

## Section 9

# Community Consultation

### 9.1 Introduction

Santos understands the importance of involving the communities located in and around the project area. To this end, Santos has undertaken a comprehensive community engagement and consultation program as part of the environmental impact assessment process. This program was designed to:

- Ensure community members were well informed of the GLNG Project proposal;
- Give a voice to the community on their issues and concerns related to the proposal; and
- Feed community issues and concerns back to project team members and partners for further analysis.

This section provides a summary of the community consultation processes and outcomes that were undertaken for the purposes of the Environmental Impact Statement (EIS). A more detailed report is provided at Appendix E.

It is important to note that the community consultation process does not finish with the submission of the EIS. There were many important issues expressed by the community that continue to be a feature of the planning and analysis phase of the GLNG Project, and which will require continued engagement with relevant stakeholders during future stages.

The Department of Infrastructure and Planning (DIP) and other Queensland Government advisory bodies will consider public submissions when making decisions in relation to the GLNG Project. The DIP will coordinate the consultation process between Santos and these advisory bodies. The DIP will also coordinate, collate and review all public comments received on the EIS. Based on this review process, Santos may be requested to prepare a Supplementary Report addressing the comments submitted by the advisory bodies and the public. Final notification on the approval of the GLNG Project will be communicated by the Coordinator-General (CG).

### 9.2 Objectives

The overall goal of Santos' engagement and consultation activities has been to support the GLNG Project with a comprehensive, integrated and well-planned approach to engagement and consultation, which satisfies the requirements of the Terms of Reference (ToR) for the EIS. The key objectives of this program were to:

- Inform the different interest groups about the GLNG Project proposal;
- Seek an understanding of interest group concerns about the proposal;
- Explain the environmental impact assessment research methodology, and how public input might influence the final recommendations for the GLNG Project;
- Provide an understanding of the regulatory approval processes; and
- Seek local information and input into the GLNG Project.

Throughout the consultation process, Santos has been guided by the process set out in Figure 9.2.1.

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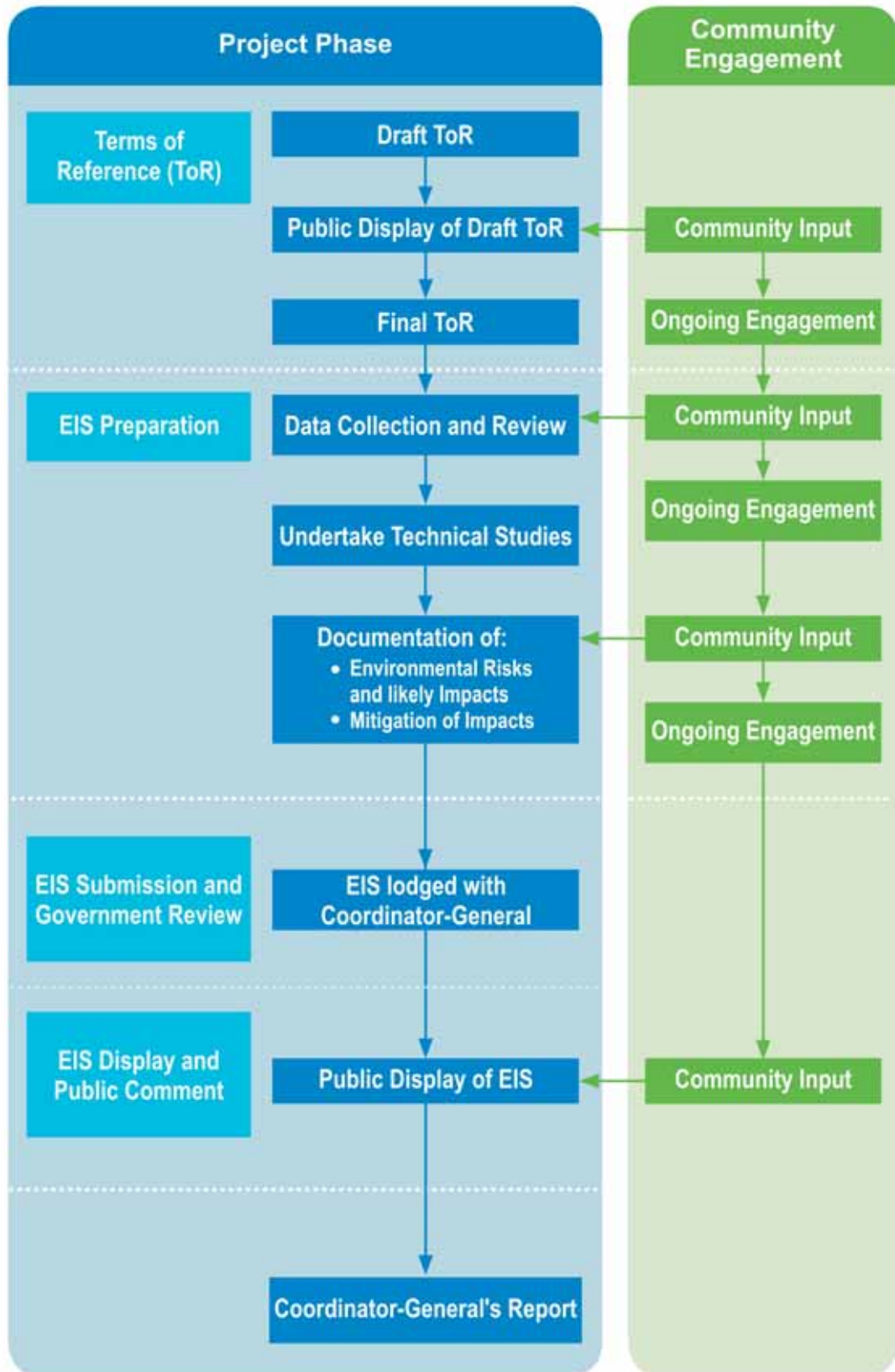


Figure 9.2.1 EIS Process

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### 9.2.1 Approach

Santos utilised a different approach to stakeholder engagement for each of the three major components of the GLNG Project, i.e. the CSG fields, the gas transmission pipeline, and the LNG facility and associated infrastructure. This involved tailoring messages and resource materials specific to the stakeholder groups affected by each of these components, as well as ensuring the right people with the appropriate level of expertise were on-hand to address issues.

