



NEW HOPE
GROUP

19. Community Consultation

Contents

19. Community Consultation	19-1
19.1. Introduction	19-1
19.2. Communication and Engagement Objectives	19-1
19.3. Stakeholder Identification	19-1
19.4. Consultation approach	19-2
19.5. Key Consultation Activities	19-4
19.5.1. Community Contact Points	19-4
19.5.2. Stakeholder Letters	19-5
19.5.3. Project Website	19-6
19.5.4. Community Reference Group	19-6
19.5.5. Stakeholder Briefings	19-6
19.5.6. Community Newsletters	19-9
19.5.7. Employee Communication	19-9
19.5.8. Advertisements	19-9
19.5.9. Community Information Sessions	19-10
19.5.10. Community Fact Sheets and Posters	19-11
19.5.11. Public Displays	19-12
19.5.12. Media Interviews and Releases	19-12
19.5.13. ASX Statement	19-13
19.5.14. NAC Community Program	19-13
19.5.15. Summary of Stakeholder Contacts	19-15
19.6. Consultation findings	19-16
19.6.1. Community Information Session Feedback	19-20
19.6.2. Formal draft ToR Submissions to the Coordinator-General	19-20
19.7. Conclusion	19-21

19. Community Consultation

19.1. Introduction

A comprehensive community and stakeholder engagement program has been an integral component of the planning and approval process for the revised Project. This Chapter provides an overview of the consultation program implemented by NAC, which reflects both the formal consultation activities carried out specifically for the revised Project and the existing community and stakeholder engagement activities undertaken as part of NAC's on-going community consultation program for the Mine.

This program was developed to increase awareness of the revised Project in the community, provide accurate and relevant information on the revised Project and NAC's community activities and to ensure that all issues and concerns raised by stakeholders were identified and considered as part of EIS development and future project planning. The program was based on open and transparent public consultation, allowing multiple opportunities for community and stakeholder input and easily accessible communication channels from which to seek information about the revised Project and the statutory approvals process.

19.2. Communication and Engagement Objectives

As detailed in the revised Project's Stakeholder Engagement Plan available in **Appendix K.1**, NAC's stakeholder engagement program has been developed around a core set of objectives to include:

- balancing the current debate regarding the NHG and the Mine with factual information and promoting the revised Project's benefits and opportunities;
- engaging with the local community to generate a greater level of support for current and future operations;
- providing open, honest and timely communication with stakeholders;
- engaging stakeholders and the community to capture their concerns or views and ensure they are understood by the team and considered in decision-making where possible;
- ensuring early identification of potential stakeholder issues and implementation of appropriate mitigation strategies; and
- maintaining a positive reputation for the revised Project and the NHG in the community.

19.3. Stakeholder Identification

Stakeholders are defined as individuals, communities, non-government or private organisations, government agencies, small businesses and others who are impacted by, or who have an interest in, the project and its outcome. NAC developed a tiered approach to identifying revised Project stakeholders which is detailed in the revised Project's Stakeholder Engagement Plan.

Representatives of NAC and the revised Project actively engaged with stakeholders prior to and after the announcement of the revised Project. These stakeholders included:

- potentially affected property owners and neighbours;
- Federal, State and local government authorities, agencies and local elected representatives;
- local utility and service providers;
- environmental organisations;
- local community organisations;
- local industry groups;
- indigenous groups/organisations; and
- the communities of Oakey, Jondaryan, Goombungee, Kulpi and the wider TRC local government area.

A full list of stakeholders consulted is presented in **Appendix K.2**.

19.4. Consultation approach

Since the beginning of 2012 the NHG has worked to enhance its approach to consultation and developed a program focussed on proactive and transparent engagement with stakeholders and the local community.

During early 2012, the company established the New Hope Community Information Centre and appointed a dedicated Community Liaison Officer, who has acted as a key interface between NAC and the local community. The liaison officer regularly meets with local residents and community groups to seek feedback and input into the revised Project and provide information and support to the community. On-going communication with community stakeholders has also been formalised through the New Acland Community Reference Group (CRG), which was established in October 2012 and has met regularly since announcement of the revised Project.

The overall approach to consultation is included in the revised Project Stakeholder Engagement Plan however key communication and engagement activities included:

- property owner discussions;
- employee communications;
- fact sheets;
- community newsletters
- key stakeholder briefings;
- community reference group meetings;
- advertising and media releases;
- information through the New Hope Community Information Centre; and
- community contact points including a free call information line and enquiry email address.

A summary of stakeholder engagement activities conducted since announcement of the revised Project is included in **Table 19-1** below with further detail provided on key activities in **Section 19.5**. It's important to note that while the information provided this chapter covers contacts with the revised

project recorded on or before 20 August 2013, NAC will continue to engage with the community and stakeholders through all future phases of the revised Project.

