Brisbane. Junior high schools located in Inglewood and Millmerran only offer tuition from years 7 to 10.

15.6.7.3 Further education and training

TAFE Queensland operates campuses in Toowoomba and Goondiwindi, providing services across the region, with courses in hospitality, business, early education, horticulture and construction (TAFE Queensland, 2020). TAFE services in the impact assessment area are actively planning to assist the Project to develop training and employment pathways for local residents.

The University of Southern Queensland’s main campus is in Toowoomba, approximately 4.5 km to the south of Toowoomba’s town centre. The campus has onsite residential colleges, a range of student and staff support services and a wide range of facilities and recreational areas (University of Southern Queensland, 2020).

15.6.7.4 Hospital and health services

Goondiwindi, Inglewood and Millmerran hospitals are the key health facilities in the potentially impacted communities, offering basic hospital care and a wide range of community health services.

Primary health care services in the potentially impacted communities are presented in Table 15.10. Patients who require treatment beyond basic services are sent to Toowoomba, where there are a number of major hospitals offering a range of specialist services.

Public mental health services are provided in the impact assessment area by the Darling Downs Hospital and Health Service (DDHHS), delivering specialised assessment, clinical treatment and rehabilitation services. Child and Youth Mental Health Service are also located in Toowoomba, supporting children and young people aged 0 to 17 years who have, or are at risk of developing, severe and complex mental health issues.

TABLE 15.10 PRIMARY HEALTH SERVICES

Town	Facility/service	Approximate number of practitioners*
Inglewood	Inglewood Medical Centre	2
Millmerran	Millmerran Medical Centre	1
Yandilla Street, Pittsworth	Pittsworth Medical Centre	2
Weale Street, Pittsworth	Pittsworth Platinum Medical Centre	4
North Street, Kingsthorpe	Downs Rural Medical—Kingsthorpe	2

Table note:

* The number of practitioners is subject to change.

Source: National Health Services Directory (Healthdirect Australia, 2020)

15.6.7.5 Police, Emergency Services and Justice

The impact assessment area is within the Southern District of the Queensland Police Service (QPS), where the District Office and Southern Regional Office is located. Services are provided through local stations at:

- ▶ Yelarbon Police Station
- ▶ Inglewood Police Station
- ▶ Millmerran Police Station
- ▶ Pittsworth Police Station.

The Queensland Ambulance Service (QAS) operates throughout the impact assessment area as part of the Darling Downs Local Ambulance Service Network, with stations in the following locations:

- ▶ Inglewood Ambulance Station
- ▶ Millmerran Ambulance Service
- ▶ Highfields Ambulance Service.

Fire and emergency services are provided throughout the impact assessment area, co-ordinated by the South Western Region of QFES with command bases at Toowoomba (Area 1) and Goondiwindi (Area 4), and service bases at the following locations (rural fire services are supported by volunteer firefighters):

- ▶ Inglewood Fire Station—Cunningham Highway, Inglewood
- ▶ Pittsworth Fire Station
- ▶ Yelarbon Rural Fire Station
- ▶ Millmerran Rural Fire Station
- ▶ Scrubby Creek Rural Fire Brigade (Millmerran Downs)
- ▶ Gowrie Little Plain Rural Fire Brigade (Gowrie Junction).

The South Western Region QFES also co-ordinates State Emergency Service (SES) from its headquarters in Toowoomba.

Further details are provided in Appendix U: Social Impact Assessment Report.

15.6.7.6 Other facilities

Table 15.11 summarises community and civic facilities and community support services in the potentially impacted local communities. There is also a wide range of recreational and cultural facilities located in local communities as detailed in Appendix U: Social Impact Assessment Report.

TABLE 15.11 COMMUNITY AND CIVIC AND SUPPORT SERVICES

Location	Community and civic facilities and services	Community and family support
Yelarbon	Yelarbon RSL Memorial Hall	Yelarbon Men's Shed
Inglewood	Community Health Centre Inglewood Fishing Restocking Association Inc Lions Club of Inglewood Inc Inglewood Show Society Inglewood SES	Inglewood Mates Shed Inc Inglewood Chamber of Commerce Inglewood Community Recreation Centre Association Inc
Millmerran	Millmerran Commerce and Progress Inc. Millmerran Arts Council Inc Millmerran Service Centre	Millmerran Men's Shed Millmerran Community Support Service Millmerran District Hospital Auxiliary Inc Millmerran Senior Citizens Inc
Pittsworth	Pittsworth Service Centre	Pittsworth Branch Leukaemia Foundation Pittsworth Senior Citizens
Kingsthorpe	Kingsthorpe War Memorial Hall Committee Inc Glencoe Medieval Re-enactment Group	Queensland Country Woman's Association Kingsthorpe Progress Association
Gowrie Junction	Gowrie Junction Progress Hall	Gowrie Junction Progress Association

Source: My Community Directory, 2018

15.6.8 Health and wellbeing

A complex interaction of social, economic, environmental, behavioural and genetic factors helps to shape a population's health and wellbeing. Key factors are outlined below and overleaf. Further details in relation to health and wellbeing is provided in Appendix U: Social Impact Assessment Report.

15.6.8.1 Indigenous health and wellbeing

Indigenous status is an important indicator of health status, as Aboriginal and Torres Strait Islander people experience a greater burden of disease and injury than non-Indigenous Queenslanders (Queensland Health, 2017). The Australian Medical Association (AMA) Report Card on Indigenous Health (AMA, 2018) reported a widening gap between Indigenous and non-Indigenous health in the past 10 years. Chronic diseases were the biggest health challenge, while suicide and mental health gaps have also widened. Injury, including suicide, is the second-leading cause of death among males and has increased by 21 per cent since 2011 (AMA, 2018).

At the 2016 Census, Indigenous people make up a similar proportion of the population in the impact assessment area as across Queensland (3.9 per cent of total population compared with 4 per cent); however, there are particular concentrations of Indigenous people in the SSCs of Inglewood, Kingsthorpe and Yelarbon (at 7.6, 5.4 and 5.3 per cent of the population respectively).

Unemployment is associated with poorer health and wellbeing. Like many areas in Queensland, unemployment in the impact assessment area among Indigenous residents is high, at 12.6 per cent in Goondiwindi LGA and 18.8 per cent in Toowoomba LGA in 2016, but lower than the State-wide unemployment rate of 20.1 per cent for Indigenous people.

Aboriginal and Torres Strait Islander residents in the Darling Downs Hospital and Health Service Region experienced 2.1 times the expected burden of disease and injury than that of the State's non-Indigenous population and have a shorter average life expectancy by 11.8 years. Cardiovascular disease, mental disorders and diabetes were the largest contributors to the gap in disease and injury burden between Indigenous and non-Indigenous residents (Queensland Health, 2017).

15.6.8.2 General population health and wellbeing

The potentially impacted communities are within the Darling Downs Primary Health Network (PHN) and has one of the highest recorded rates of physical inactivity in the nation (Darling Downs and West Moreton PHN, 2018). Inactivity is a key risk factor for disease or poor health conditions and premature mortality; however, the rate of people in the impact assessment area who assessed their health as being 'fair' or 'poor' was generally higher than that which is typical for Queensland.

Respondents to the Community Survey commented widely on the strength and cohesion in their respective rural communities and how readily people support each other in times of need. The ability to access support in times of crisis is an indicator of the strength of social connections in a community. The estimated levels of people who are able to access general support when needed across the impact assessment area's Population Health Areas is similar to levels typical for Queensland, at 93 people/100.

Air-quality impacts from the Project area were identified as a concern by some. Health indicators relevant to the population at risk of air pollution from fine particulate matter (PM_{2.5} and PM₁₀) include:

- ▶ The level of current respiratory system disease (asthma, chronic obstructive pulmonary disease, bronchitis and other conditions) as an indicator of the population potentially at risk of air pollution from PM₁₀
- ▶ Coronary heart disease as an indicator of the potential impact of PM_{2.5} (noting, however, that data is currently only reported for all circulatory diseases).

Available information shows that there may be a predisposition to these illnesses in the Balonne/ Goondiwindi/ Inglewood–Waggamba/Tara PHA, which has higher rates of hospital admissions for circulatory and respiratory system diseases than is typical for Queensland.

Barriers exist to accessing services and facilities for many in the potentially impacted communities, due to distance from services, with the potential to affect their health and wellbeing. Residents living close to Toowoomba have greater access to health services than in the more distant communities in the impact assessment area who need to travel to Toowoomba for complex and specialist services.

The Darling Downs and West Moreton PHN reports that there is a substantial workload for health professionals across the impact assessment area and difficulty in recruiting and retaining the health workforce, particularly in rural areas and West Moreton (Darling Downs and West Moreton PHN, 2018).

15.6.8.3 Mental health

Mental health is a pervasive issue, with one-in-five Australians experiencing a mental health issue in any one year, and almost one-in-two people in their lifetime (Mental Health Australia and KPMG, 2018). Environmental factors can increase the risk of mental illness, including trauma and stress (Healthdirect Australia, 2018). Drought is a particular risk factor for farmers who experience significant stress about the effects of drought (Austin et al., 2018; Kunde et al., 2017).

Recent aged standardised rates, which would allow comparisons of mental and behavioural problems across different regions, are not available; however, mental health service contact records (Queensland Health, 2018) show an increase in the number of service contacts in the Millmerran, Pittsworth and Toowoomba West SA2s between 2012/13 and 2014/15 (refer Appendix U: Social Impact Assessment Report).

This represents the base case for the impact assessment area, prior to the occurrence of the current drought, which is likely to have increased the number of contacts since these records were taken.

Death from suicide and self-inflicted injury is an indicator of mental wellbeing, particularly among people between 15 and 34 years of age, for whom suicide is a major cause of death. There is a significantly higher rate of suicide in the southwestern part of the impact assessment area than is typical for Queensland. The rate was much lower elsewhere in the impact assessment area.

Research literature suggests that young farmers living on their farms and young people in rural areas are particularly vulnerable, with employment and social networks playing an important protective role in drought-affected areas (Austin et al., 2018). General practitioners play a key role in helping people manage severe stress. Research into drought-affected communities highlights the importance of educating general practitioners about stress and supporting the health and safety of farming communities (Austin et al., 2018).

15.6.8.4 Community safety

Residents in the impact assessment area enjoy a higher rate of perceived personal safety than their Queensland counterparts. The estimated number of adults who feel safe to walk alone after dark in the impact assessment area ranges from 53.7 to 62.5 people/100, compared with 50.9 people per 100 in Queensland (Torrens University PHIDU, 2018, referencing 2014 data).

Crime rates are also significantly lower than for Queensland as a whole. In 2016/17 the highest incidence of reported crimes occurred in the Inglewood–Waggamba and Jondaryan SA2s, with the lowest rate in Gowrie SA2; however, rates of crime in all three SA2s were well below the rate for Queensland.

These indicators of community safety are validated by the Community Survey conducted for this SIA, with community safety and friendliness recorded as highly valued qualities by survey respondents across the impact assessment area (Appendix U: Social Impact Assessment Report).

The rate of death from road traffic injuries in the impact assessment area is high compared with rates for Queensland (refer Appendix U: Social Impact Assessment Report). This has a bearing on the risks for rail transport of level crossing accidents with road-based vehicles.

15.7 Stakeholder engagement

This section summarises the stakeholder engagement process, which informed the SIA and the results of that engagement. Further details are provided in Appendix U: Social Impact Assessment Report.

15.7.1 Social impact assessment engagement process

ARTC values active engagement with stakeholders and the community. A wide range of consultation activities have been undertaken for the Project since March 2016, including consultation with landowners, local governments, communities, businesses, Indigenous groups, agricultural and freight industry stakeholders.

The SIA engagement process was integrated with the draft EIS engagement process. SIA and EIS team members participated in seven community information sessions (at Yelarbon, Inglewood, Millmerran, Brookstead, Southbrook, Pittsworth and Gowrie) to provide information about the SIA and EIS process and talk with local residents about potential social impacts.

SIA team members also participated in meetings of the Inner Downs and Southern Downs CCCs.

SIA-specific stakeholder engagement included:

- ▶ A community survey targeting landowners, community members, business owners and community organisations in the Toowoomba and Goondiwindi LGAs (121 respondents)
- ▶ Workshops with community and government agencies
- ▶ Meetings with Traditional Owners
- ▶ Meetings with GRC and TRC
- ▶ Workshops and meetings with business organisations.

The SIA engagement process is summarised in Table 15.12.

TABLE 15.12 SOCIAL IMPACT ASSESSMENT STAKEHOLDER ENGAGEMENT

Stakeholder groups	Objective	Mechanism	Timing
Landowners community members and community organisations	Enable community members to contribute their views on potential social impacts and benefits	Participation in ARTC information sessions	November 2018
	Collect information on social baseline values, community concerns about social impacts and potential mitigation	Community survey	November–December 2018
	Seek input on social impacts and benefits from community members and community organisations	Briefings to and discussion with Inner Downs and Southern Downs CCCs	February–September 2019

Stakeholder groups	Objective	Mechanism	Timing
GRC	Brief Council managers on the results of stakeholder engagement and preliminary assessment findings, and seek input on community issues, social impacts and mitigation	Meeting with Council CEO and Managers	November 2018
	Provide a briefing on the draft SIA findings and seek Council feedback on impact assessment and mitigation	Meeting with Council CEO and Managers	May 2019
TRC	Brief Council managers on the results of stakeholder engagement and preliminary assessment findings, and seek input on community issues, social impacts and mitigation	Meeting with Council Managers Participation in Pittsworth SIA workshop	March 2019
	Provide a briefing on the draft SIA findings and seek Council feedback on impact assessment and mitigation	Meeting with Council Managers	May 2019
Indigenous community members	Identify Indigenous community values to be considered in the SIA	Meeting with Bigambul Native Title Aboriginal Corporation (BNTAC)	April–June 2019
	Seek inputs on opportunities for Indigenous economic and community development	Integration of ARTC consultation findings with BNTAC Phone interview with Western Wakka Wakka leader Phone interview with another local Aboriginal party	
Community and Government agencies	Identify social infrastructure capacity and gaps	SIA workshops (Toowoomba, Goondiwindi and Pittsworth)	February 2019
	Seek input on social impacts and opportunities for social infrastructure providers and vulnerable groups	Participation in community information sessions Interviews with social infrastructure providers in potentially impacted communities unable to attend workshops and/or to address issues raised in workshops	
Office of Coordinator-General	Discuss the proposed SIA scope and consultation inputs	Meeting with Office of the Coordinator-General officers	May 2019
	Discuss SIA's preliminary assessment findings with Office of the Coordinator-General	Meeting with Office of the Coordinator-General officers	September 2019
Businesses and business organisations	Identify businesses' views on potential impacts and opportunities and identify strategies to support local suppliers to participate	Meeting with representatives of Goondiwindi Chamber of Commerce	February 2019
		Workshop with Pittsworth Chambers of Commerce, Millmerran Chamber of Commerce and Inner Downs Inland Rail Action Group Meeting with Toowoomba Surat Business and Enterprise Consideration of results of ARTC meeting with Toowoomba Chamber of Commerce	
Government agencies	Seek agency input on the preliminary SIA findings and proposed mitigation strategies	Workshops with government agencies in Toowoomba and Goondiwindi	May 2019

15.7.2 Engagement outcomes

The results of stakeholder engagement are summarised below and have been incorporated throughout the SIA as noted in each section. A more detailed account of stakeholder engagement outcomes is provided in Appendix U: Social Impact Assessment Report.

15.7.2.1 Traditional Owners

Traditional Owners have been consulted by ARTC through the cultural heritage process with respect to Indigenous employment and training opportunities. A meeting with the BNTAC, an interview with a Western Wakka Wakka elder and an interview with another Aboriginal party provided further information for the SIA as described below.

Bigambul People

ARTC has held a series of meetings with Bigambul People to discuss issues including native title, cultural heritage, employment, business opportunities, Project use of a property owned by BNTAC, and ongoing cooperation between ARTC and Bigambul People, with the most recent meeting held in January 2020. To date, Western Wakka Wakka People have not responded to ARTC's offers to provide a Project update. ARTC held two meetings with representatives of endorsed Aboriginal parties in February–March 2020.

The SIA team met with the BNTAC and conducted an interview with a Western Wakka Wakka elder and an interview with two representatives of endorsed Aboriginal parties, which provided further information for the SIA as follows:

- ▶ The need for more comprehensive engagement in the draft EIS process
- ▶ The need to ensure access to job readiness programs (e.g. White Card training, health and safety training) and skills training, noting that BNTAC has an existing workforce development strategy
- ▶ Interest in business opportunities, noting that BNTAC has a business development strategy
- ▶ The potential to affect cultural heritage sites and values
- ▶ The need for cultural immersion training for all Project personnel working on Bigambul Country
- ▶ Potential for erosion during construction or operations to affect Country
- ▶ Potential for changes to flooding patterns or to surfaced or groundwater to affect cultural water flows
- ▶ Effects on physical fabric of shared cultural heritage.

During 2020, ARTC has met with BNTAC and CSQ three times (during January, April and May) to progress discussions on Indigenous skills development, including the design and delivery of training and development programs for Indigenous workers and businesses. This has enabled CSQ to ensure that the job readiness and construction skills programs consider the needs and aspirations of local Indigenous people.

Western Wakka Wakka People

Key issues raised by a Western Wakka Wakka representative included:

- ▶ Concern about the impact of infrastructure projects on cultural landscapes and the stories bound to them
- ▶ Gowrie Creek and Gowrie Mountain hold creation stories and are culturally important areas
- ▶ Concern that local jobs should mean 'local', and include employment targets for local Indigenous people
- ▶ Concern about safety and delays for children needing to cross the rail alignment at level crossings
- ▶ The risk of the Project reducing housing availability and affordability, with the likelihood that Indigenous people would be particularly vulnerable to housing shortages
- ▶ The need for early engagement with the Indigenous community regarding job and supply opportunities so they have time to build capacity.

Potential opportunities identified included:

- ▶ Indigenous people are ready to seize opportunities but need timely engagement to be able to participate effectively
- ▶ Engagement with Indigenous businesses with existing capacity, formed through joint ventures
- ▶ Adopting the historical precedent for naming rail sidings after Indigenous people
- ▶ Creating a legacy by addressing the need for an effective Indigenous keeping place for history, art and culture.

Aboriginal party

Two Aboriginal people connected to the area between Inglewood and Pampas participated in an interview for the SIA. Issues identified included:

- ▶ Worry that the storyline that stretches from the border to the Bunyas has been damaged by existing infrastructure and that the Project would represent a further 'cut' to the storyline
- ▶ The need for culturally appropriate training and capacity building programs
- ▶ Indigenous people's greater vulnerability to displacement from housing.

15.7.2.2 Community survey

The Inland Rail Border to Gowrie SIA community survey was undertaken over a six-week period (7 November to 21 December 2018), hosted online using the Survey Monkey platform, supported by hardcopy survey administration at Project Community Information Sessions during November 2018. The survey was promoted through local media outlets, the Project's stakeholder distribution lists, the ARTC website and at CCC meetings.

A total of 121 surveys were received, of which approximately 83 per cent were from residents of the Toowoomba LGA (101 surveys), 7 per cent were from the Goondiwindi LGA (9 surveys) and the balance were from other LGAs. The sample size resulted in limited statistical validity; however, the results provide an indication of community views on potential impacts. More than half of the total survey sample (55 per cent) identified as having property within the impact assessment area. Key industries of employment identified by respondents included agriculture (32), followed by transport (12), government and professional services (each identified by seven respondents).

With a population of approximately 160,779 survey results from the Toowoomba LGA sample have limited statistical validity, while the small sample for Goondiwindi LGA has no statistical validity; however, the survey still provided good insights into local community characteristics and views.

Given the range of methods used to promote the survey, the low participation rate in Goondiwindi may be due to lack of confidence that the Project will proceed, or lack of interest given the distance between the town and the alignment.

Figure 15.6 presents the weighted average of community responses to a series of value statements regarding their community's wellbeing (based on a scale of 1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; and 5 = strongly agree).

Respondents mostly agreed they had a good quality of life and a clean environment in and around their community (with weighted averages of 4.1 and 4 respectively). There was least agreement about the adequacy of local job options (2.8).

A total of 97 respondents provided input about how they expected the Inland Rail Program would affect local people, businesses and communities by rating their response to a series of value statements.

The average response rating to each value statement ranged between strong negative effect (1) and some negative effect (2) (where 3 = no effect; 4=some positive effect; and 5=strong positive effect). The lowest average rating of 1.8 was recorded in relation to the amenity or enjoyment of towns or farms, housing or property use and community wellbeing.

The highest average response rating (2.5) was recorded in relation to industry and economic development, and employment and training, followed by local business (2.4) (refer Figure 15.7).

Community surveys of this nature generally draw a larger response from people who oppose the Project or its location. The responses reflect fears that the Project will result in significant environmental or social impacts, and a lack of confidence that Project employment or supply opportunities will eventuate.



FIGURE 15.6 IMPACT ASSESSMENT AREA SURVEY RESPONDENT'S RATINGS OF COMMUNITY WELLBEING (AVERAGE WEIGHTED RATINGS)

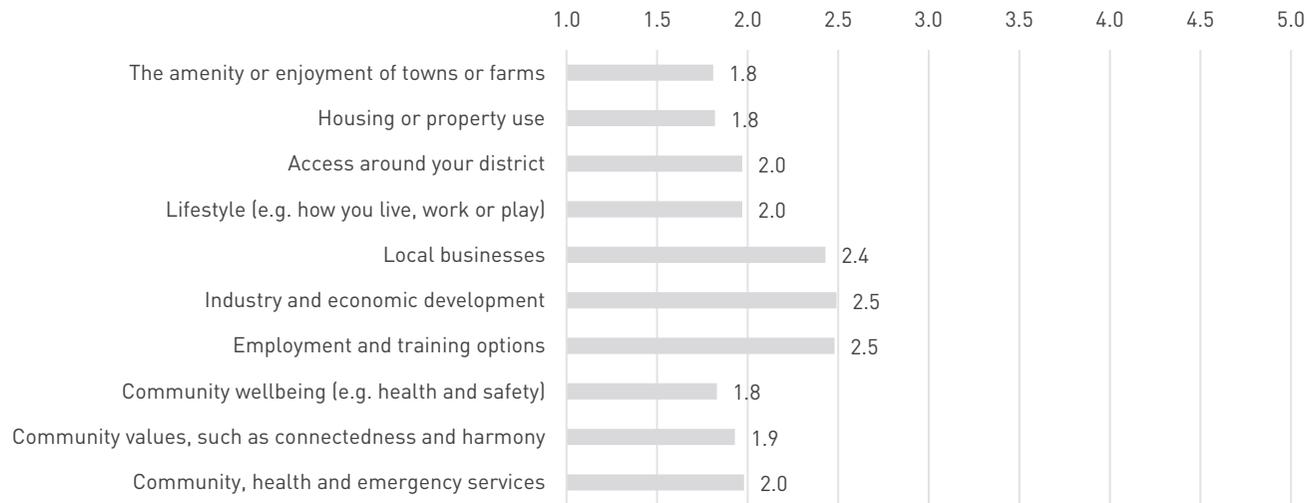


FIGURE 15.7 IMPACT ASSESSMENT AREA SURVEY RESPONDENTS' RATINGS OF PROJECT SOCIAL IMPACTS AND BENEFITS (AVERAGE RATINGS)

15.7.2.3 Community Consultative Committees (CCCs)

ARTC established the Inner Darling Downs CCC in the north of the impact assessment area and Southern Darling Downs CCC in the south, in December 2017, to act as a conduit between the community and ARTC, and provide input and feedback on community issues and concerns during the planning and design of the rail alignment. Key issues identified by CCC members include:

- ▶ The location of the Project alignment in regard to effects on agricultural properties, the amenity of towns, landowner amenity and flooding
- ▶ Risks to farm operations, including viability, flooding, biosecurity, stock management, and third-party access to properties
- ▶ Impacts on directly affected landowners, including disruption of agricultural properties, and compensation relating to land acquisitions
- ▶ The potential for impacts on Indigenous cultural heritage
- ▶ Community access to detailed information about the Project as it develops
- ▶ The potential for the Project to impact on flooding and hydrology, including the need for independent oversight of flood modelling
- ▶ Amenity (noise and vibration), including construction noise and rail noise
- ▶ Long-term use of good agricultural land by the Project
- ▶ Potential impacts of changes to air quality, including coal dust, on community health
- ▶ The impacts of road closures, both public roads and on properties
- ▶ How local workers and businesses will be supported to access Project opportunities.

Members have also voiced the need to ensure there are benefits from the Project for the local communities (such as local jobs).

15.7.2.4 Community information sessions

During October and November 2018, ARTC facilitated community information sessions across eight locations (Brookstead, Inglewood, Kingsthorpe, Gowrie Junction, Millmerran, Pittsworth, Southbrook, Yelarbon and Toowoomba). The purpose of the sessions was to provide information about the draft EIS and SIA process, and seek stakeholders' views on potential social and environmental impacts. A wide range of landowners and community members attended the Information sessions. Key themes identified with respect to social impacts and opportunities included:

- ▶ Concerns about direct impacts on properties, including loss of property value, severance of properties and uncertainties about acquisition and compensation processes and outcomes
- ▶ Impacts on the operation and viability of impacted rural enterprises including broadacre farms, solar farms, horse studs, egg laying farms and a plant nursery
- ▶ Impacts of noise, vibration, air quality and visual effects on community wellbeing
- ▶ Risks of flooding and erosion as a result of earthworks and rail infrastructure, particularly on the Condamine River floodplain
- ▶ Impacts on farm management and operations, farm infrastructure (dams, bores and water troughs), stock safety and movement of stock and machinery across the alignment
- ▶ Concerns about altered road network/access arrangements, travel delays and road safety
- ▶ Impacts on native vegetation and koala habitat
- ▶ Concerns about the route selection
- ▶ Growing community stress and desire for better information and support
- ▶ The need for effective engagement with the community throughout the EIS process.
- ▶ Toowoomba Regional Council

Issues raised in initial SIA consultation with TRC officers included:

- ▶ The question of whether buffers would be required between the rail line and residential development to protect amenity with respect to noise, noting there are no buffers around existing rail lines
- ▶ The potential for noise from crossing loops to affect nearby residents
- ▶ Concerns about road closures during construction in the event of a flood event, leading to isolation of some communities
- ▶ Potential severance by alignment of stormwater drainage and overland flow.

Potential opportunities identified included:

- ▶ School-based opportunities for students
- ▶ Potential for a short-term increase in economic activity during construction
- ▶ Support for the development of Toowoomba as a freight and logistics hub
- ▶ Legacy benefits in the form of community facilities (e.g. a district park at Millmerran)
- ▶ Contribution to community facilities to improve the impacted towns.

With respect to the proposed locations for temporary non-resident workforce accommodation, Council advised that workforce accommodation had been approved in the past (in Toowoomba and Oakey) and would be assessed on a site-specific basis. The potential for the location of a non-resident workforce accommodation facility near Millmerran, to bring business opportunities to Millmerran and potentially provide legacy benefits to support regional tourism, was identified. ARTC plans further consultation with TRC and GRC to confirm the suitability of the proposed location for the non-resident workforce accommodation.

The SIA team presented a summary of the SIA's key findings to senior Council officers in May 2019. Council feedback included:

- ▶ Support for avoidance of level crossings on public roads, where they can be avoided
- ▶ Potential for legacy values of workforce accommodation for communities that would host them, e.g. accommodation supply
- ▶ The need to avoid rapid change, for example, in population or housing demands, particularly considering the potential for cumulative impacts with other Inland Rail projects
- ▶ Labour draw from local businesses is likely to be an issue, with upskilling of the local labour force a potential mitigation/offset
- ▶ Workers with families could be encouraged to settle locally
- ▶ Opportunity to have a welcome event for construction personnel to assist with community integration
- ▶ Potential for visual impacts, e.g. during construction due to laydown areas and during operation due to bridge structures, with concern regarding the rehabilitation of laydown areas to reduce visual amenity impacts
- ▶ Potential for engagement of social enterprises in the supply chain, including involvement of new migrants, with job-readiness programs required
- ▶ Community opposition to the Project alignment could constrain business participation
- ▶ Potential for investment in community facilities in local towns to address existing issues and/or Project impacts on community cohesion
- ▶ The need for management of Project housing/accommodation impacts to avoid draining local accommodation supplies that are used for major events
- ▶ The need for consideration of major community events (e.g. Millmerran Camp Oven Festival) in scheduling noisy or disruptive construction works and managing impacts on traffic
- ▶ The need for ongoing consultation with TRC regarding infrastructure investments, place-making outcomes, community facility investments and driving economic development.

ARTC is consulting with TRC's Regional Skills Investment Strategy Officer to identify how Inland Rail can assist with the strategy's objectives to engage with industry to identify vocational training requirements. Freight and logistics are a current focus.

ARTC met with TRC's RSIS Coordinator in August 2019, regarding local priorities for skills development, identified as including skills for the advanced manufacturing and transport/logistics industries. The opportunity for cross-skilling for construction and advanced manufacturing was identified and has been considered as part of Inland Rail Skills Academy program development; in particular, the opportunity to develop joint skilling programs for applications to the DESBT Skilling Queenslanders for Work initiative.

During September 2020, ARTC provided an update to TRC on the SIA management measures, with a particular focus on local and indigenous participation, alignment with TRC-community initiatives, and the process for development of Health and Community Wellbeing initiatives. Council officers noted the need to ensure employment and business opportunities are adequately communicated to the business community (TRC is able to assist) and the need to build community awareness of the skills and capacities required in building a rail line.

ARTC also met with TRC's Regional Economic Development Officer and RSIS Coordinator during September 2020 to provide an update in Inland Rail Skills Academy planning and discuss TRC initiatives currently planned or being explored, which ARTC could support as part of its community development program. This identified:

- ▶ Support for initiatives in Millmerran and Pittsworth which may encourage workers to relate to the region once the Project has finished
- ▶ An opportunity to support the Gowrie P&C in fitting out its Community Hub facility, which has been developed to foster community identity and provide a space for community groups
- ▶ Potential for cooperation and/or support for tourism initiatives in and around Millmerran, e.g. trail development
- ▶ Potential for cooperation and/or support for recreation initiatives in and around Pittsworth, e.g. rail trail
- ▶ The opportunity to cooperate with Oakey Training College (planned for development by Council) to offer construction skills training.

These and other opportunities will be explored as part of future Project stages as detailed in Section 15.9.5.

15.7.2.5 Goondiwindi Regional Council

Consultation with GRC officers for the SIA identified the following baseline values:

- ▶ The community is sceptical about the Project going ahead, given its long history
- ▶ There is limited spare capacity in short-term accommodation with consistently high occupancy levels
- ▶ Low local unemployment means workers will typically come from outside the impact assessment area
- ▶ The community's catchment and identity extends beyond the border, well into Northern NSW.

While Council has concerns about the alignment with respect to flood risks and considers that the alignment should be closer to Goondiwindi to gain local economic benefit, GRC is open to the opportunities that Inland Rail could facilitate for its communities, and expressed a willingness to work cooperatively with ARTC to achieve these benefits. ARTC is working with Council's Regional Skills Investment Strategy officer to identify and implement opportunities for skill development and business participation.

Issues raised in initial consultation with GRC officers included:

- ▶ Concern about loss of affordability of rental housing and displacement of low-income households
- ▶ Businesses need advance notice to be able to plan ahead and ARTC will need to overcome scepticism that the Project will happen
- ▶ The likelihood of increased demand for rental housing in Goondiwindi driving up rents
- ▶ Potential to increase wait times to see local GPs
- ▶ Road-traffic safety during construction, particularly during harvest time, with large machinery movements by farmers
- ▶ Preference for non-resident workforce accommodation to be located at Goondiwindi and Inglewood, with adequate lead time provided for Council to plan relevant infrastructure (e.g. water and waste management)
- ▶ Project effects on the Condamine River floodplain, with potential for exacerbation of flooding
- ▶ Strong community concerns regarding impacts on agricultural land.

Potential opportunities identified included:

- ▶ Potential for Goondiwindi to be a regional rail hub for produce distribution, and to link Inland Rail to the rail line between Goondiwindi and Thallon
- ▶ Achieving a rail distribution point in Goondiwindi
- ▶ Potential to benefit local businesses (in construction as well as retail and service delivery) and related increased job opportunities, including the possibility of locating a non-resident workforce accommodation facility in Goondiwindi
- ▶ Opportunity for off-farm income for farmers
- ▶ Potential for legacy projects (e.g. community facilities or augmentation of housing and accommodation supply).

The SIA team presented a summary of the SIA's key findings and proposed mitigation to senior Council officers in May 2019. Council feedback included:

- ▶ Community scepticism about flood modelling
- ▶ The potential for an influx of young workers (due to the proposed accommodation facility) to change social conditions in Inglewood, e.g. feelings of safety and familiarity
- ▶ The need for the EIS to consider the diversion of water, including during droughts and flooding events, which would affect farmer/irrigators' access to water (this has been addressed in Chapter 12: Surface Water and Hydrology)
- ▶ Acknowledgement that the use of the brownfield sections had reduced the number of properties that would be affected
- ▶ The need for ongoing engagement with local businesses to advise them of the Project schedule, how to qualify for supply opportunities, and opportunities for capacity building
- ▶ The need to avoid creating false expectations of long-term benefits for businesses, given construction is time-limited, to avoid over-capitalisation
- ▶ The need for protection for small businesses in dealing with major contractors so that they don't get 'ripped off'
- ▶ The benefit of mentoring advice for businesses
- ▶ The need to avoid 'boom-bust' population changes that affect housing, property values and social infrastructure access
- ▶ Over-subscribed water allocations in the Yelarbon area, which may limit Project access to water, and the potential for a water bore to be constructed in Yelarbon to supplement the water supply.

Council has indicated that the Project's complexity is a challenge, given the town's size and location near the juncture of two sections of Inland Rail. Consideration of how to work effectively within Council's resources and support its involvement will be needed by ARTC.

ARTC met with GRC four times during May–August 2020 to provide Project updates, including the schedule and to identify Council priorities, which include the availability of locally available training and business capability development opportunities in the area, the importance of opportunities for small businesses and the potential for labour draw from local businesses to the Project.

