

CHAPTER 17

Social

BORDER TO GOWRIE REVISED DRAFT ENVIRONMENTAL IMPACT STATEMENT

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17. Social

17.1 Scope of chapter

The purpose of this chapter is to describe the results of the social impact assessment that was undertaken, identify the potential impact of the Inland Rail—Border to Gowrie project (the Project) on local and regional communities, and identify how the Australian Rail Track Corporation (ARTC) will work with stakeholders to mitigate the negative social impacts to the greatest extent possible and ensure that Project benefits are enhanced.

This chapter addresses the ‘Social’ section of the Terms of Reference for an environmental impact statement: Inland Rail—Border to Gowrie Project (November 2018) (ToR) inclusive of ToR items 11.139 to 11.140, and the additional information requested by the Coordinator-General. Appendix A2: Terms of Reference Cross-reference Table provides a cross reference for each ToR against relevant sections in the revised draft Environmental Impact Statement (EIS).

The objectives of the social impact assessment (SIA) are to:

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

Following public notification of the draft EIS (23 January to 4 May 2021), the SIA was revised to:

- ▶ Respond to the additional information requests received from the Coordinator-General
- ▶ Respond to public and agency submissions to the draft EIS
- ▶ Reflect the results of engagement with stakeholders since submission of the draft EIS
- ▶ Provide updated social baseline data reflecting changes to social conditions, including populations, demographic characteristics, housing availability and labour force characteristics
- ▶ Assess the revised reference design and optimised construction schedule for any changes to social impacts
- ▶ Consider changes to the regional context as relevant to cumulative social impacts
- ▶ Update the SIMP to reflect stakeholder inputs, changes to the social baseline, the updated assessment, and commitments.

The SIA includes consideration of the results of other technical reports prepared as part of the revised draft EIS, including Appendix Y: Economic Impact Assessment, the outcomes of stakeholder engagement conducted by ARTC (Appendix E: Consultation Report) and assessments of environmental impacts.

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

17.1.1 Project overview and social context

The Project commences at Chainage (Ch) 30.6 kilometres (km) (North Star to NSW/QLD Border (NS2B)) at the NSW/QLD border, approximately 18 km southeast of Goondiwindi. The Project runs northeast via Kurumbul, Yelarbon, Whetstone, Inglewood, Millmerran, Pampas, Brookstead, Pittsworth, Southbrook and the Toowoomba Wellcamp Airport to Ch 208.2 km at Gowrie Junction, northwest of Toowoomba. The Project alignment crosses a number of major waterways and minor waterways, including floodplains associated with the Macintyre River, Condamine River, Macintyre Brook, and several creeks.

The Project will be positioned within approximately 149.48 km of new rail corridor (greenfield) and approximately 68.00 km of existing rail corridor (brownfield), currently used by the Queensland Rail (QR) South Western Line and Millmerran Branch Line. The Millmerran Branch Line is non-operational south of Brookstead due to damage sustained during the 2011 floods.

The intended operational land use for the Project is railway with associated road modifications, which includes new rail track, bridges and drainage structures, level crossings, rail maintenance access roads, fencing and signage. During construction, other temporary land uses within the Project’s temporary footprint will include laydown areas, stockpile and storage areas, temporary erosion control structures and concrete batching.

Two 20-hectare (ha) sites to accommodate non-resident workforce accommodation facilities have been included in the Project's temporary footprint to accommodate the Project construction workforce requirements—one at Inglewood and another at Yelarbon. The site for a third non-resident workforce accommodation facility in the Millmerran area has not been included in the revised draft EIS. Site selection and due diligence associated with locating a non-resident workforce accommodation facility in the Millmerran area will be undertaken during the detailed design stage.

Traditional ownership and interests in land affected by the Project are described in Section 17.4.1.4, identifying Bigambul People, Western Wakka Wakka People and Endorsed Aboriginal Parties.

Land tenure throughout the SIA study area is predominantly freehold, with exceptions including State land, leasehold land, land subject to native title rights and interests, reserve land, and oil and utility easements.

In the southern part of the SIA study area, between Goondiwindi and Inglewood, the landscape is dominated by dryland cropping, irrigated agriculture and intensive animal production. North of Inglewood, the Project passes through the undulating forested landscapes of Whetstone and Bringalily State forests, then traverses agricultural areas near Millmerran before crossing the Condamine River floodplain. The Project alignment deviates from the existing railway line north of Yarranlea, to pass through the hilly landscapes surrounding Pittsworth, Southbrook and Athol, before crossing Westbrook Creek near Toowoomba Wellcamp Airport and joining the Gowrie to Helidon section of Inland Rail near Gowrie Junction.

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

Large areas of land within and near the Project footprint have been cleared for pasture, agricultural production, the development of towns and rural localities, establishment of linear infrastructure (railways, highways and powerlines), and other development activity (e.g. Commodore Mine, Toowoomba Wellcamp Airport and surrounds).

The northern extent of the Project is located within the Western Gateway Regional Economic Cluster, identified in *ShapingSEQ* (Department of State Development, Infrastructure, Local Government and Planning (DSDILGP, 2023a) as supporting significant agricultural and resource activities and priority sectors of manufacturing, transport and logistics, health and knowledge (Chapter 8: Land Use and Tenure). The Regional Economic Cluster is located to include the Toowoomba Wellcamp Airport, Toowoomba Bypass, Warrego, Gore and New England highways, InterLinkSQ and the city of Toowoomba.

Details regarding the anticipated timing of Project stages is contained in Chapter 5: Project Description and summarised below. Detailed design, pre-construction and early works, Project approvals, and corridor acquisition will commence after the revised draft EIS has been approved. Details regarding the anticipated timing of Project stages is contained in Chapter 5: Project Description, summarised below and in Table 17-1:

- ▶ Project approvals and corridor acquisitions are expected to be completed in Quarter 2 (Q2) of Year 1
- ▶ The detailed design is expected to be complete by Quarter 4 (Q4) in Year 1
- ▶ Pre-construction and early works are anticipated to commence in Quarter 1 (Q1) of Year 1 and be completed by Quarter 3 (Q3) of Year 1
- ▶ Construction works are expected to commence in Q3 of Year 1, and be complete in Q1 of Year 5
- ▶ Commissioning is expected to commence in Q2 of Year 3 and be complete in Q1 of Year 5
- ▶ Operations would commence in Q2 of Year 5.

The revised reference design contains elements varying in their design life (up to 100 years), while the operational life of Inland Rail is expected to be a minimum of 100 years.

TABLE 17-1 PROJECT STAGES

Year	Year 0				Year 1				Year 2				Year 3				Year 4				Year 5			
Duration (quarterly years)	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Detailed design																								
Project approvals and corridor acquisition																								
Pre-construction and early works																								
Construction works																								
Commissioning																								
Operations																								

Project elements with the potential for social impacts and benefits are summarised in Table 17-2. A full description of all Project components is provided in Chapter 5: Project Description.

TABLE 17-2 PROJECT ELEMENTS OF RELEVANCE TO THE SOCIAL ENVIRONMENT

Key elements	Detail	Potential impact areas
Construction		
Construction employment	<ul style="list-style-type: none"> ▶ An average of 383 Full Time Equivalent (FTE) personnel, with a peak of approximately 900 construction personnel 	<ul style="list-style-type: none"> ▶ Employment and training opportunities ▶ Other industries or communities' access to skilled labour
Project procurement	<ul style="list-style-type: none"> ▶ A range of construction supplies and services will be required, some of which will be sourced from local and regional businesses 	<ul style="list-style-type: none"> ▶ Local and regional business opportunities
Non-resident workforce accommodation facilities	<ul style="list-style-type: none"> ▶ Two 20-ha non-resident workforce accommodation facility sites have been included in the temporary Project footprint—one at Inglewood and another at Yelarbon ▶ The site for a third non-resident workforce accommodation facility in the Millmerran area has not been included in the revised draft EIS, with site selection and due diligence associated with locating this facility to be undertaken during the detailed design stage ▶ Each non-resident workforce accommodation facility is assumed for the purpose of assessment to have capacity to accommodate a minimum of 300 beds 	<ul style="list-style-type: none"> ▶ Temporary population influx ▶ Temporary demands for social infrastructure ▶ Amenity of towns and nearby properties ▶ Community cohesion ▶ Privacy and feelings of security
Corridor and associated works construction	<ul style="list-style-type: none"> ▶ Establishment of approximately 149.48 km of new rail corridor and use of approximately 68.00 km of existing rail corridor ▶ Five crossing loops, each 2,200 m in length ▶ Significant embankments and cuttings required along the alignment ▶ Identification, establishment and use of borrow pits at six locations ▶ Sourcing of construction material from existing quarries ▶ Construction and operation of temporary site offices, construction workspaces and access roads ▶ Establishment of approximately 78 laydown areas to facilitate construction activities 	<ul style="list-style-type: none"> ▶ Connectivity of road network ▶ Community cohesion ▶ Agricultural operations ▶ Sense of place ▶ Residential amenity ▶ Privacy and feelings of security ▶ Travel behaviour ▶ Health ▶ Access to water resources
Roadworks	<ul style="list-style-type: none"> ▶ Road realignments, road closures, construction of grade-separated and level crossings 	<ul style="list-style-type: none"> ▶ Road network access ▶ Property access ▶ Connectivity ▶ Traffic safety ▶ Noise and vibration
Road and access interface construction	<ul style="list-style-type: none"> ▶ Rail interfaces with public roads, including: <ul style="list-style-type: none"> ▶ 21 grade-separated crossings ▶ 21 active level crossings ▶ Eight passive level crossings ▶ Approximately 25 consolidation, relocation or diversions of roads ▶ Interfaces with 74 private, formed access roads or tracks and 168 unformed access roads or tracks ▶ Interfaces with the State stock route network 	<ul style="list-style-type: none"> ▶ Property access ▶ Connectivity between and across properties ▶ Property management ▶ Stock and equipment movements
Bridge construction	<ul style="list-style-type: none"> ▶ Construction of 37 new bridge structures to accommodate topographical variation, crossings of waterways and other infrastructure. Bridges include: <ul style="list-style-type: none"> ▶ 14 rail-over-road bridges ▶ five road-over-rail bridges (Cunningham Highway, Heckendorf Road, Owens Scrub Road, Gore Highway and Linthorpe Road) ▶ 18 rail-over-watercourse bridges ▶ Construction of culverts and viaducts to enable cross-drainage under the rail formation 	<ul style="list-style-type: none"> ▶ Road network access ▶ Connectivity ▶ Rural character ▶ Noise ▶ Flooding

Key elements	Detail	Potential impact areas
Whetstone Material Distribution Centre (MDC)	▶ Establishment and operation of the Whetstone MDC	▶ Amenity ▶ Rural character ▶ Noise
Project procurement	▶ A range of construction supplies and services will be required, some of which will be sourced from local and regional businesses	▶ Local business supply
Operations		
Freight rail operation	▶ Double-stacked container freight trains of up to 1,800 m length	▶ Residential amenity—noise and vibration ▶ Rural character ▶ Tourism values ▶ Community safety ▶ Regional development ▶ Health and wellbeing ▶ Local businesses
Operational employment	▶ Approximately 10 to 15 personnel	▶ Local employment and training opportunities
Level crossing operation	▶ The Project will have 21 active (secured) level crossings and six passive level crossings of public roads ▶ The revised reference design intersects approximately 242 private access roads. Design treatments (level crossing, underpass or relocation of access road) will be provided for each in the detailed design	▶ Connectivity ▶ Emergency services access ▶ Traffic safety and travel times ▶ Rural character ▶ Agricultural movements
Crossing loop operation	▶ Crossing loops would be located near: ▶ Yelarbon—Ch 16.3 km to Ch 18.5 km ▶ Inglewood—Ch 50.2 km to Ch 52.4 km ▶ Kooroongarra—Ch 89.2 km to Ch 91.4 km ▶ Yandilla—Ch 132.3 km to Ch 134.2 km ▶ Broxburn—Ch 176.1 km to Ch 178.4 km.	▶ Residential amenity—noise ▶ Connectivity
Track maintenance	▶ Regular track maintenance would be performed	▶ Employment

17.1.2 Social impacts and benefits assessed

The scope of assessment has been defined based on the considerations outlined in Section 17.3.2. The broad scope of impacts and benefits assessed in this chapter is summarised in Table 17-3.

TABLE 17-3 POTENTIAL SOCIAL IMPACTS AND BENEFITS

Potential impacts/benefits	Section
Community values	
Impacts on Aboriginal cultural values	17.5.1.1
Effects of land acquisition on individuals, families and communities	17.5.1.2, 17.5.1.6
Potential to exacerbate social disadvantage	17.5.1.4
Changes to rural amenity and lifestyle and due to noise, dust or visual impacts	17.5.1.5
Changes to the amenity of towns near the Project footprint	17.5.1.5
Impacts on connectivity within the SIA study area	17.5.1.6
Loss of community cohesion	17.5.1.8
Changes to sense of place (sense of belonging to local areas)	17.5.1.8
Community concerns about impacts on property values	17.5.1.3
Workforce and employment	
Potential for employment during the pre-construction and early works, and construction works stages	17.5.2.1
Benefits of Project training and development	17.5.2.3
Impacts on employment in other industries	17.5.2.4
Potential for workforce behaviour to impact on community values	17.5.2.6

Potential impacts/benefits	Section
Housing and accommodation	
Potential to change the settlement pattern of communities or the SIA study area	17.5.3.4
Population change leading to housing demands	17.5.3.3
Demands on short-term accommodation	17.5.3.2
Impacts and benefits of non-resident workforce accommodation for local communities	17.5.3.1
Potential to affect housing or accommodation supply and affordability	17.5.3.3
Community health and wellbeing	
Changes to service demands or amenity of and access to community facilities	17.5.4.1
Stress and anxiety due to the acquisition process or concern about Project impacts	17.5.4.2
Changes to environmental qualities that could affect health	17.5.4.4
Concern about potential for Project to change flooding patterns	17.5.4.9
Impacts on access to natural resources such as water or recreation reserves	17.5.4.4
Community safety, including traffic safety	17.5.4.6
Contagious diseases	17.5.4.6
Legacy benefits from the Project	17.5.4.8
Business and industry	
Impacts on farms and agribusinesses	17.5.5.2, 17.5.5.3
Impacts on other business sectors, including skills and labour shortages	17.5.5.4
Local supply opportunities	17.5.5.5
Indigenous business opportunities	17.5.5.5
Regional economic development	17.5.5.6

17.1.3 Social impact assessment responses to draft EIS submissions

Appendix A1: Response to draft EIS Submissions describes the Project's responses to submissions to the draft EIS. The SIA has considered issues raised by submitters that are of relevance to social impacts and benefits, as shown in Table 17-4.

TABLE 17-4 ISSUES RAISED BY SUBMITTERS ADDRESSED IN SOCIAL IMPACT ASSESSMENT

Issues	Section
Methodology	
Project staging described in draft EIS no longer reflects approval milestones	17.1.1
Cultural heritage values of Rainbow Reserve	17.5.1.1
Validity of community survey undertaken as part of scoping stage	17.4.8
Consider potential cumulative social impacts of Southern Queensland Correctional Centre and Macintyre Windfarm	Appendix X: Social Impact Assessment
Need for monitoring of social impacts	17.6.7
Amenity and wellbeing	
Effects of pending land acquisition on mental health and future circumstances	17.5.1, 17.5.4
Impact of relocation on tenants	17.5.1.2
Potential to affect property values	17.5.1.3
Questions about compensation payable	17.5.1.2
Memorial sites in or near the Project footprint	17.5.1.2
Impacts of rail noise on rural and town residents	17.5.1.5
Potential for elevated rail line near Pittsworth to have amenity impacts	17.5.1.8
Impacts of alignment on amenity of Brookstead	17.5.1.5
Impact of rail noise on the learning environment at Brookstead State School	17.5.4.1
Potential for Pampas Memorial Hall and Rural Fire Brigade Shed to be affected by Project works	17.5.4.1
Potential for impacts on the Mount Kent Observatory	17.6.5.3

Issues	Section
Potential for non-resident workers to put pressure on local health services	17.5.4.1
Impacts on amenity and connectivity in Yelarbon	17.5.1.5
Potential for noise wall to impact on visual access to Yelarbon silo murals	17.5.1.7
Improvements to connectivity and road safety by reducing the number of level crossings	17.5.1.8
Potential for non-resident workforce accommodation facilities to strain Council services or infrastructure	17.5.3.1
Impacts of environmental changes on human health	17.5.4.4
Groundwater drawdown impacts on farming	17.5.4.9
Concern regarding drug or alcohol use by Project workers	17.6.3.5
Need for positive legacies for communities affected by Project impacts	17.5.4.8
Employment	
Criteria and targets for local employment and procurement in Toowoomba LGA	17.5.2.2
Impacts on agricultural employment through land acquisition affecting DA Hall and Co. operations	17.5.5.3
Housing and accommodation	
Decreased availability of housing and potential to exacerbate housing pressures	17.5.3.3
Concerns regarding potential amenity impacts of non-resident workforce accommodation facility in Turallin	17.5.3.1
Desire for non-resident workforce accommodation facility to be located closer to Millmerran	17.5.3.1
Design and infrastructure requirements for non-resident workforce accommodation facilities	17.5.3.1
Provide additional health management measures in non-resident workforce accommodation facilities	17.5.2.5
Local businesses	
Concern about drawing skills/labour from local businesses, farms and services to the Project	17.5.5.4
Agricultural property access across rail line	17.5.5.7
Ensure local business can benefit from Project supply opportunities in Goondiwindi LGA	17.5.5.5
Set targets for local business involvement	17.5.5.5
Need for further mitigation of impacts on major local agribusiness employers	17.5.5.3
Potential for noise impacts on farmstay and bed and breakfast establishment near Millmerran-Inglewood Road	17.5.3.2
Provide for further involvement of organisations such as Toowoomba and Surat Basin Enterprise (TSBE) in business engagement	17.6.6.6
Need for business capacity building measures	17.6.6.4
Local access to training opportunities	17.6.3.2
Potential for operational noise and vibration mitigation to affect businesses' work health and safety requirements.	17.5.5.4

17.2 Regulatory environment

The key reference document for SIA in Queensland is *the Social Impact Assessment Guideline* (SIA Guideline) (DSDILGP, 2018). The SIA also considers local and regional planning objectives.

17.2.1 Social Impact Assessment Guideline 2018

The *SIA Guideline* (DSDILGP, 2018) is a non-statutory guideline for non-resource projects subject to an EIS under the *State Development and Public Works Organisation Act 1971* (Qld) or the *Environmental Protection Act 1994* (Qld).

The *SIA Guideline 2018* provides detailed assessment requirements, including that the type, level and significance of the Project's social impacts (both negative and positive) must be analysed and described based on the outcomes of community engagement, social baseline studies and impact analysis processes. It must also consider the potential changes to key aspects included in the social baseline study as a result of the Project. This should include assessment of the potential scope and significance of impacts at the local and regional level including cumulative impacts. These requirements have been addressed throughout the SIA, including the development of a SIMP (Section 17.6).

The *SIA Guideline 2018* identifies the following key factors for consideration:

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

Community and stakeholder engagement requirements include commencement of engagement at an early stage of the draft EIS process and the involvement of stakeholders, including directly impacted landowners (those whose land would be partially or fully acquired), local residents, community groups, Traditional Owners, State and local government agencies, non-government organisations, local businesses and traditionally under-represented stakeholders.

The SIA Guideline requires management plans for each impact area, which are provided in the SIMP (Section 17.6). Compliance with the SIA Guideline is summarised in Table 17-5.

TABLE 17-5 COMPLIANCE WITH SOCIAL IMPACT ASSESSMENT GUIDELINE 2018

SIA Guideline 2018 requirement	Chapter section
Analysis of the nature and scope of the Project	17.1.1 and Chapter 5: Project Description
Consideration of the Guideline's key matters, for the full life cycle of the Project	Throughout
Development of a social baseline that includes demographic indicators, community values and history, community health and wellbeing, key industries, the local and regional workforce, access to social facilities and services, and housing and accommodation	17.4
A description of how the potentially impacted communities and stakeholders were consulted during the development of the SIA as part of a meaningful, inclusive and transparent engagement process	17.4.8
Analysis of potentially impacted communities and the sensitivity of the social environment	17.4.2, 17.4.3, 17.4.7
Assessment of social impacts and opportunities across all relevant issue categories, for each stage of the Project lifecycle, including cumulative impacts	17.5
Integration with the draft EIS process, including consideration of the social consequences of technical matters assessed in other parts of the draft EIS	17.3.5
Provision a SIMP that documents the management measures that address potential negative impacts and capitalise on positive opportunities and includes a monitoring and reporting framework	17.6

17.2.2 Plans and policies

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

- ▶ ShapingSEQ (DSDILGP, 2023a)
- ▶ *State Planning Policy* (DILGP, 2017a)
- ▶ *Darling Downs Regional Plan* (Department of State Development, Infrastructure and Planning, 2013)
- ▶ *Surat Basin Regional Planning Framework* (Department of Local Government and Planning, 2011)
- ▶ *Toowoomba Regional Planning Scheme* (Toowoomba Regional Council (TRC), 2012)
- ▶ *Goondiwindi Region Planning Scheme 2018* (Goondiwindi Regional Council (GRC), 2018a)
- ▶ *Toowoomba Regional Community Plan* (TRC, 2014a)
- ▶ *Millmerran Community Growth Action Plan* (TRC, 2015a) and *Pittsworth Community Growth Action Plan* (TRC, 2017b).

The SIA also considers Queensland Government policies and programs of relevance to social values, which include:

- ▶ Skilling Queenslanders for Work (SQW), which provides training to people who are under-employed
- ▶ Jobs Queensland programs of relevance to apprentices and trainees
- ▶ The *Queensland Women's Strategy 2022–27* (Queensland Government, 2022), which provides a framework to achieve gender equality
- ▶ *Advancing Aboriginal and Torres Strait Islander education and training* (Department of Education and Training, 2016).

Further details on their relevance to the SIA are included in Appendix X: Social Impact Assessment.

The *National Agreement on Closing the Gap* targets and outcomes were also considered. Project contributions to Closing the Gap targets will be supported by Indigenous employment and business participation targets, as described in Section 17.5.2.2, continued engagement with Traditional Owners, Indigenous community members and Indigenous organisations, and Inland Rail Skills Academy initiatives that are targeted to and inclusive of Aboriginal and Torres Strait Islander people.

17.3 Methodology

This section describes how the SIA was conducted, including:

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

These steps are discussed further in the following sections.

17.3.1 Stakeholder engagement

The purpose of SIA engagement is to ensure that directly affected stakeholders and other community members can provide informed input to the social baseline, impact assessment and mitigation. SIA engagement principles are outlined in Table 17-6.

TABLE 17-6 SOCIAL IMPACT ASSESSMENT ENGAGEMENT PRINCIPLES

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

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

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

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

The SIA-specific engagement process included:

- ▶ A community survey issued online and in hard copy in the Goondiwindi and Toowoomba local government area (LGA) communities to provide input to the scoping of the SIA (noting the scoping survey represented one of several engagement strategies that informed the SIA, and was not designed to define the full scope or significance of social impacts)
- ▶ Meetings with TRC and GRC managers to discuss community concerns, potential social impacts and benefits, and mitigation and management measures
- ▶ Discussions with community members including landowners and members of community groups as part of community information sessions
- ▶ Workshops with community organisations and government agencies to discuss social infrastructure access and community concerns about the Project
- ▶ Meetings and interviews with Traditional Owners and custodians
- ▶ Meetings with organisations representing businesses in affected communities
- ▶ Meetings with the Office of the Coordinator-General
- ▶ Workshops with government departments to discuss preliminary findings and mitigation (Appendix E: Consultation Report for further details).

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

The SIA has considered the results of public and agency submissions to the draft EIS, as shown in Table 17-4, and the results of ARTC's continued engagement with landowners, community members, local governments and government agencies regarding SIA findings, and mitigation and enhancement strategies, as detailed in Section 17.4.8.3.

17.3.2 Scoping

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

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

Following consideration of these factors, the SIA study area was defined and potential impacts and benefits to be assessed were identified.

The SIA study area as shown in Section 17.4.1 was identified by considering the:

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

17.3.3 Social baseline

The social baseline provides analysis of key characteristics in the Project footprint, and a profile of social conditions in potentially impacted communities, Goondiwindi LGA and Toowoomba LGA, as a basis for predicting likely impacts, and includes research and analysis of:

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

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

During 2023, the SIA was revised to include analysis and provision of updated data including:

- ▶ Population sizes for LGAs and potentially affected communities, demographic characteristics and the prevalence of long-term health conditions, using Australian Bureau of Statistics (ABS) Census of Population and Housing 2021 (referred to in this chapter as the ABS Census 2021) (ABS, 2021b)
- ▶ Indigenous populations, labour force participation and health conditions (derived from ABS Census 2021)
- ▶ Regional population estimates and projections, based on the 2023 estimates by the Queensland Government Statistician's Office (QGSO)
- ▶ The availability and cost of housing, including ABS Census 2021 data, QGSO data (2023) and SQM Research data on housing availability and cost (2022 and 2023)
- ▶ The number and type of businesses based in the Toowoomba LGA and Goondiwindi LGA, based on QGSO analysis (2022)
- ▶ Labour force data including ABS Census 2021 data, ABS Labour Force and Unemployment data (2022) data, construction industry workforce estimates (2022), the National Skills Commission's (NSC) Small Area Labour Markets data (2022, current at 2023) and National Skill Needs Survey (2022), QGSO Regional Profiles (2022, current at June 2023), and Australian Industry Group and Construction Skills Queensland (CSQ) reports (2021 and 2022)
- ▶ QGSO regional profiles and various other sources of data on social infrastructure provision (2023).