Table 19-1 Summary of Stakeholder Engagement Activities for the EIS

Activity	Detail	Timing
Community contact points	Free call: 1800 882 142 Direct Call: (07)3418 0500 or (07)4691 3445 Mobile: 0409 082 403 Email: community@newhopecoal.com.au In person: New Hope Community Information Centre Campbell Street Oakey QLD 4401 Post: New Acland Mine PO Box 47 Ipswich QLD 4305	On-going
Media releases	'Announcement of revised Project' Call for Comment on New Acland Expansion (Deputy Premier) 'First of two community information sessions held' 'New Hope to hold second community information' session 'New Hope welcomes final ToR'	14 November 2012 28 November 2012 12 December 2012 29 January 2013 26 March 2013
ASX statement	Announcement of revised Project	14 November 2012
Bulk email/mail outs	Announcement of revised Project Final ToR released	16 November 2012 27 March 2013
Revised Project website	Details about revised Project www.aclandproject.com.au	15 November 2012 – current Regularly updated
Stakeholder briefings and meetings	Series of meetings with advisory bodies, local residents and community organisations regarding revised Project Meetings with advisory bodies and community service providers to inform the SIA On-going briefings with advisory bodies, local residents and community organisations	November 2012 – April 2013 May 2013 June – ongoing
Advertisements	Public comment on ToR (Coordinator-General) 1st community information session advertisement 2nd community information session advertisement	1 December 2012 5 December 2012 29 January 2013
Community information sessions	Draft ToR Display - Oakey RSL Draft ToR Display - Oakey RSL	11 December 2012 30 January 2013

Activity	Detail	Timing
Fact sheets/posters	A factsheet providing an overview of the revised Project which was mailed to over 3000 people. Fact sheets and posters focussing on 10 key community interest points displayed and available at the draft ToR community information sessions and Information Centre.	15 November 2012 11 December 2012 30 January 2013 Ongoing
Public displays	Hard copies of draft ToR were displayed at series of local, state and national libraries, TRC Toowoomba and Oakey offices, and the New Hope Community Information Centre.	December 2012 – January 2013
Newsletters	Newsletter detailing NHG activities Newsletter detailing revised Project overview and Final ToR released Newsletter detailing further revised Project information	November 2012 March 2013 July 2013
Employee communication	Distribution of regular project updates in internal company newsletters (Between the Seams newsletter)	On-going
Community Information Centre	Information about the revised Project available as required. Contact point for revised Project discussions.	On-going
Community Liaison Officer	Manages the information centre and attends community meetings and events providing information about revised Project	On-going
Oakey Champion Bi-weekly column	General update on mine activities, sponsorships, community support and the revised Project,	Bi-weekly

More than 500 individual stakeholder interactions have occurred as part of the community stakeholder and engagement program since the revised Project was publicly announced in November 2012. Further detail on specific community engagement activities is provided in Section 19.5 with consultation findings described in **Section 19.6**.

19.5. Key Consultation Activities

19.5.1. Community Contact Points

A consistent set of community contact points were established and communicated for the revised Project to provide stakeholders with easy access to information to the NAC revised Project Team. These community contact points included:

- Freecall 1800 882 142
- Telephone 07 3418 0500 (NHG's general contact number)
- Email community@newhopecoal.com.au
- Post New Hope Group Community Relations, PO Box 47, Ipswich, QLD 4305
In person New Hope Group Community Information Centre, Shop 90/88
Campbell Street, Oakey, QLD 4401

Since the revised Project was announced in November 2012, 123 direct contacts have been made through the free call information line, project email and postal addresses including 65 incoming emails, 41 incoming calls and 17 letters, providing access to almost 100 individual stakeholders. In total 219 contacts have been received or initiated through these contact points.

The New Hope Community Information Centre, in the main street of Oakey is located next to the IGA and has provided an important source of information for local residents and the wider community. It has provided an important connection between NAC and the revised Project's neighbouring communities. Staffed by the NAC Community Liaison Officer, the centre provides the access to up-to-date, factual information about current and future mine activities and updates on the revised Project and approvals process.

The Community Liaison Officer's role is to provide on-going information to the public and develop and maintain positive relationships with community organisations and individuals. The Community Liaison Officer represents NAC as a member of the Oakey Chamber of Commerce and the Oakey Community Care Committee and has attended a range of local community meetings and events on NAC's behalf.

The centre is open part-time at a range of advertised hours and after hours on request. The centre operates across a mixture of afternoon and mornings and one Saturday morning per month to allow access to a broad section of the community.

There were 153 visits to the Community Information session recorded since the revised Project was announced.

