



# Chapter 4

## Public Consultation

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## 4. PUBLIC CONSULTATION

### 4.1 Introduction

The purpose of community and stakeholder consultation during the Environmental Impact Statement (EIS) process is to ensure that all relevant stakeholders are aware of the Byerwen Coal Project (the project), and have the opportunity to comment on issues of relevance to them.

As part of the assessment process, consultation was conducted with the local community and other relevant stakeholders and will continue into the construction and operational phases.

A range of consultation activities has been undertaken throughout the project's pre-feasibility and EIS phases. The consultation program was developed to ensure that all issues and concerns raised by the community and stakeholders were considered in developing the technical studies and further planning for the project.

A Social Impact Assessment (SIA) has been undertaken by Coffey Environments (Coffey), (see **Chapter 31** of the EIS and **Appendix 31**). The project Social Impact Management Plan (SIMP) is included as **Appendix 10** of the EIS.

This chapter, together with the project SIA and SIMP, aims to address the project Terms of Reference (ToR), to ascertain the community's priorities and to understand the effects associated with the project which may require management.

Details of the location, and the construction and operational phases of the project are included in **Chapters 5 to 7**. Detail on the project approvals process is presented in **Chapter 3** of the EIS, with additional information of specific relevance to the consultation process being included in **Section 4.2** below.

#### 4.1.1 Project Proponent

The project proponent is Byerwen Coal Pty Ltd (Byerwen Coal), a joint venture between QCoal Pty Ltd (QCoal) and JFE Steel.

QCoal is a privately owned, Queensland mining company. QCoal currently has two operational mines – Sonoma Mine and Jax Bulk Sample Project – and a number of mines under development in the northern Bowen Basin, including the proposed project. QCoal has incorporated the knowledge acquired through ownership of these mines into the planning of the project. As a result there are references in this chapter to QCoal where activities and consultation have been undertaken for the project in conjunction with other QCoal projects. QCoal may also be responsible for implementing initiatives such as the QCoal Foundation and industry presentations.

### 4.2 Statutory Consultation Requirements

#### 4.2.1 State Development and Public Works Organisation Act 1971

When undertaking an EIS under the *State Development and Public Works Organisation Act 1971* (SDPWO Act) public submissions can be made on the:

- Draft Terms of Reference (ToR)
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- Draft EIS.

The first step in the impact assessment process under the SDPWO Act is to develop ToR for an EIS for the project. The process involves formulating draft ToR that are made available for public and advisory agency comment. The proponent submitted a draft ToR which was made available for viewing at the Glenden Post Office, Isaac Regional Council (IRC), Whitsunday Regional Council (WRC), and the Mackay Regional Council (MRC) offices and on the Department of Employment, Economic Development and Innovation (DEEDI) website.

Comments on the draft ToR were able to be made during the submission period between 9 April and 16 May 2011. In finalising the ToR, the Coordinator-General (CG) considered all properly made submissions received on the draft ToR during the submission period and presented copies of the submissions to the proponent. Eighteen submissions on the draft TOR were received during the submission period—seven from organisations and members of the community and 11 from advisory agencies. The proponent provided responses to these submissions on the draft ToR to the CG. The CG considered the proponent's responses to the comments on the draft TOR and issued a final TOR in July 2011.

In accordance with section 32(1) of the SDPWO Act, the proponent must provide an EIS that addresses the final ToR.

Once the EIS has been submitted and accepted by the CG, the proponent will notify of its release in accordance with section 33 of the SDPWO Act. The notice will state where copies of the EIS can be viewed or purchased, the submission period and where submissions should be sent.

After reviewing the EIS, the CG may also require the proponent to provide supplementary information, in the form of a supplementary EIS, to address specific matters raised during the EIS submission period, pursuant to section 35(2) of the SDPWO Act.

At the completion of the EIS phase, the CG will prepare a report evaluating the EIS and other relevant material, pursuant to section 35 of the SDPWO Act. The CG report will be made publicly available by placing it on the Department of State Development and Infrastructure Planning (DSDIP) website at <http://www.dsdip.qld.gov.au>. The report will also be presented to the proponent, the assessment manager under the *Sustainable Planning Act 2009* (SPA) (if relevant), the relevant state government advisory agencies and the Australian Government Minister for the Environment.

#### **4.2.2 Environmental Protection Act 1994 and Mineral Resources Act 1989**

Assuming that the CG approves the EIS, further post-EIS consultation will be undertaken as part of obtaining public comment on the draft environmental authority (EA) and mining lease application (MLA). As part of the EA application process, public submissions can be made on the application prior to a decision being made by EHP. The EA application will be available for public comment, with notification of the comment period made via newspaper advertisement and the proponent's website. The application notice must be given and published simultaneously or together with, and in the same way as the certificate of public notice (CPN) for the relevant mining lease (ML).

Within seven days of the giving of the CPN by the Mining Registrar under Section 252A of the *Mineral Resources Act 1989* (MR Act), for a proposed ML, unless the Mining Registrar has advised a longer period, the applicant for the relevant tenement is required, pursuant to sections 64B or 252B of the MR Act, to:

- post a copy of the CPN on the datum post of land the subject of the proposed mining claim or ML (that is, the “relevant land”), and ensure the copy of the CPN remains posted until the end of the last objection day for the application
- durably engrave or mark the number of the proposed mining tenement on the datum post
- give a copy of the CPN and the tenement application (including any additional documentation about the application given to the Mining Registrar, but excluding any part of the application stating the applicant’s financial and technical resources) to:
  - each owner of relevant land or any other land necessary for access to relevant land
  - the relevant local government and/or
  - for MLs only, each holder, or applicant for, an exploration permit (EP) or mineral development licence (MDL) over the land for a mineral other than a mineral to which the proposed ML relates.
- for MLs only, publish, at least 15 days before the last objection day (as fixed by the Mining Registrar), in an approved newspaper circulating generally in the area of the relevant land,
  - a copy of the CPN or
  - if a map or sketch plan has been approved (by the Mining Registrar) for the publication, a notice in the approved form about the CPN and the map or sketch plan.

The objection period for the application for EA must end on:

- if there is only one relevant mining tenement application—the last objection day under the MR Act for the application or
- if there is more than one relevant mining tenement application—the later of the last objection days under the MR Act for the applications.

In accordance with the delegated arrangements for applications for MLs/mining claims and EAs, objections are to be lodged with the Mining Registrar.

The proponent will advise the community of the EA and ML application process via:

- community newsletter to stakeholders
- meeting with statutory stakeholders, where required
- community displays and
- ongoing community meetings.

#### **4.2.3 Environment Protection and Biodiversity Conservation Act 1999**

The project was referred under the provisions of the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) on 9 December 2010. Following the receipt of a valid referral, the Minister has 20 business days to decide if the proposed action triggers the matters protected by the EPBC Act and requires a formal assessment and approval. As part of the 20 business days, the EPBC Act provides a public comment period of 10 business days (with no extensions). This provides an opportunity for relevant Australian, State and Territory government ministers and members of the public to comment on the proposed action.

Any government or public comments which are received within that 10 business day period, are considered by the Department of Sustainability, Environment, Water, Population and

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Communities (SEWPaC), when determining whether the proposed action requires approval from the Minister. On 13 January 2011 SEWPaC determined the proposed project to be a controlled action under the EPBC Act. The controlling provisions for the project are sections 18 and 18A (listed threatened species and communities) and sections 20 and 20A (listed migratory species).

### 4.3 Stakeholder Identification

A list of stakeholders was developed through:

- background research on the local and regional area
- networking with different individuals and organisations
- operating experience with the other QCoal projects in the region.

A full list of the major stakeholders engaged during the consultation process is provided in **Table 4-1**.