Several key principles underpinned Santos' approach to community consultation and engagement. These included:

- Identification of stakeholders, opinion leaders, project champions and opponents early;
- Identification of new and emerging issues requiring analysis (hot topics);
- Provision of accurate and credible information to stakeholders and the broader community;
- Building and maintaining cooperative relationships with stakeholders and communities based on a spirit of openness and trust;
- Transparency, honesty and accountability; and
- Relevant, productive and effective consultation strategies and activities.

## 9.3 Methodology

### 9.3.1 Overview

Santos adopted proven communication tools and methods to obtain community views and opinions about the project. Such methods included:

- A project management approach;
- Identification of, and engagement with, stakeholders; and
- Effective communication tools and activities.

### 9.3.2 Project Management Approach

Santos implemented project management practices to ensure community consultation deliverables were achieved on-time, within budget, and to the required level of quality. The key elements of this approach were:

- Facilitating a range of project initiation workshops designed to:
  - Identify key stakeholders;
  - Match the stakeholder engagement activities to the appropriate skills and knowledge of Santos personnel or its contracted specialists; and
  - Identify relevant local government bodies key personnel as primary sources of information.
- Developing project plans and event schedules designed to articulate the strategic and operational imperatives for the GLNG Project;
- Weekly internal meetings to address stakeholder issues; and
- The evaluation and implementation of communication activities to improve future outcomes.

### 9.3.3 Stakeholder Engagement

A series of workshops were held in the early stages of the GLNG Project to determine key stakeholders. The location of each project component was examined to identify those communities directly impacted, and those that may have an interest based on their proximity to the project area. As the consultation

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activities progressed, it became clearer which communities and stakeholder representatives required further detailed engagement.

Table 9.3.1 is a list of the major stakeholder groups identified and consulted with for the GLNG Project.

**Table 9.3.1 Stakeholder Groups**

Stakeholder Groups and Individuals	
Elected Representatives.	<ul style="list-style-type: none"> <li>• Premier.</li> <li>• Deputy Premier.</li> <li>• Impacted Queensland Government Ministers.</li> <li>• Local Federal Members.</li> <li>• Local State Members.</li> <li>• Local Councillors.</li> </ul>
Government Agencies.	<ul style="list-style-type: none"> <li>• Queensland Government departments and agencies: <ul style="list-style-type: none"> <li>– Environmental Protection Agency.</li> <li>– Queensland Transport.</li> <li>– Department of Housing.</li> <li>– Department of Main Roads.</li> <li>– Department of Employment and Industrial Relations.</li> <li>– Department of Infrastructure and Planning.</li> <li>– Department of Primary Industries and Fisheries.</li> <li>– Department of Tourism, Regional Development and Industry.</li> <li>– Department of Emergency Services.</li> <li>– Queensland Fire and Rescue Service.</li> <li>– Department of Natural Resources and Water.</li> <li>– Queensland Police Service.</li> <li>– Department of Local Government, Sport and Recreation.</li> <li>– Department of Mines and Energy.</li> <li>– Queensland Parks and Wildlife.</li> <li>– Queensland Health.</li> <li>– Queensland Rail.</li> <li>– Department of Communities.</li> <li>– Department of Education, Training and the Arts.</li> </ul> </li> <li>• Local governments (CEOs and senior officers): <ul style="list-style-type: none"> <li>– Gladstone Regional Council.</li> <li>– Banana Regional Council.</li> <li>– Central Highlands Regional Council.</li> <li>– Roma Regional Council.</li> <li>– Rockhampton Regional Council.</li> <li>– Dalby Regional Council.</li> </ul> </li> <li>• Commonwealth government: <ul style="list-style-type: none"> <li>– Department of the Environment, Water, Heritage and the Arts.</li> <li>– Department of Climate Change.</li> <li>– Great Barrier Reef Marine Park Authority.</li> </ul> </li> <li>• Regional agency forums</li> </ul>

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Stakeholder Groups and Individuals	
Regional communities (directly impacted)	<ul style="list-style-type: none"> <li>• Arcadia Valley.</li> <li>• Biloela.</li> <li>• Curtis Island (South End).</li> <li>• Gladstone.</li> <li>• Injune.</li> <li>• Moura.</li> <li>• Rolleston.</li> <li>• Roma and surrounds.</li> <li>• Wallumbilla.</li> </ul>
Regional communities (indirectly impacted)	<ul style="list-style-type: none"> <li>• Banana.</li> <li>• Calliope.</li> <li>• Dalby.</li> <li>• Emerald.</li> <li>• Rockhampton.</li> <li>• Springsure.</li> <li>• Taroom.</li> <li>• Theodore.</li> <li>• Toowoomba.</li> </ul>
Indigenous groups	<ul style="list-style-type: none"> <li>• Traditional owners.</li> <li>• Land councils.</li> <li>• Aboriginal corporations, including Kanolu Aboriginal Corporation, Central Highlands Aboriginal Corporation and Roma Aboriginal Corporation.</li> </ul>
Landholders	<ul style="list-style-type: none"> <li>• Potentially several hundred individual landholders and lessees within the project area.</li> </ul>
Community and interest groups	<ul style="list-style-type: none"> <li>• Anglicare.</li> <li>• Area Consultative Committees and regional advisory committees.</li> <li>• Australian Red Cross.</li> <li>• Land care groups, natural resource management groups and wildlife preservation groups.</li> <li>• Queensland Conservation Council.</li> <li>• Recreational fishing groups.</li> <li>• Yacht and boating clubs.</li> <li>• Queensland Country Women's Association.</li> <li>• Senior citizen groups.</li> <li>• Gladstone Council of Clergy.</li> <li>• Salvation Army.</li> <li>• St Vincent de Paul.</li> <li>• Lifeline.</li> <li>• Lions and Rotary clubs.</li> <li>• Police and Citizens Youth Clubs.</li> <li>• Regional environment groups.</li> <li>• Rotary.</li> <li>• Community service groups and peak bodies.</li> </ul>
Major Infrastructure Owners	<ul style="list-style-type: none"> <li>• Gladstone Ports Corporation.</li> <li>• Gladstone Area Water Board.</li> <li>• SunWater (Emerald).</li> <li>• Alinta (Queensland Gas Pipeline).</li> </ul>