19.5.2. Stakeholder Letters

Two bulk mail outs have been sent to over 430 individual stakeholders since Project announcement. This includes a letter to stakeholders following the announcement of the revised Project in November 2012 which provided an update on the differed to the original proposal. The letters were sent to the following stakeholder groups:

- key local residents;
- neighbours and near neighbours;
- NAC leasees;
- Mine employees;
- Mine contractors;
- Federal, State and Local Government decision makers, departments, agencies and elected representatives;
- industry groups;
- business groups;
- key community groups;
- environment groups; and
- former EIS submitters to the original proposal.

Copies of these letters are provided in **Appendix K.3**.

19.5.3. Project Website

The NHG launched a new dedicated website for the revised Project on 15 November 2013. The internet address for the revised Project is www.aclandproject.com.au. The NHG launched a new general website on 31 May 2013 which provides a direct link to the revised Project website.

A total of 6,059 hits on the website have been recorded for the period from 12 November 2012 to 29 August 2013. The website contains information about:

- the key components of the revised Project;
- the NHG's role in the community;
- water management;
- land management;
- frequently asked questions;
- newsletters;
- news and media releases;
- sustainability;
- contact details for the revised Project; and
- the EIS approval process.

19.5.4. Community Reference Group

The CRG is integral to the ongoing engagement between the NAC and the local community. Established as an advisory group, the CRG facilitates community input and disseminates information on issues of relevance relating to NAC's operational, development and planning activities including the revised Project.

The CRG comprises representatives from a broad cross section of local interests, including health, education, business, agriculture, community development, landowners and industry. The Group meetings bi-monthly and has a structured Charter that defines membership including roles and responsibilities, scope and any required administrative and operational procedures. The CRG has held a total of six meetings including the inaugural CRG meeting in October 2012.

Meeting minutes are made available to the wider community at www.aclandproject.com.au as is a list of current CRG members. Minutes from CRG meetings are provided in **Appendix K.4**.

19.5.5. Stakeholder Briefings

Stakeholder briefings were offered to a number of key stakeholders including key local residents, neighbours, government agencies and elected representatives and key industry and community groups in the weeks following the announcement of the revised Project and throughout the development of the EIS.

A total of 120 briefings were held with key local residents, neighbours, State and Local Government agencies between November 2012 and August 2013. These meetings provided an opportunity to share information about the revised project, further understanding potential impacts, opportunities and providing stakeholders with updates and an insight into revised Project planning, technical studies and

the approvals processes. Stakeholder meetings provided to discuss the revised Project are listed in **Table 19-2**.

Table 19-2 Stakeholder Meetings Providing Revised Project Overview

Stakeholder / Stakeholder Group	Date consulted
Key local resident/ near neighbour	19 November 2012
Key local resident/ near neighbour	19 November 2012
Key local resident/ near neighbour	20 November 2012
Key local resident/ near neighbour	26 November 2012
Oakey State High School	26 November 2012
Key local resident/ near neighbour	28 November 2012
Key local resident/ near neighbour	29 November 2012
Key local resident/ near neighbour	30 November 2012
Key local resident/ near neighbour	4 December 2012
Queensland Department of Environment and Heritage Protection	12 December 2012
Key local resident/ near neighbour	13 December 2012
Key local resident/ near neighbour	13 December 2012
St Vincent de Paul	19 December 2012
Toowoomba Regional Council	18 January 2013 18 January 2013 22 January 2013
Queensland Department of Environment and Heritage Protection	30 January 2013
Key local resident/ near neighbour	6 February 2013
Oakey Aviation Centre	19 February 2013
Queensland Department of Natural Resources and Mines (Toowoomba)	21 February 2013
Tour of Toowoomba	21 February 2013
Condamine Alliance	8 March 2013
Toowoomba Regional Council	15 March 2013
Key local resident/ near neighbour	16 March 2013
Lifeline Darling Downs	26 March 2013
The Apprenticeship Company	26 March 2013
Oakey State High School	28 March 2013
Oakey Sprints organisers	16 April 2013
C&K Oakey Community Kindergarten	19 April 2013
Key local resident/ near neighbour	26 April 2013

Consultation to inform the SIA involved over 35 meetings/briefings with a total of 42 people representing a range of local community groups, service providers and agencies. This consultation was completed between April and July 2013 and provided an opportunity for stakeholders to discuss the revised Project and the likely impacts and opportunities which may be experienced by their organisations and the services that they provide to local communities as discussed in **Chapter 16**. The stakeholders that were either met with in person or interviewed over the phone as part of this process are described in **Table 19-3**.