ARTC has also met with GRC's RSIS Coordinators (in August 2019 and twice during April 2020). These discussions have focused on cooperation on skills development and resulted in the identification of opportunities as part of DESBT's SQW program, including:

- ▶ A shared Inland Rail, GRC and DESBT initiative addressing land management and biosecurity skills development
- ▶ Potential to undertake construction training at Goondiwindi Showgrounds while improving the showground's facilities.

15.7.2.6 Social infrastructure providers

A range of government and non-government social infrastructure providers took part in social impact workshops held in Toowoomba, Pittsworth, Millmerran and Goondiwindi in February and March 2019. Others who were unable to attend were interviewed by telephone. Participants in SIA social infrastructure workshops identified key issues including:

- ▶ Education, training and employment:
 - ▶ Need for definition of local employment and set targets (including Indigenous people and women)
 - ▶ Allowing sufficient lead time for training before recruitment commences
 - ▶ Manage business expectations and support effective preparation by communicating clearly about Project elements, time frames and contracting requirements.
- ▶ Emergency services:
 - ▶ Road closures can alter response times, but most issues can be overcome with alternative routes
 - ▶ Emergency access points would be required across the alignment
 - ▶ Ensure connectivity is maintained by providing alternative road routes during construction and clear communication with residents.

- ▶ Population, housing and accommodation:
 - ▶ Housing is scarce in Goondiwindi and Millmerran; there is very little social housing and no emergency accommodation for people experiencing homelessness
 - ▶ Millmerran and Pittsworth communities are both eager to attract new residents and want more permanent housing
 - ▶ Concern that the experience of families being displaced from housing by contractors in the gas fields might be replicated in Millmerran and Pittsworth
 - ▶ Occasional issues experienced in Millmerran with outside contractors in town, although many local people are also fly-in fly-out or drive-in drive-out workers in other regions, so the town is accustomed to a contractor presence.
- ▶ Health and wellbeing:
 - ▶ The community has a deeply embedded rural identity
 - ▶ Stress is evident in the Millmerran, Pittsworth and Gowrie Junction communities, reflecting fear and anxiety about the potential impact of Inland Rail
 - ▶ Yelarbon residents are concerned, given the proximity of the line to the township
 - ▶ Importance of maintaining honest communication and responsiveness to community concerns
 - ▶ Project should leave lasting legacy benefits for local communities.
- ▶ Workforce accommodation:
 - ▶ Mixed views on whether non-resident workforce accommodation should be located in town (maximising increased benefit for businesses) or out of town (minimising any amenity, security or traffic concerns)
 - ▶ Millmerran businesses would like to see a non-resident workforce accommodation in town
 - ▶ Need to continue consultation with host communities regarding proposed sites for non-resident workforce accommodation
 - ▶ An influx of workers would place pressure on existing community and family support services
 - ▶ Non-resident workforce accommodation places extra demand on police resources and requires a good relationship between accommodation providers and QPS.

15.7.2.7 Government agencies

Regionally based government agencies participated in the SIA workshops reported above. Workshops were also held in May 2019 in Goondiwindi and Toowoomba to provide agencies with an overview of SIA findings and seek their feedback on mitigation and enhancement strategies.

Key issues raised by agencies based in or servicing Goondiwindi included:

- ▶ Observation of the cumulative impacts that resulted in the Surat region during and after the gas fields expansion, with concerns that this boom–bust effect would also occur in the impact assessment area
- ▶ Concerns that Project housing demands could cause increases in rental costs and displace local residents
- ▶ Management of workforce behaviour to avoid impacts on local values
- ▶ Provision of information about the skills required so that training organisations can tailor training accordingly
- ▶ Inclusion of key performance indicators for working with Indigenous businesses would assist contractor accountability
- ▶ The value of linking with the Department of Employment, Small Business and Training (DESBT)—funded Regional Skills Investment Strategies being implemented through local governments
- ▶ Concern regarding the effect of people moving to the region ‘on spec’ (hoping to get a job) resulting in housing impacts or increased need for support services
- ▶ Health agencies have not received feedback on stress-related issues but consider this is more likely to present when the Project commences. Preventative measures are needed, including on-ground support, and regular monitoring.
- ▶ General health and mental health services in the area have some capacity to meet increased demand
- ▶ Need to inform agencies in advance of planned closures and heavy equipment transportation (and for QPS—emergent social problems) and maintain regular and ongoing engagement

- ▶ The value of ongoing consultation with:
 - ▶ The Department of Housing and Public Works (DHPW) in the development of the accommodation management plans
 - ▶ Community advisory networks (representing e.g. health, emergency and education services) in implementing their social performance (community development and engagement) programs
 - ▶ Schools and Department of Education, Skills and Employment (DESE) to address potential noise impacts on schools
 - ▶ DESBT regarding information on skills development and business capacity
- ▶ Support for proposed collaboration with QPS and emergency services
- ▶ Government agencies willingness to continue to engage with ARTC in developing management plans that address social impacts and benefits.

Key issues raised by agencies based in or servicing Toowoomba included:

- ▶ The potential for blasting during construction to affect water bores that support farms
- ▶ Support for proposed collaboration with QPS and emergency services, including agreement about how information will be circulated to officers and stations
- ▶ The Toowoomba Second Range Crossing construction (now the Toowoomba Bypass) has had very minimal impacts on local housing markets
- ▶ Concerns for the security of farms with recent increases in theft
- ▶ Concern regarding the potential for impacts on traffic on the Gore Highway as the result of the road-rail grade separation
- ▶ The need for consideration of biosecurity to avoid impacts on farms and agribusinesses
- ▶ Millmerran has had experience with construction accommodation facilities, so should cope well with the proposed non-resident workforce accommodation in this area
- ▶ The need for careful management of workers' behaviour to avoid issues such as good order offences and assaults
- ▶ Acknowledgement that the Project's operation could result in improved traffic safety through less wear and tear on roads and fewer large freight trucks on local roads and highways
- ▶ Government agencies' willingness to continue to engage with ARTC in developing management plans that address social impacts and benefits.

During July 2020, ARTC met twice with DSDTI, regarding existing DSDTI programs focused on working with major projects and opportunities for DSDTI and Inland Rail to collaborate on elements of business capability development. DSDTI provides online business capability training programs that Inland Rail will promote to businesses interested in supplying the Project. The potential for a joint forum with other major projects in the Project region to provide information about a range of projects and their supply requirements was also identified.

A meeting held with Brisbane DESBT staff in October 2019, to discuss Inland Rail and existing DESBT programs that may support skills and business development, identified the RSIS program as a key opportunity for alignment with local priorities.

ARTC has also consulted with the Department of Education regarding the potential for Project impacts on schools near the alignment, including a meeting in December 2018, the Department's participation in the EIS Government agencies workshop in 2019, and a telephone meeting in November 2020. The Department of Education has experience in managing the impacts of major projects on schools and their surrounds, and has not raised any issues of concern that cannot be addressed through cooperation between the Department and ARTC. The agreed approach is to work with the Department of Education during the detail design phase to confirm appropriate noise mitigation measures, based on an audit of each affected schools' site layout, to determine the applicability of in-corridor or at-property noise treatments. ARTC has also advised the Department of Education about the need for permanent road realignments at Brookstead and Yelarbon, and committed to consultation with the Yelarbon and Brookstead communities in the development of more detailed traffic management measures during the detail design phase.

15.7.2.8 Business groups

Issues raised by business groups in SIA consultation included:

- ▶ Support for the Project from Goondiwindi- and Toowoomba-based businesses

- ▶ Businesses are hesitant about making decisions about investments due to uncertainties about the Project
- ▶ Concern about the impact of property acquisitions on farmers' livelihoods and flooding patterns
- ▶ The importance of securing local benefits by ensuring that local suppliers have genuine opportunities to provide goods and services to the non-resident workforce accommodation
- ▶ Indigenous businesses will need particular support to help them access opportunities with the Project
- ▶ Concern that additional flooding could cause road closures and will affect connectivity during flooding
- ▶ Concerns about impacts on biosecurity and the ability to move machinery and equipment across the alignment
- ▶ Concern that local businesses will over capitalise and be left in a difficult position if expectations are not managed properly
- ▶ The workforce has skills capacity for construction in both Toowoomba and Goondiwindi LGAs
- ▶ The community may suffer the loss of residents who need to relocate away from the Project
- ▶ Opportunity to encourage youth to stay in the area for work
- ▶ Lots of projects planned for the area including an abattoir (Goondiwindi Abattoir) and a solar farm (Yarranlea Solar)
- ▶ Some local businesses have been exposed to Project work through contracting to the recent highway upgrades, but there have been no major projects previously in the area, so there is limited knowledge of what to expect.

Potential opportunities identified included:

- ▶ The Project would provide a boost to businesses in Toowoomba, which will experience a slowdown following completion of recent infrastructure projects
- ▶ Opportunity for Project to build capacity across skills and business in the Goondiwindi region, which can then be transferred across to other industries
- ▶ Millmerran has previous experience with major projects (the Commodore Mine and Millmerran Power Station), which have built capacity to enable them to participate in Project supply
- ▶ Millmerran businesses are keen to work with ARTC to ensure local benefits, including potential benefits that non-resident workforce accommodation in proximity to Millmerran would bring
- ▶ Inglewood business community is fairly locally focused, with the exception of a couple of businesses, but interested in opportunities
- ▶ Opportunity for peer-to-peer learning with local businesses learning from other small-to-medium enterprises that have worked with big projects
- ▶ Opportunity and interest in capacity building activities, with interest in a collaborative approach
- ▶ Benefits in businesses forming joint ventures to be more competitive
- ▶ The Toowoomba region's small-to-medium businesses are very interested in the Project's supply opportunities relating to construction works, non-resident workforce accommodation and workers' expenditure
- ▶ Increased opportunities for work, but need information and support to know how to tap into opportunities
- ▶ Potential legacy values from non-resident workforce accommodation infrastructure
- ▶ Encouraging construction workers to relocate and stay in Millmerran.

During August 2020, ARTC conducted a Business Capability Development workshop in Goondiwindi, focused on business capability statements and to provide local businesses with visibility to major contractor requirements. Further business capability development workshops will be implemented in the Goondiwindi and Toowoomba LGAs prior to and during the Project procurement processes.

15.7.3 Stakeholder issues summary

The key issues raised by SIA stakeholders are shown in Table 15.13, with reference to the relevant section of this chapter where the issues are addressed.

TABLE 15.13 STAKEHOLDER PROFILE—ISSUES RAISED THROUGH CONSULTATION

Issues	Section
Indigenous community interests (native title, cultural heritage and employment)	15.8.1.1
Indigenous training and employment opportunities	15.8.2.2
Severance of properties and uncertainties about acquisition and compensation processes	15.8.1.2
Potential for negative impacts on property values	15.8.1.3
Effects of construction and operation on rural character	15.8.1.5 and 15.8.1.6
Rural amenity and general quality of life may be negatively impacted by noise or dust	15.8.1.5 and 15.8.1.6
Potential to affect the amenity of local towns through noise, dust and traffic disruption	15.8.1.5 and 15.8.1.6
Traffic delays resulting from level crossings or road closures	15.8.1.6
Impacts on properties of alignment and level crossings, connectivity around the district and concerns about altered road network/access arrangements	15.8.1.6
Changes to the landscape and visual amenity affecting enjoyment of the environment	15.8.1.5 and 15.8.1.6
Access to employment and training for local people	15.8.2.1 and 15.8.2.2
How local workers and businesses will be supported to access Project opportunities	15.8.5.3
Need for locally oriented training and development in partnership with training providers	15.8.2.4
Non-resident workforce accommodation impacts on service access (e.g. police, health) and local character	15.8.3.1
The potential benefits of non-resident workforce accommodation to local businesses	15.8.3.1
Potential impacts on emergency services	15.8.4.4
The need for capacity building to ensure local businesses benefit from Project supply opportunities	15.9.6
Impacts on local access to housing due to workforce demands	15.8.3.3
The potential for Project traffic to use school bus routes, leading to safety issues	15.8.4.6
Need for cooperation with QPS and emergency services to address increased demands for services and changes to access routes	15.9.5
Growing community stress and concerns for the mental health of people affected by stress related to the Project	15.8.4.3
Impacts of noise, vibration and air-quality changes (including coal dust) on community wellbeing and quality of life	15.8.1.6 and 15.8.4.7
Effects on the Condamine River floodplain	15.8.4.5
Concern about the potential effects on flooding patterns, with potential to affect agricultural land or homes	15.8.4.5
Impacts of construction on groundwater access (bores)	15.8.4.2
Potential for road safety impacts from increased traffic or roadworks, or in relation to level crossings during operation	15.8.4.6
Community benefits as the result of Project legacies	15.8.2.8
Impacts on farm management and operations, farm infrastructure (dams, bores and water systems) and stock safety	15.8.5.1
Potential for labour to be drawn away from other industries	15.8.5.4
Local business participation in Project supply	15.8.5.3
Indigenous business participation in Project supply	15.8.5.3
Consultation and cooperation with State agencies	15.9.2 and 15.9.5
Desire for better information about the Project	15.9.2
Cooperation with Regional Skills Investment Strategy	15.9.3
Contribution to community wellbeing	15.8.4.7
Capacity building with local businesses to enable their participation	15.9.6

15.8 Potential impacts

The Project's potential social impacts during construction and operation are summarised below and are further detailed in Appendix U: Social Impact Assessment Report.

15.8.1 Communities and stakeholders

This section describes the potential for impacts on Indigenous community values, impacts relating to property acquisition, the potential to exacerbate social disadvantage, effects of construction and/or operation on residential amenity, connectivity (community members' ability to move around the area), community cohesion and sense of place (connections between people and places), and the community's capacity to adapt to changes brought about by the Project.

15.8.1.1 Indigenous community interests

There are three Aboriginal parties with an interest in the impact assessment area. They include:

- ▶ Bigambul People whose CHMP area extends from north-west of Inglewood, towards Whetstone, following the existing south-western rail system past Yelarbon south to Macintyre River to the south-east of Goondiwindi
- ▶ Western Wakka Wakka People whose CHMP area commences to the east of Toowoomba at Wards Hill, extending west and intersecting Gowrie Junction, stretching south-west at Gowrie View where the area intersects the north-west edge of Wellcamp airport, then intersecting the Gore Highway at Athol, where it then extends south-west along the highway to Pampas
- ▶ Endorsed Aboriginal Parties whose CHMP area extends from Pampas to the south-east of Millmerran, adjacent to the eastern-most edge of the Bringalily State Forest north-west of Inglewood. Research is being undertaken by Queensland South Native Title Services to determine the possible native title applicants. For the purposes of the ACH Act, a group of five people was recognised under Part 7 of the Act to speak for Country, negotiate a CHMP and assess and manage cultural heritage in the area.

The Project traverses 10 properties, including 8 under reserve tenure and 2 under State land tenure where native title may exist, and has potential to impact on the native title rights and interests on these parcels. (refer Chapter 7: Land Use and Tenure for more detail).

Indigenous community members consulted for the SIA noted that the development of the Project as an additional piece of major infrastructure will alter the landscape and may exacerbate existing losses of connection to place resulting from major infrastructure, such as highways and pipelines.

The potential for impacts on cultural landscapes is acknowledged. Management of impacts on Indigenous cultural heritage is addressed as part of ARTC's agreements with Aboriginal parties and is not discussed in detail in the SIA. Indigenous cultural heritage will be managed under approved CHMPs (refer Chapter 17: Cultural Heritage).

Potential opportunities identified included Indigenous participation in Project employment, training and development strategies to specifically involve local Indigenous people and engagement with Indigenous businesses with existing capacity.

ARTC has developed a Statement of Commitments with the Bigambul People, which recognises their ongoing connection to Country and Culture, and commits ARTC to working in partnership with the BNTAC to support a shared vision for a sustainable and thriving Bigambul Nation.

15.8.1.2 Land acquisition

Consultation with affected landowner and communities has been central to understanding individual properties' operational arrangements and the potential for Project impacts. The Project has also been designed to, where possible:

- ▶ Use properties held in ownership by Queensland Rail (QR) within the existing South Western Line and Millmerran Branch Line rail corridors, to minimise the extent of 'new' properties to be acquired
- ▶ Align with existing roads and property boundaries to reduce the severance of land parcels
- ▶ Reduce potential impacts on property access, services or farm operational arrangements
- ▶ Avoid positioning major infrastructure on agricultural properties.

Additional land required for the Project will mostly be acquired through a compulsory land acquisition process, also known as land resumption. The land resumption process will commence following the approval of the Project by the Coordinator-General for the Department of State Development, Tourism and Innovation (DSDTI).

Land resumption processes in Queensland are undertaken by acquiring government agencies in accordance with the *Acquisition of Land Act 1067* (Qld) (AL Act), which sets out the process for acquisition and the assessment of compensation.

If land is required only for the construction phase of the Project, and not for the ongoing operation of the Project, where possible, it will be leased from landowners who will receive a financial benefit from its use.

Landowners whose properties will be wholly acquired have identified impacts, including distress about having to leave their properties, disruption to lifestyles, social connections and farming activities, and potential impacts on the mental health of affected residents.

For landowners whose properties will be subject to partial acquisitions, potential impacts identified included impacts on properties' amenity as the result of noise, dust, vibrations or changes to views or vistas, impacts on farm infrastructure, such as dams, yards and fences, and impacts of property severance on the movement of, stock, feed, water and equipment.

Individual property management agreements are being developed in consultation with landowners for the management of property severance, including required adjustments to access, impacts on farm infrastructure and built structures, and agreed noise-mitigation measures. ARTC's strategies to reduce the impacts of property acquisition on landowners and their families are outlined in Table 15.1 with further detail provided in Appendix U: Social Impact Assessment Report.

15.8.1.3 Property values

Some landowners near the Project footprint have considerable anxiety regarding the potential for property values to decrease as a result of the Project's impacts, e.g. noise, severance and visual amenity impacts. Property values may be affected by a mix of factors related to the Project, including direct impacts on land and infrastructure (which will be addressed through commercial agreements between ARTC and landowners) or impacts on amenity (e.g. increased traffic or dust during construction, or noise during operation).

Impacts on property values would be differential depending on potential buyers' perceptions about potential impacts as well as the actual impacts (such as rail noise). Values may also be affected by factors that are unrelated to the Project, such as supply and demand, agricultural commodity prices, or the effects of other projects.

15.8.1.4 Disadvantage

Acquisition of residential properties is expected to displace approximately 20 households, which could include residents with limited socio-economic resources. Farming paddocks and infrastructure will be affected by the Project, and the amenity and connectivity of properties within and near the Project footprint may also be affected.

ARTC is consulting with directly affected landowners to develop an understanding of each household's circumstances, including those who may need support to adjust to changes brought about by the Project. Some who are affected may have limited socio-economic and/or personal resources to help them adapt to change, and may need specific support, including practical assistance to relocate from their current homes. ARTC has initiated an early acquisition process with landowners who are experiencing hardship in relation to land acquisition.

The Project also has the potential to improve the socio-economic circumstances for disadvantaged community members who may currently be unemployed and who gain work through the Project.

15.8.1.5 Community values

There is potential for the Project to impact on community values including amenity and lifestyles, community cohesion, connectivity and rural character. As summarised in Table 15.13, this includes potential for:

- ▶ Construction noise or dust to affect the amenity of households living near construction works and laydown areas
- ▶ Distress in relation to changes to lifestyles, e.g. movement patterns, enjoyment of scenic rural character
- ▶ Operational noise affecting the amenity of nearby homes and community facilities.

15.8.1.6 Impacts on communities and stakeholders

A detailed analysis of the Project's potential to impact on Indigenous community interests, landowners and other residents, amenity and lifestyle, connectivity and cohesion, sense of place and property values is provided in Appendix U: Social Impact Assessment Report and is summarised in Table 15.14.

TABLE 15.14 POTENTIAL IMPACTS TO COMMUNITIES AND STAKEHOLDERS

Impact area	Delivery phase	Potential impacts
Indigenous community interests	Construction and operation	The Project traverses 10 properties, including 8 under Reserve tenure and 2 under State land tenure, where native title may exist. The Project has potential to impact on the native title rights and interests on these properties. ARTC has developed a Statement of Commitments with the Bigambul People.
	Construction and operation	Potential opportunities identified included employment and business supply to the Project. Creating a legacy by addressing the need for an effective Indigenous keeping place for history, art and culture was also identified as an opportunity.
Property acquisition	Construction and operation	ARTC anticipates the requirement for land acquisition, resulting in the need for the affected households to relocate. Land acquisition would also affect properties where the predominate land uses are agricultural, as further discussed in Section 15.8.5. If land is required only for the construction phase of the Project, and not for the ongoing operation of the rail project, where possible, it will be leased from landowners who will receive a financial benefit from its use.
	Construction	Construction will require temporary use of land for laydown areas. Project footprint has allowance for laydown areas in 73 locations.
	Construction and operation	There is a likelihood that farming paddocks and infrastructure will be affected by the Project, with direct impacts on dams, fences, or paddocks, or disruption as a result of cross-corridor movements.
Disadvantage	Construction	Property acquisitions associated with the Project have the potential to displace residents from their current homes and potentially from within their local communities. People who are socio-economically disadvantaged (such as elderly people, single parents or unemployed people) are likely to face greater pressure, with fewer personal, social and economic resources to draw on to help them cope with change. SEIFA data reveals that at the SA1 level, two pockets of relative disadvantage exist within the Project footprint, in Pittsworth township and in Southbrook. The Project has the potential to improve the socio-economic circumstances for disadvantaged community members who may currently be unemployed.
Amenity and lifestyle	Construction	The assessment of construction noise associated with the Project indicates the potential for noise impacts at sensitive receptors near the Project footprint. The number of sensitive receptors affected at any one time will vary depending on location of activities and progress of works along the alignment for each stage. For standard working hours, this could include exceedances of the lower noise limit of 50 decibels at up to 1,533 properties over the full course of the construction period as a result of earthworks activities, and up to 1,111 sensitive receptors as a result of rail civil works activities. Over the full construction period, construction traffic noise is predicted to exceed the criteria for up to 45 roads within the impact assessment area, primarily in rural locations. Works that will create vibration (e.g. piling and vibratory rolling) will also be undertaken as part of construction. The construction noise and vibration impact assessment indicates that, without mitigation, the lower night-time vibration human comfort limit is predicted to be exceeded at up to 359 receivers adjacent to the temporary footprint (refer Chapter 14: Noise and Vibration). Laydown areas, bridge sites and borrow pits have the potential to impact on local amenity through increased traffic, noise, increased dust or temporary impacts on scenic character for longer periods.

Impact area	Delivery phase	Potential impacts
Amenity and lifestyle (continued)	Construction	<p>The results of the qualitative air-quality risk assessment show that the unmitigated air emissions from the construction of the Project poses a 'low' risk of human health impacts but a 'high' risk of dust soiling (refer Chapter 11: Air Quality). Particulate matter deposited as dust has the potential for nuisance impacts if not correctly managed.</p> <p>The assessment of deposition of emissions at sensitive receptor locations showed that predicted pollutant water concentrations would also be significantly lower than Australian drinking water guidelines.</p>
	Operation	<p>The potential for blasting to impact on building structures, human comfort or water bores was a concern for some consultation participants living near the Project footprint. The potential for blasting to cause vibration, which could affect human comfort or built structures is considered in Chapter 14: Noise and Vibration, which notes that a detailed blasting assessment will be completed once blasting locations have been finalised through detail design, and will consider the potential for structures and other receptors in proximity to the works to be affected by blasting.</p> <p>Intensification of the rail corridor along Yelarbon's northern border, with increases in rail noise, and changes to scenic character of the area near the Project footprint, are likely to affect the amenity of Yelarbon.</p> <p>There is also potential for rail noise and/or changes to local scenic character in the townships of Brookstead, Pittsworth and Southbrook residents, and for rail noise and impacts on views near Gowrie Mountain.</p> <p>Many landowners and town residents living near the alignment are experiencing anxiety and stress about the potential for the Project to have a long-term impact on their amenity through noise, dust, access disruptions or changes to scenic character.</p> <p>Assessment of rail noise is detailed in Chapter 14: Noise and Vibration, which indicates that the predicted noise levels would exceed the noise assessment criteria, requiring mitigation to be investigated for up to 108 sensitive receptors at Project opening in 2026, including four non-residential sensitive receptors, being the Brookstead State School, Yelarbon State School, Pampas Memorial Hall and the Pittsworth and District Assembly of God/Harvest New Life Church.</p> <p>There is potential for noise to be experienced as intrusive on everyday life or disruptive to outdoor social activities. Sensitive receivers within the Project footprint would be acquired for the Project. Beyond this distance, noise-mitigation measures will be investigated and implemented in consultation with affected property owners.</p> <p>The potential noise impacts of the operation of proposed new roads and the upgrade of existing roads has been assessed in Chapter 14: Noise and Vibration. One of the proposed new roads, Bengalla Street, Yelarbon, is predicted to result in an exceedance of the relevant noise criteria and will need to be assessed in more detail during detail design of the Project to confirm exceedances against relevant legislation. The operation of other new roads and upgraded roads would not exceed relevant noise criteria.</p> <p>Consultation participants were concerned that trains idling on crossing loops would result in extended periods of noise. Five crossing loops would be constructed as part of the Project to allow trains travelling in opposite directions to pass, initially catering for 1,800-m long trains. Where trains are required to idle, the resulting noise would be heard for longer periods. Chapter 14: Noise and Vibration found that the predicted noise levels from the crossing loops were well within the ARTC noise management criteria and would be substantially lower than the railway noise levels from train pass-bys on the adjacent main line.</p>

Impact area	Delivery phase	Potential impacts
Connectivity	Construction	<p>During construction, private access to individual properties will be temporarily disrupted where land is required temporarily for construction purposes, including road re-alignments. Access to all homes would be maintained but may be disrupted for short periods while road works interact with driveways and access roads.</p> <p>The Project alignment will cross highways, secondary roads and local roads in various locations, with localised impacts expected to existing traffic and transport networks as construction progresses. Disruption to traffic can be expected during construction, as equipment, materials and people are transported to and along the Project footprint. There would also be an increase in heavy and light vehicle movements on local roads associated with construction but this is not expected to cause congestion or traffic safety issues.</p>
	Operation	<p>With the exception of Yelarbon and Brookstead, the Project bypasses the main townships in the impact assessment area. Several road–rail interfaces have been identified, including interfaces with State-controlled roads, local government roads, private or occupational roads, stock routes and easements. Where appropriate, rail-over-road or road-over-rail bridges have been incorporated into the reference design to minimise impacts on the connectivity of highways and major roads.</p> <p>The detail design and construction method for the Project will be developed in consultation with road network managers (Department of Transport and Main Roads (DTMR), TRC and GRC, road users and landowners adjacent to the Project, as described in Chapter 22: Outline Environmental Management Plan. The Outline EMP includes detailed measures to manage potential impacts on traffic safety and connectivity.</p> <p>Where it was determined that a road–rail interface point was unable to provide for a grade separation, active level crossings or passive level crossings are proposed. In total, the reference design for the Project includes 17 active level crossings and 20 passive level crossings (refer Chapter 5: Project Description), with the likelihood of short traffic delays at level crossings.</p> <p>It is estimated that the operation of the Project will involve an annual average of about 14 train movements per day at the commencement of operations. This is likely to increase to an average of 20 trains per day in 2040, and up to 25 per day during peak operational periods. The maximum wait time at a level crossing has been calculated to be approximately 2–3 minutes for pass-by of a train of 1,800 m travelling at 115 km/h.</p> <p>While the Project is unlikely to alter travel patterns or preferred modes of travel, traffic delays may lead to frustration among some motorists.</p>
	Construction	<p>There is some potential for degradation of local roads due to construction traffic, which will be monitored and remediated in compliance with the Project's agreements with the relevant local governments.</p>
Community cohesion	Construction and operation	<p>The acquisition of private properties required for the Project will require some households to relocate. While some would be able to relocate their dwellings on the same property, some would leave the area. For the purposes of assessment, the SIA assumed that approximately 20 households (or approximately 50 people, applying the average household size) would need to relocate, potentially to outside of the affected communities.</p> <p>Within the context of the impact assessment area's overall population, this would not be a significant impact on community cohesion; however, at the local level, impacts on community cohesion would include severance between neighbours and diminished neighbourhood networks. Severance between properties, changes to road networks and displacement of residents is inevitable as a result of the Project and is likely to cause at least short-term damage to community cohesion in rural localities where properties would be acquired.</p>

Impact area	Delivery phase	Potential impacts
Rural character/ sense of place	Construction and operation	<p>Indigenous community members consulted for the SIA noted that development of major infrastructure such as highways, pipelines and roads in the impact assessment area had damaged song lines and cultural landscapes, changed the nature of settlement and altered Indigenous people's ability to recognise and care for Country. The addition of the Project as an additional piece of major infrastructure will alter the landscape and may exacerbate losses of connection to place.</p> <p>Assessment of Project impacts on non-Indigenous cultural heritage is documented in the Appendix W: Non-Indigenous Cultural Heritage Survey Report. Appendix W identifies the potential for removal of the remaining elements of structures, including defunct railway sidings and stations, and of other structures such as a homesteads, sheds and outbuildings at various locations along the rail alignment. Where structures, and the remnants of structures, are visible, they contribute to rural character, and for residents who know of the sites' history, to sense of place.</p>
	Construction	<p>Assessment of impacts on landscape character and visual amenity (refer Chapter 9: Landscape and Visual Amenity) has identified that construction work (including extensive earthworks and clearing) will change the character of the landscape from natural and rural landscape to a landscape dominated by infrastructure. Chapter 9: Landscape and Visual Amenity has identified visual impacts of moderate significance during the construction period for viewpoints relevant to the Yelarbon rest area, Commodore Peak picnic area, the Gore Highway near the service station at Pampas, near the Brookstead State School, on Pittsworth–Felton Road near the Pittsworth Motor Inn, on the Gore Highway near Southbrook, the view from Athol, and the view from the Mount Kingsthorpe summit lookout.</p> <p>In combination, construction sites, construction noise, increased traffic, removal of homes and farm infrastructure, changes to landforms and vegetation coverage, and severance of rural holdings and Indigenous estates are likely to impact on sense of place.</p>
	Operations	<p>During the operation of the Project, potentially significant impacts on representative views were identified in relation to viewpoints from the Yelarbon rest area, near Brookstead State School, the Gore Highway near Southbrook, Athol and the Mount Kingsthorpe summit scenic lookout. This may affect people's enjoyment of the landscape and sense of place.</p> <p>Noise impacts may affect sense of place, which is strongly related to the peaceful rural and natural environments. There is also potential for the Project's Condamine River floodplain crossing to affect sense of place in the area, as the crossings would include five bridges and would be prominent in the landscape.</p>
Property values and plans	Construction and operation	<p>Property owners have considerable anxiety regarding the potential for property values to decrease as a result of the Project's impacts, e.g. noise, severance and visual amenity factors. It is possible that some property values may be affected by the Project, including where there are direct impacts on land and infrastructure that will be addressed through commercial agreements between ARTC and property owners, or through concerns about rail noise or other environmental impacts.</p> <p>The likelihood and quantum of the Project's impacts on property values cannot be conclusively assessed; however, stress and anxiety about the potential for negative impacts on property values will result for some residents near the Project footprint.</p>

15.8.2 Workforce impacts and benefits

15.8.2.1 Employment opportunities

Construction of the Project is expected to require a workforce of up to 950 personnel from 2021 to 2026. The average number of full-time equivalent (FTE) workforce onsite across the full construction period will be approximately 400 personnel. The size and composition of the construction workforce will vary depending on the construction activities being undertaken and the staging strategy adopted. The core construction workforce will comprise professional staff, supervisors, plant operators and trades workers (including welders, electricians, construction trade workers, and horticultural trades workers), with earthworks crews, bridge structure teams, capping and track-works crews working at different periods through the construction phase.

The construction workforce is expected to be drawn predominantly from South East Queensland (SEQ), including personnel from potentially impacted communities. Construction personnel who originate from beyond a safe daily driving distance to the Project will stay locally while rostered on. Temporary non-resident workforce accommodation facilities are proposed near Turallin, Inglewood and Yelarbon, each with a capacity of up to 300 beds. Local employment opportunities are likely to be associated with the construction and operation of the workforce accommodation facilities.

A workforce of 10-to-15 personnel is expected for the Project when operational but the workforce may be shared with adjoining Inland Rail projects, resulting in a larger shared workforce. A proportion of the operational workforce and contractors are likely to be drawn from within the impact assessment area. This will require development of targeted training programs designed to help equip local residents for employment in the operational workforce.

15.8.2.2 Local and Indigenous employment

Consultation with the BNTAC and Western Wakka Wakka People indicated strong interest in employment opportunities for Indigenous people within the Project and emphasised the need for early engagement with Indigenous communities so that people can be job ready.

ARTC has developed the Inland Rail Indigenous Participation Plan as the foundation of its commitments to Indigenous employment and training opportunities for Indigenous people.

ARTC will engage with its contractors to set targets and performance measures for local employment and Indigenous employment and will monitor contractors' progress towards employment targets. The proportion of personnel to be drawn from the impact assessment area will be determined by the Principal Contractor based on the availability of personnel across the range of occupations and trades required prior to construction commencing, and by agreement with ARTC regarding local employment goals.

There would also be an opportunity for local employment in staffing and servicing the non-resident workforce accommodation. ARTC will require its non-resident workforce accommodation provider to liaise with TRC, GRC and employment agencies in the impact assessment area regarding employment opportunities available in the accommodation facility (e.g. accommodation management, maintenance, cleaning and kitchen services) and require the Principal Contractor to invite and consider job applications from residents in the impact assessment area.

15.8.2.3 Labour force availability

Consultation with local governments and the business community in the impact assessment area indicates that there is a skilled workforce available as a result of workforce participation in other major infrastructure projects in the region (including construction of the gas fields in the Western Downs and the Toowoomba Bypass).

As noted in Section 15.6.5, the Darling Downs region (which includes Toowoomba) and the South West region (which includes Goondiwindi) were projected to have an average annual surplus of construction workers relative to the supply from residents between 2018 and 2028.