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Stakeholder Groups and Individuals	
Other mining / exploration industry / interests.	<ul style="list-style-type: none"> <li>• Origin.</li> <li>• BG.</li> <li>• Arrow Energy.</li> <li>• Shell.</li> <li>• Rio Tinto.</li> <li>• Xstrata.</li> <li>• Anglo Coal.</li> <li>• QER.</li> </ul>
Industry and business representatives.	<ul style="list-style-type: none"> <li>• AgForce.</li> <li>• Australian Petroleum Production and Exploration Association.</li> <li>• Chambers of Commerce.</li> <li>• Fitzroy Basin Association.</li> <li>• Gladstone Area Industry Network.</li> <li>• Gladstone Area Promotion and Development Limited.</li> <li>• Industry associations.</li> <li>• Peak business bodies.</li> <li>• Queensland Seafood Industry Association.</li> <li>• Queensland Farmers' Federation.</li> <li>• Significant local business operators and community progress. Associations.</li> <li>• Sunfish.</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Print.</li> <li>• Electronic.</li> </ul>

### 9.3.4 Communication Tools and Activities

Santos used a variety of proven communication tools and activities to generate an increased awareness about the GLNG Project. The key activities included:

- Targeted stakeholder briefings;
- Establishment and promotion of community involvement opportunities, including an 1800 freecall phone number, fax number, email address and freepost service for public enquiries;
- Production and distribution of information about the GLNG Project including community newsletters, fact sheets, posters and flyers;
- Provision of field kits and information to EIS consultants and Santos land agents; and
- Promotion and delivery of community information sessions in key locations.

Embedded in all of the consultation activities was a process of feedback. Stakeholders provided a rich source of information which helped Santos to target the key areas of community concern. Issues and concerns raised by stakeholders at various consultation forums were fed back to the GLNG Project team, and to the contracted professionals undertaking the various environmental studies. This process resulted in the commissioning of additional studies, issue specific workshops with the community, and analysis of mitigation measures to address the concerns.

### 9.3.5 Management of Stakeholder Information

A web-based database, Consultation Manager (CM), was used as the information system to record, monitor and report community consultation issues and actions. CM played an important role in underpinning consultation activities. Santos was able to use this database to record stakeholder details, provide regular updates about the GLNG Project and other information (such as invitations to events),

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record attendance at events and issues raised, track stakeholder contact with the project team (whether through email, post, phone, fax or correspondence), respond to stakeholder requests for information, analyse current and emerging issues and generate activity reports.

A key feature of the information management process was Santos' strict observation of privacy and security. Access to the database was only made available to authorised personnel. In addition to the technical systems used to support the management of information, Santos made it a priority to keep a written record of all public information session discussions. This information was emailed, faxed or posted to attendees who registered their details, and to any other registered stakeholders that had a particular interest in a meeting.

### 9.4 Consultation Program

Following a project management approach, a consultation and engagement plan was developed in April 2008. This plan outlined the approaches, methods, communication tools and activities and draft schedule of events.

#### 9.4.1 Public Release of Key Project Documents

The following project documentation has been released into the public domain for comment as part of the EIS process:

- The Initial Advice Statement (IAS) was submitted to the Coordinator-General (CG) in July 2007. The GLNG Project was declared a project of state significance requiring an EIS under s 26(1)(a) of the *State Development and Public Works Organisation Act 1971* (Qld) on 16 July 2007.
- On 28 February 2008 (and 13 March 2008 in respect of the gas transmission pipeline corridor), Santos referred the GLNG Project to the Commonwealth Minister for the Environment, Water, Heritage and the Arts under the *Environment Protection and Biodiversity Conservation Act 1999* (Cth) (EPBC Act) as follows:
  - CSG Fields development (referral reference number 2008/4059);
  - Gas Pipeline corridor (referral reference number 2008/4096);
  - LNG Park (referral reference number 2008/4057);
  - Bridge and Road (referral reference number 2008/4060); and
  - Marine Facilities (referral reference number 2008/4058).
- The draft ToR and the IAS were advertised for public comment in May 2008 for a period of four weeks. Notices were also placed on the DIP's website ([www.dip.qld.gov.au](http://www.dip.qld.gov.au)). Comments received on the draft ToR were reviewed by the CG. The final ToR was released by the CG in August 2008.
- On exhibition of the EIS, a public notice will be placed in relevant local and state newspapers indicating: where copies of the EIS will be on public display; how the EIS can be accessed electronically; how public submissions can be made; and the duration of the submission period. Following the CG's review of public submissions and comments from advisory bodies, Santos may be required to produce a Supplementary Report to address specific issues.