Table 19-3 Stakeholder Meetings and Telephone Interviews for SIA

Stakeholder group	Name	Date consulted
Federal Government	Regional Development Australia	10 May 2013
State Government	Emergency Management Queensland	7 July 2013
	Queensland Health	4 July 2013
	Department of Community Safety	26 June 2013
	Department of State Development, Infrastructure and Planning – Resource Sector Facilitation (EIS)	20 June
	Department of State Development, Infrastructure and Planning – Resource Sector Facilitation (Local Procurement)	19 June 2013
	Department of Education, Training and Employment - Education	19 June 2013
	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs – South West Division	19 June 2013
	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs – Local Content	13 June 2013
	Queensland Health – Oakey Hospital	28 May 2013
	Department of Education, Training and Employment - Employment	9 May 2013
	Department of State Development, Infrastructure and Planning – Strategic Projects	8 May 2013
	Department of State Development, Infrastructure and Planning - Coordinated Project Delivery Division	4 April 2013
	Local Council	Toowoomba Regional Council – Goombungee
Local / Regional Service Providers	Quinalow State School	19 June 2013
	Kulpi State School	20 June 2013
	Oakey State Primary School	27 May 2013
	Oakey State High School	27 May 2013
	C&K MacLagan Windermere Kindergarten	10 May 2013
	Oakey Community Care Nursing	7 May 2013
	Cherry Street Medical Centre, Oakey	6 May 2013

Stakeholder group	Name	Date consulted
Emergency Service Providers	Emergency Management Queensland	8 July 2013
	Oakey Fire and Rescue	21 June 2013
	Jondaryan Rural Fire Brigade	6 May 2013
Local Businesses	Oakey House and Property Sales	7 May 2013
	Oakey Real Estate	7 May 2013
Community Stakeholders	Goombungee Country Women's Association	24 June 2013
	Maclagan Hall Committee	24 June 2013
	Jondaryan Residents Association	7 May 2013
	Local Landholders	7 May - 27 May 2013
	Oakey Agricultural, Pastoral and Rodeo Society	6 May 2013
	North Eastern Downs Landcare Group	7 May 2013
	Oakey Chamber of Commerce	7 May 2013
Community Reference Group	Group members representing Agriculture, Education, Health, Industry, Business and Landholders	27 May 2013

19.5.6. Community Newsletters

Information about the revised Project was included in the March 2013 and July 2013 editions of the New Acland Community Newsletters, which are distributed on a quarterly basis via Australia Post to approximately 3,500 homes and businesses in the area surrounding the Mine and revised Project site. The newsletters are also available at the New Hope Information Centre and on the NHG and revised Project website. Copies of the newsletters are provided in **Appendix K.5**.

19.5.7. Employee Communication

Information about the revised Project is regularly communicated to current employees via staff meetings. NAC management has also provided revised Project updates as part of the company's senior management six-monthly tours of the Mine. The Acland Community Newsletters are distributed to all employees and provide updates on the revised Project.

19.5.8. Advertisements

In December 2012 and January 2013, the NHG published advertisements in the local newspaper, *The Oakey Champion*, to notify stakeholders about the two draft ToR community information sessions. These advertisement were published on:

- 5 December 2012 – *Oakey Champion* (front page); and
- 29 January 2013 – *Oakey Champion* (front page).

In addition, NHG's fortnightly update column (which is also a paid advertisement) in the *Oakey Champion* on 19 December 2012 was about the draft ToR and the revised Project. It urged readers to visit the New Hope Community Information Centre in Oakey if they had any questions regarding the

revised Project, and also to visit the Acland Project website and the State Government's Department of State Development, Infrastructure and Planning website for more information.

The Office of the Coordinator-General also placed an advertisement in the below media outlets and on the Department of State Development, Infrastructure and Planning website on 1 December 2012 advising the public about the start of the draft ToR public comment period and where hard copies of the draft ToR document would be displayed.

- 1 December 2012 – *The Weekend Australian*;
- 1 December 2012 – *The Courier-Mail*;
- 1 December 2012 – *The Toowoomba Chronicle*; and
- 5 December 2012 – *Oakey Champion*.

Copies of the advertisements published for the revised Project are provided in **Appendix K.6**.

19.5.9. Community Information Sessions

As part of the public consultation process for the draft ToR, two information sessions were held at the Oakey RSL on 11 December 2012 and 30 January 2013. The information sessions ran from 3 pm to 8 pm and were developed to provide community members the opportunity to meet with NAC and the revised Project team, to find out more about the revised Project and provide input into the finalisation of the draft ToR.

The timing and location of these community information sessions was well publicised through advertisements in local and regional newspapers as part of the ToR public comment period and were actively highlighted by NAC in local community updates. A notice inviting people to the information sessions was displayed in the New Hope Community Information Centre, at the Jondaryan Service Station and the Oakey Library and information was provided on the revised Project website. The information sessions were also highlighted in the stakeholder letters that were distributed widely throughout the region through the notification of the ToR public comment period.

The first information session was attended by seven people and the second session had 10 attendees. The community information sessions provided an opportunity for the community to discuss any potential issues or concerns about the revised Project as presented in

Photograph 19-1.