**Table 4-1 Stakeholder List**

Stakeholder Category	Organisation or Agency
Political	<ul style="list-style-type: none"> <li>▪ State Members of Parliament</li> <li>▪ Isaac Regional Council, Mackay Regional Council and Whitsunday Regional Council Mayors, CEOs, and Councillors</li> </ul>
Government Agencies and Emergency Services	<ul style="list-style-type: none"> <li>▪ the Australian Government Department of Sustainability, Environment, Water, Population and Communities (SEWPaC)</li> <li>▪ the State of Queensland Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA)</li> <li>▪ the State of Queensland Department of Community Safety (formerly Department of Emergency Services)</li> <li>▪ the State of Queensland Department of Environment and Heritage Protection (EHP – formerly the Department of Environment and Resource Management)</li> <li>▪ the State of Queensland Department of Natural Resources and Mines (DNRM – formerly Department of Employment, Economic Development and Innovation (DEEDI) Mines and Energy) and the Social Impact Assessment Unit (now within the Department of State Development, Infrastructure and Planning (DSDIP))</li> <li>▪ the State of Queensland Department of Employment, Education and Training (DETE – formerly Department of Education)</li> <li>▪ the State of Queensland Department of Local Government and Planning (now also linked with the Department of State Development, Infrastructure and Planning (DSDIP))</li> <li>▪ the State of Queensland Department of Families, Youth and Community Care (DFYC- formerly Department of Communities)</li> <li>▪ the State of Queensland Department of Transport and Main Roads</li> <li>▪ Queensland Fire and Rescue Service</li> <li>▪ Queensland Rural Fire Service</li> <li>▪ Queensland Police Service</li> <li>▪ Queensland Health</li> <li>▪ Queensland Ambulance Service</li> <li>▪ Department of Emergency Services</li> <li>▪ Queensland State Emergency Services</li> </ul>
Landholders and occupiers	<ul style="list-style-type: none"> <li>▪ Six directly affected landowners</li> <li>▪ Adjacent landowners</li> </ul>

Stakeholder Category	Organisation or Agency
Education and community services	<ul style="list-style-type: none"> <li>▪ Glenden State School</li> <li>▪ Glenden Creche and Kindergarten Association Limited (C&amp;K) Community Childcare Centre</li> <li>▪ Skills Queensland</li> <li>▪ Construction Skills Queensland</li> <li>▪ Central Queensland Institute of TAFE</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>▪ Thirteen businesses in Glenden</li> <li>▪ Numerous businesses in the surrounding region</li> </ul>
Business groups	<ul style="list-style-type: none"> <li>▪ Bowen Pastoral and Agricultural Association</li> <li>▪ Bowen Tourism &amp; Regional Development Bureau Inc</li> <li>▪ Chamber of Commerce and Industry Queensland – Mackay</li> <li>▪ Whitsundays Marketing and Development (WM&amp;D) (merger between Enterprise Whitsundays and Tourism Whitsundays)</li> <li>▪ Mackay Area Industry Network (MAIN).</li> <li>▪ Mackay Whitsunday Regional Economic Development Corporation (REDC)</li> </ul>
Utilities and Infrastructure	<ul style="list-style-type: none"> <li>▪ Ergon Energy</li> <li>▪ QR National</li> <li>▪ SunWater</li> <li>▪ Telstra Regional</li> </ul>
Industry and industry groups	<ul style="list-style-type: none"> <li>▪ Abbots Point Bulk Coal Pty Ltd</li> <li>▪ Arrow Energy Limited</li> <li>▪ Belyando Suttor Implementation Group</li> <li>▪ Bowen Tourism</li> <li>▪ Burdekin Solutions Pty Ltd</li> <li>▪ Coal Connect Alliance</li> <li>▪ Glenden Stakeholder Engagement Group (SEG)</li> <li>▪ Housing Industry Association Ltd</li> <li>▪ Navaho Gold Pty Ltd</li> <li>▪ Newlands Coal Project</li> <li>▪ Mackay Area Industry Network</li> <li>▪ Mackay Regional Council</li> <li>▪ Mining &amp; Energy Services Council of Australia</li> <li>▪ Ports Corporation Queensland</li> <li>▪ QCoal Foundation</li> <li>▪ Regional Development Australia – Mackay Whitsunday.</li> <li>▪ Regional Economic Development Corporation</li> <li>▪ Xstrata Coal Queensland Pty Ltd</li> </ul>



Stakeholder Category	Organisation or Agency
Special interest groups	<ul style="list-style-type: none"> <li>▪ Capricorn Conservation Council</li> <li>▪ Dalrymple Landcare Committee</li> <li>▪ Mackay Conservation Group</li> <li>▪ Mining Communities United Inc</li> <li>▪ Moranbah Action Group.</li> </ul>
Indigenous groups	<ul style="list-style-type: none"> <li>▪ Representatives of the Birriah-Gubba People (Birriah People)</li> <li>▪ Birriah Enterprises</li> <li>▪ Representatives of the Jangga People (Jangga People)</li> <li>▪ Jangga Operations Limited</li> </ul>
Health services	<ul style="list-style-type: none"> <li>▪ Collinsville Hospital.</li> <li>▪ Glenden Community Health Centre</li> <li>▪ Glenden Medical Centre</li> <li>▪ Glenden Dentist</li> <li>▪ Moranbah Hospital</li> <li>▪ Royal Flying Doctor Service.</li> </ul>
Media	<ul style="list-style-type: none"> <li>▪ ABC Capricornia</li> <li>▪ Bowen Independent</li> <li>▪ Queensland Country Life</li> <li>▪ Daily Mercury</li> <li>▪ Courier-Mail</li> </ul>
Community groups	<ul style="list-style-type: none"> <li>▪ Community groups in Glenden and the region</li> </ul>
Community services	<ul style="list-style-type: none"> <li>▪ Community services in Glenden and the region</li> </ul>

## 4.4 Consultation Strategy

The stakeholder engagement strategy informing the EIS was designed to attain meaningful participation and involvement that enabled stakeholders and the community to actively contribute to the development of new ideas and options as the project is planned and developed.

The project has the potential to affect the Glenden and the proponent has therefore undertaken a comprehensive consultation program as part of the assessment process. The proponent has built productive relationships with the key community of Glenden, has consulted with various government and non-government organisations and has gained a valuable understanding of the issues and opportunities in the area.

### 4.4.1 Consultation Objectives

The proponent has adopted a stakeholder engagement and community consultation program that aims to build ongoing, long-term, mutually beneficial relationships with stakeholders and

the Glenden community that will continue into the construction, operations and decommissioning stages of the project.

The stakeholder engagement and community consultation program, prepared in line with the Community Consultation in Mine Planning Guidelines (DME, 1995), has been designed to provide timely, transparent and accessible information and engagement mechanisms.

The key objectives of the stakeholder engagement and community consultation program in relation to the EIS process have been to:

- initiate and maintain open and honest communication on all aspects of the project and the EIS with all interested and affected stakeholders, including the community of Glenden
- engage in a consultation process that provides genuine, active, two-way exchange and feedback
- provide a range of communication methods to engage and inform stakeholders about the project and to identify stakeholder issues of concern about the project
- consider and address stakeholder issues of concern via the technical studies conducted for the EIS
- record and address stakeholder issues of concern through the broader EIS process and establishment of a grievance/feedback mechanism
- provide ongoing feedback to stakeholders on their issues of concern and advise them how comments have been used to inform the project.

The consultation program has been designed to align with the key project phases (**Figure 4-1**). The current project phase, Phase 2, is the development phase and the production of the EIS.

The consultation program for Phase 2 is sub-divided into four separate rounds of consultation to reflect the project milestones. Structured consultation events and communication will take place during each round to achieve the overall consultation objectives.

Ongoing engagement continues between the formal consultation rounds, with team members available via a range of communication channels to respond to enquiries and provide project updates.