At the 2016 Census, the impact assessment area had a construction industry labour force of more than 6,100 people in 2016, and December 2019 unemployment estimates indicate that there were 3,267 unemployed people in the impact assessment area (refer Table 15.8). The availability of construction labour changes in response to economic conditions (e.g. level of investment in infrastructure projects) and the cumulative impacts of major project construction. The Project may compete for labour with other infrastructure projects, including other Inland Rail projects, with the potential for labour shortages in specific trades.

It is noted in Chapter 16: Economics that on current labour market trends, and industries and occupations of the local workforce, there may be latent capacity and capability within the Project region and the regional economic catchment (the Darling Downs—Maranoa SA4) to support the construction and operation of the Project, in isolation of adjacent rail and other major transport infrastructure projects. At the northern extent, labour supply is likely to be sourced locally within the Toowoomba region and surrounds (refer Chapter 16: Economics). At the southern extent of the Project alignment, workers may be drawn from regional communities, including those across the NSW state border, reflecting the local labour market conditions, with tight labour market conditions in Goondiwindi compared to Toowoomba (ibid.).

ARTC is working with Construction Skills Queensland to identify skills and labour shortages, noting that the availability of labour may change as a result of changes to economic conditions during the COVID-19 epidemic.

This will support ARTC's identification of priority areas for consideration as part of the Inland Rail Skills Academy programs (see Section 15.8.2.4), offset demands that could otherwise affect local access to labour and leave a legacy of increased local workforce skills.

15.8.2.4 Training and development

The Project's construction phase represents an important source of potential training and career pathway development for young people in the impact assessment area.

One of ARTC's primary aims is to maximise employment opportunities for impact assessment area residents, by facilitating skills development opportunities through the Inland Rail Skills Academy and partnerships with training providers to strengthen workforce skills.

ARTC is establishing the Inland Rail Skills Academy, which is a collection of projects and partnerships that aim to facilitate local employment and procurement opportunities by priming the market through workforce training and development. The partnerships and projects that make up the Inland Rail Skills Academy are in progress, with a comprehensive program being developed during 2020. Inland Rail Skills Academy programs will include:

- ▶ Science, technology, engineering and maths (STEM) and trades education in schools
- ▶ University scholarships into Inland Rail related professions, e.g. engineering, project management
- ▶ Apprenticeships, traineeships and industry accreditation to support employment into Inland Rail projects and other major regional industries
- ▶ Business capacity building programs for small-to-medium enterprises.

Further details are provided in Section 15.9.3.

ARTC's training partnerships as part of the Inland Rail Academy will help to ensure that young people and Indigenous people in the impact assessment area have the opportunity for skills training that will equip them for the construction industry and will be transferrable to future major projects. It will also result in an increase in the skilled labour force in the impact assessment area, which will be a positive community legacy.

15.8.2.5 Impacts on employment in other industries

Community members have raised concerns about the potential for acquisition of agricultural land (used for grazing or cropping) to displace farming uses and affect the availability of employment in the agricultural industry. There is potential for acquisition of agricultural land (used for grazing or cropping) for the Project to displace farming uses. ARTC is working with directly affected landowners to minimise impacts on farming properties, grazing properties and agribusinesses that could affect employment availability.

There may also be a draw of existing staff or tradespeople away from some businesses. The impact assessment area has had relatively low levels of unemployment (see Section 15.6.5) but this may change in response to the COVID-19 pandemic. The extent of potential labour draw cannot be further assessed but may cause temporary disruptions to business operations.

15.8.2.6 Workforce behaviour

Construction personnel would be working in close proximity to homes and businesses, on 12-hour daily shifts. Worker activity may contribute to noise impacts where work is proceeding close to homes and may cause residents concern regarding safety or privacy.

ARTC will employ a number of strategies to reduce concerns about, and the potential for, any impacts on community safety or residential privacy, as summarised in Section 15.9.

15.8.2.7 Workforce travel

Project personnel will travel between their homes or temporary non-resident workforce accommodation and work sites using passenger vehicles such as utes and four-wheel drives.

The Project will locate proposed non-resident workforce accommodation in reasonable proximity to worksites, to minimise kilometres travelled and manage workforce fatigue. The Project will also investigate and implement best industry practices with respect to journey management and investigate the potential for shared driving arrangements to reduce traffic volumes and the potential for fatigue. The results of these investigations will inform development of the Principal Contractor’s workforce management plan.

Where necessary, laydown areas will incorporate parking facilities for workers’ vehicles. Car parking will only occur in designated areas within non-resident workforce accommodation, construction compounds, laydown and work areas, with designated areas selected to minimise the potential for noise impacts.

15.8.2.8 Workforce impacts and benefits

Potential impacts relating to the Project’s workforce are summarised in Table 15.15.

TABLE 15.15 POTENTIAL WORKFORCE IMPACTS AND BENEFIT

Impact area	Delivery phase	Potential impacts
Employment	Construction	A proportion of the construction workforce is expected to be drawn from communities within the impact assessment area and nearby LGAs. As such, employment benefits would extend to construction industry workers across the impact assessment area. The availability of long periods of employment in Project construction is likely to be a strong positive opportunity for those personnel and their families and may be particularly beneficial for people who are experiencing unemployment (including young people and Indigenous people) or the effects of drought. There is also a likelihood that local employment opportunities will result from the construction and operation of the temporary non-resident workforce accommodation.
	Construction	This Project may need to compete for labour with other infrastructure projects, including other Inland Rail projects, with the potential for labour shortages in specific trades depending on the potential for cumulative demand.
	Construction	ARTC is committed to involving Indigenous people in the Project’s construction workforce and has initiated agreements with BNTAC and Construction Skills Queensland, which include a focus on training and development programs to equip Indigenous people for Project employment.
	Operation	Of the operational workforce (10-to-15 people), a proportion is likely to be drawn from within the impact assessment area. Through the Inland Rail Skills Academy, ARTC has a partnership with the Australasian Rail Association aimed at developing skills related to rail operations.
Training and development	Construction	<p>The Project’s construction phase represents an important source of potential training and career pathway development for young people in the impact assessment area.</p> <p>ARTC is establishing the Inland Rail Skills Academy which is a collection of projects and partnerships with the aim to:</p> <ul style="list-style-type: none"> ▶ Facilitate local employment and procurement opportunities regionally, by priming the market in each region in which Inland Rail would be constructed ▶ Make it easy for Inland Rail contractors to employ and procure trained and competent people locally ▶ Build Inland Rail’s social licence to operate for Inland Rail projects ▶ The partnerships and projects that make up the Inland Rail Skills Academy are in progress, with aims to commence some activities in 2020 and a more comprehensive program in 2021.

Impact area	Delivery phase	Potential impacts
Indirect employment	Construction	As described in Appendix V: Economic Impact Assessment, the industrial and consumption effects of the Project will result in the creation of indirect jobs through stimulation of businesses and the expenditure patterns of employees, primarily in the professional, scientific and technical services and wholesale trade sectors.
	Operation	Indirect employment benefits relating to transport of agricultural commodities or support for enterprise and industry precincts are likely.
Effects on other industries	Construction	<p>The Project is likely to acquire or sever agricultural landholdings and may impact on routes to markets, which may have potential to impact on agricultural employment opportunities. The Project may also impact on the availability of casual workers at harvest time if casual workers usually employed in the agricultural industry take up employment in the Project. ARTC is working with directly affected landowners to minimise impacts on farming properties, grazing properties and agribusinesses that could affect employment availability.</p> <p>There is potential for the Project's skilled labour demands to draw tradespeople and professional staff from within local communities, potentially affecting the availability of tradespeople for other businesses and residents. This may be difficult to overcome with the relatively low level of unemployment in the impact assessment area and will cause temporary disruptions to business operations.</p>
Workforce management	Construction	Construction personnel will be working in close proximity to homes and businesses, on 12-hour daily shifts. Worker activity may contribute to noise impacts where work is proceeding close to homes and may also cause concerns regarding safety or privacy.

15.8.3 Housing and accommodation

15.8.3.1 Temporary non-resident workforce accommodation

The accommodation requirements for workforce in the northern extent of the Project are expected to be sufficiently met by existing accommodation available in Toowoomba and surrounding towns, such as Southbrook and Pittsworth. Existing accommodation is less readily available south of Pittsworth. To compensate for this shortage in accommodation, the Project includes allowance for three non-resident workforce accommodation facilities to accommodate the construction workforce. Each facility will be required to hold 300 staff during the peak period, between weeks 50 and 70. The average occupancy outside of the peak period will be approximately 150 people per facility. While it is likely that the workforce accommodation facilities would operate concurrently, they would not be fully occupied at the same time, as workers would move between facilities as construction proceeds along the alignment.

Preliminary consultation with TRC and GRC indicated that the non-resident workforce accommodation was likely to bring the benefits of local supply opportunities and workforce expenditure, and also noted the potential for workforce accommodation to leave legacy values that would increase town amenity and/or tourism potential; however, possible limitations on waste, water and sewerage infrastructure were noted. GRC's preference is for a non-resident workforce accommodation facility to be located in Goondiwindi rather than Yelarbon. This was not considered feasible due to the distances that would need to be travelled to get to and from work fronts for the Project, which would result in fatigue-management concerns and reduced efficiencies.

ARTC has consulted with the owners of suitable land parcels in the Turallin, Inglewood and Yelarbon areas. The owners of the preferred sites have agreed to their nomination as preferred sites in the draft EIS. The preferred sites are summarised in Table 15.16.

TABLE 15.16 LOCATIONS FOR NON-RESIDENT WORKFORCE ACCOMMODATION

Lot and plan	Address	Description
Lot 30 MH721	Cunningham Highway, Yelarbon	On the Cunningham Highway, on a property of approximately 161 ha, where the predominate use is grazing, located approximately 2.5 km north west by road and 3 minutes' travel time by road from Yelarbon.
Lot 5 MH75	Millmerran–Inglewood Road, Inglewood	On Millmerran–Inglewood Road, on a property of approximately 207, ha where the predominate use is cattle grazing, located approximately 12 km by road north and 14 minutes' travel time of Inglewood, and surrounded by the Bringalily State Forest.
Lot 135 DY1033	553 Turallin Road, Turallin	On Turallin Road/Ellerslie Road in the rural locality of Turallin on a property of 57.7 ha, where the existing uses include a caretaker's residence, meeting room and disused demountable sleeping quarters, approximately 8 km by road and seven minutes' travel time northwest of Millmerran.

The proposed site near Millmerran is owned by BNTAC and the proposed sites near Inglewood and Yelarbon are also privately owned. Non-resident workforce accommodation sites would be used under lease agreements, which would result in a financial benefit to the owners.

The location of the proposed non-resident workforce accommodation, and the buffering afforded by the large parcels of land on which they are proposed, will help avoid direct impacts on the amenity and character of the towns or adjacent landowners.

Workforce accommodation will be self-contained and will include accommodation units with kitchen, dining, ablution and laundry facilities. Supporting and additional infrastructure associated with each facility will include:

- ▶ Potable water storage—approximately 0.51 ML of water per five-day week of operation during peak occupancy, based on average usage of 340 L per person, per day
- ▶ Water and wastewater treatment and collection facilities, including temporary package sewage treatment (estimated capacity of 300 equivalent population)
- ▶ Power generation (if not connected to the local electricity grid) by diesel-powered generators, in combination with solar panels, where appropriate
- ▶ Solid waste-collection facilities
- ▶ Recreational facilities
- ▶ Paramedic and first aid facilities
- ▶ Offices
- ▶ Car parking and gatehouse/security.

Businesses in Millmerran, Yelarbon and Inglewood (such as hotels, clubs, shops and cafes) would be likely to benefit from an increase in trade from workers who would stay in the non-resident workforce accommodation and access the local townships for personal supplies. With respect to Yelarbon, this could also change the existing quiet village character while workers are in proximity to town. Local business group representatives consulted as part of the SIA were supportive of hosting non-resident workforce accommodation and the potential benefits they can bring to the local economy. There is also a likelihood that local residents could access employment opportunities at the non-resident workforce accommodation (e.g. cooks, cleaners, security, maintenance trades etc.).

The potential for workforce accommodation to leave a legacy of additional accommodation or facilities for the local community's benefit was identified by consultation participants; however, the preferred sites are privately owned and would be leased by the Project, so legacy benefits may only pertain to the landowners. Legacy opportunities will be discussed with relevant landowners, local governments and regulatory agencies.

There is potential for non-residents workers to change the profile of health service needs, which is further discussed in Section 15.8.4.

15.8.3.2 Short-term accommodation

Non-resident personnel working at the northern end of the Project may access short-term accommodation in Toowoomba. As some personnel would be locally based, and the Project is offering low-cost/free accommodation at non-resident workforce accommodation, the number of personnel using short-term accommodation is expected to be low and is unlikely to place pressure on the short-term accommodation supply.

15.8.3.3 Housing access

Assuming up to 20 households would need to relocate from within the Project footprint as the result of property acquisitions for the Project, approximately 50 people may need to relocate (refer Table 15.14). There is a possibility that displaced residents may relocate elsewhere within the region, such that, in the context of the impact assessment area's population of more than 170,000 people, changes to the regional population that could affect housing access are likely to be negligible.

Community representatives in Pittsworth and Millmerran were interested in attracting Project personnel to relocate and settle permanently in the towns. Some personnel might choose to purchase or rent homes and resettle in the impact assessment area but these numbers are likely to be small, given that the number of personnel required will change according to the construction activities being undertaken, the construction period for the Project is time limited, and it is proposed that non-resident workforce accommodation be established to support Project construction.

Any demand for housing from construction personnel who move to local communities has the potential to result in exacerbation of existing rental housing shortages and will be managed in accordance with the Principal Contractor's Accommodation Management Plan (AMP). The scope and objectives of the AMP are detailed further in Appendix U: Social Impact Assessment Report.

For the operational phase, the majority of workers would return home at night, with a small number potentially accommodated locally (e.g. drivers on fatigue breaks). As such, significant impacts on the supply of short-term accommodation or housing are not expected.

Potential impacts relevant to housing and accommodation are summarised in Table 15.17.

TABLE 15.17 POTENTIAL IMPACTS TO HOUSING AND ACCOMMODATION

Impact area	Delivery phase	Potential impacts
Housing affordability	Construction and operation	Acquisition of properties has been assumed to displace approximately 20 households, resulting in population loss at the local level, and the removal or relocation of dwellings. There may be some temporary impacts on housing demand as people relocate from within the Project footprint but this is likely to be dispersed across the impact assessment area and is unlikely to cause a discernible impact on housing access or housing costs.
Workforce accommodation	Construction	Temporary non-resident workforce accommodation locations are proposed in the vicinity of Millmerran (Turallin), Inglewood and Yelarbon, accommodating up to 300 workers at peak, with potential impacts on demand for health services and concerns about community safety, resulting from large numbers of non-local personnel being around small communities and homes (refer Appendix U: Social Impact Assessment Report.)
Workforce housing	Construction	A small number of construction personnel may choose to move to the impact assessment area (estimated at 20 personnel). This is unlikely to boost demand to levels that would cause rental housing to become unaffordable to the average income earner but it could place low-income renters at risk of displacement, particularly in the context of cumulative demand for rental housing in towns such as Millmerran, Pittsworth and Goondiwindi.
Short-term accommodation	Construction	An influx of non-local workers could impact the supply of short-term accommodation, which is in low supply in many of the potentially impacted communities and located primarily within the Toowoomba and Goondiwindi urban areas. While there is a good supply of short-term accommodation in Toowoomba City, relative to potential Project demands, the supply of accommodation in Goondiwindi is smaller. Non-local workers choosing this form of accommodation may place pressure on the available supply, particularly if compounded by the cumulative effect of other projects in the area. The provision of temporary non-resident workforce accommodation is likely to mitigate most of this demand.

15.8.4 Health and wellbeing

A community's health and wellbeing is shaped by the complex interplay of personal, social, economic and environmental influences. A safe environment, adequate income, meaningful social roles, secure housing, higher levels of education and social support are all associated with better health.

15.8.4.1 Community facilities and services

The Project's construction phase has potential to cause noise that may affect the amenity of schools in Yelarbon, Brookstead, and Southbrook, and of the Pittsworth and District Assembly of God/Harvest Life Church in Pittsworth. Construction noise may also affect the amenity of the Yelarbon and District Soldiers Memorial Hall and the adjoining Anzac Memorial Garden, and the Pampas Memorial Hall.

Disruptions to school access routes, travel times and school bus scheduling are anticipated during construction, with several school bus routes interfacing with the Project alignment. During operations, there is also potential for short delays to school bus services as a result of level crossing operation.

There is also potential for increased demand for community services as the result of stresses and anxiety related to the Project, and service demand, may also be generated by new arrivals in search of work, or non-resident personnel.

The operational workforce would not create any significant population increase and is therefore unlikely to increase demand for local services.

15.8.4.2 Environmental qualities and natural resources

The Project's operation has potential to result in noise levels that could cause stress or sleep disturbance. ARTC will engage with the owners of dwellings where noise levels trigger investigation of mitigation measures, to agree property-specific mitigation to reduce noise levels.

Community concerns about dust emanating from the rail corridor indicate the need to provide information to the community about how dust from the Project's construction and operation will be minimised.

Consultation identified significant stakeholder and community concern about the Project's potential impacts on water availability as a result of disturbance to groundwater bores or competition for water allocations. This is of particular relevance given the current drought conditions being experienced in the region. Relevant findings are summarised in Table 15.18.

15.8.4.3 Mental health

The Project's draft EIS phase has involved stress and anxiety for some stakeholders, due to concerns about property acquisitions, amenity impacts, property values, concern about the potential to increase flooding risks, or environmental changes. The Project's construction activities will introduce noise, an increase in non-local people and changes to the character of areas within the temporary footprint, which may also cause stress for local residents and landowners.

ARTC has initiated a mental health partnership to support residents who may experience stress and anxiety in relation to the Project or unrelated factors.

The Project will contribute to the Inland Rail Program's social and economic benefits, including employment opportunities, skills development, wages and business supply opportunities, which will be experienced at local and regional levels and have the potential to support mental health.

15.8.4.4 Health and emergency services

Project personnel are likely to increase and change the nature of demands for health services in Inglewood, Millmerran and/or Goondiwindi (noting that there are no health services available in Yelarbon), and may increase demand for police, ambulance and fire and rescue services.

The Project may cause delays to police and emergency response vehicles as the result of road works and increased traffic during construction and increases in demands for policing services would result from the need for traffic-control assistance and escorting oversize vehicles or loads. Non-resident workforce accommodation may also increase demand for police and ambulance services due to a temporary increase in the populations of Yelarbon, Inglewood and Turallin.

Accessibility and response times for emergency services may be impeded when the railway is operational, due to the likelihood of encountering passing trains at level crossings. Prior to the Project's commissioning, arrangements between ARTC and police and emergency service providers, defining appropriate and co-ordinated responses and communication in the event of accidents and other emergencies, will assist the efficacy and efficiency of emergency service responses.

Consultation with Toowoomba and Goondiwindi Local Disaster Management Groups, in addition to QPS, QAS and QFES, will continue through the detail design process to ensure that appropriate access and egress solutions are incorporated into the detail design to enable movements across the rail corridor.

15.8.4.5 Condamine River floodplain

The Project involves a significant crossing of the Condamine River floodplain—12.5 km based on 1% AEP inundated floodplain width. Farmers and community members across the Condamine River floodplain are concerned that the Project could result in impacts including alienation of high-quality agricultural land within the Project footprint and changes to flooding patterns.

Assessment of impacts on agricultural land indicates that high-quality agricultural land across the Condamine River floodplain and outside of the existing Millmerran Branch Line rail corridor would be required to accommodate elements of the Project (refer Chapter 7: Land Use and Tenure).

The results of the Project’s flooding and hydrology assessment indicate that alterations to floodplains would result in changes in peak water levels under the 1% AEP event that exceed the flood-impact objectives adopted by the Project at five dwellings between Pampas and Yandilla, one shed at Pampas and three grain silos at Yandilla (refer Chapter 12: Surface Water and Hydrology). ARTC will continue consultation with landowners whose properties are directly affected by the Project footprint or by the potential for increased flooding, to identify management measures that will reduce impacts on the use and amenity of their properties, and the safety of humans and stock.

The loss of agricultural land, the establishment of rail infrastructure across the floodplain and community, and concerns about flooding may combine to result in anxiety about potential impacts on the floodplain’s functions and environmental qualities.

15.8.4.6 Impacts on community safety

The Project is likely to generate a temporary influx of new people to local areas, and it is possible that perceptions of safety (‘stranger danger’) would change for residents near the Project footprint as a result. It is also anticipated that residents of towns near non-resident workforce accommodation would have some safety concerns related to such a significant influx of newcomers to their small communities.

Safety risks associated with the Project’s operation include derailments, level crossing accidents with road-based vehicles, accidents associated with pedestrian and cyclist crossings, and railway-based fatality. ARTC will apply industry best-practice design and management measures to mitigate community safety impacts, in accordance with requirements of relevant Office of the National Rail Safety Regulator (ONRSR) guidelines and will develop tailored rail safety awareness programs for nearby communities. Further details on the incorporation of safety considerations into design are provided in Chapter 5: Project Description and Chapter 19: Hazard and Risk.

15.8.4.7 Impacts on health and wellbeing

Potential impacts to health and wellbeing are outlined in Table 15.18.

TABLE 15.18 POTENTIAL IMPACTS TO HEALTH AND WELLBEING

Impact area	Delivery phase	Potential impacts
Social infrastructure	Construction	The Brookstead State School, Southbrook Central State School and Yelarbon State Schools may experience construction-noise impacts, requiring specific mitigation. Construction works may result in noise and vibration that could affect the amenity of the Yelarbon & District Soldiers Memorial Hall and the adjoining Anzac Memorial Garden, the Pampas Memorial Hall and the Pittsworth and District Assembly of God Church.
	Operation	Assessment of noise impacts indicates that rail noise resulting from the Project may exceed Project criteria in relation to Yelarbon and Brookstead State Schools, requiring mitigation measures to be developed with Department of Education, Skills and Employment (DESE). Potential for rail noise to exceed Project criteria was identified in relation to the Pampas Memorial Hall and the Pittsworth and District Assembly of God Church.
	Construction	Disruptions to school access routes, travel times and school bus scheduling are anticipated during construction, with most routes interfacing once or twice with the Project footprint. There is also potential for delays to school bus services as a result of level crossing operation. Construction traffic on known school bus routes will be restricted to only essential movements during pick-up and set-down times on school days.

Impact area	Delivery phase	Potential impacts
Social infrastructure (continued)	Construction (continued)	Residents travelling to access schools and community facilities services may experience travel delays or increased traffic during construction, (due to the movement of large vehicles and oversize loads accessing worksites and laydown areas, or due to works at road/rail interfaces). Where access routes encounter level crossings, there is potential for delays to travel while trains pass.
		There is a possibility of increased demand for community services such as counselling, financial counselling and family support as a result of stresses and anxiety related to the Project, and changes to social networks.
Health and emergency services	Construction	The workforce may generate an increase in demand for health, police and ambulance services. Consultation with the Darling Downs Hospital and Health Service has identified the need for advance notice of the construction program and workforce build up, to enable forward planning for any service adjustments that may be required.
		Consultation with QPS indicates that construction will result in increased demand, including non-resident workforce accommodation, traffic policing and site safety in regard to major construction sites, such as bridges, escorting oversize vehicles or loads, and the potential for community protests against the Project.
		Accessibility for emergency services may be impeded during construction at crossing construction sites and when encountering heavy haulage and large load vehicles on roads.
	Operation	<p>Consultation with each local government indicates that smaller waste-management facilities at Millmerran, Inglewood and Yelarbon may have limited capacity to accept waste from the non-resident workforce accommodation. These facilities may be used in a transfer capacity, before waste is ultimately disposed of in larger regional facilities in Goondiwindi and/or Toowoomba. The Project's waste management strategy is detailed in Chapter 20: Waste Management.</p> <p>Accessibility and response times for emergency services may be impeded due to encountering passing trains at level crossings. This will be partially mitigated through early advice to providers and provision of emergency access points across the alignment.</p> <p>An increased risk of road/rail accidents may create significant additional demand on health and emergency services (including police, ambulance and rural fire services). Responses to any derailments, level crossing accidents, load loss, hazardous goods spill or other major incidents would also place a significant demand on police and emergency resources.</p>
Physical health and environmental qualities—air quality	Construction	Assessment of the potential for dust and/or diesel emissions to affect air quality is discussed in Chapter 11: Air Quality. For the construction phase of the Project, dust sources will be variable in nature and proximity to sensitive receptors. Contributions to air pollution during operations are expected to be within the Project goals for air quality, which are based on protecting health and wellbeing, health and biodiversity of ecosystems and protecting agriculture environmental values. An Air Quality Management Sub-plan will be developed as part of the CEMP (refer Chapter 22: Outline Environmental Management Plan).
	Operation	<p>The results of the air quality assessment of Project operations (refer Chapter 11: Air Quality) indicate cumulative background conditions, with the addition of Project air quality emissions, to be below guideline levels at all sensitive receptors.</p> <p>Emissions assessment has concluded that when operational at peak train volume (in 2040), the drinking water guideline values prescribed by the <i>Australian Drinking Water Guidelines</i> (NHMRC & NRMCC, 2011) will be achieved at the worst-affected water tank receptor.</p> <p>Potentially affected landowners and occupants will be consulted with in advance of undertaking any maintenance works that have potential to result in adverse air quality impacts. The purpose of this consultation will be to establish and agree necessary mitigation and control measures in order to avoid or minimise impacts to receptors.</p>

Impact area	Delivery phase	Potential impacts
Physical health and environmental qualities—noise and vibration	Construction	Construction activity is expected to generate noise and vibration impacts on sensitive receivers that may affect daytime amenity and cause sleep disturbance for people who sleep during the day, requiring a suite of noise- and vibration-mitigation measures to avoid or minimise noise impacts.
	Operation	<p>An assessment of the potential for rail noise to cause sleep disturbance is provided in Chapter 14: Noise and Vibration. The assessment identified a total of 136 sensitive receptors (131 residential and 5 non-residential) where the predicted noise levels are expected to be above the noise assessment criteria adopted for the Project without the implementation of mitigations.</p> <p>In some locations, residents may feel that there is a disparity between noise criteria that are considered acceptable to protect human health, and noise levels or noise that can be experienced as intrusive or stressful. Stress and anxiety in response to disturbances to quality of life may persist even if the disturbances (such as noise or vibration) fall within regulated standards.</p>
Condamine River floodplain	Construction and operation	<p>The results of the Project’s flooding and hydrology assessment (refer Chapter 12: Surface Water and Hydrology) indicates that flood-sensitive receptors that are projected to be impacted by changes in peak water levels under the 1% AEP event that exceed the flood-impact objectives adopted by the Project include:</p> <ul style="list-style-type: none"> ▶ Nine dwellings (five between Pampas and Yandilla, and four at Yelarbon) ▶ One shed at Pampas ▶ Three commercial buildings (grain silos) at Yandilla ▶ ARTC is working with the owners of affected properties to develop effective flood-mitigation solutions and/or compensation agreements for increased flooding potential ▶ High-quality agricultural land across the Condamine River floodplain and outside of the existing Millmerran Branch Line rail corridor would be required to accommodate elements of the Project (refer EIS Chapter 7).
Flooding	Construction and operation	In addition to the dwellings, shed and grain silos, one State-controlled road (Cunningham Highway at Yelarbon) and one local public road (Leesons Road between Kingsthorpe and Gowrie Junction) may be impacted by changes in peak water levels under the 1% AEP event. ARTC will continue to consult with DTMR and relevant local governments to ensure that the potential for altered hydrological conditions on public roads is appropriately mitigated through development of the detail design.
Mental health	Construction	Uncertainty about the property acquisition process and future living arrangement is a considerable source of stress and anxiety for some people whose homes would be acquired. There is also concern in the community about the risk of harm to their physical environment, sense of place and quality of life, and future security (affecting incomes and planned futures). Fear about perceived impacts is generating anxiety and stress for some residents.
	Construction	There is potential for noise and vibration disturbances to cause stress and anxiety for residents near construction sites, particularly if those sites require extended periods of activity.
	Construction	Employment opportunities during construction would be likely to have positive mental health benefits for the individuals employed, particularly if previously unemployed.
	Operation	Long wait times at level crossings may increase blood pressure and heart rate, and have consequences for the long-term health of individuals (Morant, 2015), or trigger risky behaviours to try and ‘beat the train’.
	Operation	Potential sources of stress or anxiety may include delays at level crossings, disruptions to farming activities, noise and vibration disturbance for residents close to the alignment, potential for homes, farms and roads to be impacted by altered flood patterns and potential impacts on property values and resale.
	Operation	The Project increases the potential for railway-based fatality.

Impact area	Delivery phase	Potential impacts
Access to natural resources	Construction and operation	<p>Local landowners are concerned that interference with groundwater or surface flows, including creek systems, would affect their access to water for farming or domestic purposes.</p> <p>There are 30 registered bores within the Project footprint. These bores, plus unregistered bores that also occur within the Project footprint, are likely to be decommissioned to enable construction of the Project.</p> <p>Impact modelling indicates that no registered bores located outside of the Project footprint are expected to experience groundwater drawdown as a result of Project activities (refer Chapter 13: Groundwater).</p> <p>As detailed in Chapter 22: Outline Environmental Management Plan, construction water requirements will be confirmed through the construction approach refinement process, and a construction water strategy will be developed as a component of the CEMP, in consultation with stakeholders.</p> <p>During the construction phase, the standard ARTC-approved impact mitigation measures relevant to surface water quality are expected to be sufficient to mitigate most potential conceivable impacts. The potential for an increase in saline discharge into proximal waterways during construction activities was identified as potentially remaining at a moderate residual impact and requiring implementation of management measures outlined in Chapter 22: Outline Environmental Management Plan.</p> <p>The Project traverses the eastern boundary of the Rainbow Reserve, which is a small reserve available for camping and fishing. There are no facilities in the reserve that would be affected but the peaceful ambience of the reserve may be affected by noise while construction activities are nearby and, during operations, while trains are passing. The Project has been intentionally aligned along the eastern boundary of the reserve to minimise the extent of encroachment of the reserve, while also avoiding severance and sterilisation of agricultural land immediately to the east of Rainbow Reserve.</p>
Safety	Construction	The location of worksites and laydown areas near private homes might engender anxiety about personal and property safety for some residents living adjacent to the Project. Laydown areas that have been nominated in the Project footprint have been located to maximise distances from environmental and social receptors, where possible.
	Construction	The Project is likely to generate an influx of new people to local areas, and it is possible that perceptions of safety ('stranger danger') would change for residents near the Project footprint as a result. It is also anticipated that residents of towns near temporary non-resident workforce accommodation would have some safety concerns related to such a significant influx of newcomers to the area.
Traffic safety	Construction	<p>Traffic construction impacts may include:</p> <ul style="list-style-type: none"> ▶ Deterioration of road surfaces due to truck weights (which is addressed as part of ARTC agreements with the relevant road authorities) ▶ Safety issues associated with fatigued or inattentive commuters ▶ Disruption of school bus routes and other public transportation.
	Operation	<p>Potential impacts on traffic safety during operations include:</p> <ul style="list-style-type: none"> ▶ Disruption to familiar travel routes due to road re-alignments and delays at level crossings ▶ An increased risk of road-rail accidents (refer Chapter 18: Traffic, Transport and Access) ▶ Heightened risk exposure for young drivers, school children, older pedestrians and people with disabilities in crossing the rail corridor.
Legacy benefits	Operation	<p>The Project is working with telecommunications carrier network operators to provide services for construction site offices, non-resident workforce accommodation and the railway corridor. While the focus will mainly be for the provision of voice and high-speed data services in the vicinity of the rail corridor, it is envisaged that the extended wireless telecommunications network coverage and optical fibre systems will benefit the local communities in those areas where such services did not previously exist.</p> <p>ARTC will consider opportunities for the Project to contribute legacy benefits that have a relevance to the Project and will consult with the communities affected to develop appropriate responses.</p>

15.8.5 Business and industry

15.8.5.1 Impacts on farms and agribusinesses

The Project alignment would be located within existing rail corridor (i.e. South Western Line and the Millmerran Branch Line) for approximately a third of its length; however, the acquisition of agricultural land will be necessary. Acquisition of land for the Project may result in the loss of productive land, disturbances to farm infrastructure, such as fences, sheds, dams and bores, and changes to cross-corridor connectivity. All of these have potential to affect economic viability of farming operations and enterprises associated with agricultural land directly impacted by the Project footprint.

It is assumed that productive land within the existing South Western System and Millmerran Branch Line rail corridors and within existing road corridors has already been sterilised; therefore, the land-use impact assessment has only assessed impacts to areas within the Project footprint that are located outside of existing rail and road corridors (refer Chapter 7: Land Use and Tenure).

The land-use assessment has determined that the permanent and temporary footprints will traverse less than 0.1 per cent of the Class A agricultural land and land within an important agricultural area (IAA) within the Goondiwindi LGA. The permanent footprint will traverse 0.5 per cent and the temporary footprint will traverse 0.1 per cent of the Class B land mapped within the Goondiwindi LGA. In addition, the permanent footprint will traverse 0.2 per cent of Class A agricultural land, Class B agricultural land or land within an IAA within the Toowoomba LGA. The temporary footprint will traverse less than 0.1 per cent of Class A, Class B or land within an IAA within the Toowoomba LGA. Based on this, the land-use impact assessment has concluded that at a regional level, the Project will result in a very small decreases in the availability of agricultural land; however, at an individual property level, the loss of agricultural land, along with severance or isolation of parcels of land, and/or disruption to fences or water access may lead to reductions in productivity.

Construction of crossings and road realignments on private land may also disrupt on-farm connectivity and property operations. Where level crossings are required, ARTC will consult with landowners to determine the design that best fits their requirements. For example, in areas where landowners use large machinery, the design of the level crossing, including gate widths, crossing surface and approach grades, will need to accommodate this. Alternatively, where there is stock on a property, the focus will be on installing appropriate fencing and gates to keep the stock out of the rail corridor. ARTC will work with each landowner to find access solutions that minimise the number of level crossings for the Project, consistent with the safety objectives of the ONRSR guidelines and policies.