Photograph 19-1 NAC Representatives discussing the revised Project at the draft ToR Information Session held at the Oakey RSL in January 2013

19.5.10. Community Fact Sheets and Posters

As part of the draft ToR community information sessions, a selection of 10 A1 posters covering various topics were developed and displayed, along with the revised Project site maps. Fact sheet versions of the posters were also developed and distributed to attendees. These were also made available at the New Hope Community Information Centre

The posters/fact sheets developed for the revised Project covered the following topics:

- The NHG;
- the revised Project description;
- comparison between the original proposal and the revised Project;
- economic and employment benefits;
- environment;
- Acland Pastoral Company;
- water;
- community;
- environment impact assessment process; and
- how to “have your say”.

Copies of these materials are presented in **Appendix K.7**.

19.5.11. Public Displays

The Office of Coordinator-General provided hard copies of the draft ToR document from 3 December 2012 to 4 February 2013 at the following locations:

- Queensland State Library, South Bank, Brisbane;
- National Library of Australia, Parkes Place, Canberra;
- New Hope Information Centre, Oakey; and
- Toowoomba Regional Council service centres at:
 - Goombungee: 89 Mocatta Street, Oakey;
 - Oakey: 64 Campbell Street, Oakey; and
 - Toowoomba: 4 Little Street, Toowoomba.

The location of these public displays was advertised in local and regional media during publication of the draft ToR public comment period.

19.5.12. Media Interviews and Releases

Since the revised Project was publicly announced in November 2012, NHG has issued 38 media releases and undertaken 63 media interviews about the revised Project with ABC Southern Queensland, *The Oakey Champion* and *The Courier-Mail*. These media releases are presented in **Appendix K.8**.

Media releases about the revised Project include the following:

- Wednesday, 14 November 2012 - Compromise Plan for New Acland future (announcement of revised Project ahead of the announcement at NAC's annual general meeting);
- Wednesday, 28 November 2012 - Call for Comment on New Acland Expansion (Deputy Premier)
- Wednesday, 12 December 2012 - First of two community information sessions held for the revised New Acland Plan;
- Tuesday, 29 January 2013 - New Hope to hold second community information session on the revised New Acland Project; and
- Tuesday, 26 March 2013 - New Hope welcomes final ToR for the revised New Acland Plan.

The media releases were distributed to the following media outlets:

- The Toowoomba Chronicle
- The Toowoomba Telegraph
- High Country News
- The Oakey Champion
- Queensland Country Life
- Dalby Herald
- The Courier-Mail
- The Australian

- WIN Television
- Seven QLD Toowoomba
- Southern Cross TEN
- ABC Southern Queensland
- CFM Toowoomba (100.7)
- CFM 97.5
- 4AK
- 4WK
- 4GR 864 AM
- Toowoomba Country 91.5FM
- 87.6FM
- PowerFM

19.5.13. ASX Statement

Following the announcement of the revised Project, an ASX statement was submitted to the Australian Securities Exchange (ASX) and published on the ASX website. This is provided in **Appendix K.9**.

19.5.14. NAC Community Program

The NAC Community Program includes the appointment of the Community Liaison Officer and the formation of the NAC CRG as previously discussed. It also provides a framework for NAC's community investment programs.

Community Sponsorship and Donations Program

The NHG's Sponsorship and Donation Program supports not-for-profit organisations throughout the Darling Downs but is primarily focused on providing assistance for communities surrounding NAC's operations. Through this generous Community Sponsorship and Donation Program, the company provides support to local community and sporting groups, volunteer organisations, schools and individuals. In the 2011-12 financial year alone, more than 60 not-for-profit organisations in the Darling Downs region were supported through this program.

The NHG contributes in excess of \$600,000 each year to community development and support initiatives. Beneficiaries include local schools, sporting groups and not-for-profit organisations in local communities such as Oakey, Brymaroo, Goombungee, Jondaryan, Kingsthorpe, Kulpi, Aubigny, Dalby, Jimbour, Pittsworth, Toowoomba and Yandilla. In 2012 and 2013, the NHG provided sponsorship for the FarmFest Field Days as depicted in **Photograph 19-2**.



Photograph 19-2 NAC Sponsorship of FarmFest Field Days in July 2012 on the Darling Downs

With the ongoing success of the company's substantial support of the CareFlight Rescue Helicopter Service, additional resources will be made available to support further sponsorship programs of this nature.

New Acland Community Investment Fund

The New Acland Community Investment Fund will deliver long-term benefit and support to the Darling Downs community which surround operations of the Mine.

The Fund is part of NHG and the NAC's on-going commitment to community investment and development. It is designed to deliver measurable benefit to a broad range of people and with a strong focus on community development programs.