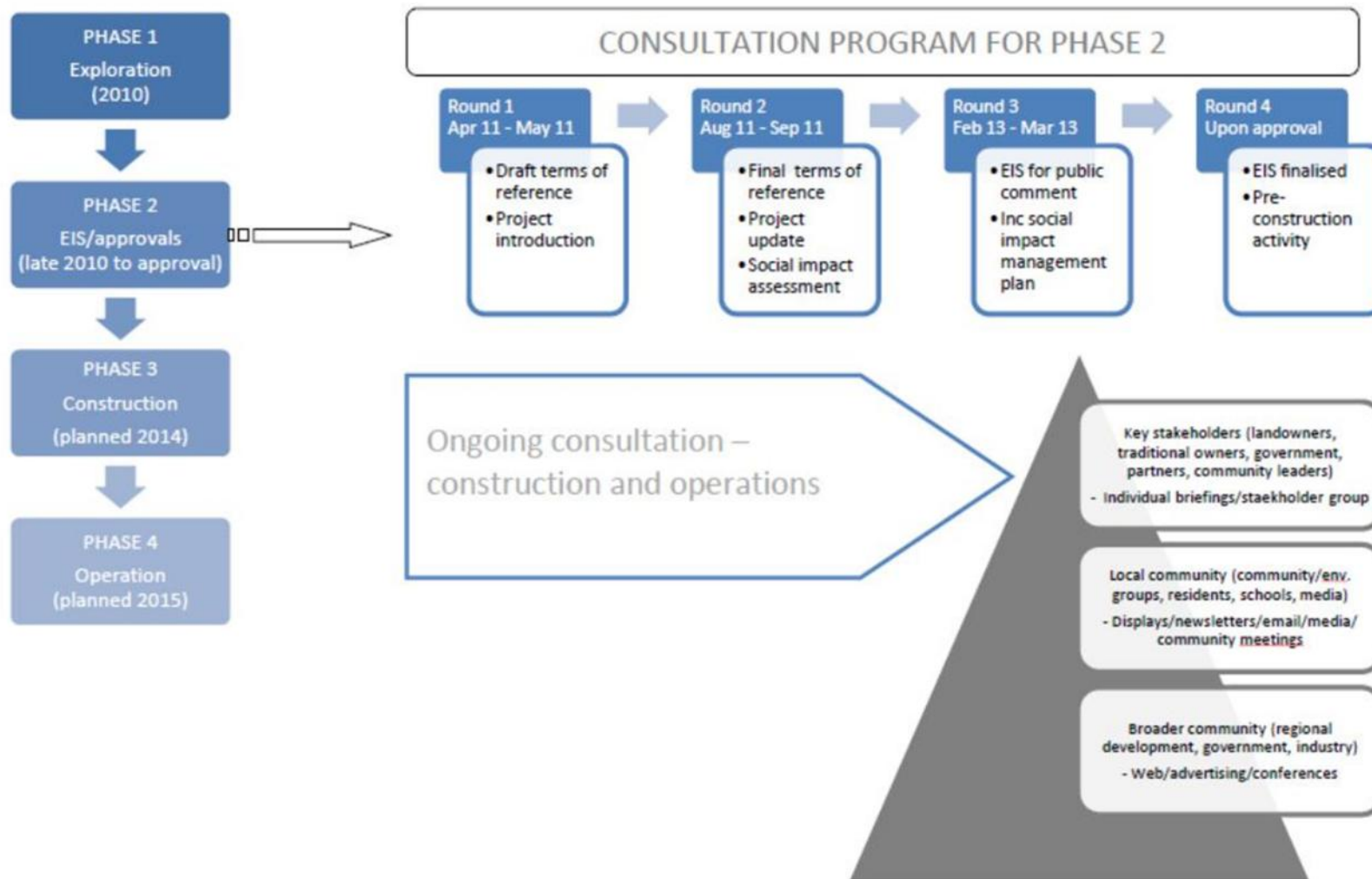


Figure 4-1 Project and Consultation Timeline

#### 4.4.2 Phase 1: Exploration (2010 - Ongoing)

The exploration phase of the project started in 2010 and is continuing. Consultation with landowners to determine land access agreements and compensation commenced during this phase.

#### 4.4.3 Phase 2: EIS and Approvals (Late 2010 to Approvals)

Consultation activities have been programmed for the planning phase (Phase 2) of the project, which includes the preparation of the EIS, SIA and SIMP. The consultation program for Phase 2 is divided into four separate formal rounds of consultation to reflect the project milestones. Structured consultation events and communication take place during each round to achieve the overall consultation objectives while consultation team members are available at all stages of the development and operation of the mine to respond to enquiries and provide information about the project.

##### 4.4.3.1 Round 1 (Complete) – Project Introduction (including Draft ToR)

The first round of formal public consultation activities commenced in April 2011 and was conducted through May 2011. The first round sought to introduce, and to raise stakeholder awareness of, the project and the EIS process and to announce the CG's declaration of the project as a significant project. Initial issues of concern to stakeholders were identified, and feedback was used to refine future consultation methods and finalise the draft Terms of Reference for the EIS.

A copy of the draft ToR was available at the Glenden Post Office and the IRC, WRC, and the MRC offices and on the DEEDI website as well as the project webpage.

##### 4.4.3.2 Round 2 (Complete) – Project Update (including Final ToR and SIA Consultation)

The second round of formal public consultation was conducted from 24 August 2011 to 21 September 2011. This round sought to identify further issues for consideration by the proponent and the EIS team and to assist in developing the baseline for impact assessment. The final ToR were introduced and updates on the project were presented.

During this period the stakeholder engagement and community consultation specifically to inform the social impact assessment was conducted. The SIA specific consultation was undertaken to understand the existing community values, how the community operates, what the potential impacts of a new mine might be and to obtain mitigations suggested by the community.

The activities included face-to-face discussion with key stakeholders such as landowners, traditional owners, government, partners, community leaders, individual briefings to residents of Glenden, and a community forum at which the project was explained and advice was sought as to issues and concerns. The proponent encouraged members of the community to put forward ideas and suggestions about how the potential impacts could be minimised. Discussion was held to determine the preferred mitigation measures of the key stakeholders and members of the Glenden community.

The local community included community and environmental groups, residents, schools, and the media. The local community was engaged via face-to-face discussion, and displays of materials describing the project, and was kept informed via newsletters, email alerts and media articles. Discussions in relation to the SIA also incorporated community development and informal meetings.

The broader community, which incorporated bodies representing regional development, government, and industry, were included via face-to-face discussion and using the internet, advertising and conferences to disseminate information.

For the period after 21 September 2011 through to the completion of the SIA and the SIMP, there was ongoing informal consultation undertaken with stakeholders outside of the formal consultation activities.

#### 4.4.3.3 Round 3 (At Time of EIS Release) – EIS Public Review

The third round of formal public consultation involves the display of the EIS once the Queensland Government releases it for public review. The proponent will also release a project newsletter and public notices in the Daily Mercury and the Bowen Independent local newspapers to encourage community members to review and comment on the EIS.

Stakeholder meetings will address specific areas of interest and briefings will be conducted with appropriate government agencies in the Bowen Basin region. The purpose of this public consultation round is to ensure the CG is able to consider all submissions received during the public submission period and the proponent is able to respond to these submissions, when the government's assessment report for the EIS is prepared.

This round of consultation enables stakeholders and the general public to understand the project and provides the opportunity for the community and other stakeholder to comment on the document including the draft SIMP (**Appendix 10**). The SIMP will be finalised and regularly updated taking into account stakeholder input and implemented once the project is approved and proceeds to construction and operation.

#### 4.4.3.4 Round 4 (At Time of EIS Approval) – Final EIS Released

The fourth round of formal public consultation will take place at the completion of the EIS process and will be the release of the finalised EIS and information about the construction timeframes and process. It will aim to inform the community of the outcome of the EIS process and provide the opportunity to address questions about the construction and operations phases.

For more detail about the ongoing stakeholder and community consultation for the project, please refer to **Appendix 10**.

#### 4.4.4 Phase 3: Construction 2014 and Phase 4: Operations 2015+

The proponent will conduct ongoing stakeholder engagement and consultation with the community of Glenden throughout Phase 3 (construction) and 4 (during operations) of the project.

### 4.5 Stakeholder Engagement and Community Consultation

The proponent has conducted targeted stakeholder engagement activities to support the assessment process. The stakeholder engagement process included the following steps:

- the identification of stakeholders and members of the community
- the provision of information to the stakeholders
- engagement with stakeholders and the collation of information provided
- integration of the information gathered into design of the project.

Stakeholder perceptions have been obtained through qualitative, quantitative and participatory research methods. Stakeholder engagement has included:

- two rounds of formal public consultation and stakeholder engagement in Glenden and surrounding communities
- interviews of the Glenden and surrounding communities conducted to align with the social impact assessment to quantify the weight, or level of importance, placed on identified issues or opportunities. The interviews also sought to identify perceptions of the proponent's ability to manage identified potential impacts

- a number of meetings with the Birriah People and the Jangga People to identify areas of concern and aspirations relating to the project
- a review and interpretation of other independent stakeholder analysis.

By June 2012, more than 100 stakeholders had been engaged via face-to-face meetings and interviews during the EIS assessment process and 65 people had attended staffed and public displays of project materials. A range of people had also attended unstaffed public displays. **Table 4-2** identifies the stakeholder and public consultation activities that QCoal undertakes to keep its stakeholders informed about its projects in the Bowen Basin, including the Byerwen Coal Project.

Direct contact with the project community relations team members is also promoted with contact details advertised including a community contact number and email address.