ARTC has sponsored demographic researchers, .id consulting Pty Ltd, to undertake an independent survey of community values, wellbeing, and liveability across the SIA study area. This survey, *Living in Place* (.id consulting, 2022), is a robust community survey that uses 16 standardised liveability attributes to determine community values and experiences, and calculate an overall liveability index for the SIA study area. The survey also explored the self-reported health and wellbeing characteristics of participants, and seeks suggestions for how to improve local quality of life.

The first survey was conducted in May 2022, with 744 participants from the SIA study area. The second survey was conducted in July 2023 with 836 participants from the SIA study area, including 632 Toowoomba LGA residents and 204 Goondiwindi LGA residents.

17.3.4 Impact assessment

Potential social impacts were assessed for the construction works and operations stages of the Project, and the significance of social impacts and benefits was evaluated based on their likelihood and consequence (Section 17.3.6). The SIA also includes assessment of potential cumulative impacts in relation to the Inland Rail Program's adjoining sections, and other major projects in the Goondiwindi and Toowoomba LGAs. A summary of the assessment methods and data sources is provided in Appendix X: Social Impact Assessment.

17.3.5 Integration with Environmental Impact Statement findings

The SIA has considered the outcomes of stakeholder engagement conducted by ARTC as part of the EIS process (Appendix E: Consultation Report). The SIA also integrates the relevant findings of technical assessments for other specific matters included in the revised draft EIS. This included review of Project-specific and cumulative impacts on environmental qualities, cultural heritage, traffic and transport infrastructure, and economic values, to identify social impacts. The revised draft EIS has also considered issues identified by stakeholders as part of the SIA engagement process. Appendix X: Social Impact Assessment outlines where the SIA is linked to the relevant findings of other EIS assessments.

17.3.6 Risk assessment

A two-stage risk assessment has been undertaken for potential social impacts. Firstly, the impacts and benefits identified in Section 17.5 were summarised, and their likelihood and consequence were evaluated using a social risk matrix adopted from the NSW Department of Planning and Environment's (DPE) *Social impact assessment guideline for State significant mining, petroleum production and extractive industry development* (NSW DPE SIA Guideline) (2017) (Section 17.5.6), with reference to:

- ▶ Assessments of environmental impacts and application of management measures provided in other revised draft EIS chapters
- ▶ Social baseline characteristics (e.g. employment rates, rural amenity and access to social infrastructure) (Section 17.4)
- ▶ Stakeholders' inputs on how they expected the Project would affect their communities, households or businesses (Section 17.4.8)
- ▶ ARTC's commitments with respect to working with stakeholders and enhancing Project benefits (Section 17.6).

The mitigation measures identified in Section 17.6 were then considered in order to assess the expected change in the likelihood of impacts and benefits occurring, and/or a change in their consequence. This process identified residual social risks for the Project, which are summarised in Section 17.7.

17.3.7 Social Impact Management Plan

The SIMP (provided in Section 17.6) provides mitigation strategies and management measures to avoid or minimise social impacts and to enhance Project benefits. The SIMP includes five sub-plans that address: community and stakeholder engagement; workforce management; housing and accommodation; local business and industry; and health and community wellbeing. The process for SIMP development included:

- ▶ Stakeholder engagement to identify stakeholders' suggestions about mitigation
- ▶ Consideration of ARTC's design responses and commitments to Project benefit enhancement
- ▶ Designing mitigation, management and enhancement measures
- ▶ Seeking further inputs to mitigation measures through ARTC's consultation with councils and government agencies since the draft EIS was publicly notified
- ▶ Developing performance indicators, and a monitoring and reporting framework, to support adaptive management of social impacts.

17.4 Existing environment

This section describes the social characteristics of local communities and regions that may be affected by the Project. Additional data supporting this section are provided in Appendix X: Social Impact Assessment (Section 5).

17.4.1 Social impact assessment study area

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

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

- ▶ The Project footprint (Section 17.4.1.1)
- ▶ Potentially impacted communities, referring to local towns and rural localities traversed by or near the Project footprint (Section 17.4.1.2)
- ▶ The SIA study area, which includes the Goondiwindi and Toowoomba LGAs (Section 17.4.1.3).

The SIA study area is shown in Figure 17-1.

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

Figure 17-2 shows the local government boundaries in context with adjacent LGAs and the Darling Downs -Maranoa Statistical Area 4 (SA4), which is the broader regional economic catchment as considered in Chapter 18: Economics.

17.4.1.1 Project footprint

The Project footprint encompasses the land and all permanent infrastructure required for the Project (the permanent footprint), as well as land required to accommodate construction activities and facilities of a temporary nature and duration to support the Project (the temporary footprint). These footprints comprise freehold land, lands lease areas, reserves (including rail and road), State forest, State land, and watercourses.

The extent of the area associated with the temporary and permanent footprints, as well as tenure and existing land uses within these footprints, is shown in Chapter 8: Land Use and Tenure. Further detail on impacts to land use and tenure associated with the Project is assessed in Chapter 8: Land Use and Tenure.

There are 19 Statistical Area Level 1 areas (SA1s – statistical geographies defined by the Australian Bureau of Statistics) that are intersected by the Project, and 10 SA1s that are located within 1 km of the Project alignment. Key characteristics of SA1s within and near the Project footprint are described in Section 17.4.2.1.

17.4.1.2 Potentially impacted communities

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

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

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

The rural locality of Turallin is located approximately 10 km to the west of the Project but was also considered as a potentially impacted community, due to the previous proposal to locate a non-resident workforce accommodation facility in this area. While this site is no longer being considered for workforce accommodation, ARTC has committed to working with Bigambul Native Title Aboriginal Corporation (BNTAC) to support other future uses of the site.

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

The SIA considers the potential for social impacts and benefits in the following communities.

Kurumbul

Kurumbul is a rural locality approximately 18 km southeast of Goondiwindi, bounded by the Macintyre/Dumaresq River to the south and the Cunningham Highway to the north and dissected by QR South Western Line, Brigalow Creek and Kildonan Road. In 2021, the locality's population was approximately 36 people. Kurumbul is within the Rural Zone under the *Goondiwindi Region Planning Scheme* (GRC, 2018a). Land uses are predominantly irrigated cropping, cotton, grain and oilseed, as well as sheep and cattle grazing, a cotton gin, and quarries. The margins of the Macintyre River and Brigalow Creek are considered general flood hazard areas under the *Goondiwindi Region Planning Scheme* (GRC, 2018a).

Yelarbon

Yelarbon is a small town located 43 km east of Goondiwindi with a population in 2021 of approximately 313 people. Originally established as a coach/teamster stop, it now offers limited services and is home to workers in Goondiwindi, Inglewood and on farms in the district.

The predominant land uses in the Yelarbon area are residential and recreational areas within the township boundaries and cattle grazing throughout the town's surrounds. The AE Girle and Sons Sawmill, north of the rail line, has been in operation since 1917 (Kerr, 1998). The township has areas adjacent to Macintyre Brook that have been defined as extreme and high flood hazard areas under the *Goondiwindi Region Planning Scheme* (GRC, 2018a). Yelarbon township is dissected by the Cunningham Highway and the QR South Western Line and is bounded to the south and east by Macintyre Brook.

Whetstone

Whetstone is a rural locality north of Yelarbon and approximately 60 km east of Goondiwindi and 150 km southwest of Toowoomba, which, in 2021, had a population of approximately 70 people. Whetstone is bounded by Macintyre Brook to the south and is dissected by the QR South Western Line and the Cunningham Highway. The Whetstone State Forest is a prominent land use and feature of the area. The remaining land use is grazing native vegetation, production from dryland agriculture, and limited irrigated agriculture and perennial horticulture.

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

Inglewood

The town of Inglewood is approximately 80 km east of Goondiwindi and 130 km southwest of Toowoomba. It was the seat of local government for the former Inglewood Shire prior to amalgamation with GRC (Inglewood Shire Council, 2008). In 2021, Inglewood had a population of approximately 936 people.

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

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

Canning Creek

The Canning Creek locality is located approximately 110 km southwest of Toowoomba on the boundary between the Goondiwindi and Toowoomba LGAs and is dissected by the Millmerran–Inglewood Road and Canning Creek. In 2021, the locality had a population of approximately 21 people. The Canning Creek locality is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012) and the *Goondiwindi Region Planning Scheme 2018* (GRC, 2018a) and is mostly comprised of Bringalily State Forest and grazing native vegetation, with some dryland agriculture in the northern (Millmerran) area.

Bringalily, Millwood and Clontarf

The localities of Bringalily (with a 2021 population of 64 people), Millwood (population 22 people) and Clontarf (population 28 people) lie north–south on the Millmerran–Inglewood Road, approximately 100 km southwest of Toowoomba. The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012) with the predominant land uses being dryland production and grazing native vegetation. There are also limited intensive agriculture, piggeries and feedlots, and extractive industries. The southernmost pits of the Commodore Coal Mine extend into Clontarf.

Millmerran

Millmerran is located 75 km southwest of Toowoomba and had a population of approximately 1,545 people in 2021. The township's land uses are largely low–medium density residential community spaces, including sport and recreation, and a main street Commercial Zone, with some medium-impact manufacturing/industrial uses. An industrial area located to the north of town is zoned for High Impact Industry (TRC, 2012).

Millmerran's surrounds are almost entirely designated as Strategic Cropping Land under the *Regional Planning Interests Act 2014* (Qld). Surrounding land uses include grazing native vegetation, irrigated cropping, mining, intensive animal production (piggery, feedlot and poultry) and an airstrip.

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

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

Turallin

The Turallin locality (with a 2021 population of 64) is 8 km west of Millmerran and approximately 75 km southwest of Toowoomba. Turallin was surveyed in 1889, in expectation of the rail line being extended to the area but did not thrive as a township when the rail line terminated at Back Creek (Turner-Coles, n.d.). The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012) with the predominant land uses being dryland production, grazing native vegetation and significant poultry farm operations.

Yandilla

The Yandilla locality (with a 2021 population of 50 people) is 7 km east of Millmerran and approximately 70 km southwest of Toowoomba. It is bounded by the Condamine River to the east, and dissected by Grass Tree Creek, Millmerran Branch Line and the Gore Highway. The locality is designated a priority agricultural area (PAA). The area is within the Rural zone under the *Toowoomba Regional Planning Scheme* (TRC, 2012) and the dominant land use is cropping, with some areas of production from relatively natural environments and intensive animal production (TRC, 2012). The location includes a rail siding with grain silos on the Millmerran Branch Line.

Pampas

The rural locality of Pampas, with a 2021 population of 78 people, is located approximately 65 km southwest of Toowoomba. It is bounded by two branches of the Condamine River to the north and south. The area is dissected by the Gore Highway and Millmerran Branch Line. A cluster of rural residential premises is located at the highway/rail and Pampas Rd intersection, along with a Memorial Hall, Rural Fire Brigade (RFB) shed and a service station. The locality is designated PAA under the *Regional Planning Interests Act 2014* (Qld). Land use is predominantly irrigated agriculture and cropping with significant off-stream water storage.

Brookstead

The small town of Brookstead is located approximately 60 km southwest of Toowoomba and is dissected by the Millmerran Branch Line and Gore Highway. In 2021, Brookstead had a population of approximately 182 people. Brookstead includes residential, community and industrial uses, with the surrounding area being predominantly irrigated agriculture and cropping, supported by the Brookstead rail station and associated silos. The Brookstead township and surrounds are bounded by the Condamine River (North Branch) and Longhurst Road to the east.

Yarranlea

The rural locality of Yarranlea (with a 2021 population of 82 people) is located approximately 50 km southwest of Toowoomba and is transected by the Gore Highway. Yarranlea's predominate land use is grain production. The locality is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012). Established grain silos are located on a siding to the existing rail line through Yarranlea. The locality also accommodates the Yarranlea Solar Farm located 1.5 km north of the Project footprint.

Pittsworth

Pittsworth is located approximately 37 km southwest of Toowoomba. In 2021, Pittsworth had a population of approximately 3,300 people. The township, and a buffer of up to 3 km, have been identified in ShapingSEQ as Priority Living Areas, with the remainder as PAA under the *Regional Planning Interests Act 2014* (Qld). Pittsworth developed by serving the agricultural industry (originally sheep, dairy farming and cheese production) and was a centre for itinerant rural workers and local landowners, with the railway connecting it to other areas in 1887.

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

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

Southbrook

Southbrook is located 26 km southwest of Toowoomba and, in 2021, had a population of approximately 626 people. The township, and an approximate 2 km buffer, have been designated as a Priority Living Area in ShapingSEQ, with the remainder as PAA (DSDILGP, 2023a). The land uses outside of the township include dryland cropping, grazing native vegetation and limited irrigated agriculture.

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

Westbrook

Westbrook is located 6 km southwest of the Toowoomba City centre and extends west towards the rural locality of Biddeston. In 2021, Westbrook had a population of 4,408 people. Land uses within Westbrook include urban and rural residential, the town centre, recreational uses and agriculture.

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

Umbiram

The locality of Umbiram is located approximately 25 km west of Toowoomba on the Gore Highway. In 2021, Umbiram had a population of approximately 146 people. The locality is partially covered by ShapingSEQ, with this portion designated as a Regional Landscape and Rural Production Area (DSDILGP, 2023a). Land uses include cropping and grazing native vegetation, the Oaklands Horse Stud, and poultry farms. The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012).

Athol

The locality of Athol (with a 2021 population of 139 people) is located 24 km southwest of Toowoomba, along the Gore Highway. Land uses include rural residential dwellings, cropping and grazing native vegetation, with some intensive animal production (horse stud and poultry). The area is zoned Rural under the *Toowoomba Regional Planning Scheme* (TRC, 2012).

Biddeston

The locality of Biddeston (with a 2021 population of 269 people) is located 23 km west of Toowoomba, along the Toowoomba Cecil Plains Road and includes some rural residential dwellings. The locality is identified as a PAA and part of the locality is designated as Regional Landscape and Rural Production Areas under *ShapingSEQ* (DSDILGP, 2023a). Local land uses include cropping, dairying, dryland production and grazing native vegetation, and intensive animal production (horse stud and feedlots). The *Toowoomba Regional Planning Scheme* identifies the locality as within the Rural zone (TRC, 2012).

Kingsthorpe

Kingsthorpe is a town located 16 km northwest of Toowoomba and, in 2021, had a population of approximately 2,159 people. The area is bounded by Westbrook Creek to the south and the Western Line Railway to the north, and dissected by the Warrego Highway and Gowrie Creek. Land uses include residential and community uses, cropping, irrigated cropping and grazing native vegetation. The *Toowoomba Regional Planning Scheme* provides for Township, Rural Residential, Community and Sports, and Recreational zones within the township. The surrounding area is zoned as Rural with some limited Community Facilities (TRC, 2012). A shopping centre has recently been built in Kingsthorpe, reflecting the anecdotal evidence from consultation participants that Kingsthorpe has experienced population growth since 2016.

Wellcamp

The locality of Wellcamp (with a 2021 population of 346 people) is located 15 km west of Toowoomba along the Toowoomba–Cecil Plains Road and bounded by Dry Creek to the north and Spring Creek to the south. The *Toowoomba Regional Planning Scheme* identifies the Charlton Wellcamp Enterprise Area Local Plan over the Toowoomba Wellcamp Airport and surrounding industrial uses. The remaining area is Open Space, Community Facilities (road corridor) and Rural (TRC, 2012).

Gowrie Mountain

Gowrie Mountain is a small rural living settlement on the western side of the topographic feature known as Gowrie Mountain, which stands at 674 m high. In 2021, Gowrie Mountain had a population of approximately 222 people. The residential lots are large lifestyle blocks with views across the plains to Oakey and Kingsthorpe.

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

Gowrie Junction

The Gowrie Junction township is bounded by the QR South Western Line to the south and the ridges of Mount Kingsthorpe to the north, and is dissected by Gowrie Creek. In 2021, Gowrie Junction had a population of 2,242 people. Land uses include residential and intensive uses in the township, and grazing native vegetation, irrigated cropping and cropping with some limited conservation and natural environments in the surrounds.

The *Toowoomba Regional Planning Scheme* (TRC, 2012) provides for Township, Residential, Rural Residential and Community Facilities/Sports and Recreation zones. The locality is wholly covered by ShapingSEQ and is designated as a combination of Urban Footprint, Rural Living Area and Regional Landscape and Rural Production Area (DSDILGP, 2023a).

17.4.1.3 Local government areas

The Project is within the Goondiwindi and Toowoomba LGAs, which represent the SIA study area as a whole. The Project crosses the LGAs boundary approximately 25.5 km northeast of Inglewood. The Project traverses predominantly rural communities in the two LGAs, as shown in Figure 17-1.

Goondiwindi local government area

The Goondiwindi LGA is located on the border between Queensland and NSW and covers an area of approximately 19,300 square kilometres (km²). In Queensland, the Goondiwindi LGA is bounded by the LGAs of Balonne to the west, Western Downs to the north and Toowoomba and Southern Downs to the east. In NSW, the Goondiwindi LGA is adjoined by the Moree Plains and Gwydir Shires to the south. In 2021, the Goondiwindi LGA had approximately 10,310 residents (ABS, 2021c).

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

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

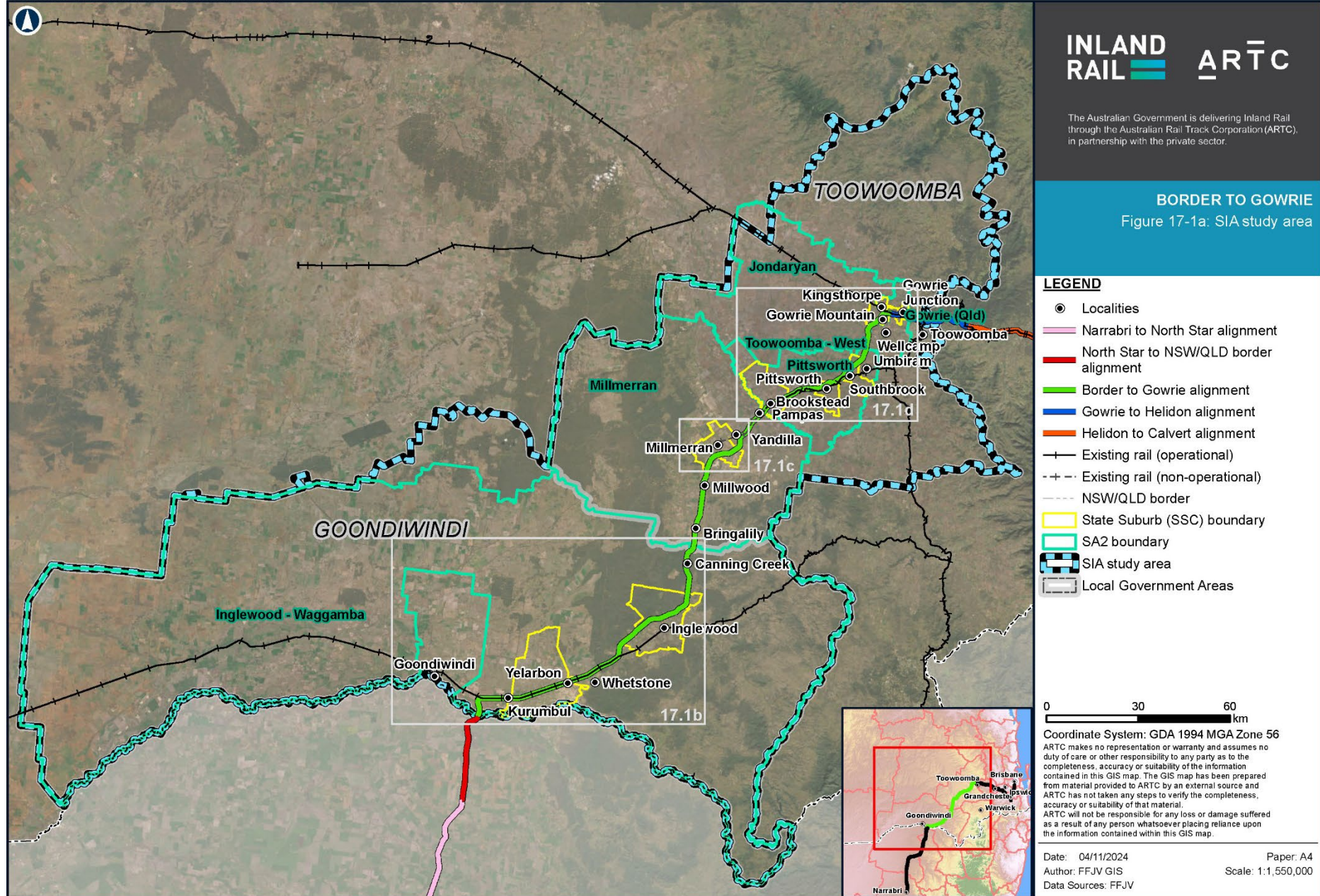
GRC promotes a welcoming community with opportunity and lifestyle. Its strategic goals include community safety and health; fair and reasonable access to services; recognition of culture, identity and heritage; inclusivity; and effective disaster management (GRC, 2014).

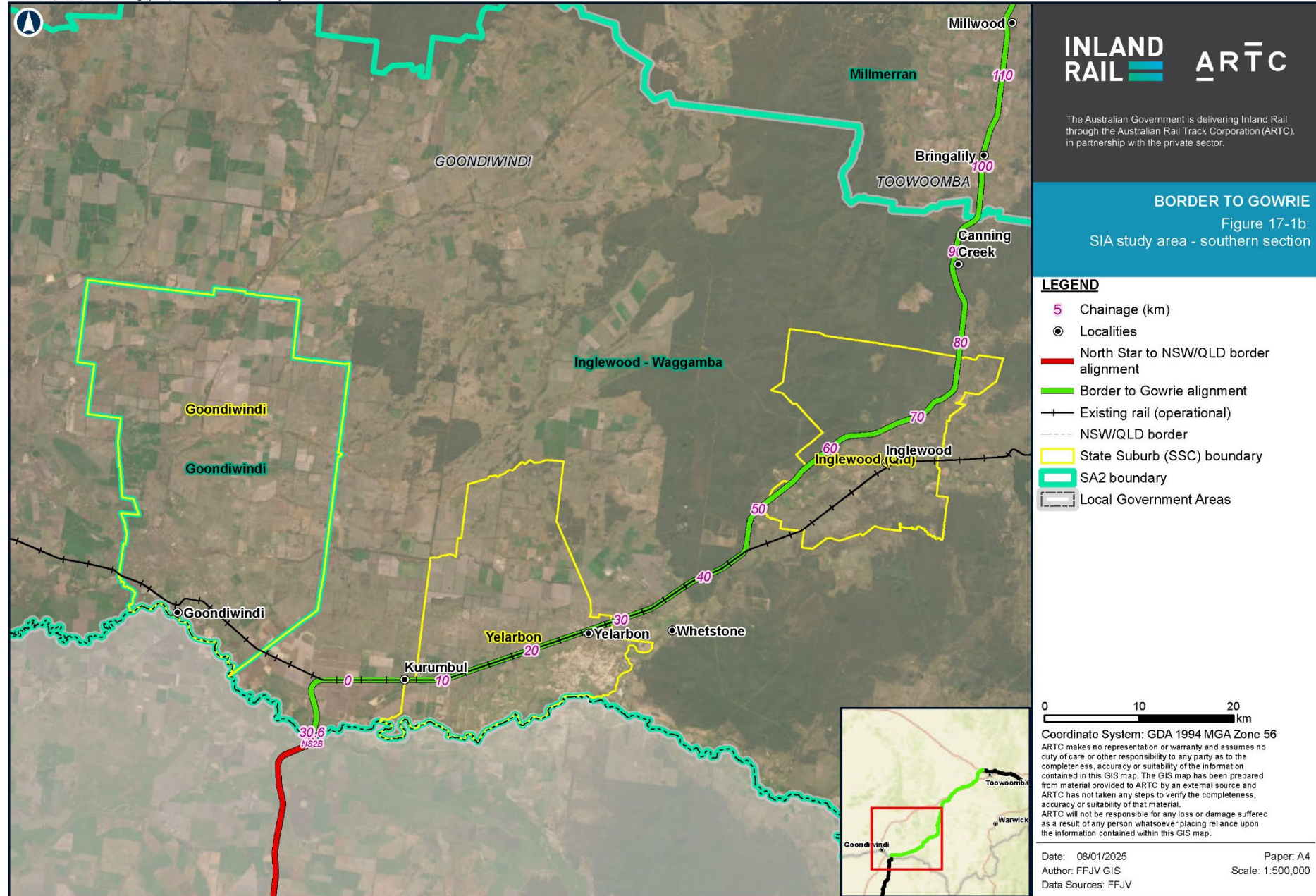
Toowoomba local government area

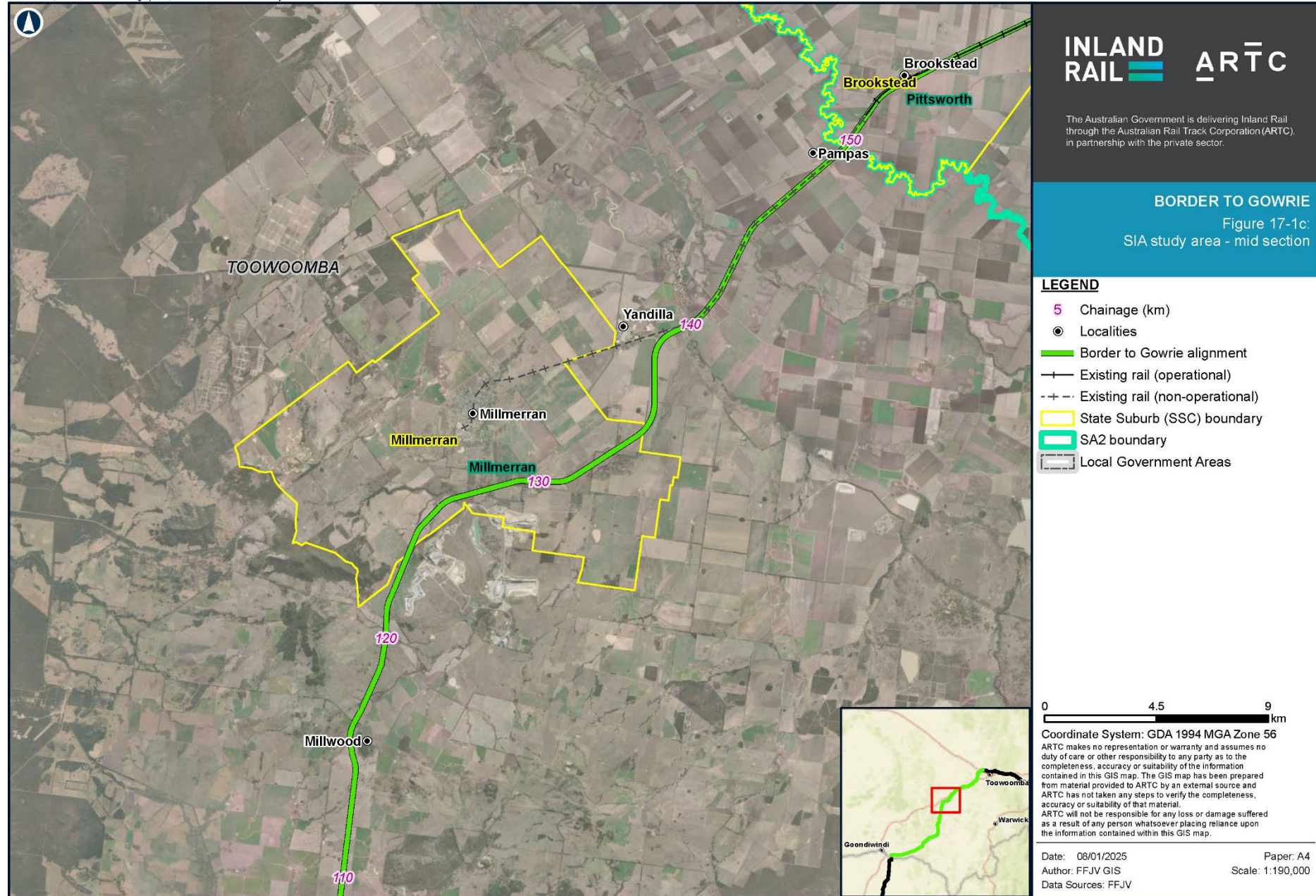
The Toowoomba LGA is located on the Great Dividing Range and had a population of approximately 173,204 residents in 2021 (ABS, 2021c), within an area of almost 13,000 km². The Toowoomba LGA is bounded by the LGAs of Lockyer Valley to the east, Southern Downs to the south, Somerset, Western Downs and South Burnett to the north and west, and Goondiwindi to the west.