The objectives of the Fund are to:

- Partner with the community to create benefits for the local community;
- facilitate avenues for New Hope Group to invest in sustainable community development initiatives that support the long term growth of the local area; and
- encourage investment in a wide range of initiatives.

The Fund is focussed on areas relevant to the local community and which contribute and support a variety of local initiatives related to New Hope Group's community investment priorities, namely:

- Education, training, capacity building and youth support
- community safety, health and welfare

- sport and recreation
- arts, entertainment and culture
- environment and sustainability
- history and cultural heritage.

The Community Investment Fund will provide a formal structure through which the New Hope Group can receive and assess applications from interested parties and make investment into the long term development of the local community.

19.5.15. Summary of Stakeholder Contacts

Between November 2012 and August 2013, 580 contacts were recorded as part of the engagement program for the revised Project. These contacts have included telephone calls, emails, letters, community events, community information centre visits and stakeholder meetings. These contacts have provided an opportunity for NAC representatives to provide updates on the revised Project to interested stakeholders and obtain feedback and input into the project and the EIS.

The community information centre has played a vital role in providing an easily accessible contact point for the revised Project with over 153 visits since November 2012. NACs proactive approach to engaging with key stakeholders included 144 stakeholder meetings. An overview of these contacts and the number of individual stakeholders engaged is provided in **Table 19-4**.

Table 19-4 Overview of Stakeholder Contacts as Part of the Revised Project

Event Types	Events	Distinct Stakeholders*
Community Info Centre Visit	153	53
Stakeholder Meeting / Briefing	144	110
Email In	65	52
Email Out	30	437
Phone Call Out	63	48
Phone Call In	41	26
Media Releases	38	-
Community event	35	68
Letter In	17	18
Letter Out	3	59
Site Tour	11	44
CRG Meeting	5 + 1 in October 2012	14
Advertisement	3 + CoG advertisements	-
NHG Event	2	11
Community Information session	2	14

* Distinct stakeholders engaged is used to recognise that individual stakeholders may contact NAC multiple times through a variety of channels.

Through the active community engagement program implemented by NAC, it is estimated that over 500 individual stakeholders were contacted regarding the project. Many of these stakeholders had multiple contacts with NAC in order to discuss the revised Project, gather further information about specific topics or provide direct feedback to NAC and input into the EIS.

The development of the NAC newsletter, distributed twice since the revised Project announcement, is also anticipated to have reached around 3000 local residents, providing up to date information on the revised Project and information on how best to contact NAC for further information or input into the EIS process.

19.6. Consultation findings

This section provides a summary of the findings of community engagement activities undertaken by NAC. All issues, enquiries and feedback was addressed appropriately, through direct discussion with the stakeholder, provision of information, follow-up action, ongoing engagement, or incorporation of issues and input into the technical studies for the EIS. A summary of the key feedback topics raised by stakeholders through all engagement activities is provided in **Table 19-5**.

Table 19-5 Detail of Key Feedback Topics

Number	Times Topic Raised	Key Feedback Topic	Feedback Detail	Proposed mitigation
1	105	Engagement activities	Requests for information about community information sessions, site tours and stakeholder briefings contributed to the amount of times this feedback topic was raised as it was used to capture general engagement activities. Advisory agencies were also interested in hearing about engagement activities.	NAC will continue to provide proactive stakeholder engagement activities about the revised Project and notify the community about these.
2	97	Sponsorship and donation	Requests for and discussions about current NHG sponsorships are included here. A number of stakeholders also wanted to know more about which organisations NHG sponsored.	NHG will continue to contribute sponsorships and donations to support schools, sporting groups and not-for-profit organisations in the local region.
3	93	Employment opportunities	The general community raised interest in employment opportunities as part of the revised Project – these primarily came from people attending the New Hope Community Information Centre.	Revised Project to provide an additional 135 jobs, and 260 jobs during construction. NAC has a local employment policy, where possible. These concerns have also been addressed in Chapter 16.

Number	Times Topic Raised	Key Feedback Topic	Feedback Detail	Proposed mitigation
			Many were supportive of additional jobs for the community and pleased most workers were expected to be from the local region.	
4	78	Community partnerships	Discussions about and requests for community partnerships with NHG, including attendance at the CareFlight events, education partnerships, career expos, and Oakey Chamber of Commerce meetings.	NHG has established a Community Investment Fund to identify and support additional community projects that promote the community's cultural, social, health or environmental wellbeing.
5	56	EIS	Feedback was received in response to information provided to stakeholders and advisory bodies regarding the EIS. Comments include: "Thanks for the information. When do you think the EIS will go in to the Mines Department for approval?" "Thanks...please let us know if there is anything we can do to assist in support of your EIS application."	NAC will continue to inform stakeholders about the approvals process and provide proactive engagement activities to seek feedback on the revised Project.
6	46	Dust/ Jondaryan Rail Load-out Facility	Concerns about coal dust and the location of the Jondaryan Rail Loading Facility (JRLF) were raised by many stakeholders. Stakeholders were pleased to hear the JRLF would be moved as part of the revised Project, but questioned why it couldn't be done sooner. Stakeholders believed dust would get worse due to the revised Project –raising health issues and dust in their homes.	The JRLF will be relocated away from Jondaryan to a remote site on the mining lease area. NAC has introduced profiling and veneering of coal wagons to reduce potential for coal dust. As part of the South West users group, NHG has also increased monitoring of dust along the rail corridor. These concerns have also been addressed in Chapter 9.
7	45	Approvals process	Many requests for an explanation about the approvals process, how people could comment on it and how long it would take.	NAC will continue to inform stakeholders about the approvals process and provide proactive engagement activities to seek feedback on the revised Project.