The Project would traverse land owned by the Yarranbrook (Whetstone), D M Fletcher (Bringalily) and R Sydney and KM Stevens (Millwood) feedlots, the Moyness Piggery at Yandilla, and the Doug Hall Poultry business at Yandilla, with partial or full land acquisitions required. Impacts such as severance or loss of land area may affect the operations of some aspects of these businesses. There may also be potential for the loss of employment for farm workers if operations are significantly disrupted or reduced but this is unquantifiable.

As described in Chapter 5: Project Description, the Project footprint interfaces with the State stock route network in 12 locations. Consultation with GRC, TRC, DNRME and landowners has occurred to determine potential impacts on these stock routes and to identify potential solutions for the treatment of rail and stock route interfaces. This consultation will continue through the detail design phase and as the construction approach is confirmed, to further ensure that potential impacts are appropriately managed. For example, construction activities for the Project may result in temporary disruption to the connectivity of the stock route network, particularly in and around the rail–road interface locations.

In addition to the State stock route network, there may also be private stock routes that are used to transfer stock to various grazing paddocks and holding yards within or across the Project footprint. Consultation is ongoing with individual landowners within the Project footprint to identify property-specific impacts, if any, to private stock routes.

15.8.5.2 Impacts on other businesses

The Project avoids most towns, reducing direct impacts on local business centres and their amenity. Businesses where amenity could be affected by construction noise, temporary disruptions to access during construction and/or by operational noise, include the general store and the Oasis Hotel in Yelarbon, the Brookstead Store, Post Office and Hotel, the Caltex Hotel at Pampas and the Pittsworth Motor Inn. ARTC will consult with affected businesses to explain the result of EIS studies, as relevant, and work with business operators to reduce the potential for impacts on their amenity. It is also likely that local businesses would benefit from increased trade from patronage by the additional workforce in the impact assessment area during the construction period.

ARTC has engaged with the Department of Agriculture and Fisheries (DAF) to confirm their requirements and potential impacts of the Project on State forest resources and is working with DAF to mitigate impacts on forestry operations. ARTC met with Queensland Beekeepers Association (QBA) on 14 February 2019 and will continue to consult with the QBA and DAF regarding maintenance of honey producers' access to apiaries within the State forest while Project construction is active in the Bringalily and Whetstone State forests.

There is potential for road works, bridge construction and the visual impact of laydown areas during construction to affect tourists' experience and travel times. This will be temporary while construction activities are undertaken in particular areas, but some tourists may be deterred from visiting during these periods. ARTC has proposed non-resident workforce accommodation to mitigate potential demands on tourist accommodation (refer Section 15.8.3.1).

During operation, there is potential for waiting times at level crossings to diminish the quality of tourists' experience; however, traffic delays due to rail crossings and road intersection are a common occurrence and are unlikely to be a significant deterrent for visitors.

If several major projects are constructed concurrently, there is potential for their cumulative requirements to draw labour away from local businesses. ARTC's training initiatives are expected to increase workforce skills and capacity, not just for Inland Rail, but also for other industries, which may offset this impact. There is also potential for businesses in the impact assessment area to benefit from Project supply opportunities that may also offset any impacts of labour draw.

15.8.5.3 Local supply opportunities

ARTC is committed to providing full, fair and reasonable opportunities for capable local businesses to compete and participate in the Project's supply chain. ARTC is also committed to ensuring that Indigenous businesses, including those located in the impact assessment area, are identified and supported to participate in the Project's supply chain.

Local, regional and Indigenous businesses will benefit from the construction phase. Opportunities to supply the Project may include supply of fuels, equipment, borrow and quarried material, and services including fencing, electrical installation, rehabilitation, landscaping, maintenance and trades services. Local transport or logistics businesses may also have significant opportunities to service the construction phase.

The Project's local supply arrangements will be experienced as an opportunity to develop and grow local businesses, with some benefits possible in nearby communities, but with regional benefits of greater significance. The expansion in construction activity would support additional flow-on demand and additional spending by the construction workforce and, therefore, business trading levels in the region.

The Project's accommodation providers will also be required to ensure that tendering opportunities for supplies and services to non-resident workforce accommodation are made available to local businesses.

Consultation has identified concern that small businesses may be exploited or unfairly treated by major contractors. ARTC has advised that it is engaging with large contracting companies regarding acceptable standards for subcontracting and will also work with small business to provide information about how to engage with major contractors and how to protect their rights.

15.8.5.4 Regional economic development

The Inland Rail Program is a nationally significant transport initiative and will provide a high-capacity freight link between Melbourne and Brisbane, which will improve connections between the Darling Downs and SEQ regions to domestic and international markets and will support associated future industries. The Project has potential to create beneficial impacts for the agriculture sector within the impact assessment area, including more efficient access to domestic and international markets.

The Project runs via the Charlton Wellcamp Enterprise Area, which is a major industrial precinct supporting Toowoomba and regional south Queensland, involving aviation, logistics, transport, corporate and mining services, and includes Toowoomba Wellcamp Airport, Wellcamp Business Park, InterLinkSQ, Witmack Industry Park and Charlton Logistics Park. The Project's route via the airport and industrial precincts may provide the opportunity to supplement airfreight movements with access to the national rail freight network, facilitate access to efficient rail transport for businesses in the region and at the Charlton Wellcamp Enterprise Area, and stimulate business development in the area.

The Project will improve access to and from regional markets and may act as a significant catalyst for development within the impact assessment area, particularly in relation to rail-dependent industries and support industries associated with transport, freight handling, warehousing and logistics.

15.8.5.5 Potential impacts on businesses and industries

Potential impacts on businesses and industries are outlined in Table 15.19.

TABLE 15.19 POTENTIAL IMPACTS TO BUSINESS AND INDUSTRY

Impact area	Delivery phase	Potential impacts
Forestry	Construction and operation	The Project will require land located within the Whetstone and Bringalily State forests. As the areas required for the Project's operation are relatively small in comparison to the total area of the State forests, and effects such as changes to noise or dust levels are not expected to affect forestry operations, the potential for adverse impacts to production within the State forests is expected to be low.
Farming and agribusinesses	Construction and operation	<p>There is potential for the Project to directly affect agricultural land uses as well as impacts on agricultural properties that would commence during construction. These impacts may include:</p> <ul style="list-style-type: none"> ▶ Direct impacts on the productivity and use of land: <ul style="list-style-type: none"> ▶ Severance of landholdings and intrusion on fields, pastures, cropping land and paddocks, potentially leading to reduced productivity or viability of land parcels and/or businesses ▶ Intrusion or dissection of farm infrastructure, including homesteads and outbuildings, stock holding yards and irrigation plant and equipment, with potential to affect the amenity of properties during Project operations ▶ Effects on water access, drainage or storage dams ▶ Concerns about impacts on organic production certification ▶ The need to find alternative agistment areas while fences or other property infrastructure are disrupted. ▶ Impacts on on-farm and off-farm movements, including: <ul style="list-style-type: none"> ▶ Disruption to holding yards and loading facilities ▶ Reduced ability to move machinery, stock and supplies across the corridor, particularly concerning the movement of very large machinery through level crossings ▶ Temporary disruptions to access to landholdings and/or business operations, with alternative access arrangements provided for all properties.
	Construction and Operation	The Project would traverse land owned by the Yarranbrook (Whetstone), D M Fletcher (Bringalily) and R Sydney and KM Stevens (Millwood) feedlots, the Moyness Piggery at Yandilla, and the Doug Hall Poultry business at Yandilla, with partial land acquisitions required. The permanent footprint also traverses Cremascos Road, which is the main access road to the Yarranbrook feedlot. An active level crossing is proposed at Cremascos Road, to maintain road safety.

Impact area	Delivery phase	Potential impacts
Farming and agribusinesses (continued)	Operation	Impacts such as severance or loss of land may affect the operational efficiency of businesses and therefore negatively impact farmers' or business owners' livelihoods. Such impacts will be considered on a property-by-property basis as part of acquisition and compensation process under the AL Act. There may also be potential for the loss of employment for farm workers if operations are significantly disrupted or reduced but this is unquantifiable.
Stock and product movements	Construction and Operation	The Project footprint interfaces with the State stock route network in 12 locations. The continuity of stock routes would be maintained through the provision of underpasses, realignments, or level- or grade-separated crossings. Impacts on use of stock routes are therefore expected to be minimal.
Disruption of local businesses	Construction and Operation	There is potential for the Project to restrict the movement of stock and agricultural commodities across the Project to handling facilities, and to impact on informal rail crossing points.
Tourism	Construction and Operation	<p>There is potential for road works, bridge construction and the visual impact of laydown areas during construction to affect tourists' experience and travel times. This will be temporary while construction activities are undertaken in particular areas, but some tourists may be deterred from visiting during these periods.</p> <p>During operation, there is potential for diminished scenic amenity due to the Project's location within the rural landscape, particularly where the rail line would be elevated. There is also potential for waiting times at level crossings to diminish the quality of tourists' experience; however, traffic delays due to rail crossings and road intersection are a common occurrence and are unlikely to be a significant deterrent for visitors.</p>
Transport businesses	Construction and operation	<p>Transport businesses in the impact assessment area are likely to experience temporary disruptions to travel routes during the Project's construction and will experience delays at level crossings during operations.</p> <p>Rail sidings, including those at Kurumbul, Yelarbon and Brookstead, will also be disrupted during construction; however, the operational phase will offer superior facility access to rail transport.</p> <p>Transport or logistics businesses may benefit from significant opportunities during construction to transport construction materials to laydown areas and remove waste materials and recyclables from construction compounds and accommodation facilities. Benefits may also accrue long term if a regional rail distribution point is established on the Project alignment.</p> <p>During operations, there may be a decrease in long-haul road freight volumes over time, affecting levels of trade for local transport businesses. The business case for Inland Rail (ARTC, 2015b) noted that there may be potential for the creation of new and expanded regional industries, including rail-based warehousing and associated freight precincts.</p>
Local business opportunities	Construction	<p>The Project is likely to provide significant opportunities for local and regional businesses to participate in its supply chain by providing services, personnel and supplies. Project supply opportunities during the construction phase may represent a substantial source of trade and an opportunity for local business growth.</p> <p>The Project would provide a boost to businesses in Toowoomba, which is experiencing a slowdown following completion of recent infrastructure projects. Businesses across the impact assessment area are positive about opportunities through direct involvement in Project construction (including the alignment and accommodation facilities), as well as opportunities in secondary service and supply industries (such as retail, hospitality and other support services).</p>
Local business opportunities	Operation	<p>The benefits of supply would be more modest during the operation phase of the Project but would represent a very long-term opportunity, which would support the viability of businesses and contribute indirectly to increased employment opportunities. Further information on economic benefits through operation of Inland Rail and the Project are provided in Chapter 2: Project Rationale and Appendix U: Social Impact Assessment Report.</p> <p>ARTC has developed an Australian Industry Participation Plan, which will ensure that local, regional and Indigenous businesses (as well as other Australian businesses) will have opportunities to supply the Project.</p>

Impact area	Delivery phase	Potential impacts
Indigenous economic participation	Construction	<p>The Project offers the potential to increase Indigenous employment and business opportunities. Indigenous community members in the impact assessment area are likely to have capacity for involvement in the construction phase, including the following aspects:</p> <ul style="list-style-type: none"> ▶ Cultural heritage management ▶ Construction and/or operation of accommodation facilities ▶ Earthmoving and transport services. <p>Capacity building assistance is likely to be required to facilitate Indigenous business capability. Indigenous people are keen to participate in the Project and need timely engagement to be able to participate effectively.</p>
Regional economic development	Operation	<p>Economic development opportunities for the Darling Downs and SEQ regions include:</p> <ul style="list-style-type: none"> ▶ Improved freight transportation infrastructure, connecting production with processing industries ▶ Potential to reduce traffic congestion and deterioration of road infrastructure which delays access to markets and processors ▶ Increased capacity of freight services by reducing congestion on existing road and rail passages ▶ Facilitation of the development of enterprise and logistics hubs, including the Charlton Wellcamp Enterprise Area.

15.9 Social Impact Management Plan

This section outlines the objectives, outcomes and performance measures for mitigation of social impacts, and the actions that ARTC will undertake and/or require its contractor to undertake to mitigate social impacts. Measures intended to enhance Project benefits and opportunities are also provided.

15.9.1 Introduction

The draft EIS includes detailed measures to mitigate and monitor environmental impacts that may contribute to social impacts. Chapter 22: Outline Environmental Management Plan outlines a consolidation of all mitigation and management measures proposed for implementation through future phases of the Project.

This section provides a detailed framework for mitigation of social impacts and enhancement of Project benefits, and aims to:

- ▶ Provide guidance for the mitigation of negative impacts on stakeholders and communities
- ▶ Support adaptive management of social impacts, by enabling communication between stakeholders and the Project during the detail design, pre-construction and construction process, to identify any need for improvements to management measures
- ▶ Describe ARTC's initiatives and partnership opportunities, which will maximise local employment and business opportunities and bring about long-term benefits for local communities.

Management measures are provided in five sub-plans:

- ▶ Community and Stakeholder Engagement
- ▶ Workforce Management
- ▶ Housing and Accommodation
- ▶ Health and Community Wellbeing
- ▶ Local Business and Industry Content.

Each sub-plan includes:

- ▶ Objectives and desired outcomes
- ▶ Measures to mitigate social impacts and enhance Project opportunities
- ▶ The timing for delivery of mitigation measures, i.e. detail design, pre-construction and construction stages.

A monitoring program is provided in Section 15.9.7 to support tracking of SIMP delivery and effectiveness and enable adaptive management if there are changes to the Project or social baseline values, and to address any emerging or unanticipated issues. Section 15.10 provides an evaluation of social impacts and opportunities, prior to and following the implementation of the measures outlined in the SIMP.

The Project is currently in the reference design stage and, if approved to proceed, will undergo a detail design and construction planning phase. ARTC and its Principal Contractor will review changes to the design or construction methodology, which have potential to change social impacts, and if a material change in impacts is foreseen, the SIMP measures will be revised to address the change in social impacts.

15.9.1.1 Implementation

During the EIS process, ARTC has worked with a range of stakeholders to identify their priorities and develop mitigation and measures to be included in the SIMP. Management measures addressing training and development, business awareness of Project opportunities, mental health service capacity and contributions to community development were initiated during the EIS phase. Engagement with councils and government agencies will continue during the remainder of the EIS phase to review the proposed management measures, develop further detail of initiatives to be implemented in cooperation with stakeholders, and agree specific outcomes, strategies and performance metrics for partnerships.

Post approval, the Project will continue stakeholder engagement to develop further detail of SIMP measures as part of its detail design phase. This will include engagement with the Principal Contractor and stakeholders as identified in the action plans to review the measures outlined in the SIMP, the responsibilities of each party, implementation plans, timing and performance monitoring. This will inform the Principal Contractor's implementation of SIMP commitments and ARTC's social performance program delivery, including:

- ▶ Partnerships and projects to support mitigation and enhancement of benefits
- ▶ The respective responsibilities of the Project and other stakeholders
- ▶ The program for implementation
- ▶ SIMP monitoring.

The Project's delivery will involve ARTC contracting with suitably experienced construction management companies for a range of work packages. The Principal Contractor role is defined in EIS Chapter 22: Outline Environmental Management Plan, as including:

- ▶ Prepare, maintain and implement the CEMP
- ▶ Deliver the Project in accordance with all laws, including conditions of approvals
- ▶ Provide notifications and reports, as required by law, including conditions of approvals
- ▶ Ensure the construction workforce are properly and regularly trained in environmental responsibilities, including cultural heritage responsibilities, in accordance with the CEMP
- ▶ Establish and maintain a complaints management system, to receive and respond to complaints.

The Principal Contractor will be required to implement SIMP commitments, and ARTC will have dedicated personnel to coordinate and monitor SIMP implementation.

ARTC will have dedicated personnel to coordinate and monitor SIMP implementation.

Prior to commissioning the Project, a SIMP for the operational phase will be developed, in accordance with ARTC's established management frameworks for rail operation, including rail noise management, safety management, workforce development and stakeholder engagement. This will be informed by the social performance monitoring undertaken during the construction phase (refer Section 15.9.7), which includes stakeholder engagement in monitoring impacts and the effectiveness of mitigation measures.

15.9.1.2 Inland Rail's social performance program

Inland Rail's social performance program has developed in response to SIA/SIMP requirements for Inland Rail projects, Commonwealth guidelines and expectations, stakeholder feedback, and corporate policies/approaches being established to support Inland Rail's delivery. Figure 15.8 provides an overview of Inland Rail's social performance approach to maximising local and Indigenous participation.

The social performance program has five themes (aligned to the SIMP sub-plans), each with associated desired outcomes, and with a clear focus on maximising local benefits, as detailed in Appendix U: Social Impact Assessment Report and shown in Table 8-1: Social performance outcomes and links to SIA/findings/SIMP measures.

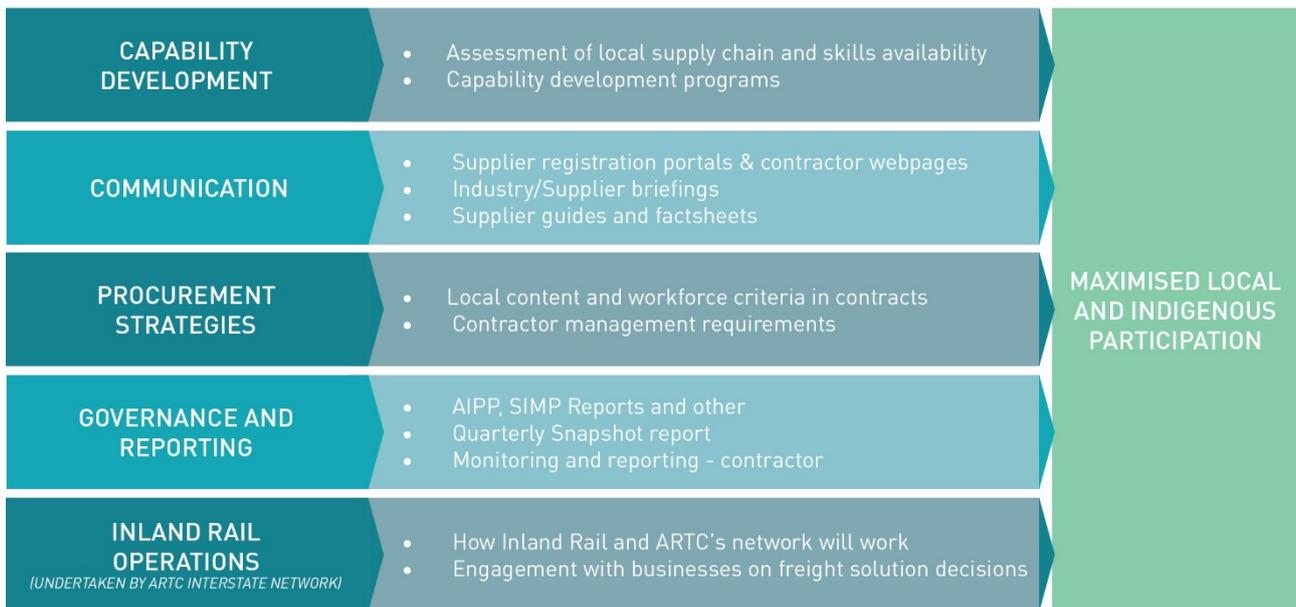


FIGURE 15.8 INLAND RAIL SOCIAL PERFORMANCE APPROACH TO MAXIMISING LOCAL AND INDIGENOUS PARTICIPATION

15.9.1.3 ARTC responses to key issues

ARTC’s consultation with stakeholders has identified potential impacts, which have been addressed and summarised in Table 15.20.

TABLE 15.20 PROJECT RESPONSES TO KEY ISSUES

Impact area	Project responses
Severance and amenity impacts	<ul style="list-style-type: none"> ▶ Project aligned to be co-located within existing rail and road corridors, where possible, minimising the need to develop land that has not previously been subject to disturbance for transport infrastructure ▶ Project positioned along the border of private properties wherever possible to limit property severance ▶ Consultation with property owners to ensure that a satisfactory level of access between adjoining properties is maintained, and to identify action that will minimise or offset changes to connectivity ▶ Consultation with landowners to identify specific measures that include, as relevant: <ul style="list-style-type: none"> ▶ Provision of crossing points or underpasses to maintain access to fragmented properties ▶ Maintaining access to water supply ▶ Relocation of dams or irrigation infrastructure ▶ Noise mitigation measures ▶ Relocation of existing private infrastructure and utilities.
Local businesses	<ul style="list-style-type: none"> ▶ Implementation of an Inland Rail <i>Sustainable Procurement Policy</i> (ARTC, 2020a) and Australian Industry Participation Plan to ensure Project supply opportunities are available to local businesses ▶ Identification of businesses within 125 km of the Project with potential capacity to supply the construction phase ▶ Engagement with local business to identify opportunities to develop and promote local business participation ▶ Refinement of the Project alignment to avoid or reduce impacts on businesses within or near the Project footprint ▶ Engagement with Department of Employment, Small Business and Training (DESBT) to develop business capacity building strategies.

Impact area	Project responses
Employment opportunities	<ul style="list-style-type: none"> ▶ Providing a clear and efficient process for people to seek information about employment opportunities and to register their interest in Inland Rail (promoting the availability of the ARTC jobs portal) ▶ Working with local communities, government stakeholders and private training providers to identify education and training pathways, and support access to employment opportunities for local residents during and post construction ▶ Project aligned to avoid impacts on the operation of the Commodore Mine, a major local employer.
Community wellbeing	<ul style="list-style-type: none"> ▶ Consultation with landowners, whose properties would be severed or bordered by the Project, to identify mitigation measures addressing impacts on farm management, access and residential amenity ▶ Establishment of a mental health partnership to provide access to mental health support (and referral, as required) for local residents ▶ Implementation of the Inland Rail Community Sponsorships and Donations Program.

15.9.2 Community and stakeholder engagement

ARTC recognises that ongoing engagement with landowners, traditional custodians, communities and other stakeholders that will be impacted by, or stand to benefit from, Inland Rail is central to the Project's success.

ARTC's commitments to community and stakeholder engagement for the Project include:

- ▶ Building a dialogue between landowners and ARTC about land access and acquisition processes
- ▶ Implementation of a Community and Stakeholder Engagement Plan that ensures due consideration of all Project-related opportunities and concerns and maintains productive relationships and communication between ARTC inland Rail, the contractor, landowners, Traditional Owners and all levels of government
- ▶ Engagement with GRC and TRC on the Project schedule and progress, potential impacts and mitigations, and partnership opportunities to maximise social opportunities
- ▶ Establishment of a CRG to meet regularly with the purpose of providing timely, open advice, representation of community issues and concerns arising from the works throughout the construction phase
- ▶ Providing support to stakeholders and communities that are facing change due to Inland Rail
- ▶ Appointment of a Community Relations Monitor
- ▶ Maintain communication mechanisms throughout the approval, pre-construction and construction phases including a free-call number, email addresses to ensure the community has direct access to the Project team, a reply-paid address for written correspondence from the community, and the Project webpage, including feedback mechanisms and an enquiry facility
- ▶ Identify emerging social issues that need to be addressed at the Project or Program level.

The SIMP includes a Community and Stakeholder Engagement Plan which aims to support mitigation and adaptive management of:

- ▶ Disruptions to the use, amenity or access of private properties during construction, by providing guidance for engagement with directly affected landowners and nearby residents
- ▶ Stress and the potential to exacerbate disadvantage, by enabling continuity of engagement between the EIS and land acquisition process, access to support if required, and ongoing engagement with affected landowners
- ▶ Impacts on amenity, connectivity and cohesion, by ensuring that community members and other stakeholders have access to information and communication channels, which help them understand the nature, duration and effect of Project works, and how to resolve issues if they arise
- ▶ Concerns about property values, by sharing information about environmental impacts and management measures.

Key elements of the Community and Stakeholder Engagement Plan are outlined below.

15.9.2.1 Engagement methods

The following subsections describe the community and stakeholder engagement measures the Project will implement prior to the Project's approval and during the detail design, pre-construction and construction phases.

The Project's Community and Stakeholder Engagement Plan will be reviewed annually during construction, in consultation with GRC, TRC and CRG/s, and updated as required.

15.9.2.2 Pre-approval engagement

Inland Rail is committed to supporting stakeholder awareness of the draft EIS and encouraging community members to participate in the draft EIS submission process conducted by DSDTI. The Project will support the process by undertaking the following activities:

- ▶ Provide information on the Project website and in social media about the timing of the submission period, locations where people can view the EIS (static and staffed displays and on ARTC's website) and how to make submissions to the draft EIS
- ▶ Provide an EIS summary brochure distributed in hard copy and via e-news and the Project website
- ▶ Letters to directly impacted landholders and communities within the project area
- ▶ Provide static displays to support community discussion of key EIS topics
- ▶ Conduct briefings with government agencies
- ▶ Present the draft EIS findings to the two CCCs for discussion
- ▶ Conduct community information sessions to present and discuss the findings of the draft EIS
- ▶ Provide information to landowners including directly affected landowners through letters, e-news, and meetings as requested
- ▶ Meet with Traditional Owners to discuss the EIS funding and if requested, provide assistance with submissions by Traditional Owners.
- ▶ ARTC will also meet with TRC and GRC to discuss the draft EIS findings, including proposed management measures outlined in the draft SIMP, and seek further inputs on community initiatives that should be considered as part of the Project's Community Wellbeing Plan (see Section 15.9.5).

Following completion of the public display period, all stakeholder and community feedback will be reviewed and addressed in the final EIS documentation.

The decision by the Coordinator-General about whether to approve the Project will be made public via Department of State Development, Infrastructure and Planning's (DSDIP) and ARTC Inland Rail's websites.

15.9.2.3 Post approval engagement

Following Project approval, the Project will commence the detail design phase. As shown in Table 15.21 ARTC and the Principal Contractor will meet with a wide range of stakeholders during the detail design phase to seek their views on the implementation of management measures and their inputs to the development of management plans e.g. the TMP, AMP and Community Wellbeing Plan.

The Project will also initiate community and stakeholder engagement measures during the detail design phase which will be utilised throughout the pre-construction and construction phases. The Principal Contractor will be required to provide a CSEMP as outlined in Appendix U: Social impact assessment report Table 8-6 for ARTC acceptance.

The proposed communication tools and activities to be utilised throughout the detail design, pre-construction and construction phases include:

- ▶ Provision of regular updates about the progress and status of the Project through the Inland Rail website
- ▶ A free call telephone line
- ▶ Factsheets addressing specific works, impacts or changes to conditions
- ▶ Website and SMS updates
- ▶ Stakeholder meetings and briefings as discussed below.

From pre-construction, the Project will also provide:

- ▶ Notification letters and/or email updates prior to e.g. prior to commencement of construction, piling, blasting, disruption of residential, business or public access, disruption of utility service, changes in traffic or transport network conditions, road closures and diversions, or modification of pedestrian routes, cycleways, train stations and bus stops
- ▶ Public notices regarding e.g. changes to traffic conditions and high impact work or work packages, based on predictive noise, dust and/or vibration modelling
- ▶ Community liaison staff to provide information about the Project
- ▶ The availability of a Project representative by phone 24/7 to enable immediate communication with the Project if residents are experiencing unexpected impacts e.g. noise, dust or disruption to property access
- ▶ A travel demand management awareness campaign to inform the public on the proposed construction works and potential effects on local road network operation.

Table 15.21 details the stakeholder engagement measures and actions to be implemented during each phase, structured according to five key strategies targeting specific stakeholder groups.

15.9.2.4 Community Reference Group

One or more Project CRG/s will be established during the detail design phase and will replace the CCCs that have operated during the reference design and EIS phase of Project development. The CRG/s will meet regularly until completion of construction to provide timely, open advice about the Project, enable representations of community issues to ARTC, and facilitate community review of the effectiveness of SIMP measures. The CRG/s will:

- ▶ Provide a channel to inform communities about the construction and operational phases of the Project
- ▶ Provide feedback to ARTC about construction plans and programs
- ▶ Receive updates on SIMP implementation and enable feedback on mitigation and enhancement measures that need to be reconsidered or refined
- ▶ Enable CRG members to participate in monitoring the effectiveness of social and environmental management measures (refer Section 8.7).

Community members and other stakeholders will have access to CRG proceedings via provision of endorsed copies of minutes and other meeting records for the public record and for display on the Project's webpage, where appropriate.

The need for a CRG for any part of the operational period will be reviewed in cooperation with the OCG at the completion of construction.

15.9.2.5 Community Liaison Officer

Community Liaison Officer staff will be provided during the construction phase, to:

- ▶ Support communication between the contractor, nearby landowners, community members and other stakeholders
- ▶ Provide community feedback to the Principal Contractor in relation to the impacts of construction activities on the community and suggested refinements to environment management measures
- ▶ Undertake engagement to support implementation of partnerships and community initiatives
- ▶ Provide information to the wider community in relation to construction programming, the nature of construction work, and impact mitigation measures
- ▶ Establish and maintain a process for receiving, recording and responding to complaints in relation to construction issues.

Depending on the Principal Contractor's community and stakeholder engagement plans, one or more Community Liaison Officer/s may be provided, which will be determined by the Project during the detail design phase.

Contact details for the Community Liaison Officer/s will be provided to all landowners in and adjacent to the Project footprint and will be made available to other community members through the Project's website and ARTC's other communication channels.

15.9.2.6 Community Relations Monitor

ARTC will engage appropriately skilled and experienced personnel to act as the Community Relations Monitor for the duration of the construction phase to:

- ▶ Review and provide advice to the Environmental Monitor on the Stakeholder and Community Engagement Plan (including the Complaint Management Handling Procedure)
- ▶ Attend meetings between the proponent and a directly affected person to consult on mitigation measures
- ▶ Be available to members of the community.

The roles and responsibilities of the Community Relations Monitor are set out in detail in Chapter 22: Outline Environmental Management Plan of the EIS, and include:

- ▶ Communicate with ARTC and the Environmental Monitor with regard to community consultation strategies and community concerns
- ▶ Inform affected entities about complaints procedures and the resolution of complaints and corrective actions as necessary
- ▶ To the extent reasonable and practicable, resolve community complaints not resolved by the complaints process
- ▶ Facilitate discussions between ARTC and the contractor, and affected entities, about mitigation measures as required by either the ARTC or affected entity
- ▶ Provide advice to the Environmental Monitor in relation to complaints
- ▶ Provide a point of contact for the community for complaints and Project information.

15.9.2.7 Complaints and feedback procedure

The Inland Rail Complaint Management Handling Procedure applies to all employees of ARTC Inland Rail and to all contractors and site visitors. The aim of the procedure is to ensure that complaints are dealt with efficiently and effectively, and that stakeholders have confidence in the organisation's complaint system.

A complaint is an expression of dissatisfaction about the policies, operations, activities and projects of ARTC Inland Rail or its staff. Complaints can be lodged by any member of the public, landowner or another stakeholder. Information on where and how to lodge a complaint is readily available through established ARTC Inland Rail communication channels.

ARTC Inland Rail ensures the complaint process is flexible and no one is excluded from making a complaint. Complaints may be made by phone, email, letter or in person. Where necessary, ARTC Inland Rail staff will assist those stakeholders requiring assistance to lodge a complaint.

The Complaint Management Handling Procedure includes the following steps:

- ▶ **Acknowledge:** Upon receiving a complaint, ARTC Inland Rail staff will take reasonable steps to ensure that the complaint is properly understood and seek clarification or additional information from the complainant where required. ARTC Inland Rail will report the complaint and forward it to the relevant area for appropriate action or information. Where sufficient stakeholder contact details have been provided, all complaints will receive formal written acknowledgment of complaint receipt within two business days.
- ▶ **Assessment:** A preliminary assessment of the complaint is conducted to determine whether the complaint is one that ARTC can resolve, or needs to be referred to another appropriate agency or party (e.g. a local council or government agency)
- ▶ **Planning:** Complaints that are straightforward can often be resolved on first contact. If this is not the case and the complaint requires an investigation, a planning process will be undertaken to identify what is to be investigated, the steps involved in investigation, the remedy the complainant is seeking and other possible remedies.
- ▶ **Investigation:** ARTC will investigate the complaint, based on the principles of impartiality, confidentiality and transparency
- ▶ **Response:** The progress of the complaint will be monitored and communicated to the complainant, until the outcome has been communicated to the complainant
- ▶ **Follow-up:** Complainants will be offered the opportunity to seek review of how their complaint was handled and resolved. If a complainant is dissatisfied with an investigator's findings or decision, a review will be carried out by an ARTC officer who has not been involved in the matter. If the complainant is still dissatisfied with the outcome, they will be advised of independent review bodies or mediation mechanisms that are available.

ARTC Inland Rail will regularly monitor the quality and effectiveness of the complaints management system and revise relevant components, where appropriate, based on feedback from internal and external sources.

ARTC's stakeholder management system will be used to record details of complaints and their resolution for issues analysis and reporting purposes.

The Principal Contractor is also likely to implement its own complaints management process, which will be required to align with ARTC's Complaint Management Handling Procedure.

15.9.2.8 Engagement during rail operation

Upon the completion of the construction phase, the Project will be commissioned as part of the Inland Rail network.

Before the completion of the construction phase, ARTC and/or its contractor will develop community and stakeholder engagement strategies for the commissioning phase and the first three years of operations, in accordance with ARTC's established practices for:

- ▶ Advice to community members and stakeholders that the railway will be operational, including the timing for operation of major components
- ▶ Mechanisms for communication and co-operation with landowners and residents who are adjacent to the Project or who may experience impacts such as noise, vibration or travel delays
- ▶ Promotion of operational employment and supply opportunities to local and regional residents
- ▶ Travel safety awareness
- ▶ Community updates on maintenance and track works
- ▶ Emergency services access to a timetable of train movements
- ▶ Complaints and feedback mechanisms.

Community and stakeholder engagement strategies for operations will be reviewed in year three of operations to determine any need for revision of the plan.