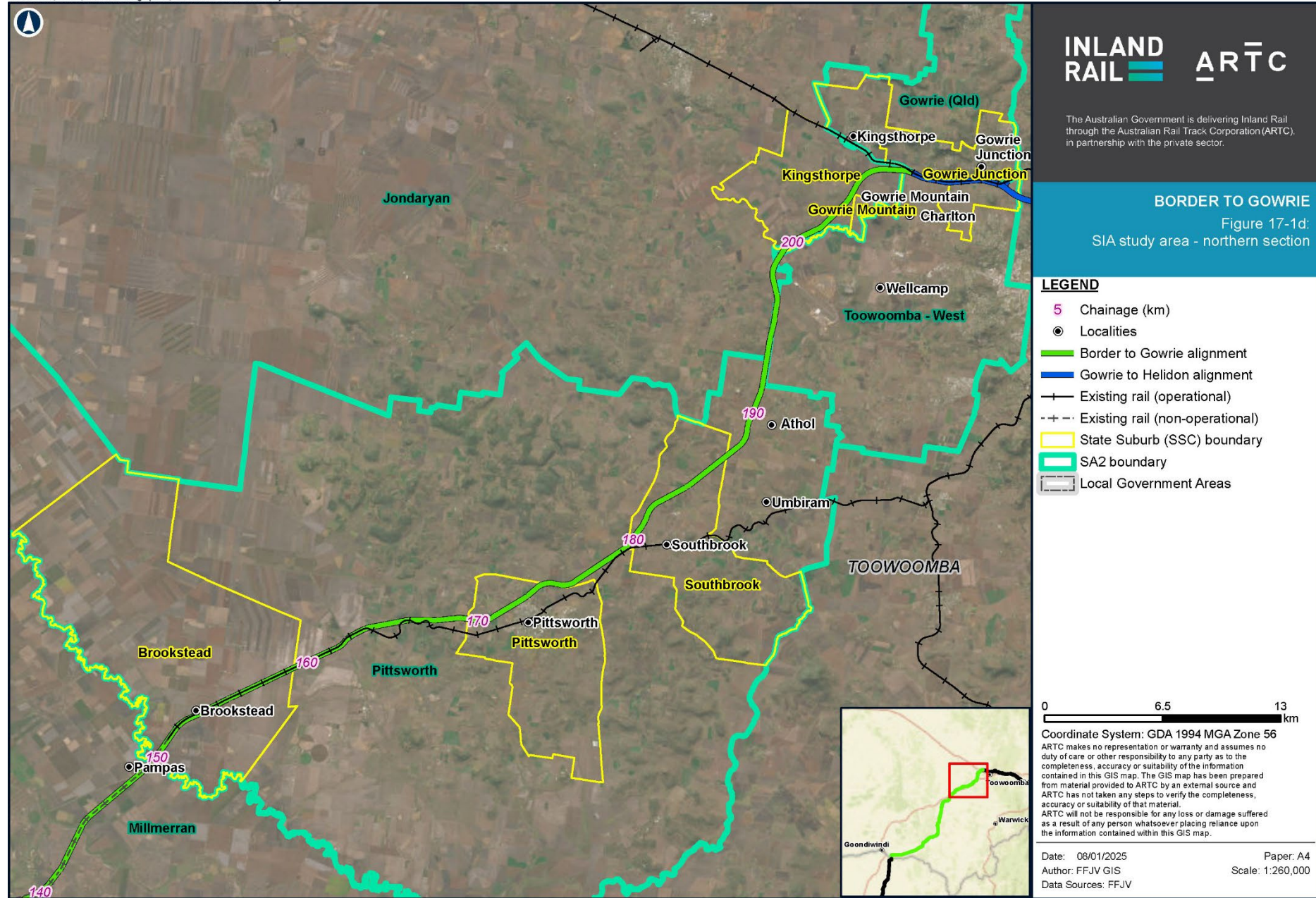
Toowoomba is the main urban centre, founded in the mid-19th century, and is the commercial and urban centre for South Western Queensland. The region grew quickly with the establishment of new farm holdings and the range crossing. A rail connection to Ipswich was completed in 1867 and other connections to the outlying townships followed, including a branch line to Millmerran in 1885. The Warrego Highway creates a range crossing that links Brisbane to the inland regional centre of Charleville. The Toowoomba Bypass (previously known as the Toowoomba Second Range Crossing) opened in 2019, helping to alleviate congestion caused by freight haulage by road through the city centre.

The Toowoomba LGA is the westernmost extent of the ShapingSEQ (DSDILGP, 2023a) and is identified as part of SEQ's urban footprint. TRC promotes a vibrant, inclusive, environmentally rich and prosperous region that embraces the future while respecting the past. After the destruction caused by the 2010/11 floods, the TRC has also had a focus on building resilient infrastructure to support community wellbeing.

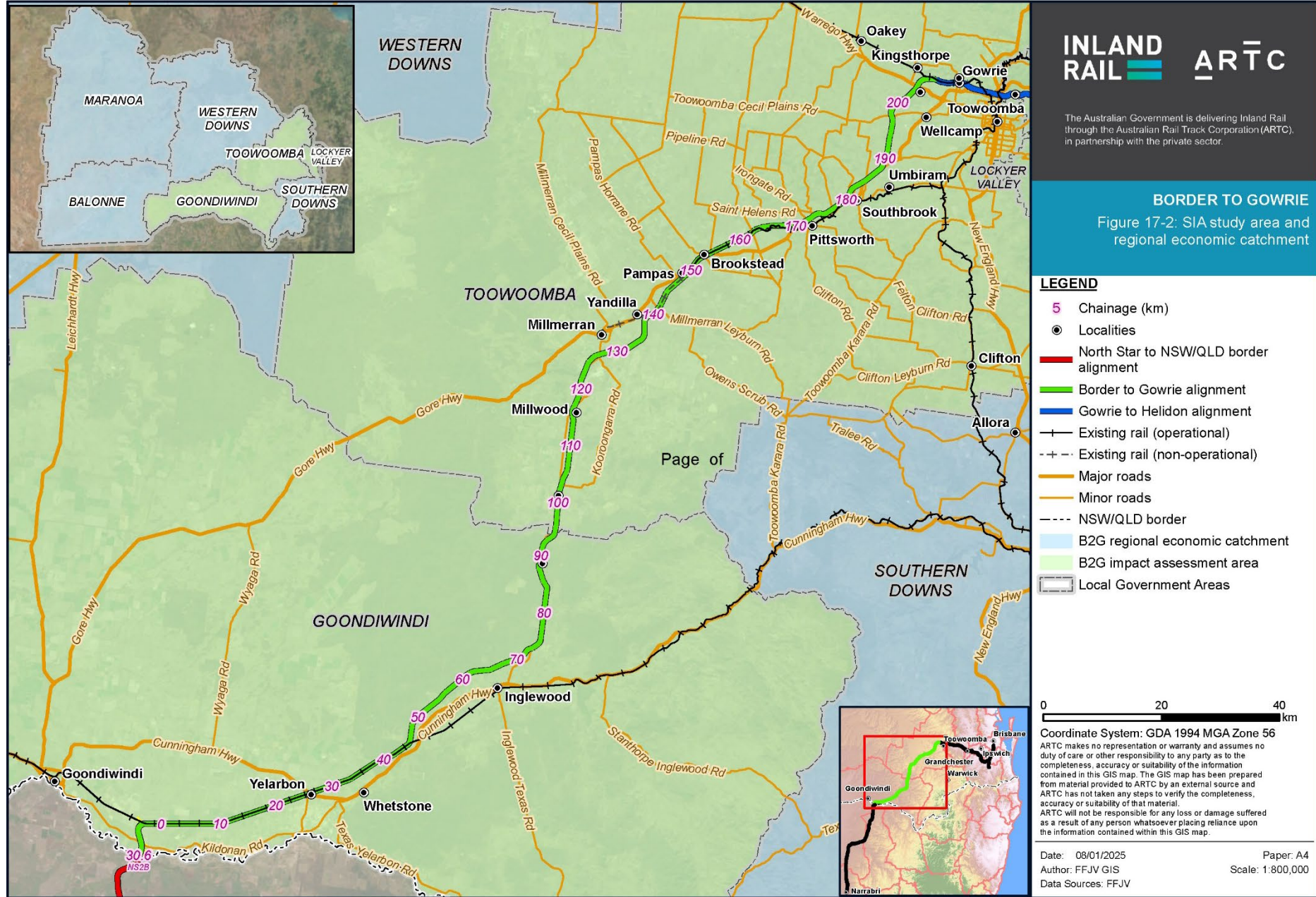








Source: L311, mcaur, Landmark Geographics, and the GIS User Community



17.4.1.4 Traditional Ownership

The SIA acknowledges Traditional Ownership and native title rights and interests potentially impacted by the Project. Chapter 8: Land Use and Tenure provides a description of native title rights and interests that may be affected by the Project footprint. A search of the relevant Native Title Register identified one native title determination (Bigambul People, QCD2016/012).

Aboriginal parties with cultural interests in the SIA study area include:

- ▶ Bigambul People, whose area extends from the northwest of Inglewood, towards Whetstone following the existing QR South Western Line rail system past Yelarbon south to Macintyre River to the southeast of Goondiwindi
- ▶ Western Wakka Wakka People, whose area commences to the east of Toowoomba at Wards Hill, extending west and intersecting Gowrie Junction, stretching southwest at Gowrie View where the area intersects the northwest edge of the Toowoomba Wellcamp airport, then intersecting the Gore Highway at Athol, where it then extends southwest along the highway to Pampas
- ▶ Endorsed Aboriginal Parties, whose area extends from Pampas to the southeast of Millmerran adjacent to the eastern most edge of the Bringalily State Forest northwest of Inglewood.

Chapter 19: Cultural Heritage provides further detail on cultural heritage values and management of impacts on cultural heritage.

17.4.2 Community profile

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

- ▶ The Statistical Area Level 1 (SA1) areas traversed by the Project (ABS Census 2021)
- ▶ Potentially impacted communities, as represented by State Suburbs in the Australian Statistical Geographical Standard (ASGS) in 2016, and as 'Suburbs and Localities' (SAL) in the ASGS for Census 2021 (Appendix X: Social Impact Assessment (Section 4.2.4))
- ▶ The LGAs of Goondiwindi and Toowoomba, which represent the SIA study area as a whole.

Where specific data are not available for towns and localities, they have been provided for the relevant Statistical Area Level 2 (SA2s), which include Toowoomba West SA2, Gowrie SA2, Pittsworth SA2 Millmerran SA2 and Inglewood-Waggamba SA2.

The ABS makes small, random adjustments to Census data to ensure no data are released that could risk identifying individuals. The QGSO and other authorities also round data to the nearest whole number. Calculations (such as percentages and rates) are based on pre-rounded figures. As such, discrepancies may occur between the sum of component items and totals, and between various data sources.

As noted in Section 17.3.3, the social baseline was updated during 2022–2023 to address changes in the social conditions, including population size, population projections, demographic and socio-economic characteristics, labour force data, housing availability and cost, and social infrastructure provision.

Data described in the following sections are provided in full in Appendix X: Social Impact Assessment. As part of the SIMP monitoring framework, the latest available socio-economic data will be analysed to provide the basis for monitoring over time.

17.4.2.1 Project footprint

Key characteristics of areas within or near the Project footprint were identified in order to understand population distribution and potential community vulnerabilities. The SA1s shown in Table 17-7 include those traversed by the Project footprint and those within approximately 1 km of the Project footprint.

There are 19 SA1s that are intersected by the Project, representing a total area of 4,720.54 km², with a total of 2,028 dwellings and a total population of 4,985 people in 2021. The average number of people in the intersected SA1s was 262 people, with a range of 157 to 544 people. The largest SA1 that is intercepted by the Project has an area of 1733.59 km².

The 10 SA1s that are located within 1 km of the Project alignment cover an area of 3,116.78 km² with 1,444 dwellings, and 3,210 people in 2021. The 1 km intersect has been drawn from the Project rail alignment to the SA1 boundary, SA1s whose boundaries are within 1 km of the Project alignment had an average population of 321 people, with a range of 107 to 546 people in 2021.

Given the rural nature of the area near the Project footprint, the SA1s shown in Table 17-7 had very low population densities, with an average of less than 0.5 people per km², although population densities are higher in the townships (Pittsworth, Millmerran and Inglewood and Yelarbon). Population density in the Toowoomba LGA is approximately 13.75 people per km², in the Goondiwindi LGA, approximately 0.54 people per km² (.id consulting, 2022).

The Socio Economic Index for Areas (SEIFA) scores for the Index for Relative Socio-economic Advantage and Disadvantage (IRSAD) are area-based scores generated by the ABS, using Census data (ABS, 2021b). Examples of variables that comprise the IRSAD index include income levels, percentage of children in families with jobless parents, housing costs and vehicle ownership.

Analysis of IRSAD deciles (10 per cent bands) for the SA1s are included in Table 17-7, and is shown geographically in Figure 17-3. Lower decile levels indicate lower levels of social resources such as income, educational attainment and employment status, and therefore more potential for social disadvantage.

The SEIFA scores for the IRSAD scores for three of the SA1s that are intersected by the Project footprint fall within the bottom three deciles. These SA1s correspond to Yelarbon (decile 1), Millmerran (decile 2) and Charlton (decile 3). By contrast, several other SA1s had SEIFA IRSAD scores above decile 5, indicating relative advantage (e.g. SA1s corresponding to the Wellcamp and Kurumbul/Whetstone localities had scores within decile 8).

Five of the SA1s within 1 km of the Project alignment also had SEIFA IRSAD scores that fall within the bottom three deciles. These SA1s correspond to Southbrook (one SA1) and Pittsworth (three SA1s) where scores fell within decile 2, and the area south of Kingsthorpe (decile 3).

ARTC's engagement with residents in areas where there is potential for disadvantage will include particular care to ensure that people who are already experiencing disadvantage are provided with support (where required) to adjust to changes in circumstances. Communications that are easily understood and a focus on direct engagement with residents within 1 km of the Project alignment are also required. This is detailed in the SIMP in Section 17.6.2.

TABLE 17-7 SA1S WITHIN OR NEAR THE PROJECT FOOTPRINT, 2021

SA1 Code	Dwellings ^a	Persons ^a	Area km ²	Relationship to Project	SA1 decile ^b
3117402	118	224	0.49	Intersected	1
3117405	72	178	972.84	Intersected	5
3117410	72	207	1733.59	Intersected	8
3118016	72	194	81.07	Intersected	6
3118018	104	264	74.1	Intersected	6
3118105	93	235	247.92	Intersected	2
3118106	64	157	215.47	Intersected	5
3118108	93	193	507.83	Intersected	6
3118204	121	311	63.78	Intersected	6
3118205	117	285	63.49	Intersected	6
3118206	108	257	71.13	Intersected	6
3118207	124	311	88.68	Intersected	6
3118209	114	274	0.35	Intersected	5
3118210	99	251	158.59	Intersected	6
3118211	127	278	291.48	Intersected	5
3118217	102	260	20.08	Intersected	5
3145816	218	544	58.43	Intersected	5
3145817	119	348	48.99	Intersected	8
3145818	91	214	22.23	Intersected	3
Total - SA1s intersected	2,028	4,985	4,720.54		

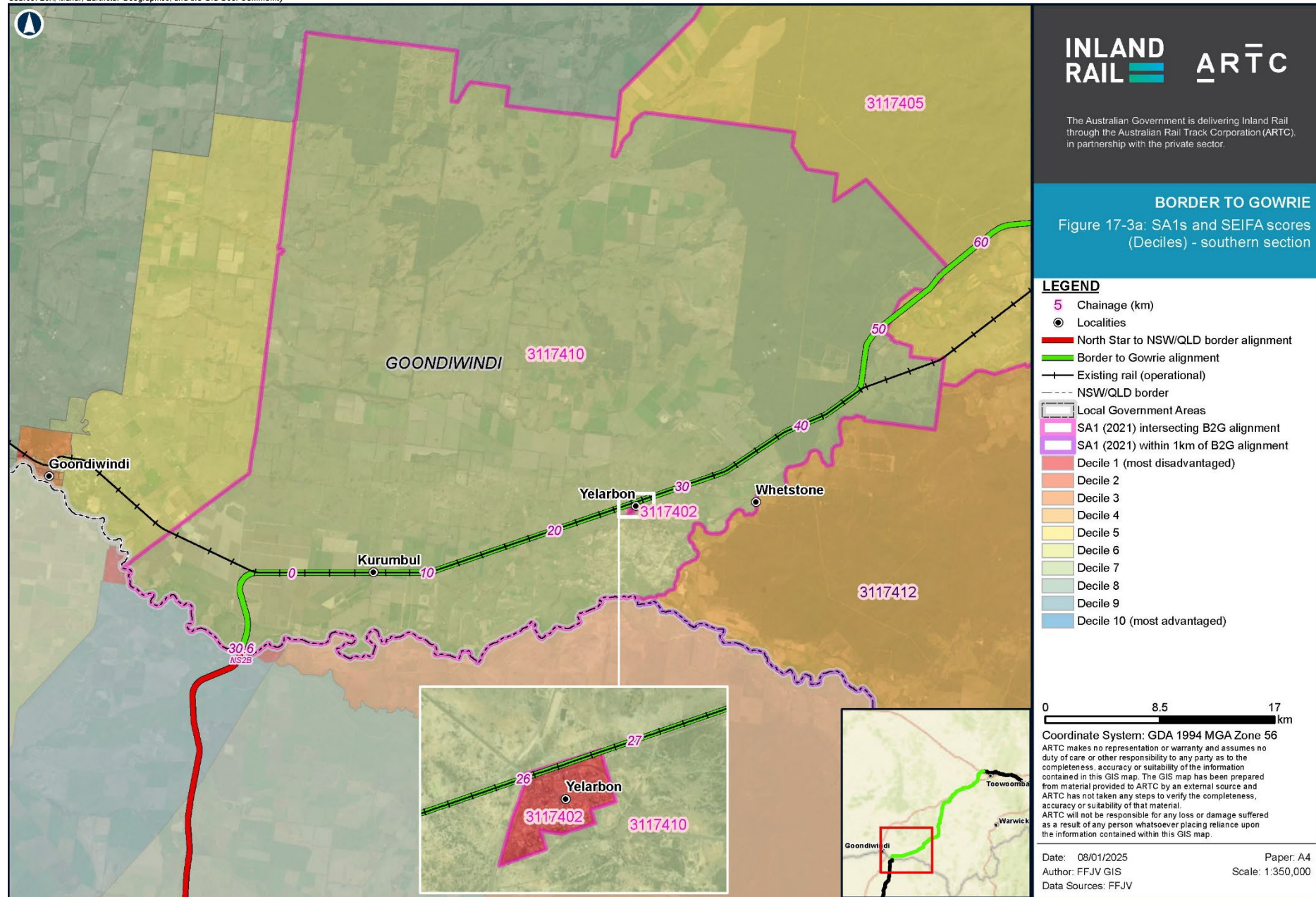
SA1 Code	Dwellings ^a	Persons ^a	Area km ²	Relationship to Project	SA1 decile ^b
3117412	244	474	2,009.16	Within 1 km	5
3118015	92	230	2.01	Within 1 km	6
3118107	152	263	886.13	Within 1 km	6
3118202	116	280	205.84	Within 1 km	8
3118203	90	210	2.02	Within 1 km	2
3118208	178	418	0.46	Within 1 km	2
3118212	180	367	0.56	Within 1 km	2
3118214	241	546	1.23	Within 1 km	2
3144910	108	315	1.37	Within 1 km	3
3144923	43	107	8	Within 1 km	7
Total - SA1s within 1 km	1,444	3,210	3,116.78		

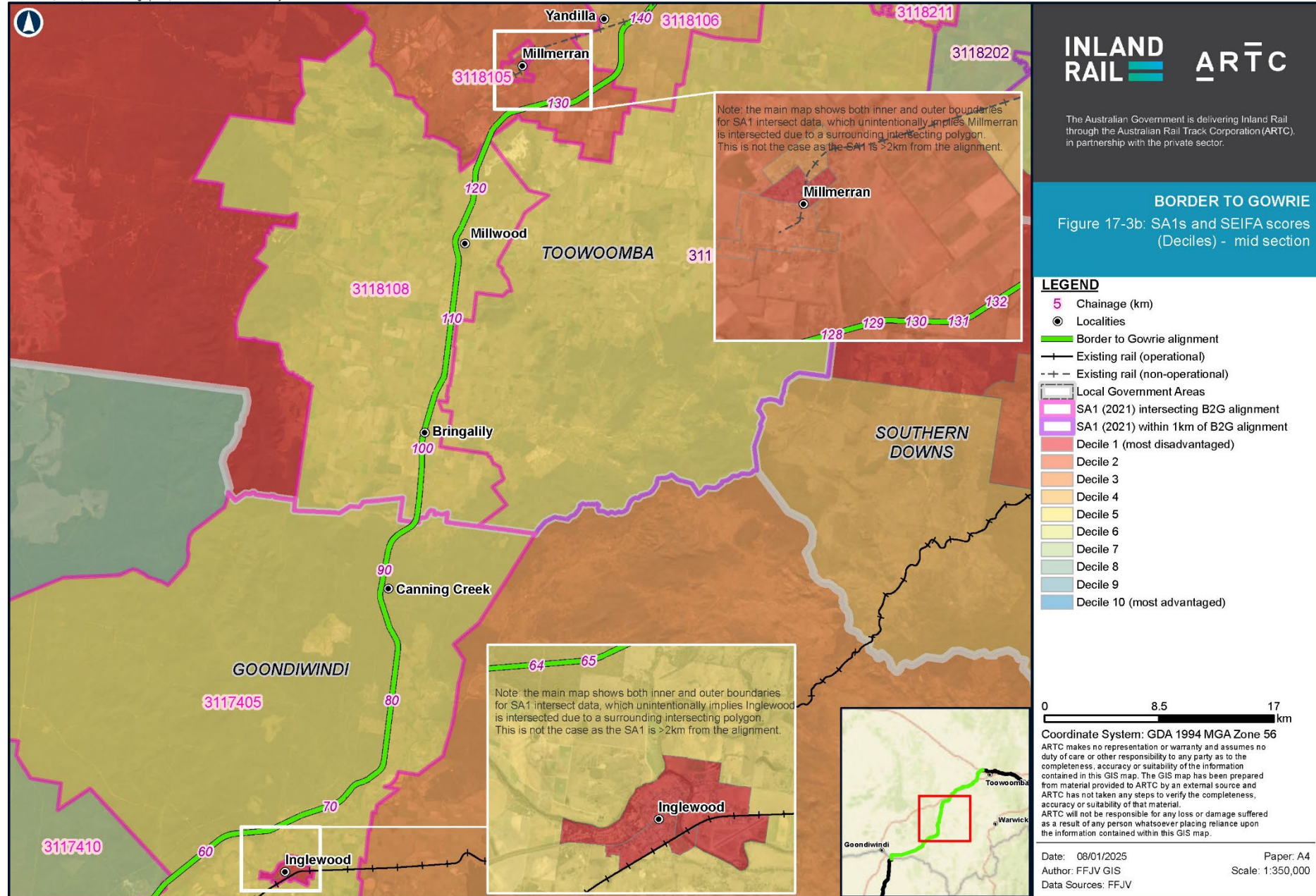
Sources:

- The numbers of dwellings and persons within SA1s were generated using ABS geographic boundary data and numeric table data for Census mesh block counts, 2021*
- SEIFA data were generated using ABS Census of Population and Housing 2021, SEIFA TABLE - Statistical Area Level 1, Indexes, SEIFA 2021*

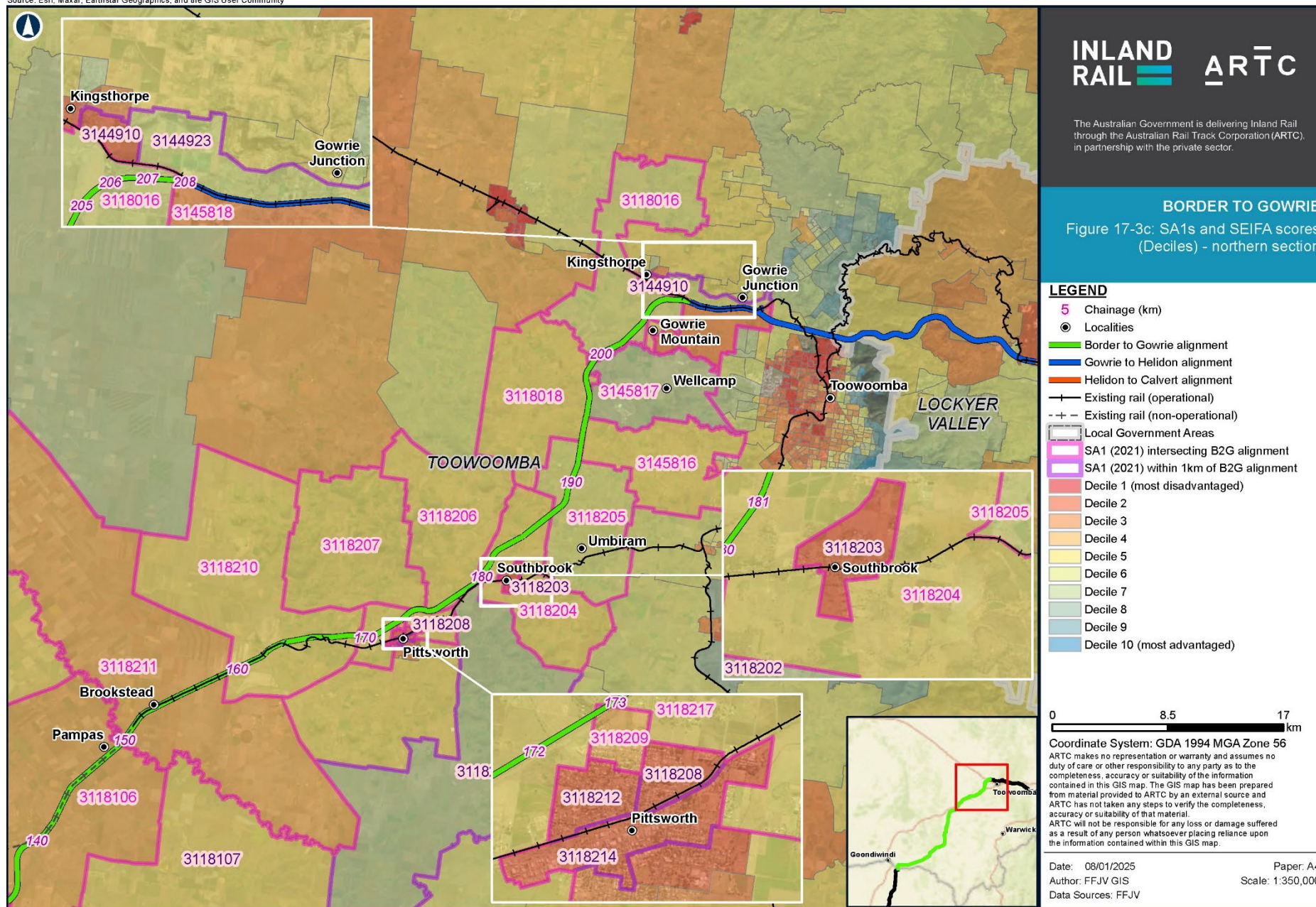
Table note:

ABS Census 2021 uses an 11 digit hierarchical code. This has been reduced to a seven digit code for ease of presentation in the table and maps. The first digit in the SA1 codes (3) refers to Queensland, the second four digits refer to the SA2, and the final two digits refer to the SA1.





Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User Community
Source: Esri, Maxar, Earthstar Geographics, and the GIS User Community



Map by: LCT/TM/OTH Z:\GIS\GIS_310_B2G\Tasks\310-GIS-202004301045_SIA_impact\310-GIS-202004301045_ARTC_Figure17-3c_SA1s_and_SEIFA_Score_Deciles_v3.mxd Date: 8/01/2025 14:56

17.4.2.2 Regional and local populations

The population of each LGA, town and locality (as defined by the corresponding State Suburbs in 2016 and SAL in 2021) is shown in Table 17-8, for 2016 and 2021.

ABS 2021 Census data indicate that the Goondiwindi LGA's population was approximately 10,310 people in 2021, a decrease of 319 people or 3.0 per cent since 2016. By comparison, the Toowoomba LGA's population in 2021 was 173,204 people, an increase of 12,425 people or 7.7 per cent since 2016. The total population of the SIA study area (Toowoomba and Goondiwindi LGAs) was approximately 183,514 people in 2021.

The largest of the potentially impacted communities was Westbrook, which had 4,408 people in 2021. The Westbrook urban area is located approximately 10 km east of the Project footprint and is not expected to experience any direct Project impacts.

Pittsworth and Gowrie Junction had the next largest populations in 2021, with populations of 3,300 and 2,242 people, respectively, followed by Kingsthorpe with 2,159 people. Brookstead (182 people), Gowrie Mountain (222 people) and Yelarbon (313 people) had the smallest populations of the urban localities. The rural localities had populations ranging from 21 people in Canning Creek to 346 people in Wellcamp.

Generally, minor changes in population numbers were seen in most towns and localities between 2016 and 2021; however, Yelarbon saw a decrease of approximately 14.7 per cent (to 313 people) and Brookstead saw a decrease of 16.1 per cent during the five-year period (to 182 people), while the urban areas of Kingsthorpe and Westbrook saw increases of 15.6 per cent and 13.6 per cent, respectively.

Population changes in rural localities should be treated with caution due to the volatility of population counts in in these small populations; however, Kurumbul, Bringalily and Charlton each saw population decreases of more than 10.0 per cent, while Wellcamp, Clontarf and Pampas saw increases of more than 10.0 per cent (Canning Creek being excluded from this comparison due to its very small base population).

Detailed socio-economic data are not provided in subsequent sections for the rural localities whose populations are provided in Table 17-8. This is due to the small populations of these localities and ABS confidentiality protocols that constrain the consistency of the data available. The characteristics of these localities are captured as part of the SA1 and SA2 level data, postcode data addressing housing conditions, and as part of LGA-level data.

TABLE 17-8 POPULATION OF POTENTIALLY IMPACTED COMMUNITIES, 2016 TO 2021

State suburbs	Population 2016	Population 2021	Population changes 2016–2021 (no.)	Population change 2016–2021
LGAs				
Goondiwindi	10,629	10,310	-319	-3.0%
Toowoomba	160,779	173,204	12,425	7.7%
Towns and urban settlements				
Yelarbon	367	313	-54	-14.7%
Inglewood	955	936	-19	-2.0%
Millmerran	1,565	1,545	-20	-1.3%
Brookstead	217	182	-35	-16.1%
Pittsworth	3,293	3,300	7	0.2%
Southbrook	601	626	25	4.2%
Gowrie Junction	2,115	2,242	127	6.0%
Gowrie Mountain	229	222	-7	-3.1%
Kingsthorpe	1,867	2,159	292	15.6%
Westbrook	3,879	4,408	529	13.6%
Rural localities				
Kurumbul	46	36	-10	-21.7%
Whetstone	65	70	5	7.7%
Canning Creek	5	21	16	320.0%
Bringalily	83	64	-19	-22.9%
Millwood	23	22	-1	-4.3%
Clontarf	25	28	3	12.0%

State suburbs	Population 2016	Population 2021	Population changes 2016–2021 (no.)	Population change 2016–2021
Pampas	62	78	16	25.8%
Yandilla	46	50	4	8.7%
Turallin	65	64	-1	-1.5%
Umbiram	139	146	7	5.0%
Yarranlea	90	82	-8	-8.9%
Athol	134	139	5	3.7%
Biddeston	284	269	-15	-5.3%
Wellcamp	295	346	51	17.3%
Charlton	120	107	-13	-10.8%

Source: ABS Census, 2016a and 2021a

17.4.2.3 Projected population

The QGSO's population projections provide estimates of population growth over time (Table 17-9). The QGSO and ABS use differing methodologies and assumptions, so there are small variances between their respective population estimates for 2021.

Between 2021 and 2046:

- ▶ Goondiwindi LGA's population is projected to decrease by 1,221 people, to reach 9,183 people in 2046
- ▶ Toowoomba LGA's population is projected to increase by 36,086 people, to reach 211,402 people in 2046.

The projected average annual growth rates over the 2021 and 2046 period are -0.5 per cent in Goondiwindi LGA and 0.8 per cent in Toowoomba LGA (QGSO, 2023).

Significant growth is expected in the Toowoomba West SA2, consistent with the regional population growth projections for the Toowoomba LGA. The Gowrie SA2 and Pittsworth SA2 are projected to experience small population increases, while the Millmerran SA2 and the Inglewood–Waggamba SA2 are projected to experience population decreases during the period to 2046.

TABLE 17-9 PROJECTED POPULATION, TOOWOOMBA LGA AND GOONDIWINDI LGA 2021–2046

LGA	Year						Average annual growth rate %	Variance (no. people)
	2021 ^(a)	2026	2031	2036	2041	2046	2021–2046	2021–2046
Goondiwindi	10,404	10,093	9,908	9,712	9,473	9,183	-0.5	-1,221
Toowoomba	175,316	182,290	190,142	197,694	204,781	211,402	0.8	36,086

Source: QGSO Regional Profile, 2023. Note: (a) 2021 data are preliminary rebased estimated resident population.

17.4.2.4 Indigenous population

Census 2021 data indicate that the Toowoomba LGA was home to 8,677 Indigenous people in 2021, up from 6,432 in 2016. The percentage of Toowoomba LGA residents who were Indigenous people in 2021 was 5.0 per cent, up from 4.0 per cent in 2016.

In the Goondiwindi LGA, there were 803 Indigenous people in 2021, up from 574 Indigenous people in 2016. The percentage of Goondiwindi LGA residents who were Indigenous was 7.8 per cent, up from 4.9 per cent in 2016.

In total, the SIA study area had an Indigenous population of 9,480 people in 2021, including Traditional Owners' families, and others who have moved to or were born in the SIA study area.

Figure 17-4 shows the percentage of people that identified as Indigenous in each SAL and LGA in 2021, which varies from 2.7 per cent in Brookstead to 13.7 per cent in Yelarbon. Both LGAs and each SAL except Brookstead, Gowrie Junction and Westbrook had a higher percentage of Indigenous people than the Queensland average of 4.6 per cent.

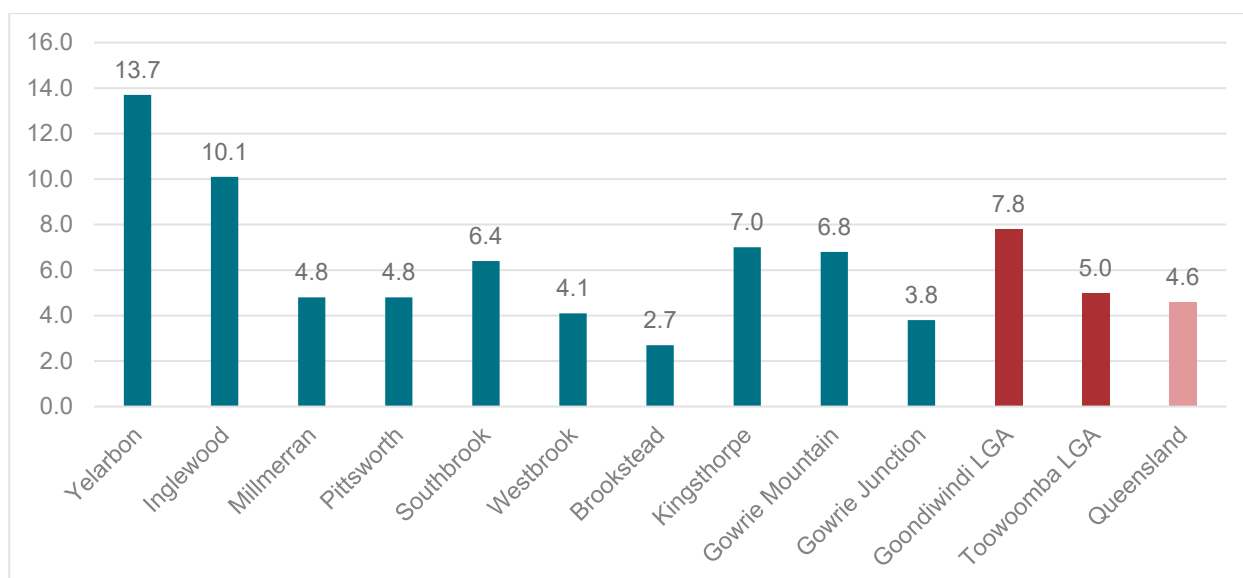


FIGURE 17-4 ABORIGINAL AND TORRES STRAIT ISLANDER POPULATION, 2021—SAL, LGA AND QLD (PERCENTAGE OF TOTAL)

Source: ABS Census, 2021b

17.4.2.5 Demographic characteristics

Analysis in this section is based on ABS Census 2021 data (ABS, 2021c), except as noted. More detailed analysis is available in Appendix X: Social impact Assessment (Section 5.2).

Age and gender

The Toowoomba LGA population has a median age of 39 years in 2021, having increased by one year during 2016–2021. This was one year more than the Queensland average (38 years in 2021). In the Goondiwindi LGA, the median age remained stable at 40 years during 2016–2021.

Some communities have notably older populations, including Inglewood and Gowrie Mountain, which both had median ages of 49 years in 2021, closely followed by Yelarbon (48 years) and Millmerran (45 years).

The SIA study area's Indigenous population was much younger than the general population with a median age of 20 years in the Toowoomba LGA and 22 years in the Goondiwindi LGA in 2021 (ABS, 2021c).

The percentages of young people between 15 and 24 years were lower than the Queensland average in Goondiwindi LGA (10.6 per cent, compared with 12.4 per cent), but slightly higher in the Toowoomba LGA at 12.6 per cent, likely due to the number of senior school and higher education facilities available in Toowoomba.

Percentages of people over the age of 65 years were higher than the Queensland average of 17.0 per cent in Inglewood (24.6 per cent), Gowrie Mountain (24.3 per cent), Millmerran (25.0 per cent) and Pittsworth (26.1 per cent), and highest in Yelarbon (26.5 per cent). Seniors make considerable contributions to local communities, however aging populations can have implications over the coming years, which may include health, housing, and the size of the working population, and seniors can have greater difficulty adjusting to change.

Male to female ratios were reasonably evenly throughout the SIA study area, but with a slightly higher representation of males in the Goondiwindi LGA than in Toowoomba LGA and Queensland (at 50.1 per cent, compared with 48.4 per cent and 49.3 per cent respectively). In the potentially impacted communities, the largest variation was seen in Brookstead, where 53.1 per cent of the population were female and 46.9 per cent were male.

Disability

The ABS Census indicator 'need for assistance with core activities' measures the number of people with a profound or severe core activity limitation (disability). In 2021, Goondiwindi LGA had a lower percentage of people who needed assistance (5.6 per cent) compared with the Queensland average (6.0 per cent), while the Toowoomba LGA's percentage was higher at 7.0 per cent. The Toowoomba LGA's higher percentage reflects its median age, which is slightly higher than the Queensland median age, as well as the opportunities for participation, service access and employment that are available in Toowoomba compared with Goondiwindi. The SALs with higher percentages of people needing assistance reflect those with older populations, including Yelarbon (which had the highest percentage at 9.9 per cent), and Millmerran and Pittsworth, where 9.3 per cent of the population had need for assistance.

Families and households

Family households were the most common household type across the SIA study area. In the Goondiwindi LGA, 68.9 per cent of households were families, slightly lower than Toowoomba at 69.5 per cent, with both lower than the Queensland average of 71.0 per cent. The highest proportions of family households were in Westbrook (86.6 per cent) and Gowrie Junction (86.8 per cent).

The family composition in the SIA study area differs to that which is typical for Queensland, in that couples with no children at home are more highly represented in Goondiwindi LGA and Toowoomba LGA (43.4 per cent and 42.8 per cent, respectively) compared with the Queensland average of 40.3 per cent (and reflecting the two LGAs' higher median ages). Yelarbon and Gowrie Mountain had particularly high proportions of families with no children, at 53.4 per cent and 59.7 per cent, respectively.

Couples with children represented 40.1 per cent of Goondiwindi families and 38.9 per cent of Toowoomba families, slightly lower than the Queensland average of 41.2 per cent. One parent families represented 15.1 per cent of families in the Goondiwindi LGA and 16.7 per cent families in the Toowoomba LGA, slightly lower than the Queensland average of 16.8 per cent.

Westbrook (53.4 per cent) and Gowrie Junction (50.9 per cent) had the highest proportions of couple families with children. Representation of one parent families varies between communities, with higher proportions in Inglewood (26.4 per cent) and Brookstead (20.0 per cent), compared with the Queensland average (16.8 per cent).

The Toowoomba LGA and Goondiwindi LGA had higher proportions of lone person households than the Queensland average (27.4 per cent, 28.1 per cent and 24.7 per cent, respectively). Inglewood had the largest proportion of lone person households (36.7 per cent), and the proportion of lone person households was also high in Millmerran (31.1 per cent).

Proportions of group households were lower than the Queensland average (4.3 per cent) in each community except Yelarbon (5.6 per cent).

Level of education

Percentages of Toowoomba LGA and Goondiwindi LGA residents who did not go to school or finished school by Year 8 were slightly higher than the Queensland average (6.7 per cent, 7.6 per cent and 4.4 per cent, respectively) in 2021.

Year 10 was the highest level of schooling completed for 29.1 per cent of the Toowoomba LGA population and 31.7 per cent of the Goondiwindi LGA population (higher than the Queensland average of 24.6 per cent).

Percentages of people who attained Year 11 or 12 were consequently lower than the Queensland average of 63.6 per cent in both Toowoomba LGA (57.5 per cent) and Goondiwindi LGA (50.3 per cent). The lower level of educational attainment within the Goondiwindi LGA may be attributed to the rural nature of the area and distance from high schools, the greater proportion of elderly persons (education is more accessible to the current generation) and the higher proportions of employment in farming and trades.

A relatively low proportion of the population in the Goondiwindi LGA (12.1 per cent) had obtained a bachelor's degree or higher, while Toowoomba's proportion (19.0 per cent) was closer to the Queensland average (22.9 per cent). Similarly with Advanced Diploma or Diploma qualifications, the Goondiwindi and Toowoomba LGAs had slightly lower proportions of people who held these qualifications (at 6.7 per cent and 8.7 per cent, respectively), compared with Queensland at 9.4 per cent.

Proportions of people who held certificates (vocational qualifications) approached the Queensland average (22.1 per cent) in the Goondiwindi LGA (at 21.2 per cent) and were higher than the Queensland average in the Toowoomba LGA (at 23.4 per cent), reflecting the need for vocational qualifications of use in the agricultural, construction and human service industries in the SIA study area.

Income

Most communities in the SIA study area have lower median household incomes than is typical for Queensland. In 2021, median household weekly incomes in the Goondiwindi and Toowoomba LGAs (\$1,394 and \$1,461, respectively) were lower than the Queensland median (\$1,675). Incomes were differentiated by proximity to Toowoomba City, with higher median weekly household incomes in Westbrook (\$2,196), Gowrie Junction (\$2,164) and Gowrie Mountain (\$1,708), while the rural communities had lower median household incomes compared with the Queensland median.

The communities where median weekly household incomes were particularly low include Inglewood (\$952) and Yelarbon (\$954), reflecting their older median ages, the relative affordability of housing and the distance from employment opportunities in the centres of Goondiwindi and Toowoomba.

Socioeconomic advantage and disadvantage

The SEIFA IRSAD measures both socio-economic advantage and disadvantage in terms of peoples' access to material and social resources, and their ability to participate in society (ABS, 2021b).

At the regional level, the IRSAD Index scores indicate that Goondiwindi LGA and Toowoomba LGA had less potential for disadvantage compared with other Queensland LGAs in 2021. Goondiwindi had an IRSAD score of 938 and fell within decile 6 (as measured within Queensland), with a ranking of 45 of 77 Queensland LGAs. Consistent with Toowoomba LGA's higher median income, more diverse economy and higher level of non-school qualifications, the Toowoomba LGA's IRSAD score was 959, which fell within decile 7, with a ranking of 55 of 77 Queensland LGAs.

The IRSAD scores for potentially impacted communities show distinct variability between communities. Gowrie Junction and Westbrook had higher scores than the Queensland baseline (1,000), with both falling within decile 8 (as measured within Queensland). The IRSAD scores for Brookstead and Gowrie Mountain were also above the Queensland median (in deciles 6 and 7, respectively). The other six communities fell below the Queensland median. Southbrook and Kingsthorpe were both within decile 4, Pittsworth was in decile 3, Millmerran was in decile 2, and Inglewood and Yelarbon were both in decile 1. This demonstrates the potential for socio-economic disadvantage, with Yelarbon, Inglewood and Millmerran of particular concern, and reflects lower median incomes, low levels of educational attainment and less housing security in these communities.

As noted in Section 17.4.2.1, SEIFA IRSAD scores for three of the SA1s that are intersected by the Project fall within the bottom three deciles. By contrast, several other SA1s had SEIFA IRSAD scores above decile 5, indicating relative advantage, with SA1s corresponding to the Wellcamp and Kurumbul/Whetstone localities showing scores within decile 8 (Appendix X: Social Impact Assessment).

IRSAD and Index of Economic Opportunity scores for the SIA study area are provided in full in Appendix X: Social Impact Assessment.

Internet access

'Access to the internet at a dwelling' was not included as a question in the ABS *Census of Population and Housing 2021*, so the following data are derived from the 2016 Census and refer to State suburbs.

Gowrie Mountain, Westbrook, Gowrie Junction, Brookstead and Kingsthorpe all had access at higher rates than Queensland (96.2, 92.6, 92.0, 89.9 and 87.0 per cent, respectively, compared with 85.8 per cent).

At the regional level, both Toowoomba LGA and Goondiwindi LGA had lower percentages of people who accessed the internet from a dwelling than the Queensland average, at 74.8 per cent of the population in the Goondiwindi LGA, and 82.6 per cent in Toowoomba, compared with 85.8 per cent for Queensland. The lowest level of internet access was experienced in Yelarbon, with just 56.8 per cent of residents having a dwelling with internet connected.

The percentages of populations who now access the internet is likely to be higher than these 2016 percentages, given greater access to smartphones and other devices, but is still likely to be lower than the Queensland average, given the older age profile and lower median incomes in the more rural communities.

Consultation feedback indicates that there are many internet 'blackspots' in the SIA study area, which hampers communication and the attraction of new businesses and residents.

Travel behaviour

There are no public transport services in the SIA study area outside of Toowoomba. TransLink has contracts with coach services around rural and remote Queensland. Commercial bus services operated by Bus Queensland and Crisps Coaches provide daily services between Goondiwindi and Toowoomba. Beyond these services, reliance is on private transport for mobility. School bus services operate throughout the SIA study area, servicing Gowrie Junction, Kingsthorpe, Westbrook, Brookstead, Pittsworth, Southbrook, Millmerran, Inglewood, Yelarbon and Goondiwindi.