#### 9.4.2 Key Messages

Key messages were developed to assist team members to discuss the GLNG Project using common terminology, expressions, facts, figures and measurements. The content was consistent for all EIS information materials (print and electronic) and was delivered in plain English, with minimal technical jargon. In response to stakeholder requests, messages on benefits and impacts were localised wherever possible to targeted communities.

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### 9.4.3 Freecall, Fax Number, e-mail Address and Freepost

The consultation program commenced with the establishment of a 1800 freecall number, a fax number, a GLNG Project email address and a freepost service. Information collected through these channels was recorded in the CM. A total of 215 enquiries were received across these formats with the email address being the most preferred method. These services will remain as public access points as the GLNG Project progresses.

### 9.4.4 Website

The GLNG Project website ([www.glng.com](http://www.glng.com)) went live on 24 May 2008 containing information on the GLNG Project, the EIS process and opportunities for involvement in the engagement and consultation program. Site visitors could 'have their say', request a briefing for their stakeholder group, register for project updates or ask questions of a project team member via email. As at 12 December 2008, there were a total of 23,248 unique visitors to the website, with an average of 100 hits per day.

### 9.4.5 Community Newsletters and Fact Sheets

Three community newsletters were produced during the EIS consultation period to provide communication of information about the GLNG Project. Newsletters were tailored to provide information of specific interest to communities, based on their location to the relevant project components. An overview of the entire GLNG Project was provided in each issue, along with facts, topical information (based on feedback from consultation events), EIS review timeframes etc. Newsletters were made available to community members on demand, no matter where they resided. These newsletters were distributed to over 30,000 mailboxes.

Fact sheets were developed around the most frequently requested topics. These included:

- What is Liquefied Natural Gas;
- What is an Environmental Impact Statement (EIS);
- What is Coal Seam Gas;
- The Coal Seam Gas Field;
- The Pipeline Corridor;
- LNG Facility;
- Community Benefits;
- Santos and the Environment;
- About the Santos LNG facility on Curtis Island;
- The GLNG field development; and
- The GLNG pipeline corridor.

### 9.4.6 Static Displays

A number of static display banners were developed highlighting key aspects of the GLNG Project. Santos acknowledges the cooperation shown by local businesses and government agency service outlets for allowing the display of these banners during the course of the consultation.

### 9.4.7 Stakeholder Meetings and Briefings

As of January 2009 there had been 138 project briefings delivered to a variety of stakeholders identified in the consultation and engagement plan. These briefings provided an opportunity to disseminate information on the GLNG Project, promote ways to be involved in the EIS process, and develop relationships and confidence in the consultation activities. They also informed issues management activities and the content of communication materials. Face to face meetings were held with:



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- Representatives from all levels of government;
- Industry peak bodies;
- The general public;
- Community interest groups;
- Landholders; and
- Indigenous groups.

### 9.4.7.1 Consultation with Government Representatives

Consultation with federal, state and local government representatives was extensive and involved the agencies set out in Table 9.3.1.

Communication strategies that were implemented to ensure government stakeholders were well informed of the GLNG Project included:

- Presentations at regional council meetings;
- Presentations at regional managers' forums and CG coordinated government agency briefings;
- Issue specific workshops and meetings (i.e. transport infrastructure, water management, social infrastructure, etc.);
- Meetings with key project managers across the relevant agencies;
- Collaboration with government at public forums; and
- Regular monthly project meetings with the DIP.

### 9.4.7.2 Consultation with Business and Industry Representatives

Consultation with business and industry representatives included the groups identified in Table 9.3.1.

A variety of mechanisms were used to engage with business and industry representatives to discuss project issues. This included issue specific project briefings; attendance at industry forums; community consultation events and issue specific workshops.

### 9.4.7.3 Consultation with the General Public

Community information sessions were conducted in a range of locations to generate greater awareness of the GLNG Project and the EIS process. The sessions were open to anyone to attend. At each session, attendees were provided with an information kit containing a number of project resource materials and brochures. Attendees were strongly encouraged to fill out the registration form and provide this to the meeting facilitators at the end of the session.

Across the program of information sessions, Santos took notes of the discussions and collated a profile of the comments, questions, issues raised, and responses. These summaries were subsequently distributed to those who attended as well as any other interested parties.

Three rounds of community information sessions were conducted from June to November 2008 with over 600 people in attendance. The consultation program is detailed below in Tables 9.4.1 to 9.4.3.

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Table 9.4.1 June 2008 Community Information Sessions

Date	Centre	Venue
Tue 3 June 2008 4 pm - 6 pm	Springsure	Meeting Room Bauhinia Memorial Hall, Springsure
Wed 4 June 2008 3.30 pm - 5.30 pm	Rolleston	Rolleston Shire Hall Warrijo Street, Rolleston
Thu 5 June 2008 3.30 pm - 5.30 pm	Biloela	Biloela School of Arts Kariboe Street, Biloela
Tue 10 June 2008 10 am - 12 pm	Wallumbilla	Wallumbilla CWA Hall 10 College Street, Wallumbilla
Tue 10 June 2008 4 pm - 6 pm	Roma	Ernest Brock Function Room Roma Bungil Cultural Centre Cnr Bungil & Quintin Sts, Roma
Wed 11 June 2008 4 pm - 6 pm	Injune	Injune Memorial Hall Hutton Street, Injune
Thu 12 June 2008 4 pm - 6 pm	Taroom	Taroom Town Hall – Foyer 18-20 Yaldwin Street, Taroom
Fri 13 June 2008 4 pm - 6 pm	Gladstone	114 Goondoon Street Gladstone
Sat 14 June 2008 10 am - 12 pm	Curtis Island	Capricorn Lodge South End, Curtis Island
Fri 20 June 2008 5 pm - 7 pm	Gladstone	114 Goondoon St Gladstone
Sat 21 June 2008 12 pm - 2 pm	Curtis Island	Capricorn Lodge South End, Curtis Island