15.9.2.9 Management measures

Table 15.21 details the stakeholder engagement measures and actions to be implemented during the Project's detail design, pre-construction and construction phases, structured according to five key strategies targeting stakeholder groups:

- ▶ Engagement with directly affected and adjacent landowners to support the effectiveness of management measures addressing impacts on their households and properties
- ▶ Enabling community members to access information about the Project, its impacts and management measures, and provide feedback to the Project
- ▶ Engagement with businesses that may be negatively affected to optimise and monitor impact management measures, and optimise local benefits from Project supply arrangements
- ▶ Engagement with Traditional Owners and Indigenous community members to support cultural heritage management and enable their access to Project employment and business supply opportunities
- ▶ Engagement with council and government agencies to confirm and implement management measures for impacts on community facilities, amenity, sense of place and community cohesion.

Engagement measures supporting actions provided in other SIMP sub-plans are also noted in each action plan in Sections 8.2–8.6.

TABLE 15.21 ONGOING ENGAGEMENT MEASURES

Stakeholders	Landowners and tenants in and near the Project footprint		
Impacts addressed	<ul style="list-style-type: none"> ▶ Disruption of property use and amenity ▶ Impacts on property access, access to water or connectivity ▶ Potential exacerbation of disadvantage ▶ Uncertainty and stress 		
Engagement strategy	Actions—Detail design	Actions—Pre-construction	Actions—Construction
<p>Engage with directly affected and adjacent landowners to support to support the effectiveness of management measures addressing impacts on their households and properties</p>	<ul style="list-style-type: none"> ▶ ARTC will implement appropriate authorisation procedures and means of identification for personnel accessing private property ▶ ARTC and the Principal Contractor will consider property owners' feedback regarding impact mitigation in the development of the detail design and CEMP ▶ ARTC will share information about the Project's approval conditions and environmental management measures through the Project's website to increase confidence that amenity impacts will be minimised ▶ Based on the detail design, ARTC and the Principal Contractor will meet with directly affected landowners to confirm property-specific management measures including, as relevant, property access arrangements, noise mitigation, avoiding/minimising impacts on agricultural uses, and access and egress solutions across the rail corridor, and referencing measures in the CEMP ▶ ARTC will provide appropriate written information and assistance to directly affected landowners during the land resumption process 	<ul style="list-style-type: none"> ▶ The Principal Contractor will continue engagement with landowners who are adjacent to the Project footprint to share information and identify any issues arising during pre-construction activities ▶ The Principal Contractor will engage with residents adjacent to and within 500 m of laydown areas and bridge construction sites via letters and through individual means, as requested, to: <ul style="list-style-type: none"> ▶ Communicate the measures provided in the CEMP ▶ Provide advance warning of the construction schedule and sequence (e.g. how long specific activities will take), and any disruptions to access or services ▶ Describe the nature and causes of noise and vibration ▶ Advise on how long construction work will be heard or seen for each property ▶ Identify any specific household concerns (e.g. the presence of children or seniors who may be affected by noise, dust or change to property access) that need to be considered in implementation of environmental management measures. 	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Maintain regular liaison with landowners adjacent to the Project footprint to listen and respond to their concerns (timing and consultation method to be agreed with landowners) ▶ Communicate the Project's land access protocols, construction hours, and commitments to workforce induction and the Code of Conduct to residents adjoining the temporary Project footprint ▶ Provide advance notice prior to construction activities that may result in excessive noise generation and for blasting activities, to all residents that could be affected, by these activities, as identified in the CEMP ▶ Provide ongoing driver and community safety education with respect to construction and operations ▶ Provide 24-hour access to Project representatives to assist residents and landowners to resolve any unexpected issues that arise ▶ Facilitate and promote access to Project information via a tele-interpretation service

Engagement strategy**Actions—Detail design****Actions—Pre-construction****Actions—Construction**

Engage with directly affected and adjacent landowners to support to support the effectiveness of management measures addressing impacts on their households and properties (continued)

▶ In consultation with the DDWM PHN, GRC and TRC, ARTC will identify community organisations that can provide support services for directly affected households, if required, to support their relocation and adjustment to new circumstances, and provide funding for these services to be implemented during the detail design phase.

▶ Establish and maintain consultation with potentially impacted communities, including monthly advance notices and updates to directly affected landowners and households adjacent to the disturbance footprint, and regular (at least quarterly) updates to potentially impacted communities

▶ The Principal Contractor will initiate and maintain communication and co-operation with local landowners during flood alert and recovery periods, to support readiness and cooperation.

▶ Implement a complaints management handling procedure that enables investigation and resolution of any complaints from nearby residents regarding privacy breaches or workforce behaviour.

Stakeholders **Residents and businesses in potentially impacted communities**

- Impacts addressed**
- ▶ Impacts on the amenity and character of rural areas due to construction works
 - ▶ Disruptions to the traffic network
 - ▶ Community safety
 - ▶ Employment and business opportunities
 - ▶ Impacts on community cohesion

Engagement strategy

Engagement strategy	Actions—Detail design	Actions—Pre-construction	Actions—Construction
<p>Enable community members to access information about the Project, its impacts and management measures, and provide feedback to the Project</p>	<ul style="list-style-type: none"> ▶ ARTC will share information about the Project's approval conditions and environmental management measures with local communities, made available through local outlets (e.g. shops, local community websites and/or community organisations) and through the Project's website ▶ The Principal Contractor will establish the CRG/s to provide timely, open advice about the Project, enable representations of community issues to ARTC and facilitate community review of the effectiveness of SIMP measures, throughout the pre-construction and construction phases ▶ The Principal Contractor will conduct community information sessions in Millmerran, Inglewood and Yelarbon to discuss the non-resident workforce accommodation facilities, identify business or employment opportunities relating to the accommodation facilities and identify specific issues to be addressed as part of the AMP ▶ ARTC and/or the Principal Contractor will conduct meetings or workshops with the Yelarbon, Millmerran, Inglewood, Pittsworth, Brookstead, Gowrie and Southbrook communities to identify and develop programs that increase opportunities for community participation, and focus on community safety, health and emergency services 	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Provide information to nearby communities regarding the construction timeframe, employment opportunities and how to express interest in employment or contracting opportunities ▶ Promote the Project's communication channels, engagement mechanisms and complaints process to members of potentially impacted communities ▶ Provide travel demand management awareness campaigns to inform the public on the proposed construction works and potential effect on local road network operation ▶ Provide regular (at least quarterly) updates to potentially impacted communities, e.g. through fact sheets and newsletters. <p>ARTC and/or the Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Consult with the Yelarbon community regarding their preferences for mitigation of impacts on non-Indigenous cultural heritage structures or remnants of structures, as outlined in Chapter 22: OEMP and incorporate their feedback in the CEMP or Community Wellbeing Plan as appropriate 	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Provide accessible information about the Project's impacts and mitigation measures, engagement process and complaints process to members of potentially impacted communities, through online and print methods, made available through local outlets (e.g. shops, local community websites and/or community organisations) ▶ Maintain regular communication with directly affected landowners, adjacent landowners, potentially impacted communities, GRC and TRC regarding: <ul style="list-style-type: none"> ▶ The construction schedule ▶ Impacts that may be experienced, e.g. noise or traffic disruption, and how the Project is mitigating impacts ▶ Road safety measures ▶ How to communicate with the Project and the Principal Contractor. ▶ Develop and implement Communication Action Plans for specific Project works that will impact the community and stakeholders outlining the scope of the works, expected impacts, impacted stakeholders, communication and engagement activities and timing of those activities ▶ Maintain the operation of CRG/s throughout the construction phase ▶ Continue engagement as part of partnerships and funding arrangements with the leaders or managers of community and council initiatives

Engagement strategy

Enable community members to access information about the Project, its impacts and management measures, and provide feedback to the Project (continued)

Actions—Detail design

- ▶ ARTC will disseminate accurate, transparent and accessible information about the Project to the community, including information about the land acquisition process and EIS outcomes, via newsletters and the Project's website
- ▶ ARTC and/or the Principal Contractor will engage with the Pittsworth and District Assembly of God Church/Harvest Life Church, and the management committee/trustees of the Yelarbon & District Soldiers Memorial Hall and the Pampas Memorial Hall, to explain the draft EIS results with respect to noise impacts during construction and operation and agree property-specific mitigation measures to reduce noise impacts

Actions—Pre-construction

- ▶ Provide clear information through ARTC and contractor websites and other communication channels regarding how to apply for a job and the accommodation options on offer to Project personnel
- ▶ ARTC will update the Project's webpage and other locally available communication materials to include the Project's OEMP and SIMP, quarterly construction updates and SIMP monitoring reports
- ▶ The Principal Contractor will implement a complaints management system including reporting and reporting provisions to be continued throughout the construction phase
- ▶ ARTC will implement Inland Rail's Complaint Management Handling Procedure

Actions—Construction

- ▶ Provide regular newsletter, website updates and fact sheets, including information about construction activities, impacts and management measures, and disruptions to the traffic network
 - ▶ Respond to public requests, enquiries and complaints
 - ▶ Facilitate and promote access to Project information via a tele-interpretation service
- ARTC will:
- ▶ Promote operational employment and supply opportunities to local and regional residents, via Inland Rail Skills Academy and business briefings, addressing both construction and operations
 - ▶ Maintain implementation of the Complaints Management Handling Procedure
 - ▶ Develop and implement driver and community safety education campaign addressing rail operations
 - ▶ Maintain the availability of information about EIS approval conditions, and ARTC's compliance with conditions to local and regional community members, to reduce the likelihood of negative perceptions about the amenity of properties in or near the Project footprint
 - ▶ Update the Project's webpage and other locally available communication materials to include the Project's Outline Environmental Management Plan, SIMP quarterly construction updates including detailed explanations of upcoming activities, workforce ramp-up and stakeholder engagement mechanisms, and annual SIMP monitoring reports (when available).

Stakeholders **Businesses, including tourism, agricultural, construction, service and retail businesses near the Project footprint and in potentially impacted communities**

- Impacts addressed**
- ▶ Impacts on town-based and tourism businesses
 - ▶ Impacts on agricultural businesses
 - ▶ Opportunities to supply the Project

Engagement strategy	Actions—Detail design	Actions—Pre-construction	Actions—Construction
<p>Engage with businesses that may be negatively affected, to optimise and monitor impact management measures and optimise local benefits from Project supply arrangements</p>	<p>ARTC will:</p> <ul style="list-style-type: none"> ▶ Consult with local Chambers of Commerce, tourism associations and tourism service providers to explain management measures regarding amenity, road connections, and supply chain development, and seek feedback ▶ Engage with local businesses, Toowoomba and Surat Basin Enterprise (TSBE), chambers of commerce and DSSTI and DESBT to discuss existing skills, gaps in local capacity to work with major projects, and capacity building programs ▶ Continue to engage with DSSTI and the Industry Capability Network to collaborate on business capacity development in the Project region to prepare small to medium businesses to participate in major projects ▶ Based on the detail design, ARTC and/or the Principal Contractor will engage with businesses that may experience noise exceedances, dust or disruptions to access, to develop and implement mitigation measures to reduce impacts ▶ ARTC and/or the Principal Contractor will engage with business in Yelarbon, Inglewood and Millmerran to enable them to gauge the need to diversify their offering to benefit from proximity to non-resident workforce accommodation 	<ul style="list-style-type: none"> ▶ The Principal Contractor will provide a clear and efficient process for businesses to source information about the Project and potential supply opportunities, and to register their interest in Project supply through a procurement portal ▶ The Principal Contractor will provide regular Project updates that forecast road works, road realignments and closures, and explain alternative routes to enable farmers and other businesses to plan their travel to minimise disruptions ▶ ARTC and/or the Principal Contractor will work with local Chambers of Commerce, tourist information centres and the Goondiwindi and Toowoomba Regional Councils to develop a strategy to ensure that any potential impacts on tourism visitation are mitigated through support for tourism marketing campaigns targeting potentially impacted communities 	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Maintain engagement with landowners and other business owners adjacent to the Project footprint (at least quarterly during the first year of construction or as agreed with landowners) to monitor the effectiveness of environmental and social impact management, and support identification and implementation of any corrective actions required ▶ Provide regular briefings/procurement nights (at least annually) to businesses in Goondiwindi, Yelarbon, Inglewood, Pittsworth, Millmerran and Toowoomba regarding Project supply opportunities (pre-construction, construction and operation) ▶ Maintain a clear and efficient process for businesses to seek information about opportunities and register their interest in Project supply ▶ Maintain procurement portals throughout the construction phase

Engagement strategy	Actions—Detail design	Actions—Pre-construction	Actions—Construction
<p>Engage with businesses that may be negatively affected, to optimise and monitor impact management measures and optimise local benefits from Project supply arrangements (continued)</p>	<ul style="list-style-type: none"> ▶ ARTC and/or the Principal Contractor will provide business briefings in Goondiwindi, Yelarbon, Inglewood, Pittsworth, Millmerran and Toowoomba, to promote supply opportunities and provide information about how to engage with major contractors ▶ The Principal Contractor will communicate pre-qualification requirements to businesses in the Goondiwindi and Toowoomba LGAs ▶ The Principal Contractor will develop agreements with the owners of properties on which borrow pits would be located, including consideration of the amenity of other sensitive receptors and potential for increased traffic on rural roads. 		

Stakeholders **Traditional Owners and Indigenous community members**

- Impacts addressed**
- ▶ Impacts on cultural landscapes
 - ▶ Training and employment opportunities
 - ▶ Business opportunities

Engagement strategy	Actions—Detail design	Actions—Pre-construction	Actions—Construction
<p>Engage with Traditional Owners and Indigenous community members to support cultural heritage management and enable their access to Project employment and business supply opportunities</p>	<p>ARTC will:</p> <ul style="list-style-type: none"> ▶ Implement existing Statement of Commitments with BNTAC ▶ Initiate cultural awareness tours with Bigambul and Western Wakka Wakka people for Project team members ▶ In consultation with Aboriginal parties, consider naming Project components after Aboriginal people or with Aboriginal words for relevant places ▶ Enable meetings between Traditional Owner groups and the Principal Contractor to discuss employment, training and business strategies ▶ Cooperate with Traditional Owners and other Aboriginal parties and organisations and the Principal Contractor to implement cultural heritage awareness actions 	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Continue to engage with Traditional Owners, DATSIP and Indigenous community members to support Indigenous businesses to understand Project opportunities and capacity building programs available to them, and encourage them to tender for Project supply contracts ▶ Work with Indigenous communities, industry, DATSIP and DESBT to support the design and delivery of training and development programs to improve local capacity where this is needed, and link training and development programs with other projects and local industries to provide the greatest regional benefit. <p>ARTC will provide information and access to training and employment in a range of formats, including the Inland Rail website, industry and employment events and a network of regional and Project offices to broaden Indigenous people’s access.</p>	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Engage with Indigenous community networks via written information and community forums to encourage Indigenous people’s participation in training and employment opportunities, and support progress towards Indigenous employment goals agreed with the Principal Contractor ▶ Continue engagement with Indigenous community members to ensure operational roles are considered by Indigenous people

Stakeholders **GRC, TRC and Government Agencies**

- Impacts addressed**
- ▶ Impacts on amenity and local character
 - ▶ Social opportunities
 - ▶ Training opportunities
 - ▶ Community wellbeing
 - ▶ Connectivity
 - ▶ Traffic safety

Engagement strategy	Actions—Detail design	Actions—Pre-construction	Actions—Construction
<p>Engage with councils and government agencies to confirm and implement management measures for impacts on community facilities, amenity, sense of place and community cohesion</p>	<p>ARTC and/or the Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Meet with GRC and TRC to discuss potential impacts on the amenity of towns and progress partnership opportunities and community initiatives that will offset impacts on the amenity of Yelarbon, Southbrook, Inglewood, Pittsworth and Millmerran, for incorporation in the Community Wellbeing Plan (see Table 15.24) ▶ In consultation with councils, identify and invite the participation of social enterprises in business capacity building programs ▶ Continue engagement with Department of Education to confirm and implement management measures agreed with Department of Education and Yelarbon, Brookstead and Southbrook State Schools ▶ Continue consultation with local Council/ DTMR and asset owners to ensure road safety concerns and road network management issues are addressed as part of the TMP and/or road use management plans ▶ ARTC and/or the Principal Contractor will provide early advice about pre-construction works, the construction schedule, the number and nature of vehicles and plant to be used, construction hours and construction personnel numbers to Queensland Health, the Darling Downs West Moreton PHN, QPS, QFES, QAS and SES services in the SIA impact assessment area, to enable forward planning for any service adjustments that may be required 	<ul style="list-style-type: none"> ▶ ARTC will consult with DCDSS to identify any Project-related stresses on local services, and if stresses on services are identified, enable a cooperative response to community needs between DCDSS, ARTC and community organisations. <p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Ensure that all schools and community facilities in the potentially impacted communities are aware of the construction program, and are provided with regular updates about road closures and roadworks ▶ Consult with DTMR and GRC/TRC as relevant regarding temporary road access requirements, to identify measures to reduce any impacts on event participants ▶ Consult with Toowoomba and Goondiwindi Local Disaster Management Groups regarding planning for emergency response and recovery during construction ▶ Develop a protocol with emergency service providers, defining appropriate and coordinated responses and communication in the event of accidents and other emergencies 	<p>The Principal Contractor will:</p> <ul style="list-style-type: none"> ▶ Maintain engagement with all schools, community facilities and school bus operators in potentially impacted communities regarding the construction program, road closures and roadwork ▶ Engage with local high schools and training providers to provide information about the nature of skills required and develop and implement training pathways for Project construction and operation as part of the Inland Rail Skills Academy ▶ Provide regular updates to health and emergency service providers about construction works, the construction schedule, and construction personnel numbers ▶ Meet regularly with QPS, QAS and QFES to update advice on the Project’s workforce ramp-up, review co-operative arrangements and ensure any safety or service access issues are identified and addressed ▶ ARTC will consult with DCDSS annually during construction to identify any Project-related stresses on local services, and if stresses on services are identified, enable a cooperative response to community needs between DCDSS, ARTC and community organisations

Engagement strategy

Engage with councils and government agencies to confirm and implement management measures for impacts on community facilities, amenity, sense of place and community cohesion (continued)

Actions—Detail design

- ▶ When the detail design, including road network changes and construction traffic routes, are confirmed with DTMR and the two councils, ARTC and/or the Principal Contractor will confirm the relevant school bus operators with Department of Education/ DTMR and consult school bus operators about measures to be included in the Construction Management TMP, e.g. limitation of construction traffic on school bus routes during morning and afternoon usage periods.

The Principal Contractor will:

- ▶ Consult GRC, TRC, DHPW, Queensland Health and QPS regarding the scope and management measures to be provided in the AMP
- ▶ Consult with Community Advisory Networks (representing health, emergency and education services) in planning investments in community projects
- ▶ Liaise or require the accommodation provider to liaise with TRC, GRC and employment agencies regarding employment opportunities available in the accommodation facility
- ▶ Engage with QPS, QAS and QFES in development of Emergency Response Plans, development of measures to mitigate impacts on emergency service response times and the location of fire management access tracks and actions required to ensure firefighters' continued access to areas that they can currently service
- ▶ Meet with DAF to assist them to plan for maintenance of timber supply, access for bushfire management and forestry haul routes, and lessee requirements
- ▶ Consult with DAF and QBA regarding maintenance of honey producers' access to the State forest while Project construction is active in the Bringalily and Whetstone State Forests.

Actions—Pre-construction

- ▶ Meet with QPS, QAS, QFES and SES to notify changes to the road network and construction activities, and orient them to the non-resident workforce accommodation facility and management protocols
- ▶ Provide a forward schedule for construction activities requiring oversized vehicle escorts to police services and all emergency services bases.

Actions—Construction

- ▶ Prior to operations, ARTC will provide access to information to local communities regarding average wait times at level crossings and road safety in relation to rail operations.

15.9.3 Workforce management

The Project's construction phase offers the opportunity for employment of up to 950 people at peak, and an average of approximately 400 personnel throughout the construction period. One of ARTC's primary aims is to maximise employment opportunities for residents within the SIA impact assessment area, by:

- ▶ Facilitating skills development opportunities to build regional capacity in construction and rail operation
- ▶ Building partnerships with training providers to strengthen workforce skills in the SIA impact assessment area and reduce the potential for cumulative impacts to draw labour and skills from other businesses
- ▶ Requiring the Principal Contractor to employ locally and to implement workforce training and diversity strategies.

The *Australian Jobs Act 2013* (Cth) defines 'local' as including Australian entities. To maximise the Project's benefits in the Project region, ARTC has adopted the following hierarchy for workforce and industry participation strategies:

- ▶ Project Area: LGAs that the alignment directly passes through (Goondiwindi and Toowoomba LGAs)
- ▶ Region: LGAs outside the Project Area, but within 125 km radius of the Project Area
- ▶ Rest of Queensland: All of the State of Queensland other than the Project Area and Region
- ▶ Rest of Australia: All of Australia other than Queensland.

ARTC is establishing the Inland Rail Skills Academy, which is a collection of projects and partnerships with the aim to:

- ▶ Increase the number of skilled local people eligible for employment on Inland Rail and associated regional industries
- ▶ Increase school student awareness and capability by connecting students with industry best practice
- ▶ Create opportunities for local businesses to participate in new supply chains
- ▶ Equip Inland Rail employees with world-class skills.

Inland Rail Skills Academy's current initiatives being implemented in the SIA impact assessment area include:

- ▶ A Memorandum of Understanding with Construction Skills Queensland to provide information and advice on skills shortages to ARTC; work with ARTC to broker and enable training responses to address identified shortages; provide information to job seekers and employers, develop introductory trade-readiness courses; and facilitate subsidised access to training in the building and construction industry, in partnership with Registered Training Organisations
- ▶ Partnership with USQ to offer scholarships that are only available to applicants located in communities along the Inland Rail alignment in Queensland, with one scholarship awarded to date and a second pending
- ▶ Partnership with University of Newcastle to deliver a STEM education program in high schools along the Project alignment
- ▶ Development of an online rail skills program available to school and university students in the Project region, including a focus on operational roles
- ▶ Business capacity building programs being developed in cooperation with DSDTI and DESBT for delivery, post approval.

ARTC consultation with councils has also identified the Queensland Government-funded RSIS initiatives being undertaken by councils as a key resource.

ARTC will also work with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs to improve local capacity where this is needed.

Table 15.22 summarises workforce management and development objectives, outcomes and actions, which will maximise the employment of people from the impact assessment area and Indigenous people in the Project's construction workforce, increase the skills profile of the impact assessment area's labour force, and minimise impacts on other businesses.

TABLE 15.22 WORKFORCE MANAGEMENT MEASURES

Objectives	<ul style="list-style-type: none"> ▶ Enable residents of the impact assessment area to access the Project's construction and operational employment opportunities ▶ Facilitate and support workforce training and development pathways to build labour force skills ▶ Minimise impacts on employment in other industries ▶ Provide a safe and healthy workplace for all personnel ▶ Manage workforce behaviour to avoid impacts on community safety and community values.
Outcomes	<ul style="list-style-type: none"> ▶ Workers within 125 km of the Project, including job seekers living in the impact assessment area, are involved in the construction workforce, with a particular focus on providing opportunities for residents in potentially impacted communities ▶ Construction employment opportunities are available to Bigambul People, Western Wakka Wakka People and other local Indigenous people ▶ Training partnerships strengthen workforce capacity for Project employment and other industries ▶ Project personnel behave with respect and courtesy towards residents, landowners and motorists ▶ Workplace health is supported and accidents are minimised through a strong workforce safety culture ▶ Impacts on agricultural or tourism employment opportunities are minimised ▶ Labour drawn from other businesses is monitored to enable corrective action if required.
ARTC commitments	<ul style="list-style-type: none"> ▶ Development of a workforce management plan that includes a comprehensive employee induction program addressing, among other matters, a code of conduct for employees and contractors regarding behaviour, alcohol and drug use, cultural awareness and safety ▶ The Principal Contractor will use the Inland Rail Skills Academy's programs to support meeting its commitments ▶ The Project's recruitment strategy will provide equitable access to employment opportunities and prioritise recruitment from the Goondiwindi and Toowoomba LGAs ▶ ARTC does not propose a 100% fly-in-fly out for the Project ▶ ARTC will provide access and evacuation maps for emergency services for the temporary non-resident workforce accommodation and construction compounds ▶ Minimum local employment targets will be negotiated and agreed between ARTC and the Principal Contractor ▶ ARTC will endeavour to ensure that contractors seek to encourage employment, training and skills-development opportunities by: <ul style="list-style-type: none"> ▶ Identifying the skills required for the building, construction, equipment and services fabrication and supply, maintenance, operation and support to the Inland Rail Program ▶ Arranging timely training and qualification arrangements to meet the needs of skills development to support all phases of the Project ▶ Ensuring that training and qualification systems meet the requirements of the National Standards Framework. ▶ The Project will: <ul style="list-style-type: none"> ▶ Work with key partners to link training and development programs with other projects and local industries to provide the greatest regional benefit ▶ Provide a clear and efficient process for people to seek information about employment opportunities and register their interest in Inland Rail ▶ Work with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs to improve local capacity, where this is needed, and encourage applications from Indigenous people for Project-related jobs ▶ Work with schools and local training providers to provide appropriate training including science, technology, engineering and mathematics initiatives and scholarship for students from potentially impacted communities ▶ Work with the Australian Government to provide long-term outcomes through training, mentoring and other support programs ▶ Work closely with the Indigenous community to strengthen community members' capacity for employment. ▶ ARTC will investigate and implement best industry practices with respect to construction personnel, including journey management and the potential for shared driving arrangements.

Measures—
detail design
phase

Impacts on agricultural employment

- ▶ Work with property owners as part of the detail design and construction planning process to reduce potential impacts on agricultural land, farm infrastructure and property accesses, which may otherwise affect the availability of employment on farms
- ▶ Implement training and development initiatives as part of the Inland Rail Skills Academy, which will increase workforce skills that are also applicable to agricultural industry employment.

Training and development

- ▶ Establish partnerships with the Department of Education, local high schools and training providers, to develop training pathways for employment in Project construction and operation
- ▶ Enable meetings between Traditional Owner groups and the contractor to discuss employment, training and business strategies
- ▶ Pending agreement with BNTAC, delivery of a tailored two-to-three week training program focused on working within a rail corridor and construction work skills, followed by work experience with construction contractors working in infrastructure projects within the region, and/or use the SQW program to provide a specific training program for Indigenous people in the Project region
- ▶ Consult with GRC and TRC Regional Skills Investment Strategy coordinators and economic development teams to confirm opportunities to align Inland Rail's workforce training and development initiatives with Regional Skills Investment Strategy projects in the impact assessment area.

Local employment

- ▶ Engage with the Principal Contractor to set targets and performance measures for local employment and Indigenous employment and specify and implement strategies that address local and Indigenous employment, including:
 - ▶ Proposed strategies for recruitment and training of personnel from the SIA impact assessment area
 - ▶ Participation by people under 25 years
 - ▶ Sustainable job creation
 - ▶ Indigenous participation
 - ▶ Participation of women in the Project workforce, including actions to ensure workforce gender diversity
 - ▶ Local business engagement.
- ▶ Work with local Aboriginal Parties and Indigenous training and employment service providers to develop employment and training strategies for Indigenous job seekers
- ▶ ARTC will require its non-resident workforce accommodation provider to liaise with TRC, GRC and employment agencies in the Project region regarding employment opportunities available in the accommodation facility and require the Principal Contractor to invite and consider job applications from residents in the impact assessment area.

Measures—
pre-
construction
phase

Training and development

- ▶ Consult with impact assessment area high schools and training providers to develop training pathways for Project construction and operation, through the Inland Rail Skills Academy, implement training programs that equip local people for construction employment on the Project, other rail projects and other infrastructure construction
- ▶ The Principal Contractor will implement a program of apprenticeships, traineeships, training roles, e.g. graduate programs, and facilitation of industry accreditation to support employment into Inland Rail projects and other major regional industries
- ▶ Continue to engage with Traditional Owners, DATSIP and Indigenous community members to support Indigenous businesses to understand Project opportunities and capacity building programs available to them, and encourage them to tender for Project supply contracts
- ▶ With Traditional Owners and DATSIP, develop an understanding of the Indigenous business profile in the SIA impact assessment area (in progress during the EIS phase)
- ▶ Provide information and access to support in a range of formats, including the Inland Rail website, industry and employment events and a network of regional and Project offices to broaden Indigenous people's access

Work with Indigenous communities, industry, DATSIP and DESBT to support the design and delivery of training and development programs to improve local capacity where this is needed, and link training and development programs with other projects and local industries to provide the greatest regional benefit.

Measures— pre- construction phase (continued)	<p>Local employment</p> <ul style="list-style-type: none"> ▶ Provide information to nearby communities regarding the construction timeframe, employment opportunities and how to express interest in employment or contracting opportunities ▶ Establish a local employment register to track and monitor participation in construction employment by people from the impact assessment area, including identification of Indigenous personnel, with their agreement ▶ Require the Principal Contractor to implement the Indigenous Participation Plan’s commitments to Indigenous employment ▶ Monitor the Principal Contractor’s progress towards local and Indigenous employment targets and require corrective actions (e.g. improved local training and recruitment strategies) if targets are not being met. <p>Impacts of workforce behaviour on feelings of safety or privacy</p> <ul style="list-style-type: none"> ▶ Implement authorisation procedures and means of identification for personnel accessing private property ▶ Require the Principal Contractor to implement a workforce code of conduct that is consistent with ARTC’s Code of Conduct. <p>Through consultation with QPS and regular monitoring of community complaints, ensure that any personnel behaviour that offends local values is addressed through communication and contractual arrangements with the Principal Contractor</p>
Measures— construction phase	<p>Training and development</p> <ul style="list-style-type: none"> ▶ Continue to implement Inland Rail Skills Academy training programs and partnerships to equip local and Indigenous people for construction employment ▶ Training programs focused on developing skills in rail operation and working in a rail corridor will be delivered in the Project region during the construction phase, in readiness for Inland Rail’s operation, including an online rail skills program available to school and university students. <p>Local employment</p> <ul style="list-style-type: none"> ▶ Monitor the Principal Contractor’s progress towards local and Indigenous employment targets and require corrective actions (e.g. improved local training and recruitment strategies) if targets are not being met ▶ Consult with high schools and training providers in the SIA impact assessment area to identify young people and groups of young people who could be supported to obtain employment in the Project’s operations ▶ Promote operational roles to residents within the SIA impact assessment area via Project communications, the Island Rail Skills Academy and briefings oriented to the operational phase ▶ Continue engagement with Indigenous community members to ensure operational roles are considered by Indigenous people. <p>Labour availability</p> <ul style="list-style-type: none"> ▶ ARTC will monitor Inland Rail projects’ workforce ramp-up and the proportions of local and non-local personnel, and consult with local governments and businesses regarding any pressures they identify on local labour availability <p>If the Project is contributing to cumulative pressures on labour availability, ARTC will engage with the Principal Contractor to refine the Project’s recruitment and training strategies.</p> <p>Impacts of workforce behaviour on feelings of safety or privacy</p> <ul style="list-style-type: none"> ▶ Require the Principal Contractor to report on implementation of, and compliance with, the code of conduct ▶ Ensure that the principal contractors have appropriate workforce conduct policies and procedures, complemented by complaints mechanisms that ensure fast and effective resolution to any issues experienced <p>Through consultation with QPS and regular monitoring of community complaints, ensure that any personnel behaviour that offends local values is addressed through communication and contractual arrangements with the Principal Contractor.</p> <p>Workforce wellbeing</p> <ul style="list-style-type: none"> ▶ Employ or require Principal Contractor to employ an onsite paramedic from the commencement of construction, to manage minor health issues onsite, and develop health and wellbeing programs focused on physical and mental health ▶ Provide medical and workplace health and safety services, including health promotion programs and access to GP services, for employees residing in the non-resident workforce accommodation <p>Ensure personnel are made aware of the need to attend to routine health issues while they are off roster.</p>

15.9.4 Housing and accommodation

ARTC has developed program-wide accommodation principles for use when developing, selecting and deploying accommodation solutions, to support three desired outcomes:

- ▶ Accommodation solutions minimise negative social and economic impacts to potentially impacted communities
- ▶ Potentially impacted communities are consulted on accommodation solutions prior to them being decided
- ▶ Accommodation solutions contribute social and economic value to potentially impacted communities.

The Project would provide free or subsidised accommodation to construction personnel within the non-resident workforce accommodation to avoid making excessive demands on local housing or accommodation establishments, which could displace local residents or accommodation users such as tourists.

ARTC will require its Principal Contractors to provide an Accommodation Management Plan (AMP) for ARTC’s approval. The AMP will provide details of how non-local workers will be accommodated. The AMP will provide details of how non-local workers will be accommodated, including how the contractor will:

- ▶ Monitor the number of personnel to be recruited from outside a safe daily driving distance
- ▶ Provide an adequate number of non-resident workforce accommodation beds to meet peak demand
- ▶ Consult GRC, TRC and the Millmerran, Inglewood and Yelarbon communities regarding the proposed non-resident workforce accommodation to identify any additional specific issues to be addressed as part of the AMP
- ▶ Engage with GRC and TRC regarding the accommodation facilities’ water and waste management infrastructure to ensure that any additional requirements for council services are mitigated
- ▶ Minimise impacts on rental availability in potentially impacted communities, e.g. by discouraging single status personnel from renting houses
- ▶ Monitor the number of non-local personnel choosing to live outside the non-resident workforce accommodation facilities, as well as the availability and cost of rental housing in Goondiwindi, Inglewood, Millmerran and Pittsworth
- ▶ Avoid coincidence of workforce demands on short-term accommodation with peak tourist and event visitor demands
- ▶ Minimise impacts on local health services (e.g. through provision of paramedics).

Objectives, outcomes and measures that will support achievement of ARTC’s accommodation principles are outlined in Table 15.23.