Given its rural and regional setting, there is a high dependency on private vehicles in the SIA study area, and vehicle ownership levels are higher than is typical for Queensland in each potentially impacted community, with the exception of Yelarbon and Inglewood, where the average number of motor vehicles per dwelling equals the Queensland average (1.9 vehicles per dwelling). The number of motor vehicles per dwelling in other potentially impacted communities ranged between 2.1 and 2.7. Toowoomba LGA's average number of motor vehicles per dwelling was equal to the Queensland average, while Goondiwindi's average number was higher at 2.1, reflecting its relative isolation.

Consistent with the higher level of vehicle ownership, the percentage of people who travelled to work by car as a driver or passenger was higher than the Queensland average of 65.4 per cent, at 72.9 per cent in the Goondiwindi LGA and 75.5 per cent in the Toowoomba LGA.

17.4.2.6 Summary of key demographic features

Analysis of socio-economic characteristics reveals the following features of local and regional populations:

- ▶ The Goondiwindi LGA's population was approximately 10,310 people in 2021, which was a decrease of 319 people, or 3.0 per cent, since 2016.
- ▶ By comparison, the Toowoomba LGA's population in 2021 was 173,204 people and had increased by 12,425 people or 7.7 per cent since 2016. The total population for the SIA study area (Toowoomba and Goondiwindi LGAs) was approximately 183,514 people in 2021.
- ▶ At the LGA level, the Goondiwindi LGA's population is projected to decrease to approximately 9,183 people by 2046 (an average annual decrease of 0.5 per cent) while the Toowoomba LGA's population is anticipated to increase to more than 211,000 people over this period, with an average annual increase of 0.8 per cent.
- ▶ The largest of the potentially impacted communities was Westbrook, which had 4,408 people in 2021, followed by Pittsworth and Gowrie Junction (3,300 and 2,242 people, respectively).
- ▶ Brookstead (182 people), Gowrie Mountain (222 people) and Yelarbon (313 people) had the smallest populations of the urban localities in 2021. The rural localities had populations ranging from 21 people in Canning Creek to 346 people in Wellcamp.
- ▶ Generally, minor changes in population numbers were seen in most towns and localities between 2016 and 2021; however, Yelarbon saw a decrease of approximately 14.7 per cent (to 313 people) and Brookstead saw a decrease of 18.8 per cent (to 182 people), while the urban areas of Kingsthorpe and Westbrook saw increases of 15.6 per cent and 13.6 per cent, respectively.
- ▶ The SIA study area had an Indigenous population of 9,480 people in 2021 (8,677 Indigenous people in the Toowoomba LGA and 803 Indigenous people in the Goondiwindi LGA).
- ▶ The percentage of people that identified as Indigenous was higher in Goondiwindi LGA (7.8 per cent) and Toowoomba LGA (5.0 per cent) compared with the Queensland average (4.6 per cent).
- ▶ The Toowoomba LGA population's median age in 2021 was 39 years, having increased by one year during 2016–2021. This was one year more than the Queensland median age (38 years in 2021). In the Goondiwindi LGA, the median age remained stable at 40 years during 2016–2021.
- ▶ The percentages of young people between 15 and 24 years were lower than the Queensland average in Goondiwindi LGA (10.6 per cent, compared with 12.4 per cent), but slightly higher in the Toowoomba LGA at 12.6 per cent.
- ▶ Percentages of people over the age of 65 years were higher than the Queensland average of 17.0 per cent in Inglewood (24.6 per cent), Gowrie Mountain (24.3 per cent), Millmerran (25.0 per cent) and Pittsworth (26.1 per cent), and highest in Yelarbon (26.5 per cent).
- ▶ The SIA study area's Indigenous population was much younger than the general population at 20 years in the Toowoomba LGA and 22 years in the Goondiwindi LGA in 2021.
- ▶ Family households are the most common household type in the Goondiwindi and Toowoomba LGAs in 2021, and couple families with no children are more highly represented, whereas in Queensland, couple families with children are more predominant.
- ▶ The Toowoomba LGA and Goondiwindi LGA had higher proportions of lone person households than the Queensland average (27.4 per cent, 28.1 per cent 24.7 per cent, respectively).
- ▶ Goondiwindi LGA had a lower percentage of people who need assistance (5.6 per cent) compared with the Queensland average (6.0 per cent) but with a higher percentage in Yelarbon (9.9 per cent), while the Toowoomba LGA's percentage was higher at 7.0 per cent and highest in Millmerran and Pittsworth (both 9.3 per cent).
- ▶ Percentages of people who attained Year 11 or 12 were lower than the Queensland average of 63.6 per cent in both Toowoomba LGA (57.5 per cent) and Goondiwindi LGA (50.3 per cent).
- ▶ There is a lower level of attainment of tertiary and diploma qualifications in the SIA study area compared with Queensland average but the percentage of people with certificates (vocational qualifications) was close to the Queensland average in both LGAs.
- ▶ As indicated by SEIFA IRSAD scores, at the regional level, Goondiwindi LGA and Toowoomba LGA have less potential for disadvantage compared with other LGAs; however, potentially impacted communities, including Yelarbon, Inglewood and Millmerran, have higher potential for disadvantage compared with the more urban communities in the SIA study area.
- ▶ Given its rural and regional setting, there is a high dependency on private vehicles for travel in the SIA study area.

17.4.3 Community values

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

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

The following sections discuss specific values in the SIA study area and nearby communities. Further information is presented in Appendix X: Social Impact Assessment.

17.4.3.1 Indigenous community values

The Bigambul People, the Western Wakka Wakka People and members of other Endorsed Aboriginal Parties are connected to the SIA study area. Indigenous cultural heritage sites exist within the SIA study area, as well as landscape features, such as creeks, with a high potential for cultural heritage values. Aboriginal cultural heritage will be managed under Cultural Heritage Management Plans (CHMPs) in accordance with the *Aboriginal Cultural Heritage Act 2003* (Qld) (ACH Act).

ARTC has held regular consultations with the statutory Aboriginal parties for the area covered by the Project, to share information about the Project revised reference design, and implement cultural heritage processes. ARTC has also engaged with BNTAC to discuss their employment and business goals and support a range of initiatives involving the Bigambul People, and has engaged with Bigambul and Western Wakka Wakka People in cultural awareness programs.

SIA consultation with Traditional Owners identified that:

- ▶ Bigambul People are concerned about the effect of changes to flooding patterns on cultural flows of water, and on the potential to affect cultural heritage, which is valued by both Bigambul People and non-Indigenous people
- ▶ Gowrie Creek and Gowrie Mountain are culturally important areas for Western Wakka Wakka People
- ▶ There is potential for the Project to affect cultural sites
- ▶ There is concern about the ongoing disruptive effect that infrastructure projects (including Warrego Highway and the proposed Inland Rail) have on the landscape in relation to making it more difficult for Aboriginal people to relate to the landscape.

Bigambul People identified the Rainbow Reserve and the Rainbow Lagoon as culturally important areas, as discussed in Section 17.5.1.1.

For Traditional Owners and other community members, key values included:

- ▶ Management of environmental impacts that could affect cultural heritage, or flora and fauna
- ▶ Interest in Project jobs, readiness to seize opportunities, and the need for timely engagement with the Indigenous community regarding job and business opportunities so they have time to build capability to be able to participate effectively
- ▶ The need for training and development strategies to specifically involve local Indigenous people
- ▶ Opportunities to participate in the Project's supply chain
- ▶ The risk of the Project reducing housing availability and affordability.

The potential to create a legacy by addressing the need for an effective Indigenous keeping place for history, art and culture was also raised.

17.4.3.2 Amenity and lifestyle

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

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

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

- ▶ Rural townships offering a relatively quiet lifestyle and strong community connectivity
- ▶ Agriculture, small businesses and government services as a primary source of livelihood
- ▶ Sports and active, self-generated outdoor recreation (such as bike riding, horse riding and trail walking)
- ▶ Dependence on small towns to meet daily needs, and social activities and regional centres (Goondiwindi and Toowoomba) for more specialised needs.

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

As part of analysing the outcomes of the Living in Place survey (described in Section 17.3.3), an Overall Liveability Index is calculated, showing what the community believes makes somewhere a good place to live. The Overall Liveability Index derived from the SIA study area survey responses in 2023 was calculated at 55.8 out of a possible index score of 100. The study area's liveability index in 2023 was lower than the previous years' index of 61.8 in 2022, and also lower than the Queensland benchmark of 60.9 in 2023.

The liveability attributes that survey participants ranked as most important and needing improvement included 'feeling safe', 'affordable decent housing' and 'high quality health services'. The most important attributes needing to be maintained (rather than improved) in the SIA study area included 'access to the natural environment' and 'a strong sense of community'. Toowoomba LGA residents reported better local experiences for 'feeling safe' (4.6 out of 10) compared to those in Goondiwindi LGA (4.0). Goondiwindi LGA residents reported better local area experiences for 'a strong sense of community' (7.3) in comparison to those from Toowoomba LGA (6.0).

17.4.3.3 Cultural diversity

As noted in Section 17.4.2.4, there were 9,480 Indigenous people living in the SIA study area in 2021.

Cultural diversity in the SIA study area is also represented at a broad level by the percentages of people born in Australia and of people who are not proficient in the English language.

The percentage of people born in Australia was higher than the Queensland average of 71.4 per cent in Toowoomba LGA (at 80.7 per cent) and Goondiwindi LGA (at 84.4 per cent), and in all potentially impacted communities. The most common countries of birth other than Australia were:

- ▶ In Toowoomba LGA—England (1.9 per cent), New Zealand (1.4 per cent), Iraq (1.3 per cent), India (1.1 per cent) and Philippines (0.9 per cent)
- ▶ In Goondiwindi LGA—New Zealand (1.0 per cent), Philippines (0.8 per cent), England (0.8 per cent), South Africa (0.6 per cent), and India (0.4 per cent).

Toowoomba has received attention in the media as a regional model of migrant settlement and is a Refugee Council of Australia 'welcome zone' (i.e. recognised as an LGA has made a commitment in spirit to welcoming refugees into the community). This is likely to see increasing cultural diversity in future years. Consultation with local communities will need to consider the communication needs of these residents.

17.4.3.4 Community identity

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

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

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

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

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

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

17.4.3.5 Community cohesion

Strong communities exhibit resilience and have well-developed social connections and supports, contributing to community health and wellbeing. The level of volunteering in the SIA study area is high, with 16.6 per cent of Toowoomba LGA residents and 21.0 per cent of Goondiwindi LGA residents volunteering in 2021, compared with 14.1 per cent in Queensland. The highest levels of volunteering in local communities were seen in Brookstead (20.8 per cent) and Pittsworth (19.2 per cent), and volunteering levels were higher than the Queensland average in all but Kingsthorpe (12.6 per cent) (ABS, 2021c).

The percentages of residents who provided unpaid assistance was higher than the Queensland average of 11.5 per cent in the Toowoomba LGA (12.7 per cent), but slightly lower in the Goondiwindi LGA (11.1 per cent).

Respondents to the community survey across the SIA study area commented widely on the strength and cohesion in their respective rural communities and how readily people support each other in times of need. This is graphically demonstrated during drought and flood response and recovery periods.

17.4.3.6 Sense of place

Indigenous people have a relationship to land and their sense of community is strongly connected to natural elements of place. Indigenous community members consulted for the SIA noted that development of major infrastructure, such as highways, pipelines and roads in the SIA study area had damaged song lines and cultural landscapes, changed the nature of settlement, and altered Indigenous people's ability to recognise and care for Country.

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

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

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

17.4.3.7 Access to natural resources

The SIA study area is rich in natural resources, offering a variety of landscapes and some of the nation's best agricultural land, scenic and natural amenity, and numerous State Forests and reserves.

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

The Project includes a 12.5 km crossing of the Condamine River floodplain, extending from the south of Grasstree Creek, near the locality of Yandilla, to the north of Elsdon Road, near the township of Brookstead. The Condamine River floodplain is a prime grain- and cotton-growing region with high-quality fertile land. The floodplain includes PAAs and Strategic Cropping Zone areas, with pig and poultry farms and cattle feedlots interspersed between irrigated fields. The most common crops grown are wheat, sorghum, maize and barley, oilseeds, pulses and cotton. Brookstead is a major collection point for the area's grain.

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

State Forests in the SIA study area include:

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

The SIA study area's natural assets support a variety of cultural and outdoor recreational values and activities for residents and visitors, as detailed in Appendix X: Social Impact Assessment.

17.4.4 Employment and business

17.4.4.1 Labour force

Migration and labour mobility restrictions during the COVID-19 pandemic, and economic stimulation as part of government responses to the pandemic, have changed labour force conditions in Australia, with effects highly variable between regions and industry sectors.

The data in Table 17-10 summarise the SIA study area's labour force, using NSC's Small Area Labour Market (Labour Force Survey data) for the two LGAs for June 2021 and June 2022.

In June 2021, the Goondiwindi LGA's labour force numbered 5,789 people, and this had reduced by 113 people to 5,576 people in June 2022 (a decrease of 1.95 per cent). There was little change in the number of unemployed people over the 12 months (just seven additional unemployed people) and a change in the unemployment rate of just 0.3 percentage points over the 12 months.

The Toowoomba LGA's workforce also decreased, from 84,751 people in June 2021 to 81,198 people in June 2022, a decrease of 2,853 people or 3.37 per cent. The number of unemployed people had increased from 3,415 people in June 2021 to 4,746 people in June 2022, resulting in an increased employment rate (from 4.0 per cent to 5.8 per cent over the 12-month period). This may reflect the withdrawal of pandemic related JobKeeper and business support programs.

The SIA study area's total workforce of 90,540 people in June 2021 had decreased to 87,574 in June 2022. This may be the result of the easing of pandemic-related restrictions on movement, or other adjustments as workers felt more confident to move to other regions.

TABLE 17-10 LABOUR FORCE AND UNEMPLOYMENT (NUMBER AND PERCENTAGES) JUNE 2021 TO JUNE 2022

Area	June 2021			June 2022			Change June 2021 to June 2022			
	Labour force	Unempl. persons	Unempl. rate	Labour force	Unempl. persons	Unempl. rate	Labour force change no.	Labour force change %	Unempl. No. change	Unempl. % points. change
Goondiwindi	5,789	292	5.0%	5,676	299	5.3%	-113	-1.95%	7	0.30%
Toowoomba	84,751	3,415	4.0%	81,898	4,746	5.8%	-2,853	-3.37%	1,331	1.80%
SIA study area total	90,540	3,707	N.A.	87,574	5,045	N.A.	-2,966	-3.28%	1,338	N.A.

Source: NSC Small Area Labour Markets, Labour Force Survey, Australia, 2021a and 2022

The data in Table 17-11 include ABS Census 2021 data for Indigenous and non-Indigenous people aged 25–64 years. As the methodologies used by ABS vary from those used for the NSC's Small Area Labour Markets, there are variances between the two datasets.

There were 9,480 Indigenous people in the SIA study area in 2021, including 803 people in the Goondiwindi LGA and 8,677 people in the Toowoomba LGA (QGSO, 2022b). Within the Goondiwindi LGA, of 271 Indigenous people aged 25–64 years, 165 people (60.9 per cent) were in the labour force, compared with 85.7 per cent for non-Indigenous people aged 25 to 64 years.

Within the Toowoomba LGA, 3,259 Indigenous people were aged 25 to 64 years, of whom 2,202 people (67.6 per cent) were in the labour force, compared with 81.7 per cent of non-Indigenous people aged 25 to 64 years.

Indigenous labour force participation is often lower due to traditional marginalisation from education and employment, poorer health, and family or cultural responsibilities.

As indicated by ABS Census 2021 data (Table 17-11), Indigenous unemployment in the region was high compared with the non-Indigenous unemployment rate, at 15.8 per cent in the Goondiwindi LGA (compared with 2.5 per cent for non-Indigenous people) and 10.2 per cent in the Toowoomba LGA (compared with 3.7 per cent for non-Indigenous people). In the Goondiwindi LGA, this represented 26 Indigenous people, and in the Toowoomba LGA, 225 Indigenous people.

The equivalent unemployment rates for Queensland were 11.0 per cent for Indigenous people and 4.1 per cent for non-Indigenous people. The unemployment rate for Indigenous people is higher than the Queensland average in the Goondiwindi LGA (15.8 per cent) and lower than the Queensland average in the Toowoomba LGA (10.2 per cent).

TABLE 17-11 INDIGENOUS AND NON-INDIGENOUS PEOPLE IN LABOUR FORCE, PERSONS AGED 25-64 YEARS, 2021 (NUMBER AND PERCENTAGE)

	Toowoomba LGA				Goondiwindi LGA			
	Indigenous		Non-Indigenous		Indigenous		Non-Indigenous	
Labour force status	Number	%	Number	%	Number	%	Number	%
Employed	1,977	60.7	59,472	78.7	139	51.3	3,576	83.6
Unemployed	225	6.9	2,275	3	26	9.6	91	2.1
Total labour force	2,202	67.6	61,747	81.7	165	60.9	3,667	85.7
Not in labour force	1,054	32.3	13,787	18.3	105	38.7	610	14.3
Total ^a	3,259	100.0	75,536	100	271	100.0	4,280	100
Unemployment rate	-	10.2	-	3.7	-	15.8	-	2.5
Participation rate	-	67.6	-	81.7	-	60.9	-	85.7

Source: QGSO Regional Profiles – Indigenous (2022) – Toowoomba LGA, Goondiwindi LGA, Queensland – Indigenous profile

Table notes:

Persons aged 25 to 64 years (excluding people 15 to 24 years)

a. Excludes labour force status not stated

17.4.4.2 Unemployment

Unemployment rates for the Toowoomba and Goondiwindi LGAs during the five years to June 2022 are shown in Figure 17-5. In June 2017, NSC data indicate that the Toowoomba LGA's unemployment rate was 5.3 per cent, which decreased to 5.0 per cent in June 2018 and was at the same level in June 2019, before increasing to reach 6.1 per cent in June 2020 as COVID-19 pandemic conditions took effect. The Toowoomba LGA's unemployment rate then decreased to reach 4.1 per cent in June 2021, and rose again to 5.8 per cent in June 2022, to end higher than the unemployment rate in 2017.

The Goondiwindi LGA followed a different pattern, with unemployment rates increasing from 3.0 per cent in 2017 to reach 4.1 per cent in June 2019, then decreasing to 2.4 per cent in June 2020, and increasing again to reach 5.3 per cent in June 2022, substantially higher than the 2017–2019 period.

The unemployment rate in Queensland was 4.0 per cent in June 2022 (QGSO, 2023), so both Toowoomba LGA and Goondiwindi LGA had unemployment rates that were above the Queensland average at that time.

Of note, these estimates do not include under-employed people (those working too few hours for their needs) or people who are unemployed but not immediately available for employment (and therefore not counted).

Anecdotal evidence from consultation with Councils and businesses during 2022 and 2023 indicated that unemployment was likely to have decreased in both LGAs since June 2022.

As recorded by the ABS Census 2021, most of the potentially impacted communities had unemployment rates below that of Queensland (5.4 per cent). The exceptions were Southbrook (5.7 per cent), Yelarbon (7.6 per cent) and Brookstead (10.0 per cent). These figures may be less than reliable given the small base samples, e.g. there were only 90 people in the labour force in Brookstead in 2021.

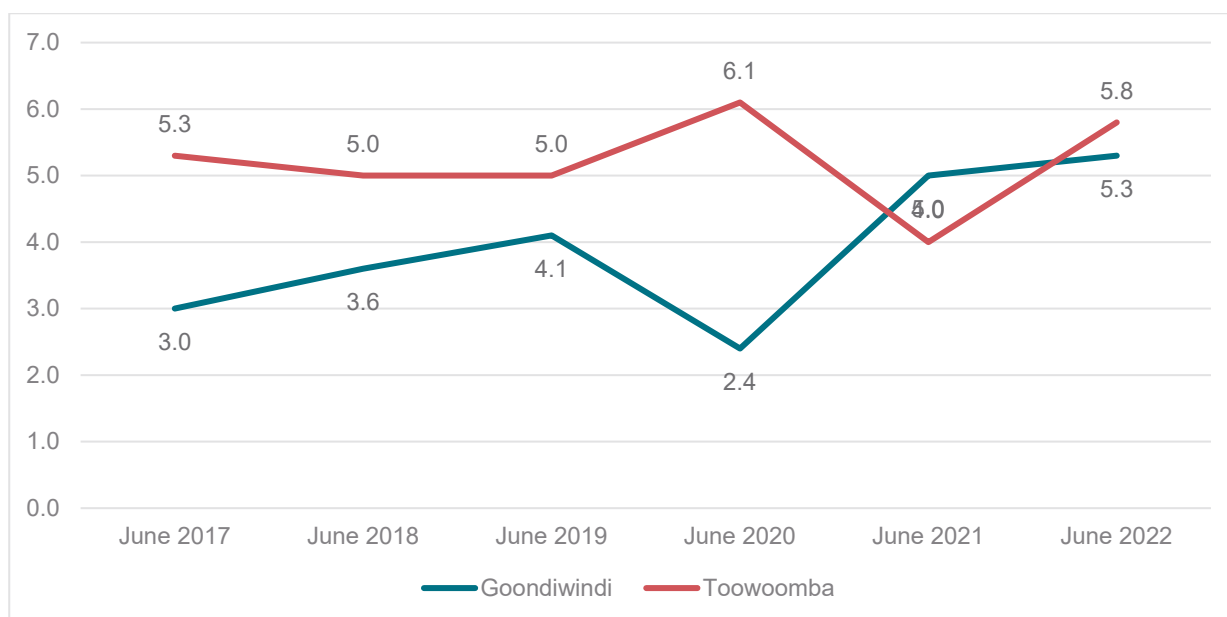


FIGURE 17-5 UNEMPLOYMENT BY LOCAL GOVERNMENT AREA, JUNE 2017–JUNE 2022

Source: NSC Small Area Labour Markets, Labour Force Survey, Australia, 2022

Based on analysis of Census data, there was a total of 1,580 unemployed young people in the SIA study area in 2021, which was a substantial decrease from the 2016 figure of 2,108 unemployed young people.

Of these, there were 44 unemployed young people (aged between 15 and 24 years) in the Goondiwindi LGA and 1,536 unemployed young people in the Toowoomba LGA on Census night.

In the Goondiwindi LGA, the youth unemployment rate was 6.0 per cent in June 2021, lower than the Queensland rate of 11.0 per cent. In the Toowoomba LGA, the youth unemployment rate was also lower than the Queensland rate, at 10.3 per cent.

Regardless of the comparatively lower rates, youth employment remains a priority for local Councils and communities.

17.4.4.3 Business profile

As Toowoomba is a regional service centre and gateway to the Surat Basin gas fields, it hosts a large proportion of the SIA study area's businesses, with most of the SIA study area's large employers also based here.

Overall, the number of businesses in the Goondiwindi LGA increased by nine between 2020 and 2022, and by 694 in the Toowoomba LGA. As this period coincided with COVID-19 pandemic restrictions, it appears business numbers in the SIA study area were generally unaffected by the restrictions and were weathering other economic pressures such as inflation.

Businesses in the agriculture, forestry and fishing industry outnumber those in other industries by a considerable margin. A total of 4,421 business across the SIA study area were registered in the agriculture, forestry and fishing industry in 2022, including 890 business in the Goondiwindi LGA and 3,352 businesses in the Toowoomba LGA.

The construction industry had the second largest number of businesses in the SIA study area, with 197 businesses in the Goondiwindi LGA and 2,695 businesses in the Toowoomba LGA in 2022, for a total of 2,892 business across the SIA study area. This is equivalent to an additional 118 businesses over the two-year period.

The rental, hiring and real estate services industry had the next highest total with 1,998 business across the SIA study area, including 207 businesses in the Goondiwindi LGA and 1,791 business in the Toowoomba LGA in 2022.

The only sector where there was a significant decrease in the number of businesses was the financial and insurance services industry, where the number of businesses across the SIA study area had reduced by 604, including 39 businesses in Goondiwindi LGA and 565 business in Toowoomba LGA. This was part of a national trend as new financial advice requirements were implemented.

At June 2023, there were approximately 29 Indigenous businesses registered as servicing the Toowoomba LGA, including construction, plumbing, maintenance, printing, crash repair, equipment hire and accounting firms (Black Business Finder, 2023). Indigenous businesses registered as servicing the Goondiwindi LGA included eight businesses offering (e.g. the Inland Rail Business Case (*Ibid.*) mentions drilling, concreting and construction services). These businesses will be identified on the Project's local business register. Consultation has indicated that some small Indigenous businesses in the region will need assistance to build capability to participate in the Project.

While the Darling Downs region is a popular tourist destination, tourism plays a relatively small role in the SIA study area's economy. The primary supply of short-term accommodation servicing the SIA study area is in Toowoomba (Appendix X: Social Impact Assessment). The Accommodation and Food Service industries employ an estimated 5.8 per cent of the workforce in the Goondiwindi LGA and 6.0 per cent in the Toowoomba LGA, compared with 7.2 per cent in Queensland (ABS, 2021a).

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

The Project traverses areas of agricultural land that are used for cropping, irrigated cropping and grazing. The SIA study area also includes several major agribusinesses. Table 17-12 identifies key agricultural businesses located near the Project footprint.

TABLE 17-12 AGRICULTURAL BUSINESSES IN AND NEAR THE PROJECT FOOTPRINT

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

17.4.4.4 Labour force availability

The Project's major requirement for labour and skills will be during the construction works stage. As indicated by ABS 2016 Census data, there were 350 people in the Goondiwindi LGA and 6,053 people in the Toowoomba LGA who were employed in the construction industry in 2016, or a total of 6,403 people across the SIA study area.