**Table 4-2 Stakeholder and Public Consultation Activities**

Activity	QCoal Project	Timing
Advertising	All projects	Ongoing
Byerwen Coal Project briefings and community visits	Byerwen Coal Project	Ongoing
Byerwen Coal Project community displays (TOR/SIA)	Byerwen Coal Project	Aug/Sep 2011
Byerwen Coal Project community updates/newsletter	Byerwen Coal Project	May 2011 Aug 2011
Byerwen Coal Project road show	Byerwen Coal Project	Aug/Sep 2011
Byerwen Coal Project SIA consultation	Byerwen Coal Project	Aug/Sep 2011
Collinsville DIG forum	All projects	Annually
Collinsville DIG meetings	All projects	Quarterly
Collinsville DIG priority group meetings	All projects	As required
Drake Coal Project briefings and community visits	All projects	Ongoing
Drake Coal Project community displays (SIA/EIS)	Drake Coal Project	Apr 2010 May 2012
Drake Coal Project community updates/newsletter	Drake Coal Project	Apr 2010 Nov 2010 May 2011 May 2012
Drake Coal Project community values workshop (SIA)	Drake Coal Project	Apr 2010
Drake Coal Project factsheet	Drake Coal Project	Nov 2011
Drake Coal Project road show	Drake Coal Project	Jul 2011 May 2012
Email updates to database	All projects	Quarterly
Glenden SEG meetings	Byerwen Coal Project	Six monthly
Government agency consultation	All projects	Ongoing
ICN (Industry Capability Network) Gateway updates	All projects	Sep 2012 Ongoing
Key stakeholder briefings	All projects	2007 to present
Landowner consultation	All projects	2007 to present
Presence at Bowen Show	Drake and Byerwen Coal Project	Jun 2011

Activity	QCoal Project	Timing
Presentation MAIN (Mackay Area Industry Network) 100 attendees	All projects	Mar 2011
Presentation Major Projects Summit 2011 150 attendees	All projects	May 2011
Presentation Major Projects Summit 2012 200 attendees	All projects	Sep 2012
Presentation MESCA (Mining & Energy Services Council of Australia) 300 attendees	All projects	Jun 2012
Presentation to Bowen Accommodation Forum, 65 attendees	All projects	May 2012
Project email and mobile contact number	All projects	Ongoing
Byerwen Coal Project website with project web pages	All projects	Ongoing
Sonoma Mine community updates/newsletter	Sonoma	Oct 2011 Jun 2012
Traditional owner agreements	All projects	2007 to present
Traditional owner briefings	All projects	Ongoing

The following sections provide further detail on key engagement methods and stakeholders consulted.

#### 4.5.1 Stakeholder and Community Briefings

Stakeholder and community briefings were conducted in Glenden and surrounding areas to generate awareness about the project and the EIS process. Attendees at each briefing were provided with a project update and opportunities for input via face-to-face discussion or feedback forms. Attendees were encouraged to fill out a registration form so that briefing facilitators had a record of attendance to add to the proponent's consultation database.

The proponent made record of the discussions and collated a profile of comments, questions, and issues of concern throughout the briefings. Responses to key concerns were given at subsequent briefings and via regular updates to the community and other interested parties.

#### 4.5.2 Government Stakeholder Briefings

Communication strategies to inform government stakeholders included:

- presentations at EHP and DNRM meetings
- presentation to the IRC, WRC and MRC
- ongoing discussions with the Queensland Police and Ambulance Services.
- ongoing discussions with SEWPaC
- discussions with DETE about land availability and acquisition process
- ongoing discussions with the Social Impact Assessment Unit, now housed within Department of State Development, Infrastructure and Planning (DSDIP)
- presentation of the draft terms of reference to relevant agencies and response to their requirements (refer **Table 4-1**)



- ongoing consultation via briefings, email and telephone.

#### 4.5.3 Landowners and Residents

Regular meetings with non-government stakeholders were held during which they were briefed on the project. In addition, a number of briefings were held with Traditional Owners and their organisations, and with the community of Glenden. Consultation with landowners is continuous and includes project updates and details as well as land agreements; community relations team members meet with residents upon request and during formal consultations.

#### 4.5.4 Indigenous Groups

The relevant Aboriginal Parties for the project area under the *Aboriginal Cultural Heritage Act 2003* (Qld, ACH Act) are the Birriah People (QUD6244/98; QC 98/012; formerly called the Birri People) and the Jangga People (QUD 6230/98; QC 98/10; QCD2012/009).

Regular meetings have been held with the two affected traditional owner groups to provide information about the project and reach agreement on native title and cultural heritage matters.

Pursuant to meetings held in July and August 2011, the proponent has entered into Cultural Heritage Management Plans (CHMPs) with both parties. Additional discussions regarding scholarships and training opportunities have also taken place, resulting in two scholarships being offered.

Further detail relating to the identification of these parties as the Aboriginal Parties under the ACH Act can be found in **Chapter 28**.

#### 4.5.5 Glenden Stakeholder Engagement Group (SEG)

A key component of the proponent's consultation strategy is its collaborative approach to impact management. This will be achieved through participation in the Glenden Stakeholder Engagement Group (SEG). The Glenden SEG was initiated by Xstrata and operates with the objective of keeping the community and other stakeholders informed about the progress of industry and projects in the area. The Glenden SEG invites representation from government, industry and community and provides an avenue to address priority issues through effective partnerships. As a neighbouring project the proponent has been invited to join. The proponent will participate in the regular meetings with the intention of keeping the community up to date with the progress of the project.

### 4.6 Key Stakeholder and Community Consultation Findings

**Table 4-3** below summarises the feedback and outcomes from stakeholder consultation. The stakeholders are grouped into categories to maintain privacy and efficiency; any mitigations that have been suggested or discussed during consultation are also included.