Number	Times Topic Raised	Key Feedback Topic	Feedback Detail	Proposed mitigation
8	27	Groundwater	<p>Stakeholders were engaged as part of the technical studies for the EIS. In particular the consultant Hydrogeologist visited neighbouring properties with NAC representatives to conduct bore surveys and water monitoring investigations to inform the relevant studies.</p> <p>These visits provided local landholders with further opportunity to discuss the revised Project and any potential concerns regarding groundwater.</p>	EIS technical studies regarding groundwater actively considered feedback and information from stakeholders gathered during property visits and technical studies. NAC will continue to engage with stakeholders and neighbouring property owners as detailed in the mitigation strategies included in Chapter 6.
9	18	Education and training opportunity	<p>Stakeholders were interested in understanding potential opportunities in improving educating and training opportunities as part of the revised Project.</p>	NAC provided updates of its plans for education and training opportunities as part of the revised Project and provided information of current apprenticeship opportunities and agricultural apprenticeships with the New Acland Pastoral Company as discussed in the revised Project SIMP.
10	16	Social impact	<p>Stakeholders raised concern about the impact the revised Project would have on the local community, the rural and visual amenity of the area as well as the impact on property values and ability to sell.</p> <p>Comments include: "While creating additional employment and prosperity for some [via the revised Project], it can create further division between the haves and the have-nots. We have a desire that New Hope extend its social initiatives to include longer term interventions."</p> <p>"Concerned about previous and existing residents leaving the area as a result of the Mine and the project"</p>	These concerns have been addressed in Chapter 16.

Number	Times Topic Raised	Key Feedback Topic	Feedback Detail	Proposed mitigation
			“Impact of shift work on families and communities”	
11	15	Business Opportunity	<p>A number of local business representatives believed the revised Project would have a positive impact on their business. Many emphasised that the NAC should focus on providing further opportunities for local businesses. Some also expressed concern about the loss of business due to farmers having been previously bought out.</p> <p>Comments include: “I’m hoping to learn about any opportunities with the possible expansion that may come up for tender.”</p> <p>“Believed the revised Project will funnel business and money back into Oakey via local supply options and by encouraging workers to spend locally.”</p>	<p>In the regional study area, the revised Project is estimated to contribute approximately \$3.9 billion over the life of the mine, including direct, indirect and induced impacts. The revised Project will provide a significant contribution to the state’s economy, estimated at approximately \$1,395 million per year during construction and operation (including direct, indirect and induced impacts), or a total of \$16.7 billion over the life of the project. These concerns have also been addressed in Chapter 17.</p>
12	14	Historical/ European Heritage	<p>Many stakeholders were pleased to hear Acland would no longer be mined, expressing interest in potential opportunities to preserve historical items in the Acland area. Most also expressed concern over the loss of European heritage and impacts on residents who had left the town as a result of NAC’s purchase of Acland properties;</p> <p>Comments include: “Pleased to hear that New Hope are now planning to leave the memorial in Acland.”</p> <p>“I’m keen to know how the Tom Doherty Memorial Park at Acland fits in with the plan for the Mine.”</p> <p>“Keen interest in the future of the Acland heritage preservation.”</p>	<p>Acland Township will be left in place and public access retained.</p> <p>The Tom Doherty Park, War Memorial and Acland No 2 Colliery will be left in place.</p> <p>These concerns have also been addressed in Chapter 12.</p>

Stakeholder comments regarding the revised Project have been generally supportive with 64% of contacts with stakeholders recorded as being positive, particularly regarding the changes NAC made to develop the revised Project plan, indicating these revisions have addressed key concerns about the original proposal. Just 6% of contacts with stakeholders were recorded as negative since announcement of the revised Project in November 2012.

There has been a general view that the revised Project is an opportunity for the local area to gain additional employment, training, sponsorship, community investment and business opportunities for Oakey and the surrounding communities.