The ABS Census 2021 indicates that the number of construction industry workers in the Toowoomba LGA had increased to 6,686 people, while the Goondiwindi LGA had also seen a small increase to an estimated 363 people (QGSO, 2023).

As described in Section 17.4.4.3 there were 2,892 registered construction industry businesses in the Goondiwindi and Toowoomba LGAs in 2022. These include businesses with appropriately skilled personnel, services and equipment for the Project's construction works stage; however, as there were few businesses with more than 20 employees, the capacity of some businesses may be limited.

National Institute of Economic and Industry Research data for the Darling Downs and South West Region, which includes Goondiwindi LGA, Toowoomba LGA and eight nearby rural LGAs, shows:

- ▶ In 2021/22, there were 1,637 people employed in the heavy and civil construction sector and 7,346 people employed in the construction services sector (the two sectors most likely to provide skills for the Project)
- ▶ Employment in the heavy and civil construction sector in the Regional Development Australia Darling Downs and South West Region increased by 8.0 per cent between 2020/21 and 2021/22, indicating an increase in heavy construction industry activity; however, this followed decreases in employment in the sector of 23.4 per cent in 2020/21 and 18.6 per cent in 2019/20, indicating that there may be unemployed construction workers in the region
- ▶ Between 2017/18 and 2021/22, the number of people employed in heavy and civil construction decreased by 360 people or 18.0 per cent
- ▶ A similar trend was seen in the construction services sector, with an increase in employment of 12.5 per cent between 2020/21 and 2021/22, and (smaller) decreases of 1.8 per cent during 2020/21 and 4.9 per cent in 2019/20
- ▶ Between 2017/18 and 2021/22, the number of people employed in the construction services sector increased by 415 people or 5.6 per cent (i.d consulting, 2022).

Unemployment estimates indicate that there were 5,045 unemployed people in the SIA study area in June 2022 (Appendix X: Social Impact Assessment (Table 5.16)), which represents a substantial pool of potential Project personnel.

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

Locally, however, consultation participants have noted difficulties recruiting across a wide range of sectors, including diesel mechanics, building trades, hospitality service workers, health service workers and agricultural workers, due partly to reduced labour mobility in the wake of the COVID-19 pandemic.

Skills shortages currently extend across Australia. The Australian Industry Group's National Skill Needs Survey (June–August 2022) indicated that 71.0 per cent of Australian businesses who participated in the survey were having difficulty meeting their requirements for technicians and trades workers. Businesses reported shortages in machinists, welders, mechanical fitters and boilermakers, along with some specific machinery operator categories and labourer roles (Australian Industry Group, 2022).

The NSC's National Skills Needs List of occupations that were experiencing shortages, as well as strong or moderate future demand in Queensland in 2021, includes engineers, with sheet metal trades workers, metal fabricators, engineering technicians, construction project managers, fitters and welders, earthworks machine operators and landscapers (NSC, 2021a).

Construction of Cross River Rail, Brisbane Metro and the Queens Wharf project in Brisbane and the Gold Coast Light Rail State 3 is anticipated to be complete before the Project construction works stage commences, so it is likely that some of the appropriately skilled and experienced workers employed on these projects will be available to the Project.

In summary, analysis and consultation feedback suggests the potential availability of skilled, locally based construction workers who may prefer to pursue local employment, rather than work away from home. People who are currently unemployed are also a significant potential labour pool. The Project may also have access to a large pool of appropriately skilled workers in South East Queensland, as the construction of three major rail infrastructure projects are finished in 2024.

As major construction workers are highly mobile, and there is a pipeline of major projects including those in the SIA study area (illustrated in Chapter 23: Cumulative Impacts and detailed in Appendix X: Social Impact Assessment), the availability of experienced construction workers to the Project is difficult to predict. Shortages in skilled workers (such as engineers and tradespeople) appear likely to persist in the short to medium term. Construction Skills Queensland (CSQ, 2021) has noted that the addition of 2032 Olympics-related projects to the construction pipeline means there is significant uncertainty about how long market forces will take to absorb skills shortages.

17.4.5 Housing and accommodation

This section describes the type, cost and availability of housing in the SIA study area. Data in this section were drawn from Appendix X: Social Impact Assessment (Section 5.5) and are based on ABS Census 2021 data (Sections 17.4.5.1, 17.4.5.2 and 17.4.5.3) and QGCOS Regional Profiles and SQM Research data (Section 17.4.5.4).

Data on housing availability and cost trends have also been included for the town of Goondiwindi (i.e. the Goondiwindi SAL), as the result of consultation that identified the potential for impacts on housing in Goondiwindi.

17.4.5.1 Occupied and unoccupied dwellings

At the 2021 Census, there were 70,496 private dwellings in the Toowoomba LGA, up from 64,557 dwellings in 2016.

The Goondiwindi LGA had 4,335 private dwellings in 2021, slightly down (by 17 dwellings) from the 4,352 private dwellings counted in 2016.

The percentage of unoccupied private dwellings was higher in the Goondiwindi LGA (13.3 per cent) compared with the Queensland average (9.3 per cent), and slightly lower than the Queensland average in the Toowoomba LGA at 8.3 per cent.

Inglewood, Millmerran and Yelarbon recorded higher percentages of unoccupied private dwellings (13.8 per cent, 13.5 per cent and 11.0 per cent, respectively). In the town of Goondiwindi, 9.7 per cent of private dwellings were unoccupied (equivalent to 238 dwellings). Dwellings may be vacant because their usual occupants are traveling or have transitioned to hospital or aged care, or the dwellings require maintenance, or are for sale; however, the higher rates suggest under-occupancy in Inglewood, Millmerran and Yelarbon.

17.4.5.2 Housing profile

There is a greater dominance of separate houses in the SIA study area than for Queensland. This was more pronounced in the Goondiwindi LGA, where 90.2 per cent of dwellings were separate houses in 2021, compared with 82.7 per cent in Toowoomba LGA and 74.8 per cent in Queensland. Within the suburbs of Gowrie Junction, Gowrie Mountain, Kingsthorpe, Southbrook and Yelarbon, all housing stock was separate housing. The town of Goondiwindi has a predominantly low-density settlement pattern, but representation of flats and apartments (at 9.4 per cent of occupied dwellings) was higher than for the other SALs within the LGA.

Toowoomba LGA recorded a higher percentage of semi-detached, row or terrace housing than Goondiwindi LGA and Queensland (13.0 per cent, compared with 6.2 per cent and 11.7 per cent, respectively) but both Toowoomba LGA and Goondiwindi LGA had lower percentages of flat or apartments (3.7 per cent and 1.8 per cent, respectively), compared with Queensland at 12.5 per cent.

The SIA study area has a higher level of home ownership than is typical in Queensland. In 2021, more homes were owned outright in Goondiwindi LGA (35.3 per cent), compared with the Toowoomba LGA (32.6 per cent) and Queensland (29.1 per cent). Renting is less prevalent than the Queensland average of 34.4 per cent, but slightly higher in the Toowoomba LGA (at 32.1 per cent) compared with 26.4 per cent in the Goondiwindi LGA. Higher levels of renting occurred in the towns of Goondiwindi and Inglewood (35.5 per cent and 33.6 per cent, respectively).

As a consequence of their lower rates of home ownership, 56.7 per cent of Indigenous households in Goondiwindi LGA (compared with 31.0 per cent for all households) and 57.5 per cent of Indigenous households in the Toowoomba LGA (compared with 31.8 per cent for all households) were renting their homes in 2021. This was similar to the Queensland average for Indigenous households (58.3 per cent) ('other' tenure and 'not stated' accounted for the remaining percentages). This indicates that Indigenous community members are more reliant on rental housing than the general population, and are therefore more vulnerable to changes in housing conditions.

In the Goondiwindi LGA, a total of 104 dwellings (or 2.8 per cent of all occupied private dwellings) were social housing dwellings. In the Toowoomba LGA, a total of 1,621 dwellings (or 2.5 per cent) of occupied private dwellings) were social housing dwellings. These proportions were lower than the Queensland average of 3.3 per cent.

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

Emergency housing provision and homelessness support in the Toowoomba LGA includes Gateway House, The Haven, Youturn and Going Places (for young people aged 16–25 years), and Australian Red Cross, ACTSCare, OzCare, Salvation Army, Help a Friend Club Toowoomba Inc, Reconnect - Toowoomba and St Vincent de Paul Society, for adults.

17.4.5.3 Housing affordability and homelessness

Housing affordability is a factor of income relative to housing costs. Housing stress is widely accepted to occur when the lowest 40 per cent of income earners pay more than 30 per cent of their gross income on rent or mortgage costs (SGS Economics and Planning et al., 2018).

Data on housing stress has been derived from the Public Health Information Development Unit Social Health Atlas for LGAs (Torrens University, 2023). Data reported across such a large area will mask variations that are likely to occur at a more localised level, but indicate that in 2021:

- ▶ The percentage of low-income households who had mortgages and were in housing stress was 5.6 per cent in Toowoomba LGA, 6.5 per cent in Goondiwindi LGA and 6.6 per cent in Queensland
- ▶ The percentage of low-income households who were renting and were in housing stress was 27.7 per cent in Toowoomba LGA (slightly higher than the Queensland average of 26.5 per cent) and lower at 23.3 per cent in the Goondiwindi LGA.

Both housing loan interest rates and rental costs have risen over the past two years, without commensurate increase in incomes, so the percentages of people in housing stress are likely to be higher in 2023. This has been confirmed by feedback from participants in Council-led housing forums in Toowoomba, Goondiwindi and Inglewood during 2022 and 2023.

Based on ABS Census 2021 data, the number of homeless people in the Toowoomba LGA increased from 493 people in 2016 to 878 people in 2021, while in the Goondiwindi LGA, the number of homeless people stayed fairly stable (30 people in 2016, and 27 people in 2021). This was a total of 905 homeless people in the SIA study area in 2021.

The rate of homelessness in 2021 was 25.7 per 10,000 people in the Goondiwindi LGA, and 50.9 per 10,000 people in the Toowoomba LGA. The homelessness rate in the Toowoomba LGA was higher than the Queensland rate of 43.2 per 10,000 people (QGSO, 2023).

Homelessness estimates are derived from Census data collected on Census night and may not be a true representation of actual homelessness. Also, given very low housing rental vacancy rates and increasing rental costs since 2021, the number of homeless people in the SIA study area is likely to be higher in 2023.

17.4.5.4 Housing trends

Purchase availability and prices

Data on housing cost and availability trends have been derived from QGSO Regional Profiles for LGAs, and SQM Research data for postcodes.

The median dwelling sale price in the Toowoomba LGA in the twelve months ending 31 March 2023 was \$475,694 for all dwellings, which was an increase of \$65,694 or 16.0 per cent over 12 months (QGSO, 2022a and 2023).

In the Goondiwindi LGA, dwelling sale prices were lower at a median of \$300,000 in the twelve months ending 31 March 2023, down 3.2 per cent over the 12-month period (*Ibid.*). The median sale price for detached dwellings mirrored the 'all dwellings' median at \$300,000 (down from \$310,000 for the year ending 31 March 2022) as this represents a large majority of the housing for sale. For attached dwellings, the median sale price was \$345,000, up from \$321,750 for the previous 12-month period.

Looking at local communities, and based on SQM Research data for October 2023, postcode 4352 which includes Gowrie Junction, had the highest median asking price for houses, at \$759,582, followed by the other urban areas of Kingsthorpe (\$628,617), and postcode 4350 representing Gowrie Mountain, Athol, Wellcamp and Westbrook, and a large range of Toowoomba suburbs and rural localities (at \$603,265). The lowest median asking prices for houses were in Brookstead (\$140,000) and Yelarbon (\$164,366); however, low turnover in houses for sale in these communities affects the validity of the data.

Inglewood, Kingsthorpe and Pittsworth all saw one-year median sale price increases of more than 40.0 per cent, indicating a strong upwards trend in housing costs; however, these figures may also have been affected by small numbers of sales.

The three-year median asking price increase provides a more reliable indicator of housing prices, and shows that increases of more than 15.0 per cent (or an average of 5 per cent per year) were seen in postcode 4350 (which had the largest number of properties for sale), as well as postcodes that include Gowrie Junction, Kingsthorpe, Southbrook and Pittsworth.

The larger and more urban postcodes areas (4350 and 4352) included a total of 1,343 dwellings for sale in June 2023, with 855 dwellings available for sale in postcode 4350 and 488 dwellings available for sale in postcode 4352. Pittsworth (49 dwellings), Millmerran (36 dwellings) and Inglewood (22 dwellings) had the next largest stocks of dwellings for sale. The small numbers of dwellings available in other postcodes reflect the much smaller population bases.

The postcode that includes Gowrie Junction saw an additional 114 dwellings available for purchase in June 2023 compared with June 2022, and there were 11 more dwellings available for sale in Pittsworth over the same period. The number of dwellings for sale in the town of Goondiwindi decreased by one third over the 12-month period. The other postcodes generally experienced small decreases in available stock, evidence of sustained demand in Goondiwindi and the smaller communities.

Rental availability and cost

The availability of rental housing in June 2023 was extremely low in local communities, with no rental vacancies in the communities closest to the Project alignment, just three vacant rental dwellings in Goondiwindi and a total of 162 vacant dwellings in Toowoomba's urban areas (postcodes 4350 and 4352) (SQM, 2023). A tight market is considered to occur where vacancy levels fall below 2.5 per cent vacancy (Real Estate Institute of Queensland, 2018). At June 2023, rental vacancy rates in postcodes that include potentially impacted communities ranged between 0.0 per cent and 0.9 per cent, indicating an extremely tight rental market. The Queensland-wide vacancy rate was 1.0 per cent in the June 2023 quarter.

This indicates that there is currently no capacity in the communities closest to the Project alignment to provide housing for Project workers without displacing other residents, and very little capacity within the Toowoomba or Goondiwindi urban centres. Feedback from stakeholders in GRC's 2023 housing forums indicates that industry activity (such as renewable energy construction and meat processing) has put pressure on local housing supplies, resulting in displacement of people receiving Centrelink benefits from rental housing.

The very low rental vacancy rates have been accompanied by increased rental costs in the Pittsworth postcode (38.2 per cent) and the Southbrook postcode (31.4 per cent). One-year increases of more than 10.0 per cent were also seen in the postcodes corresponding to Goondiwindi, Gowrie Junction and Yelarbon. Other postcodes such as those corresponding to Millmerran and Inglewood saw one-year decreases in median rents of 20.2 per cent and 22.0 per cent, respectively (*Ibid.*). Rental cost trends show significant variations due to the small rental housing markets in small communities.

In postcode 4350, which corresponds to Toowoomba's urban area and has a much larger rental market with less volatility, an increase of 10.6 per cent in housing rental prices over the year to June 2023 is clear evidence that the lack of rental stock has driven rental costs up.

The three-year change in house rental costs shows more modest increases in all but the Kingsthorpe postcode (20.4 per cent) and the Goondiwindi postcode (18.8 per cent), which each saw average increases in rents of more than five percentage points per year over the three years to June 2023. Inglewood saw a three-year increase of 14.9 per cent. SQM Research data indicate that median unit rental costs also rose in Goondiwindi, the Gowrie Mountain/Westbrook/Toowoomba postcode, Gowrie Junction and Pittsworth.

The Gowrie Junction postcode (4352) had the highest median rent for a house at \$630.40 per week in June 2023, followed by the Kingsthorpe postcode (4400) at \$582.77 per week.

The lowest median weekly rent for a house was in the Yelarbon postcode (4388) at \$270.26 per week, with rents in Inglewood postcode (4387) similar, at a median of \$276.68 per week.

Dwelling approvals

Data on dwelling approvals are made available by QGSO for SA2s and LGAs.

There were only 11 dwelling approvals in the Goondiwindi SA2 in 2016–2017. In 2020–21, the number of new dwelling approvals was substantially larger, at 31 approvals, and also larger in the Gowrie SA2s (70 dwelling approvals, up from 38 in 2016–17). Toowoomba West SA2 saw a decrease of 87 dwelling approvals over the same period. Minimal variability was seen in the other SA2s that correspond to potentially impacted communities.

At LGA level, the number of dwelling approvals in 2020–2021 in the Goondiwindi LGA (32 approvals) was more than double the 2016–2017 number. In Toowoomba, the number of dwelling approvals (1,214) in 2020–2021 was slightly higher than in 2016–2017.

For the year to 31 August 2023, the Toowoomba LGA had seen 672 dwelling approvals, significantly lower than the 2020–2021 total. Goondiwindi recorded 32 dwelling approvals in the year to 31 August 2023, the same number as the 2020–2021 total (QGSO, 2023).

17.4.5.5 Short-term accommodation

Within the Goondiwindi LGA, an online scan indicates that the largest supply of short-term accommodation is in Goondiwindi, with 17 premises including hotel and motels. Hotels and motels in Inglewood, Texas and Yelarbon also offer accommodation to tourists and business travellers.

The latest tourism accommodation data provided by the ABS were produced for June 2016 and represent establishments with more than 15 rooms (ABS, 2016a). A total of 10 establishments, including 230 rooms, were identified in Goondiwindi, with the June 2016 data indicating an occupancy rate of 49.8 per cent; however, consultation indicated that occupancy by business travellers and other tourists had increased significantly since 2016, with changes by season (e.g. larger tourism numbers in winter months, and seasonal harvest-related demands throughout the year), and community and industry events resulting in occasional high demands for accommodation. Outside of bed and breakfast accommodation, there has been no increase in the availability of short-term accommodation in the Goondiwindi LGA since 2016.

Data reported by Tourism and Events Queensland (2023) for August 2023 indicate that the occupancy rate for commercial accommodation (capturing commercial premises including hotels, motels and resorts) for the South Queensland Country tourism region (which includes Goondiwindi LGA and Toowoomba LGA) was approximately 70 per cent. Applying this to the most recent room count for Goondiwindi (230 rooms, excluding bed and breakfast operations), this would see approximately 69 rooms available on an average night (not including seasonal peaks and event periods).

Toowoomba LGA has a significantly larger supply of short-term accommodation, with a total of approximately 88 premises, including hotels, motels, guest houses and rental apartments identified through online scanning, predominantly based in Toowoomba.

ABS tourism accommodation data (ABS, 2016b) identify a total of 34 hotels, motels and serviced apartment establishments with more than 15 rooms in the Toowoomba LGA, including one each in the Toowoomba East, Wilsonton, and Highfields SA2s, two each in the Newtown and North Toowoomba-Harlaxton SA2s, three in the Drayton/Harristown SA2, eight in the Toowoomba East SA2 and 16 establishments in Toowoomba – Central SA2.

Limited data are available on room numbers and vacancy rates. The 16 establishments in Toowoomba-Central SA2 offered a total of 588 rooms, while Toowoomba East SA2's eight establishments had 245 rooms and Drayton-Harristown SA2's three establishments offered a total of 97 rooms. As each of the other establishments had at least 15 rooms each, a minimum total of 1,035 rooms were offered within the Toowoomba LGA at June 2016. Smaller motel premises and holiday parks catering to tourism and business travellers are located in Pittsworth, Millmerran, Brookstead and Inglewood but are not represented in the ABS data.

A new 55-room hotel opened in Toowoomba Central in 2017, and an additional establishment with 102 suites opened as the Oaks Toowoomba Hotel in 2020 (HTL Property, 2019), so the total number of rooms offered would be at least 1,192 rooms in 2023. The occupancy rate for Toowoomba-Central SA2 establishments was 58.4 per cent in the June 2016 quarter and, applying this rate to the total number of rooms identified above, approximately 495 vacant rooms would be available.

In 2021, the Toowoomba Chamber of Commerce counted a total of 1,681 rooms across the Toowoomba region, including an estimated 100 bed-and-breakfast places. The Chamber of Commerce reports that short-term accommodation occupancy across the Toowoomba region ran on average at 66.0 per cent during 2021, during which periodic lockdowns and border restrictions limited some travel (Toowoomba Chamber of Commerce, 2022). At 66.0 per cent occupancy of 1,681 rooms, this would see approximately 570 rooms vacant on an 'average' night.

In summary, these various data sources indicate that the average availability of accommodation on any one night would be approximately 69 vacant rooms in Goondiwindi and between 495 and 570 vacant rooms in Toowoomba, with vacant rooms in bed and breakfast establishments also likely.

Accommodation demand fluctuates, with tourism accommodation demands increasing around major events such as FarmFest in Kingsthorpe (June), Toowoomba's Carnival of Flowers (September), Camp Oven Festival in Millmerran (October), and Queensland-wide events held occasionally in the region (e.g. Queensland PGA Championship held in Toowoomba in February 2020).

The closest tourism accommodation establishments to the Project corridor are:

- ▶ Oasis Hotel, Yelarbon, approximately 60 m south of the Project footprint
- ▶ Brookstead Hotel, Brookstead, approximately 140 m north of the Project footprint
- ▶ Pittsworth Motor Inn, Pittsworth, approximately 220 m south of the Project footprint.

Potential impacts on the amenity of these establishments are described in Section 17.5.5.4. As the Project is otherwise located outside of towns where accommodation is located, there is no potential for direct impacts on the amenity of other establishments.

17.4.6 Social infrastructure

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

17.4.6.1 Childcare

In June 2023, there were 127 early childhood education and care services in the Toowoomba LGA, 62 of which were long daycare services. Within the Goondiwindi LGA there were 13 early childhood education and care services, five of which were long daycare services (QGSO, 2023).

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

17.4.6.2 Education

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

During 2018–2021, there were small decreases in enrolments at the Yelarbon, Inglewood, Millmerran, Brookstead, Pittsworth and Southbrook Central State Schools, and at St Joseph's School (Millmerran). There were small increases in enrolments at Kingsthorpe State School, St Stephen's School (Pittsworth) and St Maria Goretti School (Inglewood). Pittsworth State High School saw a larger increase in enrolments, equating to an increase of approximately 25 per cent.

School census data for 2023 indicate that enrolment numbers have continued to decrease at the Yelarbon, Inglewood, Millmerran, Brookstead, Pittsworth and Southbrook State Schools. Small increases in enrolments were seen at St Maria Goretti School (Inglewood) and St Stephen's School (Pittsworth). Enrolment numbers at Pittsworth State High School have fluctuated but increased over the five-year period.

The Brookstead State School and Yelarbon State School are closely located with the existing rail corridor and would be the closest schools to the Project alignment, at approximately 50 m and 225 m, respectively. The next nearest school to the Project alignment is Southbrook Central State School, at approximately 900 m from the Project alignment.

17.4.6.3 Further education and training

TAFE Queensland operates campuses in Toowoomba and Goondiwindi, providing services across the region, with courses in hospitality, business, early education, horticulture and construction. TAFE services in the SIA study area are actively planning to develop training and employment pathways for local residents towards Project employment opportunities.

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

17.4.6.4 Hospital and health services

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

Primary health care services in the potentially impacted communities are presented in Table 17-13. Patients who require treatment beyond basic services are sent to Toowoomba, where there are a number of major hospitals offering a range of specialist services.

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

TABLE 17-13 PRIMARY HEALTH SERVICES

Town	Facility/service	Approximate number of practitioners*
Inglewood	Inglewood Medical Centre	2
Yandilla Street, Pittsworth	Pittsworth Medical Centre	2
Weale Street, Pittsworth	Pittsworth Platinum Medical Centre	4
Campbell Street, Millmerran	Millmerran Primary Clinic (Queensland Health)	1
North Street, Kingsthorpe	Downs Rural Medical—Kingsthorpe	2

Source: Department of Health, 2023

Table note:

* The number of practitioners is subject to change.

17.4.6.5 Police, emergency services and justice

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

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

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

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

Fire and emergency services are provided throughout the SIA study area, coordinated by the South Western Region of Queensland Fire and Emergency Services (QFES) with command bases at Toowoomba (Area 1) and Goondiwindi (Area 4), and service bases at the following locations (rural fire services are supported by volunteer firefighters):

- ▶ Goondiwindi Fire Station
- ▶ Inglewood Fire Station
- ▶ Pittsworth Fire Station
- ▶ Yelarbon Rural Fire Station
- ▶ Pampas RFB
- ▶ Millmerran Rural Fire Station
- ▶ Scrubby Creek RFB (Millmerran Downs)
- ▶ Brookstead RFB
- ▶ Gowrie Little Plain RFB (Gowrie Junction).

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

17.4.6.6 Aged care services

There were 54 aged care services in the Toowoomba and Goondiwindi LGAs in June 2023 (QGSO, 2023). The Goondiwindi LGA had six aged care services, 21 home care services, 110 residential aged care places and eight restorative care (transitional care) places (QGSO, 2023). The Toowoomba LGA had a total of 49 aged care services, three home care services, 2,093 residential aged care places and 67 restorative care places. The Project is unlikely to result in any increased demands for aged care places, or any impacts on the amenity of other aged care facilities, so other aged care facilities are not further considered in the SIA.

17.4.6.7 Other facilities

Table 17-14 summarises key community and civic facilities, and community support services, in the potentially impacted local communities. There is also a wide range of recreational and cultural facilities in local communities, as detailed in Appendix X: Social Impact Assessment.