**Table 4-3 Summary of Stakeholder Consultation Feedback**

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Health services (community health)	<p><b>Community health centre</b></p> <ul style="list-style-type: none"> <li>• Service focuses on provision of wellbeing and preventative health care – medical treatment is provided by the private medical practice and emergencies are treated by the ambulance officer.</li> <li>• Service has capacity to cater to a growing population but will need additional administrative assistance (hours are currently stretched).</li> <li>• Service currently assists the ambulance officer with midwifery emergencies (pregnant women are encouraged to go to Mackay two weeks prior to the due date to reduce risk of being too far from a hospital if it is required).</li> <li>• Staff have a sense that the community is not growing and could be declining in terms of numbers.</li> </ul>	<p><b>Community health centre</b></p> <ul style="list-style-type: none"> <li>• Continue to monitor utilization of the service.</li> <li>• If pressure increases, assist in data collection and provide to Queensland Health to demonstrate service utilization (providing input into resource planning for local services).</li> <li>• Consider community health service requirements as part of the community grants program.</li> </ul>
Health services (private health)	<p><b>Private medical practice (underwritten by Xstrata)</b></p> <ul style="list-style-type: none"> <li>• Discussion about how the service will provide for both Xstrata’s and QCoal’s requirements.</li> <li>• Suggestions to consult the practice owners – the owners have suggested they will develop a proposal to address forecast future requirements.</li> <li>• Agreement that liaison with Xstrata will need to continue to understand the existing arrangements and how to work towards a suitable arrangement once the mine is approved.</li> <li>• Consideration required about ensuring sufficient space to accommodate additional medical staff (and the impacts of expansion on existing service delivery).</li> <li>• The current service was previously at capacity with daily waiting lists (with a focus on Xstrata coal board medicals) but is currently coping with demand.</li> <li>• There are a number of initiatives currently being developed for implementation including meeting compliance requirements by Medicare to participate in the eHealth.gov.au program.</li> <li>• Video conferencing facilities are being established to provide link ups for doctor/specialist/patient appointments (such as surgery follow ups where there are no issues) to reduce the need for patients travelling long</li> </ul>	<p><b>Private medical practice (underwritten by Xstrata)</b></p> <ul style="list-style-type: none"> <li>• Continue to liaise with the practice to ensure an appropriate arrangement is reached and maintained (ahead of construction) for ongoing medical service delivery for families and workers</li> <li>• Encourage workers and health service providers to use eHealth.gov.au to centralize patient records and reduce the pressure on services</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Health services (dental)	<p>distances to appointments in Mackay and Townsville.</p> <p><b>Glenden Dentist</b></p> <ul style="list-style-type: none"> <li>The dental clinic has been open since late 2011.</li> <li>Demand for the service is reasonably low but steady.</li> <li>Competition from visiting dental services (such as a mobile dental clinic) would be considered to have a negative impact for the business.</li> </ul>	<p><b>Glenden Dentist</b></p> <ul style="list-style-type: none"> <li>Suggest the dentist encourages nearby communities (such as Collinsville) to visit for treatment.</li> <li>Suggest the dentist promote the importance of oral health to encourage more dentist visits.</li> <li>Do not include Glenden as a town on the route for the QCoal and RFDS' planned mobile dental initiative.</li> <li>Refer patients who visit the QCoal and RFDS mobile dental unit in nearby towns to Glenden Dentist for any additional treatment not provided by the mobile clinic.</li> </ul>
Health services (hospitals)	<p><b>Hospitals in Moranbah and Collinsville (no local hospital)</b></p> <ul style="list-style-type: none"> <li>Concern that an increased population in Glenden will increase demands on existing services and resources in Moranbah and Collinsville (whereas the local health and emergency service providers indicate it is more likely that the overflow will continue to go to Mackay).</li> <li>In particular, there is additional administrative resource required with creating new patient charts each time a new patient presents for treatment.</li> <li>Concern that non-resident workers will provide their temporary address instead of home address, which affects Medicare funding.</li> <li>Concern that a higher number of non-resident patients will place pressure on hospital resources because of the need to coordinate treatment with remote health care providers.</li> <li>Concern for the lifestyle of non-resident and shift workers - mental health with shift work and absence from family, poor nutrition, drug and alcohol issues, health issues related to shift work and the associated impacted sleep cycles (mental health, fatigue).</li> <li>There is a limited range of health services available and people have to travel long distances to access some services.</li> </ul>	<p><b>Hospitals in Moranbah and Collinsville (no local hospital)</b></p> <ul style="list-style-type: none"> <li>Encourage workers and health service providers to use eHealth.gov.au to centralize patient records and reduce the pressure on services.</li> <li>Provide workers the choice of where to live so that commuting to work is not necessary (reducing fatigue-related issues).</li> <li>Include information about preventative health and support in induction packs and toolbox talks such as mental health awareness information.</li> <li>Monitor workforce demands on health services.</li> <li>Provide rest facilities at the end of shift rosters to give workers the opportunity to rest before commuting (and encourage but not force them to do this).</li> <li>Contribute to the delivery of a dental service into nearby communities in the region to assist in delivering a broader range of health services.</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Emergency services	<ul style="list-style-type: none"> <li>• Concern that the local ambulance and police stations are currently one-officer stations covering broad geographical areas, often requiring officers to undertake extensive overtime to deliver the service.</li> <li>• Concern that the Queensland Government is not providing adequate resources to local stations to enable officers to deliver quality services.</li> <li>• Officers are currently facing issues with fatigue due to covering large distances and inadequate opportunity to take sufficient rest periods between shifts.</li> <li>• Concern that the Queensland Ambulance Service will not provide the additional required resources now or with an increased population when the service is already considered to be at capacity.</li> <li>• Concern about the formula used particularly in the calculation of police resources by Queensland Government.</li> <li>• Concern that the incorrect phone numbers are being used to contact emergency services (i.e. ambulance officer’s home number).</li> </ul>	<ul style="list-style-type: none"> <li>• Continue monitoring the demands on the services by collecting service utilisation data to demonstrate the existing and future demand on the service.</li> <li>• If the service continues to be under pressure, provide this data to Queensland Government as input into resource planning.</li> <li>• QCoal to provide its own emergency response and first aid personnel on site to address potential risk.</li> <li>• Provide well-equipped first aid facilities on site (and consider a helipad).</li> <li>• Maintain contact with emergency services to ensure their familiarity with the site and contact personnel.</li> <li>• Provide accurate contact details (000 and 1300 HEALTH and the appropriate use of these) and emergency management material in induction packs, accommodation and toolbox talks.</li> <li>• Establish productive partnerships with emergency service providers through: <ul style="list-style-type: none"> <li>– Mine site familiarisation with emergency service officers.</li> <li>– Invite emergency service officers to give toolbox talks.</li> <li>– Provide health and support resource information in induction packs to alleviate unnecessary emergency calls.</li> <li>– Development of a Safety Plan which implements preventative measures on-site and at the accommodation village, including an Emergency Management Plan to address emergency incidents.</li> </ul> </li> <li>• Implementation of a Traffic Management Plan which includes actions to address potential safety issues due to increased traffic.</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Education and child care (schools)	<p><b>School</b></p> <ul style="list-style-type: none"> <li>The local school is keen to see more families living in town and encourages new enrolments (a current school population of 283 with a capacity for up to 500 or more students).</li> <li>The school is keen for more enrolments in order to increase the educational opportunities and resources afforded to bigger schools.</li> <li>The school wants to provide teaching jobs to a range of teachers but is currently restricted through the accommodation available to those choosing to live in DETE share houses or those living with their partner in an Xstrata house.</li> <li>The school has surplus land and is keen for it to be sold to QCoal in order for development to provide family housing.</li> <li>The school would welcome an opportunity to secure additional teacher housing as part of the QCoal accommodation development.</li> <li>The school is a high quality school and the winner of regular academic excellence awards capable of attracting families to live in town.</li> <li>The school wants to work closely with QCoal to establish ways in which QCoal can support the school to continue to provide high quality education.</li> <li>The school wants to encourage its students to perform well and prepare for future jobs and qualifications by establishing opportunities for the students at the mine.</li> </ul>	<p><b>School</b></p> <ul style="list-style-type: none"> <li>Encourage workers to choose to live locally by providing incentives.</li> <li>Byerwen Coal to develop accommodation to suit families and couples.</li> <li>Maintain integrity of the accommodation development with the surrounding area.</li> <li>Consider good urban design in the development of the accommodation to maximize opportunities for positively-utilized shared spaces and recreation areas.</li> <li>Establish facilities for construction and non-resident workers at a location not within close proximity to the school.</li> <li>Consider how to include teacher housing as part of accommodation development.</li> <li>Contribute to the school through the community grants program.</li> <li>Provide education bursaries as part of the community grants program to encourage students to continue their education.</li> <li>Provide apprenticeship opportunities at the mine and keep the school informed of opportunities.</li> <li>Work with teachers to establish a program for introducing students to mining industry jobs to assist in decisions about their future.</li> </ul>
Education and child care (child care)	<p><b>Child care</b></p> <ul style="list-style-type: none"> <li>The demand for child care is unpredictable but there is often a waiting list – there is insufficient space to introduce a new group (but there is also not a steady demand requiring an additional group).</li> <li>There are a number of projects the centre would like to implement to improve the centre such as landscaping.</li> </ul> <p>Child care workers can be difficult to recruit if there is no local interest due to accommodation arrangements not suitable to attract a person with a family.</p>	<p><b>Child care</b></p> <ul style="list-style-type: none"> <li>Assist the child care centre staff to monitor child care demand by waiting lists per age group.</li> <li>If additional space is required, work together with C&amp;K, Isaac Regional Council, Glenden State School and other industry stakeholders to assess the requirements and establish funding options.</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Education and child care (further education)	<p><b>Further education</b></p> <ul style="list-style-type: none"> <li>Regional training providers are keen to understand QCoal’s future needs to assist in developing their programs and providing training, skills and education services if required.</li> <li>Training organizations and industry associations could benefit from coordinating their efforts to achieve synergies.</li> </ul>	<p><b>Further education</b></p> <ul style="list-style-type: none"> <li>Keep TAFE and other registered training organizations informed of the progress of QCoal projects and the forecast workforce requirements.</li> <li>Training, skills and employment organizations to establish a coordinated forum through which requests to mining and other companies for involvement can be made and through which coordinated services can be delivered (or link in with existing relevant groups).</li> </ul>
Individuals/ residents/industry	<ul style="list-style-type: none"> <li>All individuals consulted except one were keen to see the community grow through more people moving to town if appropriate housing was available.</li> <li>Accommodation provision was the most common topic of discussion.</li> <li>With land acquisition and developments progressing the residents are now keen to hear of the outcomes (at this time QCoal has made offers to purchase both state and council land and is awaiting the outcome).</li> <li>There is curiosity about how the relationship between Xstrata and QCoal will work.</li> <li>Positive feedback about reinvigorating the community with more people using more of the facilities and encouraging the council to implement needed maintenance programs.</li> <li>Individuals are largely associated with the current mine, either as a mine worker or the partner of a worker and tend to spend off-shift time out of town as much as possible.</li> <li>People without school-aged children tend to take breaks out of town when not on shift so population numbers do not represent the actual number of people in town at any time - school holidays are a particularly quiet time in Glenden.</li> <li>Potential housing subsidies to provide for QCoal’s mining workforce.</li> <li>Vegetation offsets.</li> <li>Water management.</li> <li>Protection of the threatened Brigalow species (<i>Acacia harpophylla</i>).</li> <li>Impact on properties.</li> <li>Water and power infrastructure requirements.</li> <li>Rail infrastructure requirements.</li> <li>Management of pit water.</li> </ul>	<ul style="list-style-type: none"> <li>Provide contact details to respond to community enquiries (mobile number, email address).</li> <li>Regular visits to the community to demonstrate progress and interest in how the community operates and how best to integrate a new mine workforce and families into town.</li> <li>Demonstrate positive relations with other industry and mining companies to reassure the community that their interests are being considered and adequately addressed.</li> <li>Improve familiarity of the town and its residents with regular visits, meetings and opportunities for discussion.</li> <li>Coordinate consultation efforts with other industry and mining companies to alleviate duplication of effort for community and stakeholders – QCoal to contribute to Glenden Stakeholder Engagement Group (SEG) and work collaboratively to address issues and capitalize on opportunities.</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Local government	<ul style="list-style-type: none"> <li>• Supportive of new developments in the area.</li> <li>• Supportive of accommodation strategy to develop a mixed range of accommodation to provide for worker choice but also to encourage families where possible to live in Glenden.</li> <li>• Received written letters of support to present to various government agencies to assist in the process of obtaining land in Glenden for accommodation developments.</li> <li>• Tendered to council for industrial land as a site for a construction workforce accommodation facility and waiting to hear outcome.</li> <li>• Suggested speaking directly to relevant council contact once detail of the SIMP is available for discussion prior to the formal public review period.</li> <li>• Regular project briefings are offered to council and will be provided at council's request.</li> <li>• Planning in accordance with the objectives for district rural activity centre within an urban footprint area, i.e., suitable for urban development but not flagged for significant growth relative to the planned major regional centres such as Moranbah.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to seek land in Glenden for the development of a range of accommodation styles, including family housing.</li> <li>• Continue to offer briefings (messages are regularly left with administrative staff to arrange meetings as well as directly with key council representatives).</li> <li>• Keep council informed of the accommodation developments.</li> <li>• Work with IRC to develop accommodation concepts.</li> </ul>
State government	<p><b>Employment, training and business opportunities</b></p> <ul style="list-style-type: none"> <li>• Concern that large workforce numbers will require a detailed strategy for proponents and contractors to be sure they have sufficient workers – however without the challenges of remoteness that other regions face, and with a number of population centres within the region and surrounding regions, it was considered to be less of an issue for QCoal mines.</li> <li>• Discussions around how the workforce will be sourced and trained.</li> <li>• Discussions around promoting opportunities to local and regional suppliers.</li> <li>• It was acknowledged that the terms of reference for the project does not require workforce management plans and local industry participation plans – however it was suggested that the SIMP include the tables of the anticipated workforce roles and breakdown into numbers or percentages.</li> <li>• It was also suggested that the SIMP include principles of a regional procurement program, which would enable local and regional suppliers to be aware of opportunities and to be considered where practicable in</li> </ul>	<p><b>Employment, training and business opportunities</b></p> <ul style="list-style-type: none"> <li>• Inform relevant training, employment and indigenous groups of forecast workforce requirements.</li> <li>• Note in the SIMP that sourcing the workforce is not considered an issue at this time due to proximity to population centres and the success of recruiting workforces in the nearby region to date.</li> <li>• Provide notification of workforce opportunities to relevant training, employment and indigenous groups.</li> <li>• Participate in an initiative to support indigenous business participating in the mine.</li> <li>• Provide specific training and apprenticeship opportunities including underrepresented groups (at appropriate project stages).</li> <li>• Participate in initiatives to assist with training and development of local people into the mining industry (e.g., Bursaries).</li> <li>• Continue to engage with stakeholders.</li> <li>• Contact government agencies with relevant sections of SIMP for feedback prior to submitting EIS.</li> <li>• Update FIFO coordinators about workforce requirements.</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
	<p>supplying or servicing the mine.</p> <ul style="list-style-type: none"> <li>• Ongoing consultation with departments and stakeholders involved in the preparation of the EIS and SIA/SIMP – incorporating feedback in advance of the formal public review period.</li> </ul>	
	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Discussions around affordable housing opportunities and how this issue will be managed.</li> <li>• Ongoing consultation with departments and stakeholders involved in the preparation of the EIS and SIA/SIMP – incorporating feedback in advance of the formal public review period.</li> </ul>	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Provide workforce housing in Glenden for families, couples, singles and commuting workers.</li> <li>• Continue to engage with stakeholders.</li> <li>• Contact government agencies with relevant sections of SIMP for feedback prior to submitting EIS.</li> </ul>
	<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Discussions around the capacity of Glenden Community Health Centre to provide services to the growing community.</li> <li>• Capacity of key Queensland Health facilities in the Bowen Basin, which include the Collinsville and Moranbah Hospitals, to provide the full range of specialist services, clinics, and allied health along with outreach and support services.</li> <li>• Ongoing consultation with departments and stakeholders involved in the preparation of the EIS and SIA/SIMP – incorporating feedback in advance of the formal public review period.</li> </ul>	<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• See local health service section for specific suggested mitigations that resulted from discussions.</li> <li>• Continue to engage with stakeholders.</li> <li>• Contact government agencies with relevant sections of SIMP for feedback prior to submitting EIS.</li> </ul>
	<p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• Impact on Xstrata’s haul road to Newlands (adjacent to Wollombi Road).</li> <li>• Impact on gazetted road (in the northern corner of Colinta Holdings to Suttor Creek).</li> <li>• Locations of access into the mine.</li> <li>• Quality of surrounding road networks.</li> </ul>	<p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• Intersection upgrades for Collinsville-Elphinstone Rd intersection with site access roads.</li> <li>• Pavement maintenance contributions.</li> <li>• Traffic management for interaction of Xstrata haul road and Byerwen project roads.</li> <li>• Access or alternate access to local roads provided.</li> </ul>
	<p><b>Emergency services (police, ambulance and fire)</b></p> <ul style="list-style-type: none"> <li>• Discussions around current staffing of Glenden’s police station and back up police services from Nebo and Mackay.</li> <li>• Queensland Police Services does not assume that an increase in population</li> </ul>	<p><b>Emergency services (police, ambulance and fire)</b></p> <ul style="list-style-type: none"> <li>• Continue monitoring the demands on the services by collecting service utilisation data to demonstrate the existing and future demand on the service.</li> <li>• If the service continues to be under pressure, provide this data to Queensland</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
	<p>necessarily means an increase in crime and requested that the situation be monitored before deciding if any mitigations to address police-related concerns are necessary.</p> <ul style="list-style-type: none"> <li>Discussions about support for Glenden’s fire station by Queensland Fire and Rescue Services, and involvement from Nebo.</li> <li>Discussions relating to ongoing provision of Queensland Ambulance Service and the private medical practice providing medical services and patient care to Glenden and surrounding landholders.</li> <li>Ongoing consultation with departments and stakeholders involved in the preparation of the EIS and SIA/SIMP – incorporating feedback in advance of the formal public review period.</li> </ul>	<p>Government as input into resource planning.</p> <ul style="list-style-type: none"> <li>Continue to engage with stakeholders.</li> <li>Contact government agencies with relevant sections of SIMP for feedback prior to submitting EIS.</li> <li>Establishment of productive partnerships with emergency service providers through: <ul style="list-style-type: none"> <li>Mine site familiarisation with emergency service officers.</li> <li>Invite emergency service officers to give toolbox talks.</li> <li>Provide health and support resource information in induction packs to alleviate unnecessary emergency calls.</li> </ul> </li> <li>Development of a Safety Plan which implements preventative measures on-site and at the accommodation village, including an Emergency Management Plan to address emergency incidents.</li> <li>Implementation of a Traffic Management Plan which includes actions to address potential safety issues due to increased traffic.</li> </ul>
Environmental activists	<ul style="list-style-type: none"> <li>General concerns about mining, industry and the impact on the environment.</li> <li>It was mentioned in one instance that wildlife carers are not adequately supported financially – it was acknowledged that it is difficult to set up a support program for individuals, or where this is not consistency in carer qualifications or level of care provided.</li> <li>To date the environmentalists’ objections to QCoal’s approval applications on other projects have not been successful.</li> <li>QCoal continues to develop strategies that as a minimum meet government requirements to address environmental impacts.</li> <li>The environmentalists feel the government regulations are inadequate to address environmental impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to develop and implement strategies to address environmental impacts as required by government.</li> <li>Keep community and interested stakeholder informed of extent of potential impact and the mitigation measures to maintain the level of impact to within an acceptable range.</li> </ul>