19.6.1. Community Information Session Feedback

The community information sessions provided an opportunity for stakeholders to provide input into the draft ToR, seek information from NAC and the revised Project's EIS technical team and discuss any potential issues or concerns regarding the revised Project. Two community information sessions were held in December 2012 and January 2013 and attended by 17 people in total. The key discussion topics raised during these sessions included:

- timing and location of the revised Project;
- road access to Acland, the Jondaryan-Muldu Road diversion and potential upgrades;
- heritage of Acland and mine site – opportunity for preservation;
- impact on strategic cropping land;
- concerns about potential effects on bores, groundwater and basalt water tables;
- concerns about effects on neighbouring properties and investments;
- buffer zone between Lagoon Creek and the Manning Vale (West and East) and Willeroo mine pits;
- support for relocation of JRLF and interest in details;
- potential flooding impacts on Jondaryan as a result of the revised Project;
- why land rehabilitation to grazing rather than cropping; and
- interest in representation on the New Acland CRG.

19.6.2. Formal draft ToR Submissions to the Coordinator-General

During the draft ToR public notification period, the Office of the Coordinator-General received a total of 67 written submissions about the draft ToR for the EIS. A total of 43 submissions were received from individuals, 16 from government departments and eight from organisations. The draft ToR submissions focused on:

- dust levels from the JRLF and the Mine and how the revised Project would impact on this;
- the impact on strategic cropping land;
- NAC's rehabilitation plans and the requirement for more studies and evidence to achieve positive outcomes;
- the need to consider the social impact of the Mine on surrounding communities to date;
- the impact on the local koala population;
- noise impacts as part of the revised Project;

- impacts related to flooding, overland flow paths, water courses and creeks;
- requests for more detail for general sections of the draft ToR;
- increased traffic and how it would affect existing and proposed roads as well as the maintenance of existing roads;
- concerns about the level of engagement and doubts over transparency of procedures;
- impacts on ground water and farming bores; and
- impact the Mine has had on the surrounding communities, medical facilities, house prices and accommodation, the closure of small business and the loss of farming.

19.7. Conclusion

During the consultation period, more than 627 contacts were made with the Project team via the revised Project contact points, community information sessions, CRG meetings, individual meetings and discussions during visits to the New Hope Community Information Centre since the announcement of the revised Project in November 2012.

The program was based on open and transparent public consultation, allowing multiple opportunities for community and stakeholder input and the provision of easily accessible communication channels from which stakeholders could seek information and provide input into the revised Project and the statutory approvals process. NAC actively engaged with a range of stakeholders as identified in the Stakeholder Engagement plan with the main topics raised through these activities recorded to include:

- queries about engagement activities for the revised Project, which are addressed in **Appendix K.2**. On-going community engagement will continue to focus on proactive discussions with community and stakeholders to better inform them about these processes;
- employment enquiries, which are addressed in **Chapter 16**;
- sponsorship and donation requests and opportunities, which are addressed in **Section 19.5.14**;
- discussions surrounding community partnerships, which are also addressed in **Section 19.5.14**;
- clarification and comments regarding the approvals process. On-going community engagement will continue to focus on proactive discussions with community and stakeholders to better inform them about these processes;
- concerns about potential dust levels, which are addressed in **Chapter 9**;
- discussion around potential impact on groundwater which are addressed in **Chapter 6**;
- information on education and training opportunities which are considered in **Chapter 16**;
- social impacts as a result of the revised Project, which are addressed in **Chapter 16**;
- business opportunities as a result of the revised Project, which are addressed in **Chapter 17**; and
- heritage opportunities and loss of community associated with Acland, which are addressed in **Chapter 11**.

Contacts with the community and stakeholders have been generally supportive with 64% of stakeholder interactions recorded as positive since announcement of the revised project in November 2012. There has been a general recognition of project benefits and opportunities through the

provision of additional employment, training, sponsorship, community investment and business opportunities for Oakey and the surrounding communities.

Concern about coal dust was the sixth most raised topic. However, many stakeholders indicated that they were pleased NAC planned to relocate the JRLF onto the revised Project site and introduce profiling and veneering of coal wagons.

The tenth and twelfth most frequently raised discussion point was regarding potential social and historical and heritage impacts. Many stakeholders were concerned about the loss of rural and agricultural history and community cohesion as a result of the purchase of properties in Acland and surrounding rural areas but in turn recognised the important role the mine played in the community. Stakeholders were also pleased that Acland would be left in place and raised interest in potential opportunities to restore items of historical significance. **Chapter 11** and **Appendix J.12** provide an overview of the proposed conservation management plan for the Acland No.2 Colliery.

NAC will continue to consult with relevant stakeholders using a variety of communication mechanisms to ensure that the local community is continually engaged about the revised Project. NAC will also continue to ensure its neighbours are properly consulted in relation to revised Project.