Table 9.4.2 September 2008 Community Information Sessions

Date	Centre	Venue
Fri 12 Sept 2008 6 pm - 8 pm	Biloela	Gallipoli Room, Anzac Memorial Club 94 Callide Street, Biloela
Mon 15 Sept 2008 1 pm - 3 pm	Rolleston	Rolleston Shire Hall Warrijo Street, Rolleston
Wed 17 Sept 2008 10 am - 12.30 pm	Wallumbilla	Wallumbilla Memorial Hall Wallumbilla
Wed 17 Sept 2008 5.30 pm - 8.30 pm	Roma	Ernest Brock Function Room Roma Bungil Cultural Centre Cnr Bungil & Quintin Sts, Roma
Thurs 18 Sept 2008 2 pm - 4 pm	Injune	Injune Memorial Hall Hutton Street, Injune
Sat 20 Sept 2008 11 am - 1.00 pm	Curtis Island	Capricorn Lodge South End, Curtis Island

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Table 9.4.3 November 2008 Community Information Sessions

Date	Centre	Venue
Wed 12 Nov 2008 5.30 pm - 8.30 pm	Biloela	Foyer, Civic Centre Cnr Rainbow and Prairie Streets, Biloela
Thurs 13 Nov 2008 10 am - 12.30 pm	Moura	Kianga Hall McArthur Street, Moura
Thurs 13 Nov 2008 5.30 pm - 8.00 pm	Rolleston	Rolleston Shire Hall Warrijo Street, Rolleston
Tues 18 Nov 2008 10 am - 12.30 pm	Wallumbilla	Wallumbilla CWA Hall 10 College Street, Wallumbilla
Tues 18 Nov 2008 5.30 pm - 8.00 pm	Roma	Ernest Brock Function Room Roma Bungil Cultural Centre Cnr Bungil & Quintin Sts, Roma
Wed 19 Nov 2008 11.30 am - 2.00 pm	Injune	Injune Memorial Hall Hutton Street, Injune
Fri 21 Nov 2008 12 pm - 2.30 pm 5.30 pm - 8.00 pm	Gladstone	Dining Room, Leo Zussino Building Central Queensland University Bryan Jordan Drive, Gladstone
Sat 22 Nov 2008 11 am - 2.30 pm	Curtis Island	Capricorn Lodge South End, Curtis Island

Through the community information sessions it became clear which communities and stakeholder representatives required further issue specific information. This resulted in several issue-specific meetings and/or workshops to discuss such issues in greater detail. Some examples of these additional forums follow.

#### ***Maritime issues – Gladstone, 26 July 2008***

Sixteen attendees met on 26 July to discuss the issue of bridge clearance. A feature of the meeting was that the audience had a much broader interest in the project, and the majority of the allotted time was spent discussing it more broadly. The majority of the group did not accept that a bridge was essential and did not want any reduction in the current level of maritime access.

#### ***LNG safety – Gladstone, 25 August 2008***

In response to community concerns and heightened media interest in the safety of LNG, and the perceived potential for a serious incident at the proposed LNG facility, two public information sessions on safety were run on 25 August 2008 in Gladstone. The times were selected to afford shift workers the opportunity to attend. Approximately 75 people attended.

#### ***Beneficial uses of associated water – Roma/Wallumbilla/Arcadia Valley, August to November 2008***

Water workshops and landholder surveys (Arcadia Valley) were conducted across August to November 2008 to discuss options for the beneficial use of associated water. The workshops were highly successful in obtaining the views and ideas from community members on the scope of opportunities that could be investigated. Using this feedback, Santos has commenced research into the feasibility of a range of water management options. Over 25 community representatives were engaged across two meetings in Roma; 25 in Wallumbilla and a small number of Arcadia Valley residents.

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### 9.4.7.4 Consultation with Community and Social Care Groups

Consultation with community and social care groups was conducted using a variety of mechanisms including meet and greet appointments, organised briefings and invitations to public forums. Community and social care groups expressed interest in the potential impacts the project could have on the wellbeing of local communities. Of particular interest were issues relating to a transient workforce (keeping a sense of community), impacts on local services such as health and housing, opportunities for youth apprenticeships and the duty of care to landholders in terms of respecting and acknowledging their close association with the land.

Consultation with community and social care groups involved the groups identified in Table 9.3.1.

### 9.4.7.5 Consultation with Landholders

Recognising the landholders' concerns, Santos engaged local land agents as key contacts for the local community. These contacts were publicly introduced to the community through a variety of forums such as community information sessions and local stakeholder briefings.

Landholders received email or letter notification of upcoming consultation events.

Santos also partnered with local industry representatives such as AgForce to help organise consultation forums specific to the issues concerning local landholders. Two examples are provided below.

#### *Arcadia Valley, 21 August 2008*

AgForce initiated and organised a public meeting which was attended by approximately 40 Arcadia Valley stakeholders, including a representative from the Central Highlands Regional Council. The meeting discussed issues such as land access, the gas transmission pipeline and associated drilling, noise, the diminution of land values, landholder compensation and water management.

#### *Roma and Arcadia Valley, 8 & 9 October 2008*

Meetings were held in Roma and Arcadia Valley concerning issues associated with CSG fields development and its influence on rural land values. A panel of specialists, including URS and its sub-consultants Devine Agribusiness, were on hand to answer questions on the land valuation study. The purpose of the meeting was to:

- Define the issues associated with CSG fields development and its impacts on land valuation;
- Explain the method and steps by which Santos will attempt to identify land valuation impacts;
- Introduce the specialists Santos has engaged to lead this work - URS and Devine Agribusiness; and
- Gather input from landholders towards the land valuation study.

Approximately 50 people attended these sessions.