TABLE 17-14 COMMUNITY AND CIVIC AND SUPPORT SERVICES

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

Source: *My Community Directory, 2023*

17.4.7 Health and wellbeing

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

17.4.7.1 Indigenous health and wellbeing

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

The prevalence of people experiencing long-term health conditions was identified by the ABS Census 2021 question, 'Has the person been told by a doctor or nurse that they have any of these long-term health conditions?'.

In the Goondiwindi LGA, 18.3 per cent of Indigenous residents had one health condition (lower than for non-Indigenous residents), and 11.8 per cent had two or more conditions, which was higher than the percentage for non-Indigenous people (9.7 per cent).

In the Toowoomba LGA, in 2021, 23.2 per cent of Indigenous Toowoomba residents experienced at least one health condition (QGSO, 2021a). This was higher than the percentage for non-Indigenous residents (21.7 per cent) and higher than the Queensland average for Indigenous people (19.9 per cent). The percentage of Toowoomba LGA Indigenous residents experiencing two or more health conditions (12.6 per cent) was also higher than for non-Indigenous residents.

The percentage of Indigenous people who did not experience long-term health conditions in the Goondiwindi LGA was 62.4 per cent, which was lower than the percentage for non-Indigenous people (65.4 per cent). In the Toowoomba LGA, 58.5 per cent of Indigenous people did not experience long-term health conditions, which was lower than for non-Indigenous Toowoomba LGA residents (62.6 per cent) and also lower than the Queensland average for Indigenous people (62.3 per cent).

Overall, the self-described health status of Indigenous people appears to be worse than that of non-Indigenous people in the Toowoomba LGA, and generally better than for non-Indigenous people in the Goondiwindi LGA. In both Toowoomba LGA and Goondiwindi LGA, the most common long-term health conditions for Indigenous residents were asthma and mental health conditions.

Unemployment is associated with poorer health and wellbeing. As noted in Section 17.4.4.1, based on ABS 2021 Census data, Indigenous unemployment in the SIA study area was high compared with the non-Indigenous unemployment rate.

17.4.7.2 General population health and wellbeing

QGSO analysis of ABS Census 2021 data on long-term health conditions indicates that 32.3 per cent of Toowoomba LGA residents had one or more long-term health condition, which was higher than the Queensland average of 28.8 per cent. The Goondiwindi LGA had less prevalence, at 28.3 per cent of people who had one or more long-term health condition (QGSO, 2021a).

The three most prevalent health conditions identified by residents in the SIA study area are the same as the three most prevalent conditions in Queensland. They include arthritis, asthma and mental health conditions. The next most common health conditions across Queensland, the two LGAs and each of the potentially impacted communities were diabetes and heart disease.

For the Toowoomba LGA, the most common long-term health condition was mental health conditions, including depression or anxiety (10.9 per cent of residents). This is slightly higher than the Queensland average (9.6 per cent) and may partially reflect the location of key regional mental health services in Toowoomba. The next most common conditions in the Toowoomba LGA were arthritis (10.7 per cent) and asthma (9.9 per cent).

In the Goondiwindi LGA, the most common long-term health conditions were arthritis and asthma, both at 9.4 per cent of residents, and mental health conditions at 7.2 per cent of residents. These are similar percentages to Queensland, where the most commonly identified long-term health conditions were mental health conditions (9.6 per cent), arthritis (8.8 per cent) and asthma (8.5 per cent).

Air quality impacts from the Project were identified as a concern by some SIA study area residents. Asthma prevalence is relevant to the potential for community concern regarding the potential for changes to air quality due to fine particulate matter (PM_{2.5} and PM₁₀), particularly in relation to dust and diesel emissions from the rail operation.

As part of the Living in Place survey undertaken by .id consulting across the SIA study area in May 2022 and again in July 2023 (Section 17.3.3), survey participants were asked about how they feel about their current physical health, mental health and social wellbeing.

In 2023, survey participants' self-assessed Health and Wellbeing Index was 6.7 out of a possible 10, just slightly higher than in 2022 but lower than the overall wellbeing index score for survey participants across Queensland in 2023 (7.1).

Participants rated each of the three health domains across the SIA study area consistently, with mental health (6.8 out of 10) rated slightly higher than physical health and social wellbeing (both 6.7), and with scores for each domain increasing by 0.1 point between 2022 and 2023.

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

There were 115.3 GPs per 100,000 people in the Goondiwindi LGA, lower than the rate in the Toowoomba LGA (129.5) and Queensland as a whole (130.5) (Torrens University, 2023). Lower rates are typical in rural communities, however Goondiwindi-based practitioners are likely to service a wider catchment, including the NSW communities of Boggabilla and Toomelah, with an extra load on their services. As at October 2023, doctors at Goondiwindi's largest medical practice had online waitlists of up to two months. Within the Toowoomba LGA, a range of medical practices were offering same-week or next-week appointments.

The Darling Downs and West Moreton (DD&WM) Primary Health Network (PHN) reports that there is a substantial workload for health professionals across the SIA study area, and difficulty in recruiting and retaining the health workforce, particularly in rural areas and West Moreton (DD&WM PHN, 2018).

17.4.7.3 Mental health

Mental health is a pervasive issue, with one in five Australians experiencing a mental health issue in any one year, and almost one in two people in their lifetime (Mental Health Australia and KPMG, 2018). Environmental factors can increase the risk of mental illness, including trauma and stress (Healthdirect Australia, 2023). Drought is a particular risk factor for farmers who experience significant stress about the effects of drought (Austin et al., 2018; Kunde et al., 2017).

As noted, above, ABS 2021 Census data indicate that the prevalence of mental health conditions is higher than the Queensland average in the Toowoomba LGA and lower than the Queensland average (9.6 per cent) in the Goondiwindi LGA.

In potentially impacted communities, the highest prevalence of mental health conditions was in Kingsthorpe (at 12.6 per cent), followed by Inglewood (10.4 per cent), Pittsworth (10.0 per cent), Westbrook (9.9 per cent) and Millmerran (9.7 per cent), all of which had higher prevalence of mental health conditions than the Queensland average.

Death from suicide and self-inflicted injury is an indicator of mental illness and causes significant family and community trauma. During the period 2016–2020, suicide and self-inflicted injury as a cause of death occurred at higher rates in the Goondiwindi and Toowoomba LGAs than is typical for Queensland. The rate in Goondiwindi LGA (15.6 per 100,000 persons) was slightly higher than for Queensland as whole (15.4 per 100,000 persons). In Toowoomba, the rate was higher again at 20.7 per 100,000 persons (Torrens University, 2023).

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

17.4.7.4 Community safety

Feeling unsafe can influence levels of anxiety and can be a barrier to community participation and accessing services. Goondiwindi residents who participated in the Living in Place survey in 2023 nominated 'crime/law and order/violence/antisocial behaviour' as the most common issue of concern affecting perceptions of local liveability.

The number and rates of reported offences are collected by the QPS and published by the QGSO. For the year ending 30 June 2023:

- ▶ The rate of offences against the person was 2,332 per 100,000 persons in the Goondiwindi LGA, considerably higher than the rates in the Toowoomba LGA (1,393 per 100,000 persons) and Queensland (1,472 per 100,000 persons)
- ▶ The rate of offences against property was slightly higher in Toowoomba LGA (5,333 per 100,000 persons) and considerably higher in the Goondiwindi LGA (at 7,466 per 100,000 persons) compared with the rate for Queensland (5,299 per 100,000 persons)
- ▶ Rates of 'other offences' were also higher in the Goondiwindi LGA compared with Toowoomba LGA and Queensland.

In consequence, the Goondiwindi LGA's rate of total reported offences was 18,560 per 100,000 persons, higher than the rate in the Toowoomba LGA (11,316 per 100,000 persons) and the Queensland rate (10,999 per 100,000 persons) for the year ending 30 June 2023.

The most recent data on road crash deaths are available from Public Health Information Development Unit for 2016–2020 (Torrens University, 2023). The Goondiwindi LGA's rate of deaths from traffic accidents (18.1 per 100,000 persons) was much higher than the rate in the Toowoomba LGA (7.1 per 100,000 persons) and Queensland (4.7 per 100,000 persons).

This has a bearing on the risks for rail transport of level crossing accidents with road-based vehicles.

17.4.8 Stakeholder engagement process and outcomes

This section summarises:

- ▶ The stakeholder engagement process during preparation of the draft EIS (Section 17.4.8.1), and the results of that engagement (Section 17.4.8.2)
- ▶ Stakeholder engagement informing the revised draft SIA (Section 17.4.8.3)
- ▶ Responses to stakeholder inputs (Section 17.4.8.4).

Stakeholder inputs to mitigation measures as relevant to social impacts and benefits are shown in Section 17.6.1.5.

Appendix E: Consultation Report provides a detailed description of the EIS engagement process and outcomes. Further details on engagement which has informed this chapter are provided in Appendix X: Social Impact Assessment (Section 6).

17.4.8.1 Draft SIA engagement process

ARTC values active engagement with stakeholders and the community. A wide range of consultation was undertaken during 2018 to 2020 as part of preparing the draft EIS, including consultation with landowners, local governments, communities, businesses, Indigenous groups, and agricultural and freight industry stakeholders. Early engagement activities between 2006 and 2017 are also described in Appendix E: Consultation Report (Section 3).

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

SIA team members also participated in meetings of the Inner Darling Downs CCC (IDDCCC) and Southern Darling Downs CCCs (SDDCCC).

SIA-specific stakeholder engagement included:

- ▶ A community survey during the SIA scoping stage, targeting landowners, community members, business owners and community organisations in the Toowoomba and Goondiwindi LGAs
- ▶ Workshops with community and government agencies
- ▶ Meetings with Traditional Owners
- ▶ Meetings with GRC and TRC
- ▶ Workshops and meetings with business organisations.

The SIA engagement process undertaken during the draft EIS preparation period is summarised in Table 17-15.

TABLE 17-15 SOCIAL IMPACT ASSESSMENT STAKEHOLDER ENGAGEMENT DURING DRAFT EIS PROCESS

Stakeholder groups	Objective	Mechanism	Timing
Landowners, community members and community organisations	Enable community members to contribute their views on potential social impacts and benefits	Participation in ARTC information sessions	November 2018
	Collect information on social baseline values, community concerns about social impacts and potential mitigation	Community survey	November–December 2018
	Seek input on social impacts and benefits from community members and community organisations	Briefings to and discussion with IDDCCC and SDDCCC	February–September 2019
GRC	Brief Council managers on the results of stakeholder engagement and preliminary assessment findings, and seek input on community issues, social impacts and mitigation	Meeting with Council CEO and managers	November 2018
	Provide a briefing on the draft SIA findings and seek Council feedback on impact assessment and mitigation	Meeting with Council CEO and managers	May 2019

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

17.4.8.2 Draft social impact assessment engagement outcomes

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

Traditional Owners

Bigambul People

ARTC has held a series of meetings with Bigambul People. Agenda items included cultural heritage, native title, employment, business opportunities, Project use of a property owned by BNTAC, and ongoing cooperation between ARTC and Bigambul People.

The SIA team met with the BNTAC, which provided further information for the SIA as follows:

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

Native title has also been a key concern discussed in meetings between ARTC and Bigambul People.

BNTAC worked with ARTC to create a Statement of Commitment to establish more meaningful and measurable outcomes. A public announcement of the Statement of Commitment was made in September 2019, and work has continued with BNTAC during 2020–2023 to deliver on the Statement of Commitment.

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

Skills programs being considered with Bigambul People include land management and firefighting training programs, and a SQW program to provide specific training to Indigenous people in the SIA study area. Additional meetings with BNTAC were held to discuss other issues as noted in Chapter 6: Stakeholder Engagement.

Western Wakka Wakka People

Matters raised through an interview with a Western Wakka Wakka representative included:

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

Potential opportunities identified included:

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

Endorsed Aboriginal Parties

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

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

ARTC has conducted engagement with Endorsed Aboriginal Parties as described in Chapter 6: Stakeholder Engagement.

Community members

SIA scoping community survey

A community survey was undertaken over a six-week period (7 November to 21 December 2018). As part of preliminary SIA engagement, the survey's purpose was to inform the scope of impacts to be assessed, and identify key community values to be considered in the assessment. The survey represented one of several inputs to the scoping stage, was one of several engagement strategies that informed the SIA, and was not designed to define the significance of social impacts. ARTC has commenced annual surveying of community values and concerns in the SIA study area.

The SIA community survey was hosted online using the Survey Monkey platform, supported by hardcopy survey administration at Project community information sessions during November 2018. The survey was promoted through local media outlets, the Project's stakeholder distribution lists, the ARTC website and at CCC meetings.

A total of 121 surveys were received, of which approximately 83 per cent were from residents of the Toowoomba LGA (101 surveys), 7 per cent were from the Goondiwindi LGA (9 surveys) and the balance were from other LGAs. More than half of the total survey sample (55 per cent) identified as having property within the SIA study area.

With a population of approximately 160,779 in 2016, survey results from the Toowoomba LGA sample had limited statistical validity, while the small sample for Goondiwindi LGA had no statistical validity, however, the survey provided good insights into local community characteristics and views. Given the range of methods used to promote the survey, the low participation rate in Goondiwindi may have been due to lack of confidence that the Project will proceed, or lack of interest given the distance between the town and the alignment.

Figure 17-6 presents the weighted average of community responses to a series of value statements regarding their community's wellbeing (based on a scale of 1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; and 5 = strongly agree).

Respondents mostly agreed they had a good quality of life and a clean environment in and around their community (with weighted averages of 4.1 and 4.0, respectively). There was least agreement about the adequacy of local job options (2.8).

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

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

The highest average response rating (2.5) was recorded in relation to industry and economic development, and employment and training, followed by local business (2.4) (Figure 17-7).

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

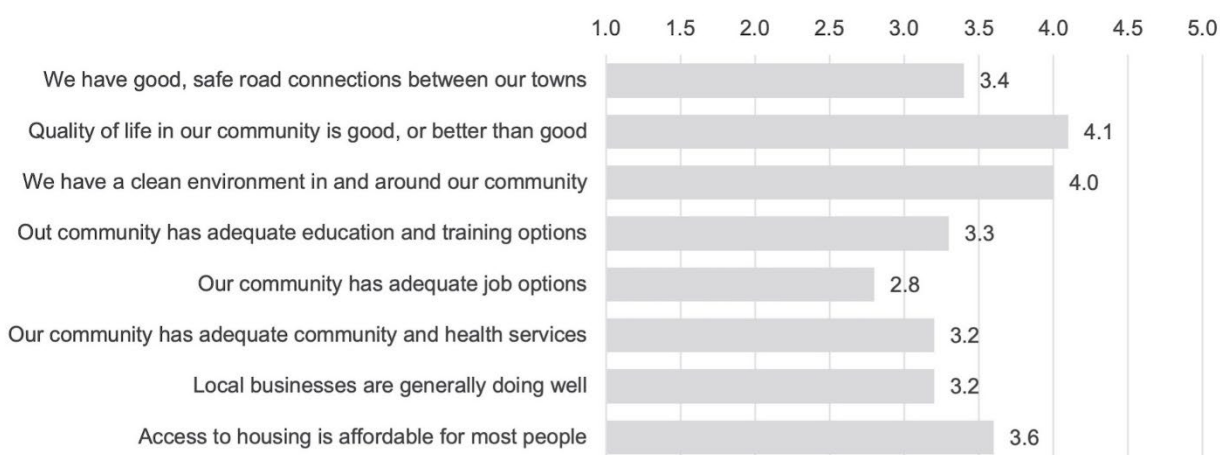


FIGURE 17-6 SOCIAL IMPACT ASSESSMENT STUDY AREA SURVEY RESPONDENT'S RATINGS OF COMMUNITY WELLBEING (AVERAGE WEIGHTED RATINGS)

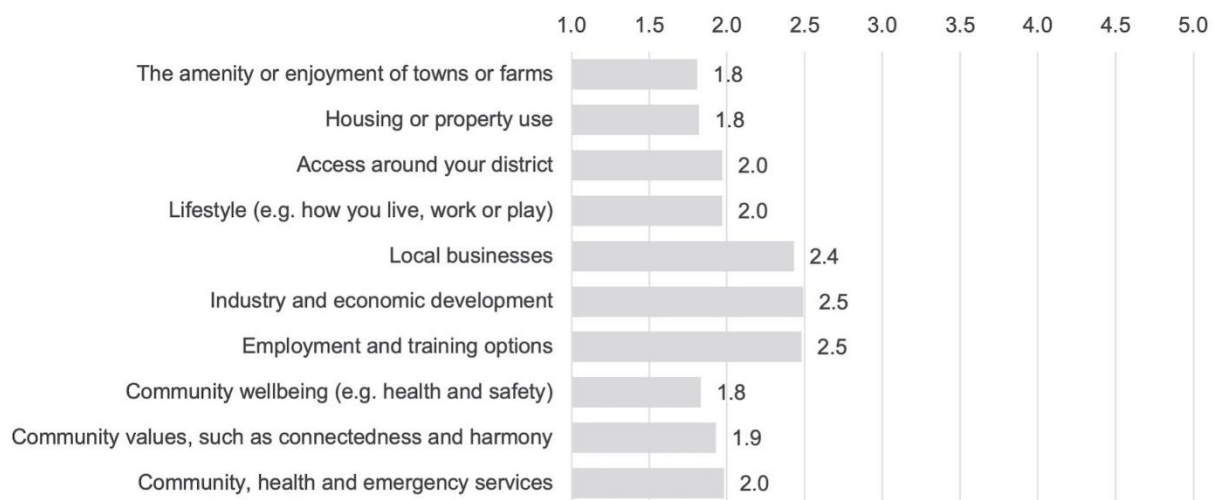


FIGURE 17-7 SOCIAL IMPACT ASSESSMENT STUDY AREA SURVEY RESPONDENTS' RATINGS OF PROJECT SOCIAL IMPACTS AND BENEFITS (AVERAGE RATINGS)

Community Consultative Committees

ARTC established the IDDCCC in the north of the SIA study area and SDDCCC in the south, in December 2017, to act as a conduit between the community and ARTC, and provide input and feedback on community issues and concerns during the planning and design of the Project alignment. As at June 2022, the IDDCCC had met 21 times and the SDDCCC had met 18 times. This included two joint meetings of the two CCCs, focused on the Independent International Panel of Experts for Flood Studies of Inland Rail in *Queensland's Draft Report on Review of Border to Gowrie Section* released by the Independent International Panel of Experts for Flood Studies in Queensland, and the land acquisition process.

A detailed list of meetings and topics discussed is presented in Appendix E: Consultation Report.

Key issues identified by CCC members of relevance to social impacts and benefits include:

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

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

Community information sessions

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

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

During 2019, eight community information sessions were held in February at Brookstead, Toowoomba, Southbrook, Millmerran, Yelarbon, Inglewood, Pampas and Pittsworth, to gather information on public road crossings, with participants' key issues of relevance to the SIA including potential for passenger trains to use Inland Rail, the safety of level crossings, emergency services engagement, interfaces with Millmerran-Inglewood Road, the grade separation at the Cunningham Highway, and the Condamine floodplain crossing solution.

A further nine community information sessions were held during October 2019, including in Gowrie Junction, Southbrook, Millmerran, Brookstead, Pittsworth, Toowoomba, Yelarbon, Inglewood and Goondiwindi (the last a joint session with the NS2B project). These sessions focused on the release of the Project reference design, discussion of noise impacts and hydrology. Key issues raised included risks of increased flooding resulting from watercourses including the Condamine floodplain, alignment selection, land severance affecting rural properties, noise and vibration impacts, and workforce accommodation.

ARTC held 23 community information sessions in 2020 (during February, March, June, July, August, September, October, November and early December) in various locations (Appendix E: Consultation Report). These were general outreach sessions, with issues raised including route selection, Project employment, land acquisition impacts, noise impacts, visual amenity and impacts on flora and fauna.

Appendix E: Consultation Report provides a detailed account of consultation with community members and stakeholders.

Local governments

Toowoomba Regional Council

TRC officers were engaged in the draft SIA process through meetings with the SIA team (March and May 2019) and participation in SIA community workshops. This included discussion of draft SIA findings, mitigation and enhancement strategies, and the temporary non-resident workforce accommodation facility that was previously proposed for the Millmerran area. ARTC has held regular engagement meetings with TRC that have also informed the SIA, as discussed in Section 17.4.8.3. TRC representatives' feedback and SIA outcomes are shown in Table 17-16.

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

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

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

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

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

The outcomes of engagement with TRC during preparation of the draft SIA are summarised in Table 17-16.

TABLE 17-16 OUTCOMES OF TRC ENGAGEMENT DURING DRAFT EIS PROCESS

Month	Issues raised	Outcome
March 2019	▶ Concerns about road closures during construction in the event of a flood event, leading to isolation	▶ TRC is being consulted regarding all road closures in the Toowoomba LGA
	▶ Whether buffers would be required between the rail line and residential development to protect amenity with respect to noise	▶ The EIS includes detailed information to enable Council consideration of buffers, noting there are no buffers around existing rail lines
	▶ Potential for noise from crossing loops to affect nearby residents	▶ These issues are considered in the relevant EIS appendices and referenced in the SIA:
	▶ Concern that additional lighting may affect visual amenity	▶ Appendix W: Noise and Vibration Assessment—Railway Operations
	▶ Potential severance by alignment of stormwater drainage and overland flow	▶ Appendix K: Landscape and Visual Impact Assessment
		▶ Appendix T: Hydrology and Flooding Technical Report
	▶ Potential opportunities identified included:	▶ Training opportunities are addressed in Section 17.6.3
	▶ School-based opportunities for students	▶ Potential legacy opportunities are identified in Section 17.5.4.8 and will be further investigated as part of the Community Wellbeing Plan (Section 17.6.5)
	▶ Legacy benefits in the form of contribution to community facilities to improve the impacted towns	▶ ARTC cooperated with Council's RSIS officers while the RSIS projects were active
	▶ Cooperation with Council's RSIS project	
	▶ Potential for an increase in economic activity during construction	▶ Appendix Y: Economic Impact Assessment describes contributions to regional economies
	▶ Support for the development of Toowoomba as a freight and logistics hub	▶ The SIA describes the potential to support regional development (Section 17.5.5.6)
May 2019	▶ Support for avoidance of level crossings on public roads, where they can be avoided	▶ The reference design minimises the number of proposed level crossings as described in Section 17.5.1.8
	▶ Potential for legacy values of non-resident workforce accommodation facilities for communities that would host them, e.g. accommodation supply	▶ This potential will be considered by ARTC in cooperation with landowners as described in Section 17.6.4

Month	Issues raised	Outcome
May 2019	<ul style="list-style-type: none"> ▶ Need to avoid rapid change in population or housing demands, particularly considering potential for cumulative impacts ▶ Workers with families could be encouraged to settle locally ▶ Labour draw from local businesses is likely, with upskilling of the local labour force a potential mitigation/offset ▶ Opportunity to have a welcome event for construction personnel to assist with community integration ▶ Potential for visual impacts during the construction works or operations stages ▶ Potential for engagement of social enterprises in the supply chain, including involvement of new migrants, with job readiness programs required ▶ Community opposition to the Project alignment could constrain business participation ▶ Potential for investment in community facilities in local towns to address existing issues and/or Project impacts on community cohesion ▶ The need for management of Project housing/accommodation impacts to avoid draining local accommodation supplies that are used for major events ▶ The need for ongoing consultation with TRC regarding infrastructure investments, place making outcomes, community facility investments and driving economic development 	<ul style="list-style-type: none"> ▶ Population change and housing impacts are discussed in Section 17.5.3 ▶ Measures to mitigate impacts on housing access are provided in Section 17.6.4 ▶ Concerns regarding labour availability have been addressed through revising relevant baseline data sets, impact assessment and management measures ▶ This opportunity is addressed in Section 17.6.2.6 ▶ This is assessed in Appendix K: Landscape and Visual Impact Assessment with findings referenced in Section 17.5.1.8 ▶ Commencement of engagement regarding migrant workers is noted in Section 17.6.2.6 ▶ Involvement of social enterprises is noted, e.g. Section 17.6.6 ▶ Appendix E: Consultation Report details ARTC's engagement with stakeholders including businesses ▶ Section 17.6.6 details future business engagement measures ▶ To November 2021, ARTC had provided donations for 25 community facility upgrades ▶ Further investment in community facilities will be discussed with Council and other stakeholders as part of developing the Project's Community Wellbeing Plan ▶ The Accommodation Management Plan (AMP) framework requires measures to identify local accommodation providers capacity to provide accommodation while avoiding impacts on peak tourist periods (Section 17.6.4) ▶ Councils and other stakeholders will be involved in developing the Project's Community Wellbeing Plan (Section 17.6.5) and monitoring process (Section 17.6.7)
August 2019	<ul style="list-style-type: none"> ▶ Meeting with TRC's RSIS Coordinator in regarding local priorities for skills development, identified as including skills for the advanced manufacturing and transport/logistics industries. 	<ul style="list-style-type: none"> ▶ Opportunities for cross-skilling are considered as part of Inland Rail Skills Academy ▶ Opportunity to develop joint skilling programs for applications to DESBT's SQW initiative was identified, as described in Section 17.6.2.6
September 2020	<ul style="list-style-type: none"> ▶ Update provided on SIA management measures with a particular focus on local and Indigenous participation, alignment with TRC-community initiatives, and the process for development of health and community wellbeing initiatives. ▶ Need to ensure employment and business opportunities are adequately communicated to the business community (TRC is able to assist) ▶ Need to build community awareness of the skills and capacities required in building a rail line. ▶ Lessons from the Toowoomba Bypass' construction included involvement of businesses in ongoing consultation e.g. through an advisory group, the need for the procurement portal to be established early, and the value of 'procurement nights' to brief business owners. 	<ul style="list-style-type: none"> ▶ The SIA includes measures for cooperation with TRC and other agencies in ensuring local awareness of business supply opportunities and capability to participate (Section 17.6.6)

Month	Issues raised	Outcome
September 2020	<ul style="list-style-type: none"> ▶ Meeting with Regional Economic Development Officer and RSIS Coordinator Opportunities identified: <ul style="list-style-type: none"> ▶ Support for initiatives in Millmerran and Pittsworth to encourage workers to relocate to the region ▶ Opportunity to support the Gowrie P&C in fitting out its Community Hub facility ▶ Potential for cooperation and/or support for tourism initiatives in and around Millmerran e.g. trail development ▶ Potential for cooperation and/or support for recreation initiatives in and around Pittsworth e.g. rail trail 	<ul style="list-style-type: none"> ▶ Current rental housing availability would not support relocation of workers to local towns ▶ Other opportunities are noted in Section 17.6.5
October 2020	<ul style="list-style-type: none"> ▶ Update regarding the current status of the B2G and G2H projects and ARTC's social performance and stakeholder engagement activities ▶ TRC provided information regarding various community and social performance focus areas, ways that Inland Rail can potentially engage with the local community and Council's capacity building and workforce training projects 	<ul style="list-style-type: none"> ▶ No specific outcomes
April 2020	<ul style="list-style-type: none"> ▶ Meeting with GRC's RSIS Coordinators twice to discuss cooperation on skills development ▶ Identification of opportunities as part of DESBT's SQW program 	<ul style="list-style-type: none"> ▶ ARTC and GRC submitted SQW applications addressing land management and biosecurity skills, and construction training at Goondiwindi Showgrounds while improving the showgrounds facilities, however these were unsuccessful
May, June, July, August 2020	<ul style="list-style-type: none"> ▶ Four meetings with Council representatives to provide Project updates including EIS findings and Project schedule ▶ Identification of Council priorities including: <ul style="list-style-type: none"> ▶ Availability of locally available training and business capability development opportunities ▶ Importance of opportunities for small businesses ▶ Potential for labour draw from local businesses to the Project 	<ul style="list-style-type: none"> ▶ Cooperation towards a partnership with GRC on the 'Local Employment Roadmap' ▶ ARTC has initiated a range of business awareness and capability building programs as described in Section 17.6.6.3.