TABLE 15.23 HOUSING AND ACCOMMODATION MEASURES

Objectives	<ul style="list-style-type: none"> ▶ Avoid adverse impacts on the availability of local housing and short-term accommodation ▶ Avoid adverse social impacts on the communities near non-resident workforce accommodation ▶ Ensure local communities benefit from the operation of non-resident workforce accommodation.
Outcomes	<ul style="list-style-type: none"> ▶ Project demands do not result in displacement of local residents from rental housing ▶ Non-resident workforce accommodation does not impact on the amenity of nearby landowners or local towns ▶ Workforce accommodation guests behave with respect for community safety and community values ▶ Non-resident workforce accommodation offers business and employment benefits to local communities.
ARTC commitments	<ul style="list-style-type: none"> ▶ The Project will prepare and implement an AMP to reflect the anticipated local/ non-local workforce scenario for construction and operation of the Project ▶ Temporary non-resident workforce accommodation will be provided to support construction of the southern portion of the Project alignment in proximity to Yelarbon, Inglewood and Millmerran, to manage the existing shortfall of available accommodation and potential impacts to the local rental market ▶ ARTC will require contractors to provide sufficient, non-resident workforce accommodation beds to accommodate all non-local Project personnel ▶ The Project’s non-resident workforce accommodation will be self-sufficient with respect to water management and sewerage treatment ▶ Trained paramedic staff will be employed by the Project.

Measures—detail design stage	<p>Minimising impacts on housing and accommodation access</p> <ul style="list-style-type: none"> ▶ The Principal Contractor will provide an AMP for ARTC approval, specifying how the Principal Contractor will: <ul style="list-style-type: none"> ▶ Monitor the number of personnel to be recruited from outside a safe daily driving distance ▶ Provide an adequate number of non-resident workforce accommodation beds to meet peak demand ▶ Monitor the number of non-local personnel choosing to live outside the non-resident workforce accommodation, as well as the availability and cost of rental housing in Goondiwindi, Inglewood, Millmerran and Pittsworth ▶ Minimise impacts on rental availability ▶ Monitor the local availability of personnel and short-term and rental accommodation ▶ Avoid coincidence of workforce demands on short-term accommodation with peak tourist and event visitor demands ▶ Minimise workforce demands on local health services ▶ Avoid negative impacts on community facilities and facility users ▶ Mitigate any Project contributions to cumulative impacts on housing availability ▶ Cooperate with local emergency services (i.e. QPS, QAS and QFES) to orient them to the accommodation’s layout and management protocols ▶ Engage local businesses in the accommodation’s supply chain. ▶ As part of reviewing the Principal Contractors’ draft AMP, ARTC will consult with TRC, GRC and QPS to identify any concerns that should be addressed in the AMP.
Measures—pre-construction phase	<p>Minimising impacts on housing and accommodation access</p> <ul style="list-style-type: none"> ▶ Principal contractor will report on the number of non-local personnel (outside a safe daily driving distance as identified by the Principal Contractor) that are expected to be required over the duration of the construction period ▶ The Project will provide clear information through ARTC and contractor websites and other communication channels regarding how to apply for a job and the accommodation options on offer to Project personnel ▶ ARTC will implement Inland Rail’s Complaint Management Handling Procedure to ensure fast and effective resolution to any issues relating to workforce use of housing or short-term accommodation.
Measures—construction phase	<p>Minimising impacts on housing and accommodation access</p> <ul style="list-style-type: none"> ▶ ARTC will monitor the outcomes of the AMP to identify any strains on: <ul style="list-style-type: none"> ▶ Local rental housing stock (as indicated by declining rental vacancy rates) ▶ Short-term accommodation providers’ capacity to service tourists, as indicated by consultation with local tourism associations. ▶ If any strains on housing or accommodation are identified, ARTC will work with its Principal Contractor to refine the AMP ▶ The outcomes of the AMP will be reported as part of the Project’s annual SIMP report. <p>Legacy values</p> <ul style="list-style-type: none"> ▶ ARTC will engage with the owners of a non-resident workforce accommodation sites to discuss and agree legacy values to result from the accommodation facilities.

15.9.5 Health and community wellbeing

Measures outlined in Chapter 22: Outline Environmental Management Plan of the EIS are designed to avoid or mitigate environmental impacts that could otherwise affect community health or wellbeing, e.g. noise and vibration, or changes to air quality. This sub-plan addresses the potential for impacts on community health, wellbeing and safety with respect to community facilities and services, mental health, and community safety, and the potential for impacts on amenity, community cohesion or local character to affect community wellbeing.

During the detail design phase, the Project will prepare a Community Wellbeing Plan to provide a framework for cooperation with key stakeholders to implement mitigation measures addressing impacts on quality of life or wellbeing as the result of Project impacts on amenity, character, cohesion or connectivity. The Community Wellbeing Plan will include:

- ▶ Objectives and key performance indicators, drawing on the objectives and outcomes identified in the SIMP
- ▶ Measures to ensure that the level of service provided to the local community by existing social services, facilities and infrastructure is not reduced
- ▶ Measures to mitigate potential health and wellbeing impacts on local communities and enhance potential benefits
- ▶ Emergency response arrangements and management measures agreed with emergency service providers, for incidents both on and off the Project site
- ▶ Details of community development programs to be implemented and the outcomes to be achieved
- ▶ A monitoring and reporting protocol.

The Community Wellbeing Plan will include relevant measures identified in the SIMP as well as measures identified in consultation with TRC, GRC, DDWM PHN, DCDSS, and the owners of community facilities that would be affected by noise during the detail design phase. The plan will include:

- ▶ Initiatives to upgrade community facilities, which could be delivered via ARTC's Community Donations and Sponsorship program (for minor works), direct Project funding to community facilities to implement mitigation or enhancement measures, and/or partnerships with councils or government agencies. This will include exploration of initiatives raised by councils, for example:
 - ▶ Support for Gowrie Community Hub's fit out
 - ▶ Opportunity to use Goondiwindi Showground for training while upgrading the facilities
 - ▶ Potential for cooperation and/or support for tourism initiatives in and around Millmerran
 - ▶ Potential for cooperation and/or support for recreation initiatives in and around Pittsworth.
- ▶ Placemaking initiatives to offset impacts on local character, e.g. interpretive signage, treatment of temporary hoardings, park or streetscape upgrades, and/or supporting rural localities and towns to upgrade their entrance statements
- ▶ Projects that support community cohesion and resilience, e.g. community events, arts and cultural programs, or skills training for volunteers and community organisations
- ▶ Supplementation of local services to address any increase in demand for individual and community support services as a result of the Project
- ▶ Cooperation with QAS, QPS, QFES, SES and Local Disaster Management Groups with respect to day-to-day demands on police and emergency services, and emergency response and recovery arrangements
- ▶ Consultative arrangements with key stakeholders to support implementation and monitoring
- ▶ Responsibilities for implementation.

Implementation of the Community Wellbeing Plan will commence during the pre-construction phase and be maintained during the construction phase. Progress on the implementation of the Community Wellbeing Plan will be reported to the CRG at each meeting, and annual monitoring of the Plan's outcomes will be included as part of the annual review of the SIMP.

Table 15.24 provides the objectives, outcomes, ARTC commitments and management measures to mitigate impacts on community health and wellbeing during the Project's detail design and construction phases.

TABLE 15.24 HEALTH AND WELLBEING MEASURES

Objectives	<ul style="list-style-type: none">▶ Minimise and, where possible, avoid impacts that may affect community wellbeing, including mental health▶ Provide a framework for communication with social infrastructure providers and Government agencies to minimise Project impacts on social infrastructure▶ Maximise communication and co-operation with local stakeholders to address social impacts▶ Include a focus on vulnerable community members in Project engagement and social investment.
Outcomes	<ul style="list-style-type: none">▶ Noise impacts on the amenity of schools and churches is minimised▶ ARTC's social investments, including sponsorships and donations, increase resources available to local community organisations▶ Project has a strong focus on traffic safety, including specific measures for school bus routes▶ Mental health and community support services in the impact assessment area are adequate to accommodate any increased demand resulting from the Project▶ Government agencies providing health, police and emergency services have adequate information and cooperation from the Project to enable planning for increased/changing demands.
ARTC commitments	<ul style="list-style-type: none">▶ Development of a Community Wellbeing Plan to provide a framework for cooperation with key stakeholders to implement mitigation measures addressing impacts on quality of life as the result of Project impacts on amenity, character, cohesion or connectivity▶ Consultation with QPS, QAS and QFES during the detail design process to understand scope/size of the Project and potential flash points to ensure appropriate emergency vehicle access is provided across the rail corridor▶ ARTC attendance at Local Disaster Management Group and District Management Group meetings during construction▶ To reduce demands on local services during construction ARTC will:<ul style="list-style-type: none">▶ Employ or require its Principal Contractor to employ on-site paramedic/s from the commencement of construction, to manage minor health issues on site, and develop health and wellbeing programs focused on physical and mental health▶ Provide medical and workplace health and safety services including health promotion programs and access to GP services for employees residing in the non-resident workforce accommodation▶ Ensure personnel are made aware of the need to attend routine health issues while they are off roster.▶ ARTC will commit to an annual review of the emergency response procedures during construction and an annual review during the first three years of operation▶ Engagement with government agencies to develop protocols, confirm the detail of mitigation impacts on social infrastructure and develop joint response arrangements with:<ul style="list-style-type: none">▶ Department of Education▶ Queensland Health▶ QPS, QAS and QFES.▶ ARTC will continue to work with all tiers of government and landowners regarding the provision of sustainable water sourcing and water allocations/entitlements▶ Continue to implement the mental health partnership to provide access to mental health support (and referral as required) for local residents▶ Ongoing engagement with Indigenous communities, families and Elders to support Indigenous employees occurs, underpinned by a high level of coordination between contributing programs and agencies▶ Implementation of Inland Rail Community Donations and Sponsorship program.

Mental health

- ▶ Continue consultation with landowners whose properties are directly affected by the Project footprint, or by the potential for increased flooding, to identify management measures that will reduce impacts on the use and amenity of their properties and the safety of humans and stock
- ▶ Maintain a program-wide mental health partnership with an independent specialist service to support the mental wellbeing of community members in impacted communities
- ▶ Disseminate accurate, transparent and accessible information about the Project to the community, including information about the land acquisition process and EIS outcomes
- ▶ If landowners or tenants who would need to relocate and identify a need for support, ARTC will fund a locally based community organisation to assist residents to access alternative accommodation and support services
- ▶ Engage proactively with Queensland Health and QPS to ensure they are well informed about the Project and are aware of any additional resources that may be available through the Project to support mental health in the affected communities
- ▶ Establish and maintain a monitoring program of changes to levels of stress in the community in cooperation with the Darling Downs Hospital and Health Service and/or Darling Downs and West Moreton PHN
- ▶ Provide training for Inland Rail staff working with impacted landowners and their families, regarding mental health and referral to services.

Community facilities and services

- ▶ Consult with community advisory networks (representing health, emergency and education services) in planning the Project's investments in community projects
- ▶ Consult with the Department of Education and Yelarbon, Brookstead and Southbrook State schools (facilitated by the Department) to:
 - ▶ Confirm the location of the rail alignment, road-realignments and associated laydown areas and access tracks
 - ▶ Describe the construction schedule and the nature of road–rail interface treatments, temporary disruptions to local traffic during construction within the Brookstead, Southbrook and Yelarbon communities, any disruptions to school bus routes, and traffic management measures (e.g. supervised crossings, traffic flow and speed control measures or relocation of pedestrian pathways)
 - ▶ Conduct an audit of the affected schools' sites layouts, to determine in-corridor or at-property treatments to mitigate operational rail noise impacts, which may include façade treatments, fence treatments or air conditioning
 - ▶ Confirm all relevant school bus services and contact details for their operators to enable consultation with the operators
 - ▶ Identify any specific considerations (e.g. off-campus sports or activities) that should be considered in the Project's RUMP and Traffic Management Sub-plan.
- ▶ Confirm and commence implementation of management measures relating to schools detailed in Section 15.8.4.7
- ▶ Engage with the Pittsworth and District Assembly of God Church/Harvest Life Church, and the management committee/trustees of the Yelarbon & District Soldiers Memorial Hall and the Pampas Memorial Hall, to explain the draft EIS results with respect to noise impacts during construction and operation and agree property-specific mitigation to reduce noise impacts
- ▶ Consult with the Yelarbon, Millmerran, Inglewood, Pittsworth, Brookstead, Gowrie and Southbrook communities to identify and develop programs that increase opportunities for community participation and focus on community safety.

Health and emergency services

- ▶ Continue consultation with the QFES and local rural fire brigades to confirm the location of access tracks that may be affected by the Project's detail design, and the actions required of the Project in order to ensure firefighters' continued access to areas that they are currently able to service

Measures—detail
design phase
(continued)

- ▶ Engage with QPS, QAS and QFES in:
 - ▶ Development of Emergency Response Plans for construction and operation, including management of dangerous goods transport
 - ▶ Development of measures that mitigate impacts on emergency service response times
 - ▶ Confirmation of the location of access tracks that may be affected by the Project's detail design, and the actions required to ensure firefighters' continued access to areas that they are currently able to service

Cooperative arrangements to ensure effective communication and cooperation in emergency responses.

Community wellbeing

- ▶ Provide funding through the Community Donations and Sponsorship Program to community organisations in potentially impacted communities that can facilitate activities, events and networks that support town amenity, community cohesion and sense of place
- ▶ Pending agreement with TRC/GRC as appropriate and the results of engagement with local community members, provide enhanced planting and habitat creation to benefit the local community and support health and wellbeing, e.g. streetscape strategies within the vicinity of the rail alignment and street tree planting within the settlements of Yelarbon (including upgrade of the Yelarbon rest stop adjacent to the alignment), Brookstead and Pittsworth.

Safety

- ▶ Road access to proposed accommodation locations will be considered in consultation with local governments and DTMR to identify the need for any upgrades.
-

Measures—pre-
construction phase

Environmental qualities

- ▶ Establish consultative arrangements that are accessible to all residents living near the Project footprint, including implementation of ARTC's Complaints Handling Management Procedure (see Section 15.9.2.7)
 - ▶ Provide information to communities about how noise, dust and traffic delays from the Project will be minimised
 - ▶ Work with the owners of affected properties to develop effective flood mitigation solutions and/or compensation agreements for increased flooding potential.
-

Community facilities and services

- ▶ Continue engagement with the DESE to confirm and implement agreed management measures with the Yelarbon, Brookstead and Southbrook State Schools
- ▶ Implement noise mitigation agreed with the Pittsworth and District Assembly of God Church/Harvest Life Church
- ▶ Ensure that all schools and community facilities in the potentially impacted communities are aware of the construction program, and are provided with regular updates about road closures and roadworks
- ▶ Consult with DCDSS prior to the construction phase commencing, and annually during construction, to identify any Project-related stresses on local services, and if stresses on services are identified, enable a cooperative response to community needs between DCDSS, ARTC and community organisations
- ▶ Provide clear information through ARTC websites and other channels regarding how to apply for a job and the accommodation options on offer to Project personnel to reduce the risk of people seeking jobs 'at the Project gate' and thereby straining local housing or support services.

Measures—pre-
construction phase
[continued]

Health and emergency services

- ▶ Provide early advice about pre-construction works, the construction schedule, the number and nature of vehicles and plant to be used, construction hours and construction personnel numbers to Queensland Health, the Darling Downs West Moreton PHN, QPS, QFES, QAS and SES services in the impact assessment area, to enable forward planning for any service adjustments that may be required
- ▶ Provide a forward schedule for construction activities requiring oversized vehicle escorts to police services and all emergency services bases
- ▶ Develop a protocol between ARTC and emergency service providers, defining appropriate and coordinated responses and communication in the event of accidents and other emergencies
- ▶ Maintain regular liaison meetings during the construction phase

Consult with Toowoomba and Goondiwindi Local Disaster Management Groups regarding planning for emergency response and recovery during construction.

Measures—
construction phase

Community safety and wellbeing

- ▶ Deliver communications strategies in the impact assessment area regarding construction traffic routes, construction activities and sites, the Project's workforce conduct policies, and how to contact the Project in the event of any concerns
- ▶ Enforce a code of conduct containing requirements for positive behaviours and respect for local residents and businesses for all contractor and Project personnel
- ▶ Engage proactively with Queensland Health and QPS to ensure they are well informed about the Project and are aware of additional resources that may be available through the Project to support mental health in the affected communities
- ▶ Access the Darling Downs Suicide Prevention Plan, when available, and work with the PHN in refining its mental health partnership projects to be delivered within the impact assessment area
- ▶ Develop targeted rail and road safety programs including a traffic demand management campaign to inform the public on the proposed construction works and its potential effect on local road network operations for delivery to local schools, local young people and communities in the impact assessment area, including information about:
 - ▶ Construction traffic routes
 - ▶ Peak construction periods
 - ▶ The Project's workforce conduct policies
 - ▶ How to contact the Project personnel in the event of any concerns during construction.
- ▶ As part of regular engagement with landowners and local authorities, the Project will consider potential fire risks and any site-specific measures required to reduce risks
- ▶ As part of planning for hazard management during operation, consider the arrangement of materials on carriages of goods transported in relation to hazard risk reduction
- ▶ Support locally based community development programs to work with residents in and near the Project footprint and in potentially impacted communities, to:
 - ▶ Mitigate changes to local amenity and character e.g. through upgrades to parks or streetscapes
 - ▶ Identify and implement community events and activities to support community cohesion.

Measures—
construction phase
[continued]

Community facilities and services

- ▶ Provide regular updates to health and emergency service providers about construction works, the construction schedule, and construction personnel numbers
- ▶ Ensure that all schools and community facilities in the potentially impacted communities are aware of the construction program, and are provided with regular updates about road closures and roadworks, to allow school community members to plan their travel to minimise delays
- ▶ Contractors will employ paramedics or nursing-trained staff to promote workplace health, wellness and safety, and treat personnel's minor injuries and health issues to reduce demands on local services
- ▶ Encourage community facility managers to apply for sponsorship/donations to support facility upgrades.

Emergency services

- ▶ Provide a forward schedule for construction activities requiring oversized vehicle escorts to QPS, QFES, QAS
 - ▶ Meet regularly with QPS, QAS and QFES to update advice on the Project's workforce ramp-up, review co-operative arrangements and ensure any safety or service access issues are identified and addressed
 - ▶ Provide emergency access points across the alignment and communicate this information to QPS, QFES, QAS and SES officers servicing in the Toowoomba and Goondiwindi LGAs
 - ▶ From Year Three of the construction phase, engage with emergency services providers to plan for the operational phase
 - ▶ Plan for the provision of ready access to train schedules for QPS, QFES, QAS
- Undertake joint training and response exercises with QPS, QAS and QFES, to build capacity for Project-associated incident management.

Environmental qualities

- ▶ If complaints about noise or dust indicate that Project construction is contributing to unacceptable levels of noise or dust, or other impacts, ARTC will investigate and implement measures to address the cause of the concern
- ▶ Provide air quality monitoring mechanisms (e.g. dust deposition gauges or testing of water tanks) if residents living adjacent to the Project footprint identify health concerns regarding dust
- ▶ Ensure that the Principal Contractor has appropriate complaints mechanisms that ensure fast and effective resolution to any issues experienced.

15.9.6 Local business and industry

This sub-plan addresses the potential for Project impacts on businesses including farms, agribusinesses and tourism-related businesses, and describes ARTC's commitments to ensuring that local and regional businesses benefit from the Project.

ARTC is committed to ongoing cooperation with directly affected and nearby agricultural landowners to minimise impacts associated with the Project. This will include regular engagement to identify any unexpected impacts on agricultural operations to support identification and implementation of any corrective actions required.

The potential for construction noise or operational noise to impact on the amenity of businesses in Yelarbon, Brookstead and Pittsworth would be managed through the measures outlined in relevant sections of the Outline Environmental Management Plan (Chapter 22 of the EIS), e.g. noise and vibration management measures, traffic management measures and regular communication between ARTC and affected stakeholders.

When the Project's detail design is confirmed, ARTC will consult with Yelarbon, Brookstead and Pittsworth businesses and tourism-related businesses located within 10 km of the Project to discuss potential impacts and management measures. ARTC will work with local Chambers of Commerce, tourist information centres and the Goondiwindi and Toowoomba Regional Councils to develop a strategy to support tourism marketing campaigns to benefit affected tourism businesses.

During operations, ARTC's community liaison and complaints management mechanisms will be available to all businesses (and other stakeholders) to enable resolution of any issues relating to access, noise, dust or unanticipated impacts.

The Inland Rail Program is subject to the *Australian Jobs Act 2013* (Cth) (the Jobs Act) requirement to develop an Australian Industry Participation Plan to identify how ARTC and its supply chain will provide Australian entities with full, fair and reasonable opportunity to bid for the supply of key goods or services.

The Jobs Act defines 'local' as including Australian entities but ARTC's AIP Plan will include a focus on the 'Project Area' as LGAs through which the alignment directly passes and the 'Project Region' as LGAs outside the Project Area, but within a 125 km radius of the Project Area, and will monitor and report on employment of residents from the Project region.

A key requirement in delivering on the Program's commitment is to ensure that ARTC commitments cascade through the supply chain and contractors understand their requirements. The Principal Contractor will be required to demonstrate compliance with the Inland Rail AIP Plan and the Jobs Act requirements. Contractors will also be required to prepare and submit to ARTC an AIP Compliance Report every three months in the format prescribed by the AIP Authority.

Business capacity building programs that will be delivered as part of the AIP Plan, and within the Inland Rail Skills Academy, will include:

- ▶ Providing advance notice of supply opportunities through Chambers of Commerce and to businesses who have registered their interest in Inland Rail through the Inland Rail portal and/or ICN
- ▶ Working with supplier advocates to promote supply opportunities and identify capable local suppliers
- ▶ Hosting and/or participating in supplier briefing and networking events
- ▶ Collaborating with government and industry stakeholders to develop and implement training and mentoring support that builds business capability
- ▶ Providing support to local and Indigenous businesses and social enterprises that enables them to understand the requirements of supplying to Inland Rail
- ▶ Providing formal feedback to suppliers that are unsuccessful in prequalification and/or tendering.

ARTC is working with Traditional Owners to ensure that they and other Indigenous community members benefit from Project employment and business supply opportunities, which to date has included information exchange regarding Indigenous businesses and the supplies and skills that the Principal Contractor requires, in support of the development of capacity building programs.

Table 15.25 provides the objectives, outcomes, performance management measures, ARTC commitments and management measures for mitigation of impacts on businesses and ensuring local and Indigenous business participation in the Project.

TABLE 15.25 LOCAL BUSINESS AND INDUSTRY PARTICIPATION MEASURES

Objectives	<ul style="list-style-type: none"> ▶ Minimise impacts on farming, agribusiness, tourism businesses and businesses in towns ▶ Maximise local awareness of the Project's supply opportunities and build relationships with local businesses to support their involvement in the Project ▶ Provide the framework for full, fair, and reasonable opportunity for local, regional and Indigenous businesses to participate in the supply chain and integrate this framework in construction tender requirements and contracts.
Outcomes	<ul style="list-style-type: none"> ▶ Impacts on businesses, including farms and grazing operations, are minimised through the implementation of measures outlined in the Outline EMP in cooperation with landowners and business owners ▶ Businesses in the impact assessment area benefit from supply opportunities ▶ The Project engages Indigenous businesses in its construction ▶ Any cumulative labour draw impacts on local business are identified to enable refinements to recruitment or training strategies.

ARTC commitments	<ul style="list-style-type: none"> ▶ Disturbance/loss of agricultural activities, limited, or disrupted access to important infrastructure (e.g. groundwater bores or irrigation infrastructure), and options to access areas within properties are to be investigated in consultation with impacted landowner during detail design ▶ Prior to construction occurring, alternative measures for stock access to watering points are to be finalised with the landowner and implemented ▶ ARTC continues to promote the business registration process on the ARTC website ▶ Development and implementation of an Australian Industry Participation Plan focusing on opportunities for involvement by local business in construction and operation of the Project that involves: <ul style="list-style-type: none"> ▶ Identifying businesses within 125 km of the Project with potential capacity to supply the construction phase ▶ Engagement with local business to identify opportunities to develop and promote local business participation. ▶ Engagement with DESBT and DSITI to develop business capacity building strategies ▶ ARTC will continue to engage with Toowoomba and Surat Basin Enterprise (TSBE), chambers of commerce and local business groups/associations ▶ ARTC will consider providing the Local Content Report to the Australian Industry and Skills Committee when developed ▶ Implementation of the Inland Rail <i>Sustainable Procurement Policy</i> (ARTC, 2020) ▶ Indigenous participation and local participation are included as key elements of construction tender assessments ▶ ARTC will work with government stakeholders and local and Indigenous businesses to: <ul style="list-style-type: none"> ▶ Build businesses' capacity to participate in the Project's supply chain through business development, mentoring and pre-qualification projects ▶ Support Indigenous businesses to ensure they are prepared for and provided with opportunities to participate ▶ Link training and development programs with other projects and local industries to provide the greatest regional benefit.
------------------	---

Measures— detail design phase	<p>Impacts on farms and agribusinesses</p> <ul style="list-style-type: none"> ▶ Work with directly affected property owners to mitigate potential impacts on farm and business operations and develop cooperative strategies that will reduce impacts on productivity and connectivity, including the design of level crossings on private roads. For example, ensure an appropriate level of access is maintained for agricultural businesses across and between properties directly affected by the Project, to minimise impacts on the movement of stock, water, produce and equipment. ▶ Consult with relevant stakeholders (including landowners/occupants) prior to construction in support of appropriate approvals and agreements for the extraction of water ▶ Develop property-specific measures in consultation with landowners, to address impacts on land use, property access, water infrastructure or access, other farm infrastructure or farm management ▶ Impacts such as severance or loss of land area that may affect the operations of these businesses, and therefore farmers' or business owners' livelihoods, will be considered by the Constructing Authority in the terms of the acquisition agreements. <p>Impacts on other businesses</p> <ul style="list-style-type: none"> ▶ Engage with businesses that may experience noise exceedances, dust or disruptions to access to the business during construction or operation, to develop and implement feasible and effective mitigation measures to reduce impacts ▶ Access to services and businesses during construction will be maintained. Where alternative access arrangements are required, these will be developed in consultation with relevant property owners/occupants ▶ Engage with business in Yelarbon, Inglewood and Millmerran to enable them to gauge the need to increase or diversify their service offering ▶ Continue engagement as part of tendering processes with major contractors regarding acceptable standards for subcontracting ▶ Provide local business briefings in Goondiwindi, Yelarbon, Inglewood, Pittsworth, Millmerran and Toowoomba, to promote supply opportunities ahead of the construction phase ▶ Work with small businesses in potentially impacted communities, Goondiwindi and Toowoomba to provide information about how to engage with major contractors and how to protect their rights
-------------------------------------	---

Measures—
detail design
phase
[continued]

- ▶ Continue consultation with local and regional businesses to ensure they have access to current information about the Project
- ▶ Work with DAF to assist them to plan for early harvesting to maintain timber supply, ensure adequate access for bushfire management and forestry haul routes are maintained, and ensure lessee requirements are considered in the detail design process
- ▶ Consult with the QBA and DAF regarding maintenance of honey producers' access to the State forest whilst Project construction is active in the Bringalily and Whetstone State Forests.

Impacts on tourism

- ▶ Consult with the Project's CRG, local Chambers of Commerce, tourism associations and tourism service providers in or near potentially impacted communities to:
 - ▶ Explain the Outline EMP measures that will mitigate impacts on amenity or road connections
 - ▶ Identify any additional, feasible strategies that would reduce or offset impacts on connectivity or scenic amenity during construction and/or operation
 - ▶ Discuss relevant supply chain development to support Project construction.
- ▶ Identify the timing for major community events in potentially impacted communities (e.g. the Millmerran Camp Oven Festival), which requires consideration in the construction schedule with respect to noisy works or traffic disruptions, and consult with DTMR, GRC and TRC as relevant, regarding temporary road access requirements to identify measures that will reduce any impacts on event participants

Working with local chambers of commerce, tourist information centres, GRC and TRC to develop a strategy to ensure that any potential impacts on tourism visitation are mitigated through support for tourism marketing campaigns targeting potentially impacted communities.

Local and Indigenous business participation

- ▶ Complete a scan of Indigenous businesses in the Project region that could service the Project and develop an Indigenous business register for use by the Principal Contractor
- ▶ Ensure tenderers for construction contracts set appropriate targets and/or incentives to use local and Indigenous businesses
- ▶ Liaise with the following stakeholders to identify local business capacities of relevance to the Project's supply chain:
 - ▶ Department of Infrastructure, Transport, Cities and Regional Development
 - ▶ Regional Development Australia
 - ▶ Chambers of Commerce in the Goondiwindi and Toowoomba LGAs
 - ▶ Aboriginal parties (Bigambul, Western Wakka Wakka and others as identified)
 - ▶ Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP).
- ▶ Continue to engage with DSDTI and the Industry Capability Network to collaborate on business capacity development in the Project region to prepare small to medium businesses to participate in major projects
- ▶ Continue to engage with DITRDC to align Project initiatives with DITRDC's regional development initiatives
- ▶ Ensure tenderers for construction contracts set appropriate targets and/or incentives to use local and Indigenous businesses
- ▶ Communicate pre-qualification requirements to businesses in the Goondiwindi and Toowoomba LGAs to allow local and regional businesses to achieve the relevant requirements
- ▶ Work with the Goondiwindi and Toowoomba Chambers of Commerce, Toowoomba and Surat Basin Enterprise and DESBT to encourage relevant supply chain development, including for Indigenous businesses
- ▶ In consultation with TRC, identify and invite the participation of social enterprises in business capacity building programs
- ▶ Provide a clear and efficient process for businesses to seek information about opportunities and register their interest in Project supply.

Measures—
construction
phase

Impacts on farms and other businesses

- ▶ Maintain regular engagement with landowners and other business owners adjacent to the construction footprint (at least quarterly during the first year of construction or as agreed with landowners) to monitor the effectiveness of environmental and social impact mitigation measures, and identify any unexpected impacts on agricultural operations that may affect employment opportunities, to support identification and implementation of any corrective actions required
- ▶ Provide regular Project updates that forecast road works, road realignments and closures, and explain alternative routes to enable farmers and other businesses to plan their travel to minimise disruptions
- ▶ Where private water sources are used for construction purposes, monitoring will be undertaken during extraction to ensure volumes and conditions stipulated by license requirements and/or private landowner agreements are met
- ▶ Where drawdown impacts are anticipated in bores that would not otherwise be decommissioned by the Project, ARTC will engage with each licensed user to determine and agree an appropriate mitigation approach.

Local and Indigenous business participation

- ▶ Implement a clear and efficient process for businesses to source information about the Project and potential supply opportunities, and to register their interest
- ▶ Implement capacity building strategies identified in cooperation with stakeholders during the detail design and pre-construction stages
- ▶ Promote government services and programs that are available to businesses considering investment in related projects
- ▶ Ensure that tendering opportunities for supplies and services to non-resident workforce accommodation are made available to local businesses
- ▶ Include local and Indigenous content criteria and clauses in Project procurement processes and contract documents
- ▶ Monitor and report on involvement of local businesses in line with Australian Industry Participation Plan requirements and ARTC's *Sustainable Procurement Policy* (ARTC, 2020a).

15.9.7 Monitoring and reporting

The purpose of SIMP monitoring is to:

- ▶ Track and enable reporting on delivery of measures that mitigate social impacts or increase community benefits
- ▶ Collect data on the effectiveness of mitigation and benefit enhancement measures
- ▶ Support identification of corrective actions to improve the effectiveness of mitigation and benefit enhancement measures.

The monitoring framework provided in Table 15.26 outlines, for each SIMP sub-plan:

- ▶ Impacts addressed
- ▶ Desired outcomes
- ▶ Performance measures
- ▶ Monitoring mechanisms
- ▶ Data sources
- ▶ Monitoring frequency during construction.

ARTC will track SIMP implementation and review performance measures quarterly (where information is available), to facilitate continual improvement of strategies and practices.

SIMP implementation will be reported to the CRG at each meeting and a report against performance measures will be presented to the CRG, TRC and GRC annually during construction. The monitoring program will be reviewed prior to operations, revised to recognise the completion of construction and implemented as relevant for the operations phase.

ARTC will review the SIMP annually during the construction phase and, where necessary, update it based on monitoring results, including stakeholder feedback. This will include a process for reviewing social impact management and benefit enhancement measures to assess whether they are still appropriate, and whether any new issues or initiatives have emerged that should be included in ongoing mitigation and/or monitoring. This will include consultation with the TRC, GRC and the Project's CRG. Reports on the annual SIMP review will be provided to the Office of the Coordinator-General and to the Project's CRG during the construction phase.

A review of the SIMP and its implementation plan will be undertaken by an independent third party by the end of Year One of construction, prior to commissioning the Project, and again during Year Three of operations. These reviews will include consultation with local governments, landowners adjacent to the Project footprint, community members and Queensland Government agencies. The independent SIMP reviews will identify the effectiveness of SIMP strategies, and any changes that need to be made to the SIMP to ensure ongoing effectiveness.

Proposed roles for Councils in SIMP implementation and monitoring include:

- ▶ Involvement in the development of the Community Wellbeing Plan and the draft Accommodation Management Plan
- ▶ Cooperation in joint initiatives with ARTC
- ▶ Requests for provision of feedback six monthly during construction on:
 - ▶ The results of initiatives to offset impacts on amenity, character and cohesion
 - ▶ Any Project use of housing short-term accommodation
 - ▶ Local procurement outcomes
 - ▶ Review of annual SIMP reports
 - ▶ Participation in annual SIMP reviews
 - ▶ Participation in independent review of the SIMP at the end of Year 1, prior to commissioning and during Year 3 of operations.

Proposed roles for CRG members in monitoring include:

- ▶ Receiving reports on SIMP implementation at each CRG meeting, and on AMP implementation on a six-monthly basis, for their feedback
- ▶ Providing feedback on the effectiveness of community and stakeholder engagement measures at each CRG meeting
- ▶ Receiving and providing feedback on annual SIMP reports
- ▶ Participation in annual SIMP reviews.