Santos places a high priority on landholder concerns to ensure ongoing and sustainable relationships with these stakeholders. Through consultation with landholders, Santos was able to identify a range of information gaps, particularly around defining CSG and the associated exploration and production activities. To this end, Santos has drafted a Guide to CSG specifically for landholders to detail these processes using visual aids and plain English language. This will be released to landholders in 2009 as part of a suite of new information materials to improve landholder awareness and understanding of the GLNG Project.

### 9.4.7.6 Indigenous Consultation

Specific consultation with Indigenous groups has taken place during meetings with those groups to develop agreements in relation to Indigenous cultural heritage and in relation to consents required from native title groups for the various parts of the GLNG Project.

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As part of these meetings, information on the GLNG Project was given in a format similar to that given at the general public information sessions described in 9.4.7.3.

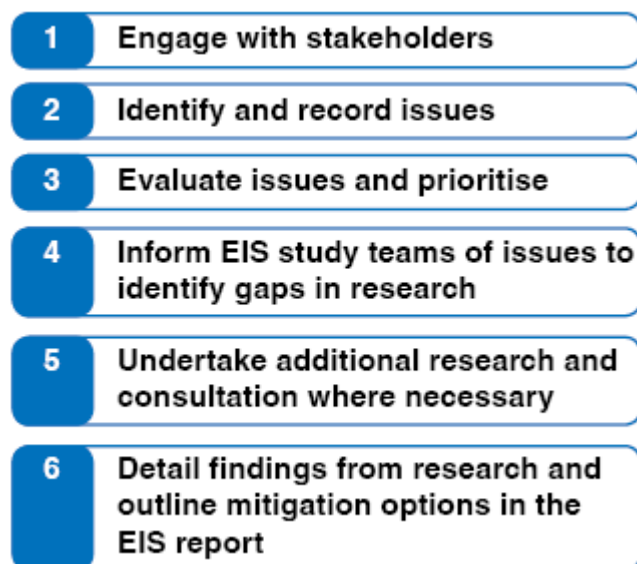
The main issues raised as a result of these presentations were the protection of Aboriginal cultural heritage and the provision of employment, training and business opportunities for the groups.

Concerns in relation to Indigenous cultural heritage have been dealt with by way of developing cultural heritage management plans (CHMPs). Employment, training and business opportunities for Indigenous groups will be dealt with as part of the Indigenous land use agreements being developed in respect of native title permissions and consents required for the various parts of the GLNG Project.

Santos has also provided an overview of the GLNG Project to the relevant Aboriginal representative body – Queensland South Native Title Services. As part of its ongoing meeting schedule with various Aboriginal groups, Santos negotiators will also provide regular updates to the planning and timing of the GLNG Project.

### 9.5 Key Issues

The primary objective of the consultation process was to listen to, and take on-board, community views about the GLNG Project. The following framework was applied to all forms of consultation and engagement activities.



**Figure 9.5.1 Framework for consultation and engagement**

Table 9.5.1 summarises the key issues arising from all forms of consultation.

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Table 9.5.1 Key Issues arising from all forms of consultation

Key Issues	Interested Stakeholder Groups	Relevant Project Component	Relevant Section of EIS Including Mitigation Measures
<p><b>General project information</b> - There was extensive general interest from stakeholders in relation to what the GLNG Project was about, and where and when it was planned to take place. There was also a keen interest from stakeholders to participate in the EIS process as evidenced through a number of enquiries via email and the 1800 freecall number.</p>	<ul style="list-style-type: none"> <li>• General public.</li> <li>• Government.</li> <li>• Landholders.</li> <li>• Community interest groups.</li> <li>• Business and industry representatives.</li> </ul>	CSG fields.	Section 3.
		Gas transmission pipeline.	
		LNG facility.	
<p><b>Water</b> - Stakeholders were concerned about the GLNG Project's potential to deplete groundwater sources currently supplying towns with their potable water supply. Landholders were also concerned about the type and size of water storage dams/ponds, as well as the associated construction methods and materials. Other issues included:</p> <ul style="list-style-type: none"> <li>• Quantity of water that will be produced from the gas extraction process;</li> <li>• Quality of the water and what opportunities were available for re-use;</li> <li>• Level of salt in the water and how this is dealt with; and</li> <li>• Depth of interconnecting water pipes.</li> </ul>	<ul style="list-style-type: none"> <li>• General public.</li> <li>• Government.</li> <li>• Landholders.</li> <li>• Community interest groups.</li> <li>• Business and industry representatives.</li> </ul>	CSG fields.	Sections 6.5 and 6.7.
<p><b>Land use</b> - At many community meetings held in smaller regional towns such as Wallumbilla, Injune and Arcadia Valley, the composition of attendees was largely local landholders. A significant concern expressed by this group related to the uncertainty as to the area of their land that will be occupied by gas exploration and production infrastructure. Landholders were also concerned about the extent of negotiation that will be undertaken with the landholder concerning the location of proposed infrastructure and land access protocols. Landholders also raised concerns about the level of remediation and restoration that will be provided by Santos.</p>	<ul style="list-style-type: none"> <li>• Landholders.</li> <li>• Government.</li> <li>• Business and industry representatives.</li> </ul>	CSG fields.	Section 6.11
		Gas transmission pipeline.	Section 7.11.