Stakeholder category	Issues/opportunities raised	Suggested mitigations
Community action groups	<ul style="list-style-type: none"> <li>Concerns around the potential to encourage FIFO workers – reassured by the strategy to provide workers the choice to live locally or commute (and there is understanding that target percentages cannot be imposed where the choice is given to workers).</li> <li>Concern around whether there will be accommodation provision for workers and families – reassured with the strategy to provide a range of accommodation options to workers and their families as well as commuting workers.</li> <li>Concern around road safety between Mackay and Glenden in particular – with increased worker traffic on the road as well as the families travelling long distances.</li> <li>Concern around whether there will be local and regional business and employment opportunities – reassured with the strategy of providing workforce choice of where to live and encouraging workers to live locally as well as giving consideration to local and regional suppliers where requirements, quality and price requirements are met.</li> </ul>	<ul style="list-style-type: none"> <li>Provide regular updates about the project.</li> <li>Give workers choice of where to live and ensure provision of suitable accommodation options to support choice.</li> <li>Provide rest facilities after shifts and encourage workers to rest before travelling.</li> </ul>
Community social groups	<ul style="list-style-type: none"> <li>Community groups are interested to see how QCoal will support their objectives.</li> <li>Group representatives feel that Glenden is lacking in the number and type of events and activities available in larger towns and would like to improve the range of activities on offer (if supported by the community).</li> <li>There is a lack of interest in running or participating in community groups and activities – key community members would like to encourage community members to get more involved.</li> <li>Community groups rely on industry financial support in many cases to deliver these events and activities.</li> </ul>	<ul style="list-style-type: none"> <li>Implement community grants program to support community groups.</li> <li>Offer rosters to give workers and their families advance notice of work and leave days in order to improve ability to plan and participate.</li> <li>Structure rosters to support workers to live locally – providing the opportunity for increased family and community involvement.</li> </ul>
Businesses	<ul style="list-style-type: none"> <li>Local businesses are looking forward to growth opportunities through either servicing the mine or a growing population.</li> <li>Mention of space concerns if expansion is required.</li> </ul>	<ul style="list-style-type: none"> <li>Use local suppliers where viable – must be competitive, meet requirements and specifications for mine supply contracts, etc.</li> <li>Notify interested suppliers of planning progress through regular email updates.</li> <li>Continue to liaise with other local industrial companies about current facilities and ensure an agreement is reached in terms of expansion opportunities if there are businesses that have a requirement for it.</li> </ul>