TABLE 15.26 SOCIAL MONITORING FRAMEWORK

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency
Community and stakeholder engagement				
<ul style="list-style-type: none"> ▶ Impacts of land acquisition ▶ Impacts on residential and town amenity ▶ Impacts on local character and community cohesion ▶ Potential community benefits, e.g. employment and business participation ▶ Concern about property values ▶ Potential to exacerbate disadvantage. 	<ul style="list-style-type: none"> ▶ Community and stakeholder relationships facilitate information sharing to support adaptive management of social impacts 	<ul style="list-style-type: none"> ▶ A majority of landowners are satisfied with the management of Project impacts on their properties ▶ Mitigation measures are refined where necessary in response to stakeholder feedback. 	<ul style="list-style-type: none"> ▶ Engagement with landowners to seek feedback ▶ Project records. 	<p>Monthly monitoring, quarterly reporting to CRG during construction phase</p>
	<ul style="list-style-type: none"> ▶ Co-operative and respectful relationships exist between ARTC, the Principal Contractor, construction personnel and community members 	<ul style="list-style-type: none"> ▶ CRG feedback confirms ARTC has engendered positive relationships ▶ Number of complaints about Project impacts. 	<ul style="list-style-type: none"> ▶ Request for feedback about stakeholder engagement and relationships as a regular item at CRG meetings ▶ Maintain a complaints register. 	<p>Six-monthly during construction phase</p>
	<ul style="list-style-type: none"> ▶ Initiatives identified through stakeholder engagement have benefits for local communities and offset impacts on amenity, character and cohesion 	<ul style="list-style-type: none"> ▶ Number and outcome measures (to be determined with partners) for community partnerships and programs in potentially impacted communities. 	<ul style="list-style-type: none"> ▶ Records of partnership agreements ▶ Feedback from local government/community/government partners. 	<p>Six-monthly during construction phase</p>
	<ul style="list-style-type: none"> ▶ Community members have access to information and support to assist adaptation to changes resulting from the Project 	<ul style="list-style-type: none"> ▶ CRG feedback confirms satisfactory access to timely information about the Project and management measures ▶ Landowners who need to move from within the Project footprint have access to support, if required ▶ Mental health partnership is maintained during the construction phase. 	<ul style="list-style-type: none"> ▶ Record of ARTC agreement with support services, if required ▶ Records of partnership agreements ▶ Number and outcome measures (to be determined with partners) for community partnerships and programs in potentially impacted communities 	<p>Quarterly during construction phase</p>
	<ul style="list-style-type: none"> ▶ Stakeholder issues and grievances are identified, evaluated, addressed and recorded 	<ul style="list-style-type: none"> ▶ ARTC responds to complaints from community members as per the ARTC Complaints Management System. 	<ul style="list-style-type: none"> ▶ Monitoring and reporting to CRG on complaints and their resolution. 	<p>Monthly monitoring, quarterly reporting to CRG during construction phase</p>

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency
<ul style="list-style-type: none"> ▶ Local and Indigenous employment opportunities ▶ Training and development opportunities ▶ Workforce behaviour/ community safety ▶ Employment in other industries. 	▶ Workers within 125 km of the Project including job seekers living in the impact assessment area are involved in the construction workforce, with a particular focus on providing opportunities for residents in potentially impacted communities	▶ Number of people from the impact assessment area that are employed in construction in line with targets agreed between ARTC and the Principal Contractor	▶ Construction employment register recording employees and contractor's postcodes, and Indigenous identification by agreement with personnel	Quarterly during construction phase
	▶ Training partnerships strengthen workforce capacity for Project employment and other industries	<ul style="list-style-type: none"> ▶ Number of trainees and apprentices ▶ Number of people from the impact assessment area involved in training opportunities facilitated by the Project ▶ Traineeship completion/retention rate. 	<ul style="list-style-type: none"> ▶ Trainee and apprenticeship register ▶ Training partnership records 	Annually during construction phase
	▶ Construction employment opportunities are available to Bigambul People, Western Wakka Wakka People and other local Indigenous people	▶ Number of Indigenous people involved in construction employment in line with targets agreed between ARTC and the Principal Contractor	▶ Construction employment register identifying employees and contractor's Indigenous identification, by agreement with personnel	Quarterly during construction phase
	▶ All Project personnel behave with respect and courtesy towards residents, landowners and motorists	▶ Number of substantiated complaints regarding workforce behaviour	<ul style="list-style-type: none"> ▶ Maintain a complaints register ▶ CRG feedback. 	Monthly during construction phase
	▶ Workplace health is supported and accidents are minimised through a strong workforce safety culture	▶ Lost Time Incident rate in comparison to relevant national standard	<ul style="list-style-type: none"> ▶ Non-resident personnel feedback ▶ Work Health and Safety Records 	Monthly during construction phase
	▶ Minimal impacts on agricultural and tourism employment opportunities.	<ul style="list-style-type: none"> ▶ Management measures for agricultural properties are implemented in accordance with agreements with landowners to minimise impacts ▶ Attendee rates as reported by major community events ▶ Hotel/motel occupancy rates show no significant change due to Project personnel's use 	<ul style="list-style-type: none"> ▶ Engagement with directly affected landowners ▶ Engagement with tourism accommodation operators ▶ Engagement with accommodation operators ▶ Engagement with TRC and GRC 	Six-monthly during construction phase

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency
Housing and accommodation				
<ul style="list-style-type: none"> ▶ Potential for cumulative demands to impact on housing access and affordability ▶ Potential to displace travellers from tourist accommodation ▶ Potential for accommodation facilities or workforce behaviour to impact negatively on community values 	<ul style="list-style-type: none"> ▶ Project housing demands avoid displacement of local residents from rental housing and tourist accommodation 	<ul style="list-style-type: none"> ▶ No increase in people seeking public/affordable housing attributable to Project ▶ Hotel/motel operators report adequate capacity for tourist trade. 	<ul style="list-style-type: none"> ▶ Consultation with Toowoomba and Goondiwindi Councils ▶ Consultation with DHPW ▶ Use Pricefinder/SQM Research data on rental vacancy rates and rental price trend ▶ Chamber of Commerce feedback. 	Quarterly during first two years of construction or to workforce peak
	<ul style="list-style-type: none"> ▶ Non-resident workforce accommodation facilities avoid impacts on the amenity of nearby landowners or local towns 	<ul style="list-style-type: none"> ▶ Number of complaints about the non-resident workforce accommodation operation. 	<ul style="list-style-type: none"> ▶ Maintain a complaints register 	Monthly during construction phase
	<ul style="list-style-type: none"> ▶ Non-resident workforce accommodation guests behave with respect for community safety and community values 	<ul style="list-style-type: none"> ▶ Number of complaints about non-resident workforce accommodation guests. 	<ul style="list-style-type: none"> ▶ Maintain a complaints register 	Monthly during construction phase
	<ul style="list-style-type: none"> ▶ Non-resident workforce accommodation offers business and employment benefits to local communities 	<ul style="list-style-type: none"> ▶ Number of people from impact assessment area employed in non-resident workforce accommodation ▶ Number of businesses in Inglewood, Yelarbon and Millmerran involved in tendering for provision of services and supplies to accommodation. 	<ul style="list-style-type: none"> ▶ Non-resident workforce accommodation provides employment and supplier registers 	Quarterly during first two years of construction

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency
Community health and wellbeing				
▶ Impacts on the amenity of and access to community facilities	▶ Noise impacts on the amenity of schools and churches are minimised	▶ Number of complaints regarding noise impacts	▶ Maintain a complaints register ▶ CRG feedback ▶ the DESE feedback.	Quarterly during construction phase
▶ Impacts of noise on lifestyles/sleep	▶ ARTCs social investments including sponsorships and donations increase resources available to local community organisations	▶ Value of cash and in-kind contributions made to local organisations	▶ ARTC records of sponsorships, donations and partnerships ▶ Engagement with Councils to discuss and receive feedback on community development outcomes	Annually during construction phase
▶ Increased demands for health and emergency services	▶ Project has a strong focus on traffic safety, including specific measures for school bus routes	▶ School bus operators confirm suitability of the Outline EMP measures relevant to school bus routes ▶ Number of traffic accidents involving Project sites/vehicles.	▶ Engagement with the DESE and school bus operators ▶ QPS feedback ▶ Work Health and Safety records.	Monthly during construction phase
▶ Impacts on mental health through stress and anxiety related to the Project	▶ Mental health services in the impact assessment area are adequate to accommodate any increased demand resulting from the Project	▶ Mental health partnership provides access to support services and referral for people experiencing stress or anxiety in relation to the Project	▶ Monitoring of community stress and use of mental health services, through Darling Downs West Moreton PHN liaison with Queensland Health	Quarterly during construction phase
▶ Impacts on community/traffic safety.	▶ Government agencies providing health, police and emergency services have adequate information and cooperation from the Project to enable planning for increased/changing demands	▶ Health, police and emergency services report that ARTC's advice on workforce ramp-up and cooperative agreements with ARTC are adequate to support planned responses	▶ QPS, QAS and QFES feedback	Quarterly during the first two years of construction

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency
Local business and industry				
<ul style="list-style-type: none"> ▶ Impacts on agricultural properties ▶ Potential deterrence of tourists ▶ Local and Indigenous business opportunities ▶ Draw of labour from local businesses. 	<ul style="list-style-type: none"> ▶ Impacts on businesses including farms are minimised through the implementation of measures outlined in the Project's Outline Environmental Management Plan in cooperation with landowners and business owners 	<ul style="list-style-type: none"> ▶ Ongoing engagement with directly affected landowners and business owners supports adaptive management of impacts on farms, businesses and grazing operations, to minimise the potential for decreases in agricultural employment ▶ Tourism visitation rates are monitored, and promotional strategies supported, if Project impacts on visitation are confirmed. 	<ul style="list-style-type: none"> ▶ Regular engagement (to schedules agreed with landowners) to monitor the effectiveness of management measures and, if necessary, undertake any corrective actions to address impacts on farm employment levels ▶ Engagement with Southern Country Queensland Tourism. 	Annually during construction phase
	<ul style="list-style-type: none"> ▶ Businesses in the impact assessment area benefit from supply opportunities 	<ul style="list-style-type: none"> ▶ Number and value of contracts with businesses located in the Goondiwindi and Toowoomba LGAs as a percentage of all supply contracts for the Project 	<ul style="list-style-type: none"> ▶ Contractor's supplier register ▶ Procurement records ▶ Engagement with councils to discuss and receive feedback on local procurement outcomes. 	Quarterly data monitoring during construction phase Engagement with councils as part of regular meeting schedules
	<ul style="list-style-type: none"> ▶ The Project engages Indigenous businesses in its construction 	<ul style="list-style-type: none"> ▶ Number and value of contracts with Indigenous businesses in the Goondiwindi and Toowoomba LGAs, as a percentage of all supply contracts for the Project 	<ul style="list-style-type: none"> ▶ Contractor's supplier register ▶ Procurement records. 	Quarterly during construction phase
	<ul style="list-style-type: none"> ▶ Any cumulative labour draw impacts on local business are identified to enable refinements to recruitment or training strategies 	<ul style="list-style-type: none"> ▶ ARTC monitors labour draw from local business and initiates corrective actions to recruitment and training strategies if labour draw is identified as affecting local businesses 	<ul style="list-style-type: none"> ▶ Engagement with GRC, TRC and Chambers of Commerce ▶ Engagement with training partners to monitor training outcomes. 	Six-monthly during construction phase

15.10 Impact assessment summary

This section summarises the significance of social impacts and benefits for local communities and stakeholders within the impact assessment area. It considers the:

- ▶ Likelihood that social impacts and benefits will occur
- ▶ Consequence of social impacts and benefits for affected stakeholders
- ▶ Potential risk of impacts to social conditions (such as residential amenity or access to services) prior to the application of Project-specific management measures
- ▶ Risk of residual social impacts after management measures are applied.

The Queensland SIA Guideline does not include a significance or risk assessment matrix, so the social risk matrix adopted from the NSW DP&E SIA Guideline (DP&E, 2017), as shown in Table 15.27, has been applied.

The likelihood of social impacts and opportunities occurring has been assessed with reference to the social baseline (e.g. findings regarding community vulnerabilities), stakeholder inputs and draft EIS technical findings.

'Consequence', as defined in Table 15.28, has been assessed based on how the social impact may be experienced by the relevant stakeholders, considering the:

- ▶ Duration of impacts and benefits, being either short term (during construction) or long term (during operation)
- ▶ Sensitivity, including specific vulnerabilities and resilience to impacts
- ▶ Severity of potential effects on stakeholders and magnitude of potential benefits.

TABLE 15.27 RISK ASSESSMENT RATINGS

		Consequence level				
		1 Minimal	2 Minor	3 Moderate	4 Major	5 Catastrophic
A	Almost certain	A1 (High)	A2 (High)	A3 (Extreme)	A4 (Extreme)	A5 (Extreme)
B	Likely	B1 (Moderate)	B2 (High)	B3 (High)	B4 (Extreme)	B5 (Extreme)
C	Possible	C1 (Low)	C2 (Moderate)	C3 (High)	C4 (Extreme)	C5 (Extreme)
D	Unlikely	D1 (Low)	D2 (Low)	D3 (Moderate)	D4 (High)	D5 (High)
E	Rare	E1 (Low)	E2 (Low)	E3 (Moderate)	E4 (High)	E5 (High)
		Project benefits and opportunities				

Source: NSW DP&E SIA Guideline (DP&E, 2017)

TABLE 15.28 CONSEQUENCE CRITERIA

Rating	Impact (-)	Benefit (+)
Minimal	Local, small-scale, easily reversible change on social characteristics, or the values of the community of interest or communities can easily adapt or cope with change	Local small-scale opportunities emanating from the Project that the community can readily pursue and capitalise on
Minor	Short-term recoverable changes to social characteristics and values of the communities of interest, or the community has substantial capacity to adapt and cope with change	Short-term opportunities emanating from the Project
Moderate	Medium-term recoverable changes to social characteristics and values of the communities of interest, or the community has some capacity to adapt and cope with change	Medium-term opportunities emanating from the Project
Major	Long-term recoverable changes to social characteristics and values of the communities of interest, or the community has limited capacity to adapt and cope with change	Long-term opportunities emanating from the Project
Catastrophic	Irreversible changes to social characteristics and values of the communities of interest, or the community has no capacity to adapt and cope with change	N/A

Source: Adapted from Department State Development, Infrastructure and Planning (Qld) Social impact assessment guideline July 2013 (DSDIP, 2013a).

Table 15.29 summarises:

- ▶ Potential social impacts and benefits as a result of the Project
- ▶ Stakeholders potentially impacted
- ▶ A preliminary evaluation of the significance of potential social impacts and benefits after considering ARTC's existing commitments
- ▶ Key Project-specific social management measures
- ▶ An evaluation of residual significance, in consideration of Project-specific measures.

The significance of the social impact or benefit has been viewed from the perspective of those expected to be affected, based on stakeholder input provided during consultation, and in consideration of the outcomes of impact assessment for this SIA and other studies included in the draft EIS.

Community adaptation to social impacts such as changes to connectivity, community cohesion or amenity may take some time. Evaluation of residual significance (after Project-specific mitigation measures are applied) has assumed:

- ▶ A timeframe of up to five years from commencement of construction, during which community members and networks will generally adapt to environmental and social changes
- ▶ That the Project-specific mitigation measures (as refined with stakeholders and in response to social monitoring data) will be effective in reducing the level of impacts experienced.

Symbols used include:

- ▶ +, denoting positive impact
- ▶ -, denoting negative impact.

Project phases are:

- ▶ Construction (C), which includes pre-construction, and represents a period of up to four years
- ▶ Operation (O), which represents a period of up to 100 years
- ▶ C/O, denoting impacts which commence in construction and continue for the Project's life.

TABLE 15.29 SOCIAL IMPACT ASSESSMENT SUMMARY

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Communities and stakeholders							
Indigenous community values	The Project may extinguish or suppress native title on up to 10 land parcels where native title may exist (e.g. reserve and State land), within the Bigambul nation	Bigambul People	C/O	-	A2	Acquisition of land to agreed terms	A1
	In greenfield areas, the Project will introduce additional linear infrastructure to cultural landscapes, contributing to cumulative impacts on Indigenous peoples' feeling of connection with Country.	Aboriginal community members	C/O	-	A3	Statement of Commitments with Bigambul People, which recognises their ongoing connection to Country and Culture, and commits ARTC to working in partnership with the BNTAC. Arrange for cultural tours for relevant Aboriginal Parties ahead of detail design phase. Engagement with Traditional Owners to maximise Project benefits to Aboriginal people.	A2
Property acquisition	Acquisition of freehold land is required to accommodate the Project, affecting landowners' use of properties. Landowners would be compensated for the loss of their legal interest in the property and disturbance costs, where applicable.	Directly affected landowners	C/O	-	A3	Engagement with directly affected landowners to develop cooperative strategies to reduce impacts on residential and agricultural properties. Establish property-specific agreements to mitigate impacts on property use.	A2
	Approximately 20 households would need to relocate as the result of property acquisitions, resulting in disruption to lifestyles and social networks. Impacts on agricultural properties would also occur (see local business and industry).	Directly affected households	C	-	A3	Ensure landowners receive appropriate information about the timing and process for land acquisition. Work with directly affected landowners to minimise disruptions related to the acquisition. Finalise compensation agreements for land acquisition under the AL Act.	A2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Disadvantage	Residents with limited social and economic resources may be displaced by the Project, potentially exposing them to further disadvantage. There is also potential for construction noise to impact on the amenity of residents with low socio-economic resources.	Landowners and tenants within the Project footprint	C	-	C3	Establish agreements with community or government organisations to provide support for directly affected landowners' households, if required. Engagement with residents adjacent to the Project to establish communication regarding management of impacts on amenity.	C2
Landowners' amenity and lifestyle	The amenity of properties near the Project may be impacted by construction noise, dust or changes to the area's visual character while works are occurring near homes. Amenity impacts resulting from bridge sites, laydown areas or non-resident workforce accommodation may last for extended periods.	Residents near the Project footprint	C	-	B3	Implement management measures as detailed in the Outline EMP. Consult property owners near bridge and laydown sites to identify sensitivities and potential measures for consideration in the CEMP.	B2
	Without mitigation measures, predicted rail noise levels would exceed the noise assessment criteria requiring mitigation to be investigated for up to 136 sensitive receptors (including four community facilities) at Project opening in 2026. The amenity of people living near the Project may be impacted by rail/train noise that may affect lifestyles e.g. willingness to use outdoor areas.	Residents near the Project footprint	0	-	A3	Work with the owners of sensitive receptors where noise-mitigation measures are triggered to identify and implement mitigation. Implement and adhere to the complaints handling procedure	B3
	Some laydown areas may be retained for legacy value to property owners or businesses.	Local community members	C/O	+	C1	Consult affected and nearby landowners to identify potential legacy values.	C2
Amenity of towns	The amenity of Yelarbon, Brookstead, and Pittsworth may be affected by rail noise and changes to scenic character. Gowrie Mountain residents may also experience rail noise and changes to views.	Local community members and businesses, Yelarbon, Brookstead, and Pittsworth	0	-	B4	Implement management measures as detailed in the Outline EMP. Engage with GRC and TRC to identify partnership opportunities to address impacts on local character and the amenity of these towns.	B3

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Connectivity and travel behaviour	Closure of private roads will affect connectivity across and between properties, and the Project could constrain movements of equipment and stock across the Project footprint.	Local community members, businesses and road users	C/O	-	A3	Work with landowners to mitigate impacts on connectivity and develop suitable corridor crossings as part of detail design.	A2
	Increased travel times may result due to construction works, particularly at rail-road interfaces, including bridges and level crossings, and potentially due to an increase in vehicles on key routes such as the Cunningham, Gore and Warrego highways.	Landowners, residents and road users	C	-	B3	Provide accessible information to the community regarding construction schedules. Develop and implement a communication strategy with a focus on staying safe during the construction period. Develop and implement a travel demand campaign.	B2
	Temporary disruption to access to some private properties is likely due to rail corridor construction or roadworks.	Residents near the Project footprint	C	-	A2	Ensure that alternative property accesses are provided where required.	A1
	Level crossings will result in periodic disruptions to traffic lasting approximately two to three minutes at each crossing. Trains of 3.6 km in length may operate in future, which could result in longer traffic delays. Such delays are common on many rural roads and are likely to be tolerated.	Road users and emergency services	0	-	A3	Provide accessible information to the community regarding average wait times and road safety in relation to rail operations.	A2
Community cohesion	The Project will place pressure on the community's resilience and ability to adapt to change, which is already under pressure as a result of the drought and the COVID-19 pandemic. Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network or community conflict relating to the Project.	Local community members	C/O	-	A3	Social investment in community projects that strengthen cohesion.	A2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Local character/ sense of place	Construction work sites will temporarily change local character in areas near the temporary footprint, potentially affecting people's enjoyment of natural and rural landscapes.	Local community members	C	-	B3	Social investment in community projects that strengthen sense of place.	B2
	The Project will require removal of structures that contribute to local character, intensify the rail corridor in brownfield sections and introduce a new element to the landscape in the greenfield sections, and rail operations will introduce a noise source, which may alter sense of place. The prospect of permanent changes to local character may contribute to stress.	Local community members	C/O	-	B4	Implement management measures to reduce noise and visual amenity impacts detailed in the Outline EMP.	B3
	The removal of local heritage structures or remnants, construction noise and operational noise will contribute to adverse impacts on the local character of Yelarbon and Brookstead.	Yelarbon and Brookstead communities, GRC, TRC	C/O	-	B4	Implement mitigation of impacts on heritage structures as detailed in the Outline EMP, in consultation with local residents. Engage with the respective local governments and Yelarbon and Brookstead communities to plan and implement community projects to offset impacts on amenity and character.	B3
Property values	Property owners have considerable anxiety regarding the potential for property values to decrease as a result of the Project's impacts e.g. noise, severance and visual amenity issues. There is uncertainty about the Project's potential impacts on property values.	Landowners near the Project footprint	C/O	-	A4	Implement all proposed environmental and social impact management measures to reduce the potential for impacts. Ensure that ARTC commitments and EIS approval conditions are accessible to reduce uncertainty about management of impacts.	B3

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Workforce impacts and benefits							
Project employment	The Project's construction phase will offer employment for up to 950 personnel (peak construction), including local people and groups that are disadvantaged in the labour market.	Jobseekers, construction industry personnel, schools, training providers	C	+	A3	Implement locally targeted training and recruitment strategies and targets. Maintain functioning of the Inland Rail Skills Academy.	A4
	The Project's construction phase will offer employment opportunities to Indigenous people within the impact assessment area, supported by specific training partnerships during the detail design and pre-construction phases.	Indigenous jobseekers	C	+	A2	Continued engagement with Bigambul People, Western Wakka Wakka People and members of other Aboriginal parties. Work with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs and strengthen community members' capacity for Project employment.	A3
	The operations phase will provide direct permanent employment for approximately 10-to-15 people, some of whom may be drawn from the impact assessment area. Indirect employment benefits relating to transport of agricultural commodities or support for enterprise and industry precincts are likely to be substantial.	Jobseekers	O	+	B3	Maintain functioning of the Inland Rail Skills Academy.	B3
Availability of personnel	Construction labour demand may contribute to shortages in specific trades and labour, particularly if a number of projects are constructed during the same period. The likelihood of this occurring may be reduced by the recent changes to economic conditions as the result of COVID-19.	Local businesses and farmers, residents, local governments in impact assessment area	C	-	C3	Implement training strategies to increase workforce capacity in the impact assessment area. Promote Project supply opportunities to local businesses. Implement corrective actions to recruitment or training strategies if labour draw is identified as impacting local businesses.	C2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Privacy or perceptions of safety	Workforce behaviour may contribute to concerns about privacy or safety, or to amenity impacts e.g. noise.	Residents near the Project footprint, local community members	C	-	B3	Enforce adherence to the ARTC Code of Conduct for all Project personnel, including contractors. Engage with local governments and Project's CRG in discussion of a welcome event for construction personnel to support relationship building. Cooperate with local stakeholders to identify and address any adverse impacts on local towns or residents.	B2
Training and development	The Project would provide training and career pathway development for young people, Indigenous people and unemployed people in the impact assessment area.	Jobseekers, including people marginalised from employment	C/O	+	A3	Maintain the functioning of the Inland Rail Skills Academy.	A3
Agricultural employment	Acquisition or severance of farms may affect productivity and the availability of agriculture-related employment.	Farmers and graziers, dependent businesses and employees	C/O	-	C3	Work with landowners to ensure impacts are mitigated to the extent possible. Undertake regular engagement to identify the need for any corrective actions.	C2
Housing and accommodation							
Population change	Acquisition of properties will displace an estimated 20 households, equivalent to approximately 50 people, resulting in population loss at the local level but negligible impacts on the impact assessment area's population or housing requirements.	Residents in the Project footprint	C/O	-	A2	Identify opportunities for social investment in community projects that strengthen cohesion and funding for community development projects.	A1
Workforce accommodation	Temporary non-resident workforce accommodation facilities are likely to be established in the Turallin, Inglewood and Yelarbon areas, each accommodating up to 300 personnel, resulting in a temporary population influx to these areas and concerns about potential impacts on community safety e.g. road safety or the presence of non-local personnel in small towns.	Local community members— Millmerran, Inglewood, Yelarbon, GRC, TRC	C	-	B3	Consult with GRC, TRC and the three nearby communities to identify expectations regarding accommodation and workforce management, and incorporation in the AMP. Provision of self-sufficient non-resident workforce accommodation facilities, including paramedic staff and security.	B2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Workforce accommodation (continued)	The Yelarbon community is small, at less than 400 people, and there is potential for the community and businesses to be overwhelmed or stressed by the influx of personnel due to the non-resident workforce accommodation facility proposed in this area.	Local community members— Yelarbon, GRC	C	-	B3	Early information and consultation with Yelarbon residents and GRC to identify and implement programs to support community cohesion. Provision of self-sufficient non-resident workforce accommodation facilities, including paramedic staff and security.	B2
	Local businesses are likely to benefit from increased trade from workers at the facility and potentially from supply opportunities offered by the non-resident workforce accommodation service provider.	Local businesses— Millmerran, Inglewood, Yelarbon, Goondiwindi, Toowoomba	C	+	B3	The AMP will include measures to enable local business participation in supply to non-resident workforce accommodation. Engagement with Yelarbon, Inglewood and Millmerran business owners to enable them to gauge the need to increase their offerings.	B3
	Council services such as water and road maintenance may experience increased demand in the Millmerran, Inglewood and Yelarbon areas.	TRC, GRC, waste management operators	C	-	B3	Provision of self-sufficient non-resident workforce accommodation facilities, including paramedic staff and security. Consult with GRC and TRC to confirm measures which will reduce impacts on local government services.	C2
	There is potential for legacy benefits from non-resident workforce accommodation upon decommissioning of the accommodation facilities.	Local community members— Turallin, Inglewood, Yelarbon	0	+	C2	Consult with hosting landowners to identify potential legacy opportunities.	C3
Housing access	A small increase in housing demand, in Millmerran, Pittsworth and/or Goondiwindi is possible, with potential to inflate rents.	Local community members— Turallin, Inglewood, Goondiwindi.	C	-	C3	AMP that considers potential Project impacts and cumulative impacts of concurrent projects. Monitor housing availability and require Project personnel to use accommodation if increases in rental costs are detected.	C2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Housing access (continued)	Jobseekers could visit local towns seeking Project work, placing stress on emergency support or housing support services.	DPHW and housing support services in Millmerran, Pittsworth, Inglewood, Yelarbon	C	-	C3	Provision of clear information through ARTC and contractors' websites regarding how to apply for a job and the accommodation options on offer. Engage with the CRG and DHPW to identify any issues and identify corrective actions if stress on housing or services is identified.	C2
Health and wellbeing							
Social infrastructure	Community support services may experience increased demand for support for people to cope with Project-related changes.	Local community members, health and community support services, Queensland Health, QPS	C	-	B3	Social investments will include funding to augment community development and support services, if monitoring indicates Project-related impacts on service capacity.	B2
	Roadworks or construction traffic on school bus routes may affect travel times or cause concerns for the safety of children.	School students, schools, bus operators and families	C/O	-	B3	Consult with DESE, DTMR, local schools and school bus operators to identify measures for inclusion in the TMP. Ensure all schools and community facilities in the potentially impacted communities are aware of construction program and provided with updates about road closures and roadworks.	B2
	Construction work relating to the rail track and rail bridges near the Brookstead and Yelarbon State schools will result in noise exceedances, which may impact on the learning environment of the schools. There is also potential for audible construction noise at the Brookstead State School.	School students, schools, DESE	C	-	A3	Consult with DESE and school staff and communities to identify and mitigate noise impacts.	B2
	There is potential for rail noise exceedances to affect the Brookstead and Yelarbon State Schools.	School students, schools, DESE	O	-	B3	Engagement with DESE to implement mitigation measures to ensure learning environments at schools are protected.	B2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Social infrastructure (continued)	Construction noise may impact on the amenity of the Pittsworth and District Assembly of God Church/Harvest Life Church, the Yelarbon & District Soldiers Memorial Hall and/or the Pampas Memorial Hall. Rail noise may also affect the amenity of the church and the Yelarbon & District Soldiers Memorial Hall.	Pittsworth, Yelarbon and Pampas communities	C/O	-	B3	Engage with church leaders and hall management committee/trustees to explain potential impacts of the Project and agree on property-specific mitigation to reduce noise impacts.	B2
Health and emergency services access	Accessibility for emergency services may be impeded on routes near construction sites or when encountering heavy haulage and large load vehicles on roads.	QPS, QAS, QFES, community members, road users	C	-	B3	Continue consultation with QPS and QAS to identify specific issues to be addressed in the Traffic Management Plan.	B2
	Increased traffic policing requirements for over-sized load escorts, and disruption to road network could increase demands on police, ambulance and fire and rescue services.	QPS, QAS, QFES	C	-	A3	Consult with QPS and QAS to identify any specific issues which need to be addressed as part of the Traffic Management Plan.	A2
	Project personnel may increase and change the nature of demands for health services in the Yelarbon, Goondiwindi, Inglewood and Millmerran areas.	Queensland Health, Inglewood Hospital, Millmerran Hospital, Goondiwindi Hospital	C	-	B3	The Principal Contractor will provide qualified paramedics. Engage with Queensland Health, QAS and QPS to advise on workforce ramp up and locations that may experience additional demand for services.	B2
	Accessibility for emergency service vehicles may be impeded at level crossings when encountering a passing train.	QPS, QAS, QFES, community members	0	-	A4	Early engagement with QPS, QAS and QFES to develop cooperative mechanisms and emergency access points.	B3
	Increased risk of road/rail accidents and rail-related fatalities, causing personal and family trauma, creating additional demand on health and emergency services.	QPS, QAS, QFES, community members and road users	0	-	C5	Rail-road safety campaigns. Engage with QPS and QAS to develop cooperation agreements and potentially joint training exercises.	D5

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Mental health	Anxiety about the Project's impacts on amenity, flooding and/or environmental qualities is causing stress for directly affected landowners, and for others living near the Project footprint, with potential to affect mental health.	Local community members	C/O	-	B4	Provision of clear information about impacts as assessed and management/mitigation measures. Funding for community organisations which are able to provide emotional and practical support. Delivery of ARTC's mental health partnership program in the impact assessment area.	B3
	Employment opportunities will increase during the construction stage, with potential for increased business and industry opportunities during operations, with potential mental health benefits for the individuals employed, particularly if unemployed or irregularly employed.	Job seekers, local businesses, local community members	C/O	+	B2	Require contractors to target and report on employment of people in the impact assessment area.	A2
	The Project would increase the potential for rail-based accidents or fatality resulting in trauma for family and community members, and for rail personnel.	Local community members, QPS, QAS, Queensland Health, community support services	0	-	C5	Restrict access to the rail corridor, with the provision of fencing, where safe and practical to do so. Delivery of ARTC's Mental Health Partnership Program in the impact assessment area.	D5
Change to environmental qualities	Exposure to construction noise or vibration may affect the wellbeing and/or lifestyle of households near the Project footprint, particularly if noise inhibits daily activities or causes sleep disturbance. Noise impacts would generally be transitory but may last for longer periods with respect to laydown areas or bridge construction sites.	Residents near the Project footprint	C	-	C4	Implementation of measures outlined in the Outline EMP. Consult potentially impacted households to identify mitigation measures that will reduce impacts on amenity or lifestyle and avoid sleep disturbance.	C3

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Change to environmental qualities (continued)	If not mitigated, rail noise levels that exceed Project noise criteria have the potential to affect the sleep and stress levels of residents near the Project footprint, and therefore their wellbeing.	Residents of sensitive receptors.	0	-	B4	Implementation of measures outlined in the Outline EMP. Consultation with landowners to identify and implement noise-mitigation measures. Establish communication mechanisms including implementation of Complaints Handling Management Procedure. If complaints about rail noise indicate that the Project is causing unacceptable noise levels, investigate and implement measures to address the cause of concern.	C3
	There is potential for dust from Project construction sites to cause a nuisance and concern to community members regarding health impacts e.g. air quality or quality of tank water.	Residents near the Project footprint	C	-	C3	Provide advanced notice to potentially impacted receptors of construction activities that may cause dust. Investigation of complaints received and, if necessary, dust monitoring to enable corrective actions if required.	C2
	There is potential for dust from rail operations to cause concern to community members regarding health impacts e.g. in relation to coal dust if the Project is used, in future, for coal transport.	Residents near the Project footprint	0	-	C3	Implementation of measures outlined in the Outline EMP. Establish communication mechanisms including implementation of Complaints Handling Management Procedure. If investigation identifies unacceptable dust levels, investigate and implement measures to address the cause of the concern.	C2
Flooding	Alterations to the floodplain are anticipated to result in small changes in peak water levels under the 1% AEP event for nine dwellings, one shed, three grain silos, one State-controlled road (Cunningham Highway at Yelarbon) and one local public road (Leesons Road between Kingsthorpe and Gowrie Junction). This may affect feelings of security, and the use of affected properties during or after major flooding events.	Affected landowners	C/O	-	C3	Work with affected landowners to develop effective flood mitigation solutions and/or compensation agreements for increased flooding potential.	C2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Access to water resources	Some landowners' groundwater bores may be destroyed, or access prevented as the result of direct Project impacts. There is also potential for groundwater drawdown to affect three registered bores and an unknown number of unregistered bores.	Landowners in and near the Project footprint, businesses or community members that access groundwater bores	C	-	A3	Process for sourcing of water for construction purposes as outlined in Chapter 5: Project Description. Property-specific agreements regarding make-good provisions for impacts on groundwater bores.	A2
Community safety	The location of work sites, laydown areas and non-resident workforce accommodation could engender anxiety about perceived safety of residents.	Local community members	C	-	C3	Enforce adherence to the ARTC Code of Conduct for all Project personnel, including contractors.	C2
Traffic safety	Project-related traffic including large haulage and over-size vehicles could increase the risk of road accidents or hamper the safe movement of stock and farm machinery. A residual risk of decreased traffic safety was assessed as low (refer Chapter 18: Traffic, Transport and Access).	Local community members, farmers, graziers.	C	-	C3	Development and implementation of a Traffic Management Plan. Enforce adherence to the ARTC Code of Conduct for all Project personnel, including contractors. Implement community safety programs with a focus on traffic safety during construction.	C2
	Collisions associated with signal failure, risk taking or other accidents at level crossings may occur (with a potentially heightened risk for young drivers, school children, elderly people and people with a disability).	Local community members, road users, QPS, QAS, QFES	0	-	C5	Implement community safety programs with a focus on safety relating to pedestrian, stock and vehicle interactions with the rail corridor. Cooperation with QPS, QAS and QFES to support community safety.	D5
Positive legacies	Training and employment opportunities will create a positive legacy of workforce skills in the impact assessment area. There is also potential to create positive legacies for the impact assessment area through, for e.g., contribution to cultural, community or park facilities.	Local community members and local governments	0	+	N/A	Engagement with local governments and communities to identify and implement legacy benefits.	B3