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Key Issues	Interested Stakeholder Groups	Relevant Project Component	Relevant Section of EIS Including Mitigation Measures
<p><b>Land diminution and compensation</b> - Landholders were concerned about the impact that GLNG Project activity will have on land values. It was generally felt that the levels of compensation were not adequate when assessed against the values of health, happiness and wellbeing.</p> <p>It was stated in some meetings that the uncertainty around the location of wells, combined with a less than satisfactory industry reputation (generally speaking - not targeting Santos specifically) was leading to increased levels of stress. The point was made that the properties represent the current and future livelihood of families, and that due respect and attention should be paid to minimising health and wellbeing impacts caused by the project.</p> <p>There was also a concern about what will happen to existing contractual agreements if Santos was taken over by another company.</p>	<ul style="list-style-type: none"> <li>Landholders.</li> <li>Government.</li> <li>Business and industry representatives.</li> </ul>	CSG fields.	Section 6.11.
		Gas transmission pipeline.	Section 7.11.
<p><b>Noise</b> - A number of concerns about noise were raised:</p> <ul style="list-style-type: none"> <li>Noise levels might be within acceptable tolerances but there was a concern that the community might still hear it, or that it might be considered a nuisance by the local community;</li> <li>The proximity of infrastructure to dwellings and the associated noise from construction and operation of drilling rigs, earthmoving equipment, wells, compressor stations and the LNG facility;</li> <li>The impact of noise on the wellbeing of farm animals; and</li> <li>The noise monitoring programs that will be undertaken, and the ability of communities to access the results of those programs.</li> </ul>	<ul style="list-style-type: none"> <li>General public.</li> <li>Government.</li> <li>Landholders.</li> <li>Community interest groups.</li> <li>Business and industry representatives.</li> </ul>	CSG fields.	Section 6.10.
		Gas transmission pipeline.	Section 7.10.
		LNG Facility.	Section 8.10.
<p><b>Air quality</b> - The concerns relating to air quality were:</p> <ul style="list-style-type: none"> <li>Dust generated by construction and vehicles accessing the infrastructure using dirt roads over the life of the GLNG Project; and</li> <li>LNG facility emissions, smoke and odours and how this will affect the health of nearby residents.</li> </ul>	<ul style="list-style-type: none"> <li>General public.</li> <li>Government.</li> <li>Landholders.</li> <li>Community interest groups.</li> </ul>	CSG fields.	Section 6.8.
		Gas transmission pipeline.	Section 7.8.
		LNG facility.	Section 8.8.
<p><b>Cumulative impacts</b> - Another concern expressed by stakeholders was the cumulative impacts of future CSG projects over the next twenty years and beyond.</p>	<ul style="list-style-type: none"> <li>General public.</li> </ul>	CSG fields.	Throughout Section 6.

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Key Issues	Interested Stakeholder Groups	Relevant Project Component	Relevant Section of EIS Including Mitigation Measures
<p>Some stakeholders suggested that common user infrastructure would be preferred. They found it hard to understand how the government could allow several pipelines to go through someone's property, as well as multiple LNG facilities on Curtis Island.</p> <p>Some stakeholders were worried about a wide range of cumulative impacts relating to road and transport infrastructure, social services, housing and employment.</p>	<ul style="list-style-type: none"> <li>Government.</li> <li>Landholders.</li> <li>Community interest groups.</li> <li>Business and industry representatives.</li> </ul>	Gas transmission pipeline.	Throughout Section 7.
		LNG facility	Throughout Section 8.
<p><b>Weeds</b> - There was concern over the project increasing the spread of weeds with the amount activity and transport vehicles used during construction. Anecdotal evidence was provided at some public meetings that certain companies were not observing wash-down procedures.</p>	<ul style="list-style-type: none"> <li>Government.</li> <li>Landholders.</li> <li>Business and industry representatives.</li> </ul>	CSG fields.	Section 6.4.
		Gas transmission pipeline.	Section 7.4.
<p><b>Social impacts</b> - Stakeholders expressed concern about the fly-in / fly-out (FIFO) nature of the workforce and the limited opportunities for the local communities. The potential impact on the pricing and availability of housing was also raised. Concerns were raised about the ability of local schools and child care provides to deal with the increased population.</p> <p>Stakeholders were interested in local employment opportunities and the community investments that Santos intended to make over the duration of the GLNG Project.</p>	<ul style="list-style-type: none"> <li>General public.</li> <li>Government.</li> <li>Landholders.</li> <li>Community interest groups.</li> <li>Business and industry representatives.</li> </ul>	CSG fields.	Section 6.14.
		Gas transmission pipeline.	Section 7.14.
		LNG facility.	Section 8.14.
<p><b>Business opportunities</b> - Local business people were interested in Santos' procurement policies, and the selection of companies to be involved in the construction of the gas transmission pipeline and the LNG facility.</p>	<ul style="list-style-type: none"> <li>General public.</li> <li>Government.</li> <li>Business and industry representatives.</li> </ul>	CSG fields.	Section 6.14.
		Gas transmission pipeline.	Section 7.14.
		LNG facility.	Section 8.14.
<p><b>Gas transmission pipeline</b> - Key issues raised relating to the pipeline included:</p> <ul style="list-style-type: none"> <li>The proposed pipeline route and when decisions will be finalised;</li> </ul>	<ul style="list-style-type: none"> <li>Government.</li> <li>Landholders.</li> </ul>	Gas transmission pipeline.	Section 3.