Stakeholder category	Issues/opportunities raised	Suggested mitigations
Landowners	<ul style="list-style-type: none"> <li>Landowner consultation is ongoing with the discussions focused almost entirely on land compensation agreements.</li> <li>Landowners are concerned about the amount of time being spent on addressing compensation agreements and the number of companies they are being approached by.</li> <li>There is an interest in the timing of the mine but not much discussion around the mine itself – one concern about dust affecting the quality of cattle drinking water has been raised to date.</li> <li>It is likely that mine impacts have rarely been raised due to the large distances between the homesteads and the proposed mine (or that QCoal now owns one of the nearby properties and one is uninhabited)</li> </ul>	<ul style="list-style-type: none"> <li>Continue to engage with landowners and respond to enquiries.</li> <li>Continue to progress and finalise land compensation agreements.</li> <li>Address landowner project concerns if and when they arise.</li> </ul>
Industry associations	<ul style="list-style-type: none"> <li>Industry groups are interested in project timeframes and requirements on behalf of their network and members’ interests.</li> <li>QCoal has made frequent presentations at industry association functions and events with positive feedback about the value of these resulting in many more requests.</li> <li>Interest in accommodation arrangements and timeframes.</li> <li>Interest in skills and training opportunities for a future workforce of up to 1,000 people – frequent requests to be involved in careers expos.</li> <li>Provide contact details of current contractor, Leighton, to participate in career expos to discuss current opportunities.</li> <li>There is increasing demand for mining companies to attend and present at a range of industry events including breakfast meetings, summits, conferences, industry events, careers and skills expos due to the high volume of organisations delivering similar services – which is important to do but there would be benefit if the organizations in close proximity or targeting the same audiences coordinated some of their activities.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to provide regular briefings and presentations to industry associations.</li> <li>Continue to encourage contractors to participate in careers expos.</li> <li>Continue to respond to individual enquiries about the project.</li> <li>Encourage service providers to coordinate their efforts to alleviate the duplication of effort with multiple programs and concepts intended for the same target audience and trying to achieve the same objectives.</li> </ul>

## 4.7 Integration of Findings into the EIS

The findings from the first round of the consultation program (for phase 2), including identification of initial issues of concern to stakeholders and program feedback, were used to refine future consultation methods and finalise the draft TOR for the EIS.

The second round of public consultation for phase 2 identified further issues for consideration by the proponent and the EIS. The findings of the consultation informed the social impact assessment, in particular the identification of social values, outlined in **Chapter 31**, Social Impacts.

The management strategies to address the social impacts identified through the EIS process have been provided in the action plans included as part of the SIMP (**Appendix 10**). A number of other impacts and mitigations are included in the action plans within the SIMP in an effort to go beyond those findings of the SIA consultation in preparation for potential issues that may arise as a result of developing the project even if they have not yet been raised in stakeholder discussions.

## 4.8 Ongoing Consultation Process

The proponent will undertake two further formal rounds of stakeholder and community consultation. Community relations team members will also be available via phone, email and in person throughout the project planning and delivery.

The third formal round of public consultation will be conducted when the EIS is placed on public display to enable stakeholders and the general public to understand the project’s impacts, the draft social impact management plan, and to provide comment on the project.

Stakeholders and the community will be consulted during the preparation of the EIS supplementary report; this will comprise the fourth round of consultation.

Round four will display the final environmental impact statement, ensure the key stakeholders and the community of Glenden are kept informed about the project status, provide information about construction timeframes and maintain relationships that have been established with the community.

During the construction, operations and decommissioning stages of the project, the community will continue to be informed of project activities via project newsletters and responses to concerns and complaints registered via the proponent’s grievance/feedback mechanism and dispute resolution process described in **Section 4.9**. The processes for independent monitoring, incident reporting and management of complaints are also presented in the attachment.

Following the completion of the EIS process, community consultation and stakeholder engagement will be ongoing through the implementation and adaptive management of the SIMP.

**Table 4-4** outlines the key stakeholder engagement mechanisms (i.e. communication protocols) that are planned for use throughout the life of the project.

**Table 4-4 Key Stakeholder Engagement Mechanisms**

Stakeholder Group	Primary Interest in Project	Engagement Mechanisms
Federal Government	<ul style="list-style-type: none"> <li>• Sustainable resource development</li> <li>• Road network changes/upgrades</li> <li>• EIS progress and conditions</li> <li>• Economic development of Australia</li> <li>• Matters of National Environmental Significance</li> <li>• Preservation of environmental and social values</li> </ul>	<ul style="list-style-type: none"> <li>• Public media releases</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Briefing sessions</li> <li>• Individual meetings</li> <li>• EIS consultation</li> </ul>

Stakeholder Group	Primary Interest in Project	Engagement Mechanisms
State Government	<ul style="list-style-type: none"> <li>• Sustainable resource development</li> <li>• EIS compliance and conditions</li> <li>• Economic development of the State</li> <li>• Employment and training opportunities</li> <li>• Indigenous opportunities</li> <li>• Impact on housing affordability</li> <li>• Impact on service delivery</li> <li>• Impact on cultural heritage</li> <li>• Impact on local road networks</li> </ul>	<ul style="list-style-type: none"> <li>• Public media releases</li> <li>• Briefing sessions</li> <li>• Individual meetings</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> </ul>
Local Government	<ul style="list-style-type: none"> <li>• Impact on agricultural land</li> <li>• Opportunities for local businesses</li> <li>• Employment opportunities for local people</li> <li>• Impact on local road networks</li> <li>• Changes in the local demography and population profile</li> <li>• Regulation of accommodation village</li> <li>• Impact on rural lifestyles and livelihoods</li> </ul>	<ul style="list-style-type: none"> <li>• Public media releases</li> <li>• Briefing sessions</li> <li>• Individual meetings</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Glenden SEG</li> </ul>
Traditional Owners	<ul style="list-style-type: none"> <li>• Employment opportunities for indigenous people</li> <li>• Education and training opportunities for youth</li> <li>• Business and procurement opportunities</li> <li>• Impact on cultural heritage</li> <li>• Preservation of environmental values</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings to action CHMPs</li> <li>• Group meetings</li> <li>• Letters, faxes and emails</li> <li>• Project website</li> </ul>
Landholders	<ul style="list-style-type: none"> <li>• Property acquisition and/or compensation arrangements</li> <li>• Environmental impacts on amenity</li> <li>• Protection of agricultural land</li> <li>• Impact on farming businesses</li> <li>• Economic opportunities</li> <li>• Land access</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings</li> <li>• Newsletters and information sheets</li> <li>• Telephone calls</li> <li>• Letters, faxes and emails</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> <li>• Glenden SEG</li> </ul>
Resident Community (Glenden)	<ul style="list-style-type: none"> <li>• Employment opportunities for local people</li> <li>• Business and procurement opportunities</li> <li>• Workforce behaviour in the community</li> <li>• Workforce integration with local activities</li> <li>• Cost and standard of living, particularly for non-mining residents</li> <li>• Access to community and health services</li> <li>• Housing availability and affordability</li> <li>• Community and social cohesion</li> <li>• Preservation of rural lifestyles and values</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> <li>• Glenden SEG</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>• Increased fire risk</li> <li>• Availability of health facilities</li> <li>• Workforce behaviour in the community</li> </ul>	<ul style="list-style-type: none"> <li>• Individual meetings</li> <li>• Newsletters and information sheets</li> <li>• Letters, faxes and emails</li> <li>• Project website</li> <li>• Glenden SEG</li> </ul>
Community and	<ul style="list-style-type: none"> <li>• Sustainable resource development</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> </ul>