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Business and industry							
Impacts on farms and agribusiness	The Project will result in direct impacts on agricultural land uses, including severance of landholdings, relocation of on-farm infrastructure and temporary disruptions to property access. Roadworks may also increase travel times to markets.	Directly affected landowners and farm/property employees	C	-	A3	Work with landowners to ensure impacts are mitigated to the extent possible. Provide compensation for loss of legal interest in land, and disturbance costs, where relevant. Ensure legal property access is maintained. Continued engagement with directly affected landowners to ensure agreed mitigation remains effective.	A2
	Closure of informal crossings and private roads will constrain landowners' ability to move machinery, stock and supplies across the corridor.	Directly affected landowners	0	-	A3	Design of level crossings/grade separated crossings to accommodate property owners' specific needs.	A2
	The Project would traverse land used by feedlots, a piggery and a poultry farm, with partial or full land acquisitions required, which could impact on the operations of these businesses and therefore business owners' incomes. There may also be potential for the loss of employment for agribusiness workers if operations are significantly disrupted or reduced. This is unquantifiable, but is not expected to increase unemployment rates.	Directly affected landowners and farm/property employees	C/O	-	B3	Compensation will be assessed on an individual basis based on the market value of the land as at the date of resumption. Additional compensation amounts for disturbance caused by the resumption of a property are also payable.	B2
	Disruptions to the road network during construction may result in increased transport times and costs. The continuity of stock routes would be maintained.	Farmers, graziers, transport businesses	C	-	B3	Provision of information on road works and potential delays to enable farmers and other businesses to plan their travel to minimise disruptions.	B2

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Local businesses	The amenity of businesses near the Project footprint Brookstead and Yelarbon may be affected by rail noise.	Business owners— Brookstead and Yelarbon	0	-	B3	Implementation of noise mitigation measures as agreed with the owners or sensitive receptors where noise exceedances are likely.	B2
	Retail businesses in Millmerran, Yelarbon, Inglewood and possibly Goondiwindi areas may benefit from increased trade from patronage by workers in the non-resident workforce accommodation.	Business owners— Millmerran, Inglewood, Goondiwindi, Toowoomba, Yelarbon, Goondiwindi	C	+	B3	Work with local businesses and the Goondiwindi, Toowoomba Chambers of Commerce and Toowoomba and Surat Basin Enterprise to encourage relevant supply chain development.	B3
	The Project footprint extends into land located within the Whetstone and Bringalily State forests and revocation of State forest land will be required. There is potential for minimal impacts on beekeepers with subleases within the Bringalily State Forest.	DAF, QBA and DES	C	-	A2	Implementation of agreement with DAF for the early salvage of commercial timber from the Project footprint. Engagement with QBA to minimise impacts on beekeeping within the State forests.	A1
Transport and logistics businesses	Transport businesses may experience temporary disruptions to travel routes during construction, and delays at level crossings during operations.	Transport businesses in the impact assessment area	C/O	-	B2	Require contractors to ensure local transport businesses can tender for Project works.	B1
	Transport or logistics businesses in Goondiwindi and Toowoomba LGAs may benefit from significant opportunities during construction. A decrease in long haul road freight volumes over time may affect levels of trade for transport businesses, which may be offset by the creation of expanded regional industries or increased short haul freight volumes.	Transport and logistics businesses in the impact assessment area	0	+	C2	Consult businesses in the impact assessment area to ensure access to current information about Inland Rail and to promote government services and programs available to businesses.	C3

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Tourism	Road works, construction activities and laydown areas may affect tourists' experience and travel times during construction but this would be temporary. There is potential for construction works to interrupt road access to accommodation for major community events.	Tourism businesses	C	-	C3	Consult with the Project's CRG, local Chambers of Commerce, tourism associations and tourism service providers in potentially impacted communities regarding potential impacts on visitation. Identify and implement additional, feasible strategies such as tourism marketing campaigns. Temporary road access arrangements will be agreed with DTMR and local governments.	C2
Local supply opportunities	The Project provides significant opportunities for local and regional businesses to participate in its construction supply chain, including transportation, construction supplies, fuel and consumables.	Local and regional businesses, employees, jobseekers	C	+	B3	Implement the Inland Rail Sustainable Procurement Policy. Liaise with stakeholders to quantify and locate specific business capacities of relevance to the Project's supply chain. Local business capacity building and local supply strategies being developed in cooperation with DESBT. Complete a scan of Indigenous businesses in SEQ that could service the Project and develop an Indigenous business register. Ensure tenderers for construction contracts set appropriate targets and/or incentives to use local and Indigenous businesses.	B3
	There is potential for smaller businesses to be disadvantaged as part of dealing with large companies.	Local and regional business owners	C	-	C3	Continued engagement as part of tendering processes with major contractors regarding acceptable standards for subcontracting. Work with small business to provide information about how to engage with major contractors and how to protect their rights.	C2
	The Project has potential to increase Indigenous business opportunities and other enterprise development.	Indigenous businesses and employees	C	+	C3	Work with other stakeholders to deliver capacity building programs to increase Indigenous businesses' capacity to supply the Project.	B3

Impact area	Impact description	Stakeholders	Phase	Nature of impact	Prelim risk	Summary of relevant Project-specific measures in the SIMP (refer Section 15.9)	Residual risk
Regional economic development	As part of the Inland Rail Program, the Project has potential to improve the agricultural industry's access to freight transportation and stimulate business and industry development, including at the Charlton Wellcamp Enterprise Area.	Local and regional businesses, employees, jobseekers	0	+	B4	Nil required.	B4
	Transport, logistics and warehousing industries are likely to be catalysed by the Project.	Local and regional businesses, employees, jobseekers	0	+	B3	Nil required.	B3
Cumulative impacts							
Employment opportunities	Combined with development of other major projects, the Project will contribute to significant cumulative employment opportunities in the region.	Local and regional businesses, employees, jobseekers	C/O	+	C3	Nil required.	C3
Local amenity	There is potential for a temporary change in character in the Gowrie Junction area due to the cumulative impacts of the Project and Inland Rail's Gowrie to Helidon project.	Gowrie Junction.	C/O	-	B3	Engagement with residents that may be subject to impacts to explain the nature and duration of the respective Project's works.	B2
Health and emergency services	There is a likelihood of cumulative increases in demands on health and emergency services if the construction of major projects coincides.	Local community members, TRC, GRC	C	-	B3	Cooperation with QPS, QAS, QFES and Queensland Health to advise on construction timeframes and workforce ramp-up.	B2
Labour force	There is potential for proposed major projects to lead to cumulative demands on the construction labour force in the SIA impact assessment area, and in SEQ. This may cause labour to be drawn from other industries, and businesses dependent on construction-related skills and labour.	Local and regional businesses, farmers, other major Project proponents	C	-	C3	Maintain functionality of the Inland Rail Skills Academy.	C2

15.11 Cumulative impacts

It is a requirement of the ToR for this Project that the potential for cumulative impacts be considered. This section provides a discussion on the potential for cumulative impacts in relation to land use and tenure. Further details on the potential for cumulative impacts to arise as a result of the Project, in combination with others, is presented in Chapter 21: Cumulative Impacts. Details on the assessment methodology for cumulative impacts is presented in Chapter 4: Assessment Methodology.

Projects with spatial and/or temporal overlap can result in cumulative impacts. Cumulative impacts may:

- ▶ Differ from those of an individual project when considered in isolation
- ▶ Be positive or negative
- ▶ Differ in severity and duration depending on the spatial and temporal overlap of projects occurring in an area.

The assessment has considered the following aspects of relevant projects:

- ▶ Spatial distribution, i.e. projects' location in relation to the Project and nearby communities
- ▶ Temporal distribution, i.e. the time period in which each project may have an effect on the social environment.

Twenty-three projects were initially identified as having potential to contribute to cumulative impacts in combination with the Border to Gowrie project. These projects are either currently operational, expected to undergo future expansion or are currently going through an approval process. A full list of the 23 projects, with a description of each, is presented in Chapter 21: Cumulative Impacts.

For the purpose of social impacts and benefits, projects that meet one or more of the following criteria were considered to have the potential to result in cumulative impacts:

- ▶ Projects that would be constructed as part of the Inland Rail Program
- ▶ Major projects located within the impact assessment area or that may draw on the labour force in the impact assessment area
- ▶ Freight and passenger rail projects being constructed in SEQ (excludes light rail).

The projects considered are listed in Table 15.30.

TABLE 15.30 PROJECTS CONSIDERED FOR THE SOCIAL CUMULATIVE IMPACT ASSESSMENT

Projects	Location	Description	Construction dates
New Acland Coal Mine Stage 3	35 km northwest of Toowoomba 18 km north of the Project footprint	Expansion of the existing New Acland open-cut coal mine to up to 7.5 Mtpa	TBC
InterLinkSQ	13 km west of Toowoomba Adjacent to south of the Project footprint	A 200-ha transport, logistics and business hub. Located on the narrow-gauge regional rail network and interstate network. Located at the junction of the Gore, Warrego and New England highways.	2018 to TBC
Wellcamp Business Park	Wellcamp, Queensland 1.5 km east of the Project footprint	A 500-ha industrial and commercial park that forms part of the Toowoomba Enterprise Hub. The Business Park is located in close proximity to the Toowoomba Wellcamp Airport and other major transportation infrastructure.	2013 to 2014
Witmack Industry Park and Charlton Logistics Park	Wellcamp, Queensland 3 km southeast of the Project footprint (Witmack Industry Park) Charlton, Queensland 3 km south of the Project footprint (Charlton Logistics Park)	The Witmack Industry Park is a large industrial land development that offers large size industrial land parcels. Businesses situated within the Witmack Industrial Park include the Toowoomba Pulse Data Centre. The Charlton Logistics Park is part of the Toowoomba Enterprise Hub and provides fully serviced 2 ha sites and is well situated for potential transport and logistics operators due to its proximity to transport infrastructure.	2016 to 2018

Projects	Location	Description	Construction dates
Asterion Medicinal Cannabis Project	Wellcamp, Queensland Adjoins the Project footprint 1 km south of Toowoomba–Cecil Plains Road	A high-tech medicinal cannabis cultivation, research and manufacturing facility. The project involves construction of a 40-ha glasshouse to produce 20,000 plants per day at full capacity. Medicinal-grade cannabis grown at the facility will be manufactured into a range of medicinal products, including single patient packs, cannabis oils, gels, salts and related products, destined solely for the medicinal market. This facility is anticipated to be the largest facility of its kind in the world.	TBC
Commodore Mine and Millmerran Power Station	Domville, Queensland Intersects the Project footprint, located primarily to the east	The Commodore Mine is an open cut coal mine, which provides coal for the 850 MW Millmerran Power Station (Mininglink, n.d.) The Millmerran Power Station is a coal-fired power station that supplies enough electricity to power approximately 1.1 million homes (Power Technology, 2018)	2001 to 2003
Wyemo Piggery	Glenarbon, Queensland 8 km south of the Project footprint	Piggery with approval for 55,000 pig units	TBC
Goondiwindi Abattoir	Goondiwindi, Queensland 13 km north of the Project footprint	A new beef Abattoir located on the outskirts of Goondiwindi with beef processing of up to 72,000 tonnes per year	TBC
North Star to NSW/QLD Border (Inland Rail)	Rail alignment from North Star, NSW to the NSW/QLD border Adjoins the Project footprint to the south	New 37 km rail corridor to connect North Star (NSW) to the QR South West Rail Line just north of the NSW/QLD border	2021 to 2024
Gowrie to Helidon Project (Inland Rail)	Rail alignment from Gowrie to Helidon, Queensland Adjoins the Project footprint to the north	New 26 km dual-gauge track between Gowrie (north-west of Toowoomba) and Helidon (east of Toowoomba), extending through the LGAs of Toowoomba and Lockyer Valley. The project includes a 6.38 km tunnel to create an efficient route through the steep terrain of the Toowoomba Range.	2021 to 2026
Helidon to Calvert (Inland Rail)	Rail alignment from Helidon to Calvert, QLD 26 km to the east of the Project footprint	New 47 km dual-gauge rail line connecting Helidon (east of Toowoomba) with Calvert (near Ipswich), via Placid Hills, Gatton, Forest Hill, Laidley and Grandchester, extending through the LGAs of Lockyer Valley and Ipswich City. The project includes a 1.1 km tunnel to create an efficient route through the steep terrain of the Little Liverpool Range.	2021 to 2026
Calvert to Kagaru (Inland Rail)	Rail alignment from Calvert to Kagaru, Queensland 70 km to the southeast of the Project footprint	New 53 km dual-gauge track from Calvert to Kagaru to provide convenient access for freight to major proposed industrial developments at Ebenezer in the City of Ipswich, and at Bromelton near Beaudesert in the Scenic Rim Region. The project includes a 1.1 km tunnel through the Teviot Range.	2021 to 2026

Projects	Location	Description	Construction dates
Kagaru to Acacia Ridge (Inland Rail)	Rail alignment from Kagaru to Acacia Ridge, Queensland 113 km to the southeast of the Project footprint	Enhancements to, as well as commissioning of, dual-gauge operations along the existing interstate track between Kagaru and Acacia Ridge. The project involves 49 km of existing track to be enhanced enabling double-stacking capability along the existing interstate route both south from Kagaru to Bromelton and north from Kagaru to Brisbane's major intermodal terminal at Acacia Ridge. It extends across three LGAs of Scenic Rim, Logan and Brisbane.	2021 to 2026
Cross River Rail	Brisbane, Queensland 120 km to the east of the Project footprint	New 10.2 km passenger rail line from Dutton Park to Bowen Hills, which includes 5.9 km of tunnel under the Brisbane River and the CBD. The Project will include four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street, and upgrades to Dutton Park and Exhibition stations.	2019 to 2024

15.11.1 Local impacts

For the purpose of this section, the local area of influence for assessment of cumulative social impacts has been defined as including the Project footprint and potentially impacted communities, on the basis that the interface of multiple projects may have impacts on social conditions, e.g. housing availability, access to services or access to tradespeople.

15.11.1.1 Local amenity, character and traffic

Cumulative social impacts may occur in the Kingsthorpe/Gowrie Junction area where construction of the Project, Gowrie to Helidon project, and InterLinkSQ could all coincide, where traffic may increase, construction activities and laydown areas (including flash-butt welding sites) may temporarily detract from local character. With respect to the interface between the project and the North Star to Border project, the combined impacts of rail construction and road works may impact on scenic character in a localised area west of Kurumbul.

The Asterion Medicinal Cannabis Production Facility is proposed for a site near the Toowoomba Wellcamp Airport and would have an estimated peak construction workforce of 800 personnel. If the construction program coincides with the Project's construction program, this could result in an increase in construction activities and the number of non-resident workers in the Wellcamp area, and consequent increases in traffic on major roads if construction traffic routes coincide. The potential for cumulative increases in traffic and management measures to minimise any changes to traffic safety are discussed in Chapter 21: Cumulative Impacts.

Project workforce management strategies that address potential concerns about community safety include enforcing a code of conduct containing requirements for positive behaviours and respect for local residents and businesses and ensuring that the Principal Contractor has appropriate work conduct policies and procedures, implemented for all Inland Rail work sites.

15.11.1.2 Accommodation impacts

Up to three non-resident workforce accommodation sites have been proposed to primarily service the accommodation requirements of workforce for the Project; however, if established, the Yelarbon facility may also be used by personnel working on the North Star to NSW/QLD Border project. Sharing of temporary accommodation across these projects would help to minimise any contributions to demands on local housing and accommodation in the local area.

Concurrent projects such as other Inland Rail projects in Queensland, Cross River Rail and New Acland Coal Stage 3 may compete with the Project for construction personnel. This may result in a large proportion of personnel being recruited from outside the region. If this were to occur, there is potential for increased pressure on housing supplies in the impact assessment area; however, the potential for this constraint has been recognised by ARTC and non-resident workforce accommodation facilities are proposed to minimise possible pressures on existing accommodation.

15.11.1.3 Social infrastructure requirements

A cumulative increase in construction workers within local communities has the potential to affect demands for policing and emergency services, with respect to traffic management, site security (e.g. responding to incidents of theft from work sites) and road safety policing. Government funding for police, fire and ambulance services available to local communities may require review by the relevant State Government agencies, informed by delivery plans provided by ARTC, to ensure cumulative project demands do not impact on local community access to services.

It is anticipated that non-resident personnel's health service requirements would primarily be met in their home communities; therefore, significant cumulative demands on health services are less likely. There is, however, potential for workers to be transported to major hospitals in Toowoomba or Goondiwindi if treatment is required. This is not expected to be a significant drain on hospital services. ARTC will provide workforce ramp-up estimates to the QPS, QAS, QFES and Queensland Health to assist with their planning.

There is potential for stresses associated with Inland Rail and other construction projects to increase local demands for support services. Inland Rail has developed partnerships with the Darling Downs and West Moreton PHN, to strengthen local access to services delivered in the Project region. The Project will also consult with DCSS to identify any existing service shortfalls and monitor any increases in service demands resulting from the Project, to enable cooperative solutions to address any strain on services as a result.

15.11.1.4 Community benefits

Potential local benefits if a number of projects are constructed concurrently include:

- ▶ Potential for increased trade for businesses in Gowrie Junction and Goondiwindi with concurrent Inland Rail projects, and in Millmerran and Pittsworth with regard to Millmerran Power Station's regular maintenance shutdowns
- ▶ A substantial increase in the number and diversity of jobs available to local residents
- ▶ Facilitation of long-term employment opportunities and regional development, with potential to support development of the Charlton Wellcamp Enterprise Area.

15.11.2 Regional impacts

The Project region is considered as the regional level for assessment of cumulative social impacts, with consideration to adjacent LGAs where other Inland Rail projects may be constructed in the same timeframe.

The coincidence of construction of projects listed in Table 15.30 would have cumulative impacts on traffic volumes and potentially lead to traffic delays during the construction period, throughout the impact assessment area. Impacts would depend on the timing and location of the works of multiple projects at that time. As outlined in EIS Chapter 21: Cumulative Impacts, a large range of mitigation measures relating to safety, intersection impacts, link road impacts, pavement impacts, and road/rail interface impacts have been proposed for construction and operation of the Project and are expected to mitigate the Project's contribution to cumulative impacts on traffic.

15.11.2.1 Employment opportunities and labour draw

The Project has potential to contribute to significant cumulative increases in employment opportunities in the Project region, both directly through construction employment opportunities, and through involvement of local businesses in the supply chain.

If the six Inland Rail projects listed in Table 15.30 were constructed simultaneously, and all workforce peaks coincided, a total of approximately 3,016 construction personnel could be required across several LGAs. In the context of the labour force and business strengths available, particularly in the Toowoomba LGA, and as the NS2B project is likely to draw on labour from New South Wales, this is unlikely to cause a significant adverse impact on other industries' access to labour. Given existing strengths in the construction industry, particularly in Toowoomba, and the increase in unemployment that has resulted from COVID-19 restrictions, employment opportunities relating to Inland Rail and other projects are likely to be a significant social and economic benefit to residents in LGAs where Inland Rail projects will be constructed.

Coincidence of construction for projects such as Charlton Wellcamp Enterprise Area projects and the Toowoomba Medicinal Cannabis Production Facility is possible. If multiple additional projects as listed in Table 7-5 were constructed in the same time frame, there may be a significant draw on trades and construction labour contributing to labour shortages across the region.

As noted in Section 15.11.2, the potential for cumulative impacts on housing and accommodation has been recognised and up to three non-resident workforce accommodation facilities are proposed to accommodate the construction workforce for the Project, to minimise possible pressures on accommodation.

The expansion in the construction sector would support additional flow-on demand through the construction industry supply chain and additional spending on consumer-orientated products by the construction workforce in the region. The associated supply of construction materials, the development of associated external infrastructure and complementary services will also require additional workforce beyond those directly associated with the Inland Rail and other major projects, stimulating job creation and economic development in the region.

The Project has the potential to catalyse positive impacts for industrial development by attracting rail-dependent industry to the Charlton Wellcamp Enterprise Area, and possibly also to Goondiwindi. This would generate significant positive cumulative employment opportunities in the impact assessment area.

15.11.2.2 Social infrastructure

Cumulative increases in construction workers across the Project region have the potential to affect demands for policing and emergency services with respect to traffic management, site security (e.g. responding to incidents of theft from work sites), road safety policing, and potentially community protests against Inland Rail or other projects. Government funding for police, fire and ambulance services available to local communities may require review by the relevant departments to ensure cumulative project demands do not impact on community access to services. The Project will provide workforce ramp-up estimates to the QPS, QAS, QFES, DCSS and Queensland Health to assist with their planning.

As personnel's health service requirements would primarily be met in their home communities, cumulative demands on health services are less likely, but there is potential for workers to be transported to major hospitals in Toowoomba or Ipswich if treatment is required. This is not expected to be a significant drain on hospital services.

15.11.2.3 Broader regional labour requirements

The construction period for Cross River Rail (Dutton Park to Bowen Hills in the Brisbane LGA) may overlap with construction phases for the Queensland Inland Rail projects. Cross River Rail has a stated average construction workforce number of 2,200 personnel. If the peak labour demand for Cross River Rail was to coincide with simultaneous labour demand peaks for all of the Queensland Inland Rail projects (approximately 2,716 personnel), then approximately 4,916 construction personnel would be required for rail projects in southern Queensland. This is an unlikely scenario but represents a 'maximum case' estimate in relation to the demands on labour and in relation to employment opportunities. In combination, the cumulative impacts of railway construction projects in southern Queensland could lead to significant demands for construction personnel, significantly increasing employment opportunities, but potentially affecting access to labour and tradespeople for residents, businesses and other industries. The potential contribution of the Project to the cumulative labour demand will be managed through the implementation of the SIMP, particularly those elements that pertain to the provision of training and development opportunities for local personnel (e.g. Inland Rail Skills Academy) (refer Section 15.9.3).

15.11.3 Cumulative impact summary

Potential cumulative impacts have been evaluated in relation to their likelihood and consequence to the social environment applying the criteria defined in Section 15.10, and summarised in Table 15.31. The likelihood of social impacts and opportunities occurring has been assessed with reference to the social baseline (e.g. findings regarding community vulnerabilities to impacts), stakeholder inputs and findings of technical assessment of specific matters in this draft EIS. The nature of impacts is designated as negative (-) or positive (+).

A detailed assessment of the potential for cumulative social impacts on local and regional communities is provided in Appendix U: Social Impact Assessment Report.

TABLE 15.31 POTENTIAL CUMULATIVE SOCIAL IMPACTS

Projects	Potential cumulative social impacts	Likelihood	Consequence	Significance
Inland Rail—North Star to NSW/QLD Border	Combined impacts of rail construction and road works may impact on scenic character in a localised area west of Kurumbul	C	1	C1 Low (-)
	Goondiwindi and Yelarbon businesses are likely to benefit from Project and personnel expenditure of the combined Inland Rail projects	B	3	B3 High (+)
Inland Rail—Gowrie to Helidon	Combined impacts of rail construction may affect rural character between Gowrie Mountain and Kingsthorpe, particularly with additional proximity to InterLinkSQ site	B	1	B1 Moderate (-)
	Potential for increased trade for businesses in the Gowrie Junction area	C	3	C3 High (+)
Other Inland Rail projects in Queensland	Substantial increase in the availability of employment in the impact assessment area	B	3	B3 High (+)
	Potential labour draw in SIA impact assessment area affecting access to labour by businesses, industries and households during construction	C	2	C2 Moderate (-)
	Potential for incremental increases in demands on health, police and emergency services	B	2	B2 High (-)
Goondiwindi Abattoir Wyemo Piggery	Requirement for civil construction labour, resulting in reduced access to skilled trades and construction labour in the Goondiwindi LGA	C	3	C3 High (+)
	Increase in the availability of employment in the Goondiwindi LGA	C	3	C3 High (+)
	Potential for incremental increases in demands on health, police and emergency services in the Goondiwindi LGA	C	2	C2 Moderate (-)
InterLinkSQ Wellcamp Business Park Witmack Industry Park and Charlton Logistics Park New Acland Coal Mine – Stage 3 Commodore Mine and Millmerran Power Station Asterion Medicinal Cannabis Production Facility	Substantial increase in the availability of employment, facilitation of development and future job growth in the Toowoomba LGA	B	3	B3 High (+)
	Requirement for civil construction labour, resulting in cumulative demand for skilled trades and civil construction labour, however development likely to be incremental over a longer period	C	2	C2 Moderate (-)
	Potential for incremental increases in demands on health, police and emergency services in the Toowoomba LGA	C	2	C2 Moderate (-)
Cross River Rail	Potential labour draw in SEQ affecting access by businesses, industries and households	C	2	C2 Moderate (-)

15.12 Conclusion

This chapter has been prepared to address sections 11.139 and 11.140 of the ToR.

The objective of the SIA has been to identify how the Project may affect local and regional communities, and how ARTC will work with stakeholders to mitigate the negative social impacts to the greatest extent possible and ensure that Project benefits are enhanced. To achieve this, the SIA sought to:

- ▶ Identify potentially impacted communities, having regard to all potential social impacts throughout the Project's life
- ▶ Enable stakeholders to provide inputs to the SIA, including the scope, social impacts and mitigation
- ▶ Develop a baseline of social characteristics against which potential changes were assessed
- ▶ Provide a detailed assessment of likely social impacts and benefits
- ▶ Evaluate the significance of social impacts and benefits
- ▶ Provide a SIMP, which includes measures to avoid or reduce social impacts and enhance social benefits, and a monitoring strategy to support adaptive management of social impacts and benefits.

15.12.1 Distributional equity

Distributional equity refers to the effect of differing impacts across groups and areas. As for all major projects located near human settlements, negative impacts are more likely to be experienced by those living closest, while project benefits usually accrue at a broader regional level. This is keenly felt by residents in the impact assessment area who expect to experience negative impacts but do not expect significant benefits in the form of employment or business opportunities during construction and are unsure of the potential for local communities to benefit during the Project's operation.

Distributional equity considerations for the Project include:

- ▶ Approximately 20 households within the Project footprint may need to relocate
- ▶ The operations and management of farms and agribusinesses could be affected while landowners adjust to land acquisition impacts; however, there is potential for long-term benefits of improved access to national and international markets
- ▶ Residents living near the Project footprint would experience noise, travel delays and changes to local character during construction
- ▶ Residents in the impact assessment area would have access to the Project's training and employment opportunities
- ▶ The Project's local supply arrangements will be experienced as an opportunity to develop and grow local businesses
- ▶ The Project will introduce a significant freight route through rural areas with potential for rail noise to affect amenity in proximity to the rail corridor
- ▶ The Project will contribute to regional, State and national economic development, with potential to catalyse improved employment and business opportunities in the impact assessment area.

Communities in the impact assessment area have experienced long periods of severe drought, with effects on landowners' mental health and financial wellbeing, community resilience and business vitality. The current COVID-19 pandemic response has also affected local and regional employment opportunities and other factors such as business vitality and mental health. It is therefore particularly important that the Project's impacts are minimised and benefits for local communities are maximised.

15.12.2 Project benefits

The Project is part of the Inland Rail Program, which will make a strong contribution to regional, State and national development for up to 100 years. Inland Rail as a whole will slow the increase in road freight on regional roads, which will lead to broader benefits for people living near road freight corridors or using roads and highways that are currently dominated by trucks, with potential for traffic safety benefits.

Potential Project benefits and opportunities include:

- ▶ Employment for up to 950 personnel in Project construction, including local people and groups that are disadvantaged in the labour market
- ▶ Opportunities for local and regional businesses to participate in the Project's construction supply chain, and to benefit from increased trade from workers and non-resident workforce accommodation service providers
- ▶ Training and career pathway development for young people, Indigenous people and unemployed people
- ▶ An increase in Indigenous business opportunities, and other enterprise development
- ▶ Direct permanent employment for approximately 15 people, with employment growth also catalysed by Project-related business development
- ▶ Potential for legacy values from Project investments in local communities.

15.12.3 Residual risks

Residual risks to social values were identified in Table 15.29. Residual risks of moderate or major consequence are shown in Table 15.32, along with measures to address the residual risks. These measures will be detailed as part of the SIMP.

TABLE 15.32 POTENTIAL RESIDUAL IMPACTS OF MODERATE OR MAJOR CONSEQUENCE

Potential residual impact	Measures to address residual impacts
Landowners and others living near the Project footprint may experience stress or anxiety about the Project's impacts on amenity, flooding and/or environmental qualities, with potential to affect wellbeing.	<ul style="list-style-type: none"> ▶ The Project will work with directly affected landowners to address their specific concerns about impacts on properties or amenity and facilitate access to support if they require it ▶ The Project will maintain open, honest and timely communication with stakeholders who may experience Project impacts and consider their feedback in reviewing and refining environmental management measures ▶ ARTC will monitor the delivery and uptake of mental health services in cooperation with the PHNs, and of community support services in cooperation with DCDSS, to allow adjustment of support if this is required.
Exposure to construction noise or vibration may affect the wellbeing and/or lifestyle of households near the Project footprint. The impacts of track construction would be transitory, but laydown areas or bridge construction sites have potential for longer-lasting impacts.	<ul style="list-style-type: none"> ▶ The Project's Environmental Monitor and Community Relations Monitor will provide feedback to ARTC on the effectiveness of environmental management measures as indicated by stakeholder engagement (refer Chapter 22: Outline Environmental Management Plan) ▶ The Project will implement a range of community information and engagement strategies as outlined in Section 15.9.2 to advise residents about potential impacts, and will provide a complaints handling procedure to receive and address complaints ▶ The Project will communicate with residents within 500 m of laydown and bridge construction sites and monitor complaints from residents in these areas ▶ If complaints indicate that impacts are affecting households' wellbeing, corrective actions will be implemented as part of the CEMP.
The Project will change local character in areas nearest to the Project footprint through changes to the landscape, intensifying the rail corridor in brownfield sections, and introducing a rail corridor to the landscape in the greenfield sections. Rail noise source may also alter sense of place.	<ul style="list-style-type: none"> ▶ ARTC will ensure the availability of regular, timely and accessible information to enable local residents to understand and, where necessary, adjust to changes resulting from the Project ▶ The Project will engage with GRC and TRC to identify and implement initiatives to offset changes to local character.

Potential residual impact	Measures to address residual impacts
<p>Property owners have anxiety about the potential for property values to decrease as a result of the Project's impacts e.g. noise, severance and amenity issues. There is uncertainty about the Project's potential impacts on property values, which would be differential based on factors relating to the Project and other economic factors.</p>	<ul style="list-style-type: none"> ▶ The Project's CEMP and associated Sub-plans will detail management measures to avoid or reduce environmental impacts, which, if not mitigated, could otherwise affect the amenity or use of properties and, consequently, perceptions of property values ▶ ARTC will provide access to the draft EIS, information about the Project's environmental management measures and EIS approval conditions, and the Project's compliance with approval conditions, via the Inland Rail webpage, to enable informed decisions about property purchases.
<p>The amenity of residents in Yelarbon, Brookstead and Pittsworth may be affected by rail noise and changes to scenic character. Gowrie Mountain residents may also experience rail noise and changes to views.</p>	<ul style="list-style-type: none"> ▶ The Project SIMP and Outline EMP include provision for adaptive management and corrective actions ▶ The Project will monitor the effectiveness of environmental management measures through engagement with the CRG and consider the CRG's feedback in reviewing management measures ▶ If complaints about rail noise indicate that the Project is causing unacceptable noise levels, ARTC will investigate and implement measures to address the cause of concern.
<p>If not mitigated, rail noise levels that exceed Project noise criteria have the potential to affect the sleep and stress levels of residents near the Project footprint and, therefore, their wellbeing.</p>	<ul style="list-style-type: none"> ▶ The measures to be implemented to reduce rail noise are discussed in Chapter 14: Noise and Vibration ▶ If complaints about rail noise indicate that the Project is causing unacceptable noise levels, ARTC will investigate and implement measures to address the cause of concern.
<p>Accessibility for emergency service vehicles may be impeded at level crossings when encountering a passing train.</p>	<ul style="list-style-type: none"> ▶ ARTC will work with emergency services to develop communication protocols supporting Project responses (such as provision of alternative access across the rail corridor) and enabling services to plan around interruptions.
<p>The Project could increase the risk of road/rail accidents and increase opportunity for rail-related fatalities.</p>	<ul style="list-style-type: none"> ▶ Measures to address hazards and risks to safety are provided in Chapter 19: Hazard and Risk ▶ Arrangements with QPS, QAS and QFES will enable cooperative responses to any incidents and monitoring of any specific safety risks to enable corrective action ▶ The Project will continue its cooperation with QPS, QAS and QFES during operations to monitor and mitigate any hazards or risks to safety.
<p>There is potential for proposed major projects to lead to cumulative demands on the construction labour force, causing labour to be drawn from other businesses and industries.</p>	<ul style="list-style-type: none"> ▶ Monitoring cumulative impacts and the effectiveness of SIMP measures in cooperation with stakeholders and, where required, refining mitigation measures to maintain or enhance their effectiveness.