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Key Issues	Interested Stakeholder Groups	Relevant Project Component	Relevant Section of EIS Including Mitigation Measures
<ul style="list-style-type: none"> <li>What material the pipe will be constructed out of and how deep it will be buried (there were some concerns the pipe might be exposed in certain parts);</li> <li>The size and thickness of the pipe;</li> <li>How close to dwellings the pipe could be located;</li> <li>How wide the easements are and what landholders are allowed to do on the easements; and</li> <li>Whether the timing of construction will take into account farming priorities e.g. avoiding harvesting and planting periods etc.</li> </ul>	<ul style="list-style-type: none"> <li>Business and industry representatives.</li> </ul>		
<p><b>Local use of gas</b> - A number of stakeholders queried why the LNG was to be sold overseas and not directed back into the Queensland/Australian market.</p>	<ul style="list-style-type: none"> <li>General public.</li> <li>Landholders.</li> </ul>	CSG fields. Gas transmission pipeline. LNG facility.	Section 3.
<p><b>Traffic and transport</b> - A number of stakeholders expressed concern over the potential impact on local roads with an increased amount of heavy vehicles servicing the project. Gladstone and Curtis Island stakeholders were concerned about the proposal to construct a bridge from Gladstone to Curtis Island. The concerns centred on the bridge design and height (whether it will restrict access to passing vessels); and bridge access (whether the bridge will be for the sole use of industry or whether the bridge will be made available to the public or Curtis Island residents). There were also concerns raised about shipping traffic and how frequently ships will be entering and leaving the loading facilities.</p>	<ul style="list-style-type: none"> <li>General public.</li> <li>Government.</li> <li>Landholders.</li> <li>Business and industry representatives.</li> </ul>	CSG fields. Gas transmission pipeline. LNG fFacility.	Section 4.
<p><b>Sponsorships</b> - A significant number of requests were received for Santos to consider sponsorship opportunities.</p>	<ul style="list-style-type: none"> <li>Community interest groups.</li> </ul>	CSG fields. LNG facility.	Section 6.14. Section 8.14.
<p><b>Safety</b> - Safety issues were a high priority for stakeholders in the Gladstone and Curtis Island communities. The key concerns raised were:</p> <ul style="list-style-type: none"> <li>The potential for vessel collisions;</li> <li>The explosion potential of the gas both in liquid and gas forms;</li> <li>The potential for terrorist activity;</li> </ul>	<ul style="list-style-type: none"> <li>General public.</li> <li>Government.</li> <li>Landholders.</li> <li>Community interest groups.</li> </ul>	LNG facility.	Section 10.

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## Community Consultation

Key Issues	Interested Stakeholder Groups	Relevant Project Component	Relevant Section of EIS Including Mitigation Measures
<ul style="list-style-type: none"> <li>• Fire threats (bush fires or accidents);</li> <li>• Leakage and spillage of hazardous waste and/or gas; and</li> <li>• Emergency/evacuation plans for South End residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Business and industry representatives.</li> </ul>		
<p><b>Why Curtis Island?</b> - There was interest in how and why Curtis Island was selected as the preferred site. There were local views that other alternative sites such as Port Alma would have been a preferred option.</p>	<ul style="list-style-type: none"> <li>• General public.</li> <li>• Landholders.</li> </ul>	LNG facility.	Section 2.
<p><b>Visual Impact</b> - Stakeholders were interested to know where the LNG facility will be located, and whether the flare stack will be visible from South End.</p>	<ul style="list-style-type: none"> <li>• General public.</li> <li>• Government.</li> <li>• Landholders.</li> </ul>	LNG facility.	Section 8.12.
<p><b>Dredging</b> - Questions were raised in relation to the proposed dredging of the channel to allow safe entry of LNG carriers:</p> <ul style="list-style-type: none"> <li>• What affect will the dredging have on water quality?</li> <li>• Where will the marine dredged material be located and what impact will this have on the marine ecology? and</li> <li>• How often will the channel need to be dredged after the initial process?</li> </ul>	<ul style="list-style-type: none"> <li>• Community interest groups.</li> <li>• Business and industry representatives.</li> <li>• General public.</li> </ul>	LNG facility.	Throughout Section 8.

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### 9.6 Lessons Learnt

As an organisation, Santos is committed to continuous improvement. Through the implementation of the consultation process, Santos obtained valuable feedback including:

- **Marketing and advertising** - identifying new local networks to disseminate information;
- **Timing** - identifying appropriate days and times for public meetings;
- **Issues** - identifying additional issues that were fed back to the study team for further analysis and about which specific workshops were held in relevant communities; and
- **Stakeholder identification** - identifying other relevant contacts and stakeholders.

### 9.7 Community Consultation Summary

Through the community consultation process, stakeholders were made aware of the potential impacts and opportunities the GLNG Project presents. Stakeholders were also given the opportunity to provide feedback about their issues and concerns.

The highest levels of interest and engagement came from landholders, the social services sector, state and local government and local business contractors. As the consultation program progressed and the understanding of the project improved, many stakeholders began to identify with the potential benefits the project could provide to local communities.

### 9.8 Ongoing Consultation and Commitments

Santos is further demonstrating its commitment to ensure longer term community wellbeing and sustainability in the following ways:

- **EIS review** - Upon release of the EIS for public review a further round of consultation will be undertaken and will focus on explaining the key findings from the environmental impact studies, and will give people the opportunity to ask questions of senior project team members and environmental professionals.
- **Wellbeing studies** - Santos has commissioned The Hornery Institute (THI) to undertake research into the level of community wellbeing in both Roma and Gladstone. A key part of this research will be to advise on wellbeing indicators.
- **Relationship building** - Santos is taking a number of steps to improve its relationships with the community. For example, shop fronts in Roma and Gladstone have been established to provide a relaxed, community centred environment where members of the public, school children, business and government representatives can drop in and obtain information about Santos' operations (particularly the GLNG Project). It will also be a place to advertise and hold community information sessions deliver educational programs to students; host and launch community events; capture local feedback (positive and negative) for ongoing improvement initiatives.

Further to the shopfronts, Santos has employed a number of local land agents and community liaison officers. These officers will provide a key contact point for discussing and addressing local issues in a timely manner.

- **Environmental Management Plans** - Santos will continue to consult with the community through the development of Environmental Management Plans (EMP) provide further opportunities for comment; and
- **Construction and operational phases** - Santos will maintain a variety of community contact points, in addition to the shop fronts in Roma and Gladstone, to ensure opportunities are provided for ongoing public enquiry and input. This will include maintaining the existing freecall number (1800 761 113) and website ([www.glng.com](http://www.glng.com)).