Stakeholder Group	Primary Interest in Project	Engagement Mechanisms
Environmental Groups	<ul style="list-style-type: none"> <li>• Preservation of environmental and social values</li> <li>• Workforce behaviour in the community</li> <li>• Workforce integration with local activities</li> <li>• Cost and standard of living, particularly for non-mining residents</li> <li>• Access to community and health services</li> <li>• Housing availability and affordability</li> <li>• Community and social cohesion</li> <li>• Local amenity</li> </ul>	<ul style="list-style-type: none"> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> <li>• Glenden SEG</li> </ul>
Education, Health and Community Services	<ul style="list-style-type: none"> <li>• Access to educational, community and health services</li> <li>• Housing availability and affordability</li> <li>• Community and social cohesion</li> <li>• Local amenity</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> <li>• Glenden SEG</li> </ul>
Businesses and Business Groups	<ul style="list-style-type: none"> <li>• Employment opportunities for local people</li> <li>• Business and procurement opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> <li>• Glenden SEG</li> </ul>
Industry and Industry Groups	<ul style="list-style-type: none"> <li>• Employment opportunities for local people</li> <li>• Business and procurement opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> <li>• Glenden SEG</li> </ul>
Special Interest Groups	<ul style="list-style-type: none"> <li>• Sustainable resource development</li> <li>• Preservation of environmental and social values</li> <li>• Safety and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Dispute Resolution Process and Grievance Mechanism</li> </ul>
Utilities	<ul style="list-style-type: none"> <li>• Business opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> <li>• Glenden SEG</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Business and narrative opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Community information sessions</li> <li>• Newsletters and information sheets</li> <li>• Project website</li> </ul>

## 4.9 Dispute Resolution

The proponent recognises the importance for both internal employees and external members of the community and stakeholders to have an effective process for resolving grievances and disputes that may arise from, and to provide feedback on, the project. A Dispute Resolution Process has been developed to facilitate prompt, confidential and fair investigation into all incidents and complaints.

### 4.9.1 Objectives of the Dispute Resolution Process

The objectives of the Dispute Resolution Process are to:

- provide employees, members of the community and stakeholders with a dedicated pathway through which to air grievances and disputes
- prevent disputes from arising
- ensure that grievances and disputes are managed in a transparent, effective and fair way for all parties involved
- facilitate equal and easy access to dispute resolution mechanisms
- improve and maintain internal and external stakeholder relationships.

The Dispute Resolution Process will facilitate swift, sensitive and confidential treatment of grievances and disputes as close as possible to their source. The project's contractor will be responsible for its implementation and will report regularly on complaints and outcomes to Byerwen Coal.

### 4.9.2 The Dispute Resolution Process

The proponent's social performance standards require that a grievance/feedback mechanism be implemented to ensure that community complaints and feedback reach appropriate staff throughout the life of the project. The process captures both negative and positive inputs (i.e., grievances and feedback) and details how they will be managed.

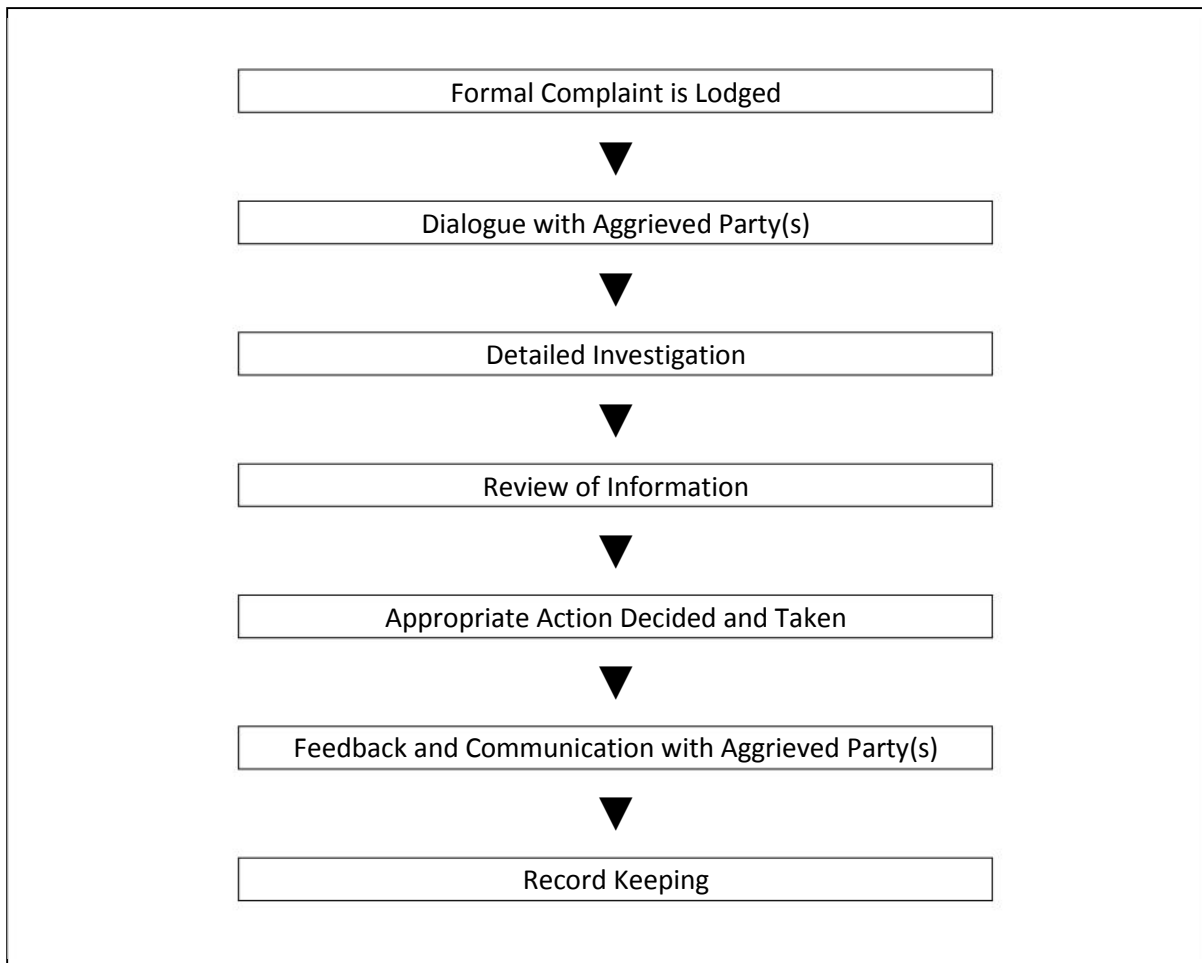
The proponent's grievance/feedback process operates via a dispute resolution process and complaints register. In the first instance, action will be taken to resolve grievances through direct and informal communication. Formal grievances will be lodged only if the issue is not resolved by such communication. Formal grievances will be lodged in writing via the following mechanisms:

- to the contractor
- to a project phone number, where the complaint will be recorded in writing
- via email
- via the postal system.

The project's contractor will document all formal grievances and respond to suit their best practice processes.

Response to grievances will be via a direct reply through email, letter or telephone. Response to positive feedback will be provided, where appropriate, in a newsletter to the community of Glenden and via email, letter or telephone.

The Dispute Resolution Process, shown in **Figure 4-2**, will be communicated as part of the stakeholder engagement and community consultation process once the project is approved to proceed.



**Figure 4-2** Dispute Resolution Process

### 4.10 Conclusion

The stakeholder engagement strategy for the project was designed to attain meaningful participation and involvement to enable stakeholders and the community to actively contribute to the development of new ideas and options as the project is planned and developed. Part of the strategy involved the development of a consultation program which was designed to align with the key project phases. The current project phase is the development phase and the production of the EIS.

Feedback and outcomes from stakeholder consultation conducted to date has been integrated in the EIS. Findings have been used to refine future consultation methods, finalise the draft ToR for the EIS, inform the social impact assessment and identify further issues for consideration by the proponent.

Management strategies to address social impacts identified through the consultation process are provided in the action plans included as part of the SIMP (**Appendix 10**).

The proponent will undertake two further formal rounds of stakeholder and community consultation. Community relations team members will also be available via phone, email and in person throughout the project planning and delivery. Responses to concerns and complaints will be registered via the proponent’s grievance/feedback mechanism and dispute resolution process. Following the completion of the EIS process, community consultation and stakeholder engagement will be ongoing through the implementation and adaptive management of the SIMP.