Goondiwindi Regional Council

GRC representatives were engaged in the draft SIA process through meetings with the SIA team (November 2018 and May 2019) and were invited to participate in SIA community workshops. This included discussion of draft SIA findings, mitigation and enhancement strategies, and the temporary non-resident workforce accommodation facility proposed for the Millmerran area.

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

Potential opportunities identified included:

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

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

ARTC met with GRC five times during May–August 2020 (including four meetings where the SIA was discussed) to provide Project updates, including the schedule and to identify Council priorities, which include the availability of locally available training and business capability development opportunities in the area, the importance of opportunities for small businesses and the potential for labour draw from local businesses to the Project (Appendix E: Consultation Report for further detail).

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

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

The outcomes of engagement with GRC during preparation of the draft SIA are summarised in Table 17-17.

TABLE 17-17 OUTCOMES OF GRC ENGAGEMENT DURING DRAFT EIS PROCESS

Month	Issues raised	Outcome
November 2018	▶ The community is sceptical about the Project going ahead, given its long history	▶ ARTC has conducted a comprehensive stakeholder engagement process as part of the EIS process. Scepticism may continue until the Project commences construction
	▶ Low local unemployment means workers will typically come from outside the region	▶ AMP reflects the likelihood that non-resident workers will be required
	▶ There was limited spare capacity in short-term accommodation	▶ As discussed in Section 17.5.3.1 non-resident workforce accommodation facilities within the Goondiwindi LGA are proposed to be located near Yelarbon and Inglewood
	▶ Concern about loss of rental housing affordability and displacement of low-income households	▶ Engagement with Council regarding non-resident workforce accommodation will continue as described in Section 17.6.4
	▶ Preference for non-resident workforce accommodation facilities to be located at Goondiwindi and Inglewood, with adequate lead time provided for Council to plan relevant infrastructure	
	▶ Council is open to the opportunities that Inland Rail could facilitate for its communities and willing to work cooperatively with ARTC	▶ Engagement and cooperation with Council was initiated during the EIS process and is continuing
	▶ Businesses need advance notice to be able to plan ahead, and ARTC will need to overcome scepticism that the Project will happen	▶ Early implementation of business awareness and capability building programs is described in Section 17.6.6
	▶ Potential to benefit local businesses (in construction as well as retail and service delivery) and related increased job opportunities	
	▶ Opportunity for off-farm income for local residents	
	▶ Strong community concerns regarding impacts on agricultural land	▶ Impacts on agricultural land and mitigation measures to address impacts are discussed in Section 17.5.5.1
	▶ Potential for increased wait times to see local general practitioners	▶ SIMP measures include provision of paramedics and a range of other strategies to reduce non-resident worker demands on local services (Section 17.6.5)
	▶ Road traffic safety during construction, particularly during harvest time with large machinery movements	▶ These issues were considered in the preparation of relevant EIS chapters and technical reports
	▶ Project effects on the Macintyre River, with potential for exacerbation of flooding	
	▶ Potential for Goondiwindi to be a regional rail hub for produce distribution, and to link Inland Rail to the rail line between Goondiwindi and Thallon	▶ GRC is actively pursuing these goals; however, they are outside the Project scope
	▶ Potential for legacy projects (e.g. community facilities or augmentation of housing and accommodation supply)	▶ Legacies are discussed in Section 17.5.4.8

Month	Issues raised	Outcome
May 2019	<ul style="list-style-type: none"> ▶ Community scepticism about flood modelling 	<ul style="list-style-type: none"> ▶ Independent International Panel of Experts for Flood Studies was established by the Australian and Queensland Governments to review the flood modelling
	<ul style="list-style-type: none"> ▶ Diversion of water could affect farmer /irrigators' access to water. ▶ Over-subscribed water allocations in the Yelarbon area may limit Project access to water ▶ Acknowledgement that the use of the brownfield sections had reduced the number of properties that would be affected 	<ul style="list-style-type: none"> ▶ This has been addressed as part of Appendix S: Surface Water Quality Technical Report and is not addressed in the SIA
	<ul style="list-style-type: none"> ▶ The potential for an influx of young workers (due to the proposed non-resident workforce accommodation facility) to change social conditions in Inglewood, e.g. feelings of safety and familiarity ▶ The need to avoid 'boom-bust' population changes that affect housing, property values and social infrastructure access 	<ul style="list-style-type: none"> ▶ This is discussed in Section 17.5.4.6 ▶ The Project does not anticipate housing impacts that would lead to boom-bust effects
	<ul style="list-style-type: none"> ▶ The need for ongoing engagement with local businesses to advise them off the Project schedule, how to qualify for supply opportunities, and opportunities for capability building ▶ The need to avoid creating false expectations of long-term benefits for businesses, given construction is time-limited ▶ The need for protection for small businesses in dealing with major contractors and the benefit of mentoring advice for businesses 	<ul style="list-style-type: none"> ▶ ARTC has initiated a range of business awareness and capability-building programs as described in Section 17.6.6
	<ul style="list-style-type: none"> ▶ The Project's complexity is a challenge given Goondiwindi LGA's size and location near the juncture of two Inland Rail sections, so consideration of how to work effectively within Council's resources and support its involvement will be needed 	<ul style="list-style-type: none"> ▶ ARTC is in regular consultation with GRC to enable its consideration of key issues ▶ Consultation on an as-needed basis will continue prior to and following Project evaluation

Social infrastructure providers

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

- ▶ Education, training and employment:
 - ▶ need for definition of local employment and set targets (including Indigenous people and women)
 - ▶ allowing sufficient lead time for training before recruitment commences
 - ▶ manage business expectations and support effective preparation by communicating clearly about Project elements, time frames and contracting requirements.
- ▶ Emergency services:
 - ▶ road closures can alter response times, but most issues can be overcome with alternative routes
 - ▶ emergency access points would be required across the alignment
 - ▶ ensure connectivity is maintained by providing alternative road routes during construction and clear communication with residents.
- ▶ Population, housing and accommodation:
 - ▶ housing is scarce in Goondiwindi and Millmerran; there is very little social housing and no emergency accommodation for people experiencing homelessness
 - ▶ Millmerran and Pittsworth communities are both eager to attract new residents and want more permanent housing
 - ▶ concern that the experience of families being displaced from housing by contractors in the gas fields might be replicated in Millmerran and Pittsworth
 - ▶ occasional issues experienced in Millmerran with outside contractors in town, although many local people are also fly-in fly-out or drive-in drive-out workers in other regions, so the town is accustomed to a contractor presence.

- ▶ Health and wellbeing:
 - ▶ the community has a deeply embedded rural identity
 - ▶ stress is evident in the Millmerran, Pittsworth and Gowrie Junction communities, reflecting fear and anxiety about the potential impact of Inland Rail
 - ▶ Yelarbon residents are concerned, given the proximity of the line to the township
 - ▶ importance of maintaining honest communication and responsiveness to community concerns
 - ▶ Project should leave lasting legacy benefits for local communities.
- ▶ Workforce accommodation:
 - ▶ mixed views on whether non-resident workforce accommodation facilities should be located in town (maximising increased benefit for businesses) or out of town (minimising any amenity, security or traffic concerns)
 - ▶ Millmerran businesses would like to see a non-resident workforce accommodation facility in town
 - ▶ need to continue consultation with host communities regarding proposed sites for non-resident workforce accommodation facility
 - ▶ an influx of workers would place pressure on existing community and family support services
 - ▶ non-resident workforce accommodation facilities place extra demand on police resources and require a good relationship between accommodation providers and QPS.

Government agencies

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

- ▶ Observation of the cumulative impacts that resulted in the Surat region during and after the gas fields expansion, with concerns that this boom–bust effect would also occur in the SIA study area
- ▶ Concerns that Project housing demands could cause increases in rental costs and displace local residents
- ▶ Management of workforce behaviour to avoid impacts on local values
- ▶ Provision of information about the skills required so that training organisations can tailor training accordingly
- ▶ Inclusion of key performance indicators for working with Indigenous businesses would assist contractor accountability
- ▶ The value of linking with the DESBT—funded Regional Skills Investment Strategies being implemented through local governments
- ▶ Concern regarding the effect of people moving to the region ‘on spec’ (hoping to get a job) resulting in housing impacts or increased need for support services
- ▶ Health agencies have not received feedback on stress-related issues but consider this is more likely to present when the Project commences. Preventative measures are needed, including on-ground support, and regular monitoring.
- ▶ General health and mental health services in the area have some capacity to meet increased demand
- ▶ Need to inform agencies in advance of planned closures and heavy equipment transportation (and for QPS—emergent social problems) and maintain regular and ongoing engagement
- ▶ The value of ongoing consultation with:
 - ▶ the Department of Communities Housing and Digital Economy (DCHDE) (with relevant functions now within the Department of Housing) in the development of accommodation management plans (AMP)
 - ▶ community advisory networks (representing e.g. health, emergency and education services) in implementing their social performance (community development and engagement) programs
 - ▶ Schools and Department of Education, Skills and Employment to address potential noise impacts on schools
 - ▶ DESBT regarding information on skills development and business capacity
 - ▶ support for proposed collaboration with QPS and emergency services.

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

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

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

During July 2020, ARTC met twice with (the then) Department of State Development, Tourism and Innovation (DSDTI), regarding existing DSDTI programs focused on working with major projects and opportunities for DSDTI and ARTC to collaborate on elements of business capability development. The DSDILGP provides online business capability training programs that Inland Rail will promote to businesses interested in supplying the Project. The potential for a joint forum with other major projects in the SIA study area to provide information about a range of projects and their supply requirements was also identified. As a result of engagement, to date, the Department partnered with ARTC by exhibiting at and providing support to local and indigenous businesses at ARTC's 'Meet the Proponents' Supply Chain event, and ARTC partnered with the Department by providing speakers at a series of the Department's business capability workshops.

ARTC also consulted with the Department of Education regarding the potential for Project impacts on schools near the alignment, including a meeting in December 2018, the Department's participation in the EIS government agencies workshop in 2019, and a telephone meeting in November 2020, and a meeting in June 2022, as further described in Section 17.4.8.3.

Business groups

Issues raised by business groups in SIA consultation included:

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

Potential opportunities identified included:

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

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

17.4.8.3 Engagement that informed revision of the social impact assessment

This section summarises the outcomes of stakeholder engagement undertaken since public notification of the draft EIS, which has informed preparation of the revised draft SIA. This included a focus on engagement with Councils, community members and government agencies to review and refine mitigation and enhancement strategies. The outcomes of stakeholder engagement regarding mitigation, management and enhancement measures, as relevant to social impacts and benefits, are provided in Section 17.6.1.5.

Support for public notification of the draft EIS

The Coordinator-General released the draft EIS for public notification and submissions between 23 January and 4 May 2021. ARTC engaged with stakeholders and community members to support the public consultation process and encourage formal submissions regarding the draft EIS. This included:

- ▶ Six draft EIS public information sessions during February 2021, held in Brookstead, Gowrie, Southbrook, Yelarbon, Goondiwindi and Inglewood
- ▶ Meetings with the SDDCCC (28 January 2021) and IDCCC 2 February 2021) dedicated to the draft EIS
- ▶ A formal briefing on the draft EIS (including the SIA) to relevant government agencies during March 2021 to provide a forum to answer questions and encourage formal submissions.

Appendix E: Consultation Report provides a detailed account of other community members and stakeholders, including meetings with landowners to discuss EIS findings, land acquisition and their specific circumstances.

Engagement following public notification of the draft EIS

Following public notification of the draft EIS, ARTC has continued to engage with directly affected landowners, community members, Traditional Owners, Endorsed Aboriginal Parties, councils, businesses, government agencies and other stakeholders (Appendix E: Consultation Report).

As detailed in Appendix E: Consultation Report, consultation has involved meetings with individual landowners, CCC meetings, community information sessions and pop-up displays, access to Project team members through the Project offices in Toowoomba and Goondiwindi, emails, phone calls and access to online information.

The outcomes of this consultation include property-specific agreements, Project design refinements, a decrease in the number of level crossings and further development of environmental mitigation measures, as detailed in Chapter 6: Stakeholder Engagement.

Landowners who have met with the Project and Department of Transport and Main Roads (DTMR) for one-on-one meetings have received ongoing updates regarding potential noise impacts. Ongoing engagement with landowners on noise will be critical during detailed design as the design development continues and additional modelling is conducted.

Following the release of the *Independent Flood Panel Draft Report* in July 2021, ARTC carried out additional consultation and technical investigations to expand the flood model further upstream including engagement with community members via meetings, phone and email, community information sessions, briefings to elected representatives and local councils, articles in the Project newsletter and e-news and updates to the Inland Rail website.

The outcomes of engagement relating to the *Independent Flood Panel's Final Report* is detailed in Appendix E: Consultation Report. The Project's hydrology modelling as discussed in Appendix T1 and T2: Hydrology and Flooding Technical Report (Volume 1 and 2).

Community information sessions that have been held since the public notification period in 2021 (Appendix E: Consultation Report) include a focus on:

- ▶ Project noise assessment information session in Yelarbon (14 April 2021)
- ▶ Non-resident workforce accommodation facility, in Yelarbon (31 August 2021), Inglewood (21 September 2021) and Millmerran (13 October 2021)
- ▶ Updated Project information sessions, in Yelarbon (12 October 2021) and (8 February 2022)
- ▶ Macintyre River Floodplain Model, in Goondiwindi (22 March 2022)
- ▶ Workforce development sessions, in Goondiwindi (24 March 2022) and Toowoomba (8 September 2022, with combined updates on the Project and the Gowrie to Helidon Project)
- ▶ Targeted workshops on community concerns regarding ecology and soil (18 January and 16 March 2023).

All community information sessions had an open-door policy, which allowed interested people to enter and leave at will. Participants were provided with opportunities to give feedback on the B2G Project either verbally (with notes taken by the Project team) or in writing (using email and or feedback forms).

A series of pop-up stalls were also held for general community outreach to support the EIS process and continue to inform key stakeholders, landowners, and the local community of Project updates. Spread along the alignment, a total of 57 pop-up displays were held across the SIA study area during February 2020 and March 2023, including two displays in Biddeston, one in Brookstead, one in Gowrie Junction, three in Inglewood, seven in Millmerran, two in Pampas, five in Pittsworth and one in Southbrook. The displays enabled discussions with stakeholders about changes to the reference design, key stakeholder concerns and the revised draft EIS process. This also provided an opportunity for the local community along the alignment to access Project team officers in the same way that local Toowoomba residents can access the Toowoomba Office.

Traditional Owners

Following public notification of the draft EIS, ARTC continued to engage with Traditional Owners and Endorsed Aboriginal Parties with interests in the Study Area and development of the revised draft EIS.

ARTC continued regular engagement with BNTAC through meetings, phone calls and emails. During 2021, key meetings were held in May, July, September and November, with engagement focused on Inland Rail Skills Academy initiatives, opportunities for capability development and resourcing support, procurement of indigenous artwork for Project offices, and collaborative opportunities on BNTAC-owned land.

Subsequent workshops in 2022 (March and May) and 2023 (February) focused on relationship building between BNTAC Board Members and ARTC Senior Leaders, EIS teams. This engagement also progressed opportunities under the Inland Rail Skills Academy, and with consideration of the 2019 Statement of Commitment between ARTC and BNTAC.

ARTC has provided funding to BNTAC to employ a BNTAC-Inland Rail liaison officer to focus on identified priorities and opportunities arising from Inland Rail. BNTAC's review of the Project's draft EIS raised a number of issues being worked through during the revised draft EIS process, including:

- ▶ Further definition of the Project's permanent and temporary impacts to land and waters within BNTAC's Native Title determination area (Chapter 8: Land Use and Tenure)
- ▶ Further clarity regarding the legislative and policy drivers for Inland Rail social performance, including application of Closing the Gap National Agreement (Section 17.5.1.1) and Indigenous Procurement Policy 2020 (Section 17.5.5.5)

- ▶ Further definition regarding Project targets for Indigenous participation in employment, training and supply chain procurement opportunities (Sections 17.5.2.2 and 17.5.5.5)
- ▶ Further engagement regarding alternative Project uses of BNTAC-owned property at Turallin (Chapter 5: Project Description)
- ▶ Further engagement regarding cultural changes to landscape and visual amenity mitigation measures (Chapter 10: Landscape and Visual Impact Assessment)
- ▶ Further engagement regarding flooding, cultural water flows and cultural values (Chapter 6: Stakeholder Engagement)
- ▶ Continued engagement regarding the application of 2019 Statement of Commitment to Bigambul social and economic development, including working relationships with EIS team, and ARTC program areas on partnership and legacy opportunities.

ARTC has continued to engage with Western Wakka Wakka People regarding interfacing Inland Rail projects, cultural heritage management, artwork procurement and preliminary liaison regarding opportunities through Inland Rail's social performance program. Engagement in March 2022 focused on relationship management and future engagement protocols, as well as initial discussions about project opportunities across employment, training and business development. In June 2022, ARTC initiated plans for a follow-up meeting with representatives to further discussions around employment, skills and training opportunities. This engagement was supported by ongoing direct phone and email correspondence between ARTC's Cultural Heritage team and First Nation Engagement team.

Liaison between Western Wakka Wakka People representatives and the Project's First Nations Engagement team in 2023 identified a number of social performance opportunities and interest areas (considerations for future cultural tours, and opportunities for training, employment, business engagement), to be progressed in readiness for the Project's construction works stage.

ARTC's engagement with Endorsed Aboriginal Parties following public notification of the draft EIS involved follow up phone consultations through 2021, and meetings on cultural heritage and social performance during 2022.

A meeting with the Gap Area Cultural Heritage Committee took place in March 2022, including consultation on the social performance program. Further social performance meetings were held in May 2022 and September 2022 to provide an update on the EIS and Indigenous employment and business opportunities. Relationships and Endorsed Party interests are maintained by ARTC's Cultural Heritage and First Nation Engagement teams.

Regular engagement with Traditional Owners will continue.

Landowners

There are approximately 116 individual landowners affected by land acquisition, representing approximately 200 private properties. ARTC has 1,001 Land Access Agreements in place, representing more than 94.4 per cent of all land access requirements. Further information on landowner engagement, including early engagement through community workshops, can be found in Appendix E: Consultation Report.

Community members

ARTC engagement with community members continued following notification of the draft EIS and included:

- ▶ Meetings with directly impacted landowners (those whose lots would be partially or fully acquired), residents and business owners to understand their views regarding acquisitions and property-specific mitigation measures
- ▶ Ongoing meetings with the IDCCCC and SDDCCC to discuss Project impacts and mitigation measures (below)
- ▶ Consultation regarding non-resident workforce accommodation facilities:
 - ▶ meetings with GRC to discuss preferred facility sites in Yelarbon and Inglewood
 - ▶ meeting with TRC in to discuss the proposed non-workforce accommodation facility near Millmerran
 - ▶ meetings with communities and Council representatives near proposed non-resident workforce accommodation facility sites in Yelarbon in August 2021, Inglewood in September 2021, and Millmerran in October 2021.

ARTC also held community information sessions, staffed displays at community events, and drop-in sessions to enable access to draft EIS findings and assist community members to understand the impacts identified (Appendix E: Consultation Report).

The key themes raised in these engagements were consistent with those raised during the draft EIS process (refer to previous sub-sections) and included:

- ▶ Project justification, route selection, alignment and design issues, as noted above, and in relation to land acquisition impacts on private properties
- ▶ Impacts of noise, vibration, air quality and visual effects on landowner amenity
- ▶ Workforce accommodation
- ▶ Concerns over impacts to koalas (addressed in Chapter 11: Flora and Fauna)
- ▶ Support for removal of level crossings
- ▶ Construction on the Condamine floodplain
- ▶ The schedule for Project approvals and corridor acquisition and construction works stage
- ▶ Potential issues around housing affordability and availability because of Inland Rail workforce demand
- ▶ Location for workers' accommodation facilities
- ▶ Management of road–rail interfaces to ensure safety
- ▶ Business opportunities during Project construction works stage.

Between commencement of the draft EIS public notification period on 23 January 2021 and 30 September 2023, nine IDCCCC meetings were held. These meetings focused on draft EIS findings and provision of updates on a wide range of topics. The outcomes of IDCCCC and SDDCCC meetings are detailed in Appendix E: Consultation Report. Of the issues raised by CCC members and observers during 2021, 2022 and 2023 meetings, the following are relevant to the SIA:

- ▶ Land acquisition (addressed in Section 17.5.1.2)
- ▶ Concerns about flooding (addressed in Section 17.5.4.9)
- ▶ Workforce accommodation (addressed in Section 17.5.3.1)
- ▶ Road–rail interface safety (addressed in Section 17.5.4.9).

Eight SDDCCC meetings were held between the commencement of the draft EIS public notification period and 30 September 2023, including three joint meetings of the IDCCCC and SDDCCC.

Of the issues raised by CCC members and observers during 2021, 2022 and 2023 meetings, the following are relevant to the SIA:

- ▶ Land acquisition (addressed in Section 17.5.1.2)
- ▶ Make-good strategy for groundwater bores (addressed in Section 17.5.4.9)
- ▶ Local procurement (addressed in Section 17.6.6.3)
- ▶ Location of workforce accommodation facilities (addressed in Section 17.5.3.1).

As noted in Section 17.3.3, ARTC sponsored an independent survey (called 'Living in Place') of community wellbeing, quality of life, and community values and priorities for enhanced liveability in the SIA study area and adjacent LGAs to the north. The first survey was conducted by .id consulting in May 2022 and involved 744 residents across the SIA study area, including 209 Goondiwindi LGA residents and 535 Toowoomba LGA residents. The second survey was conducted in July 2023 with 836 participants from the SIA study area, including 632 Toowoomba LGA residents and 204 Goondiwindi LGA residents.

The Living in Place survey or an equivalent community survey will be undertaken annually during the construction works stage of the Project to enable monitoring of key values.

Councils

ARTC's Social Performance and Stakeholder Engagement teams engaged with TRC's regional development and engagement staff, and GRC's Mayor and community development team, during the draft EIS public notification period and during revision of the draft SIA. The purpose of this engagement was to seek Councils' feedback on the impacts as assessed and the mitigation measures provided, including discussion of the AMP, Community Wellbeing Plan, and Living in Place survey. The outcomes of this engagement are shown in Table 17-18.

TABLE 17-18 TOOWOOMBA REGIONAL COUNCIL AND GOONDIWINDI REGIONAL COUNCIL ENGAGEMENT AND OUTCOMES—POST DRAFT SIA PREPARATION

Month	Issues discussed	SIA outcomes
TRC		
February 2021 (during draft EIS notification period)	<ul style="list-style-type: none"> ▶ Scope of AMP discussed, noting COVID-19 incentives and Toowoomba's attractions had seen reduced housing availability during 2020 ▶ Workforce management, including Councils' priorities as part of SQW and economic development/recovery initiatives ▶ Social issues and community needs in light of COVID-19-related impacts, with the region not generally adversely impacted by COVID-19 to date; however, high levels of unemployment for young people, refugees and migrants remain a concern ▶ Council and community initiatives that could be considered as part of the Community Wellbeing Plan: <ul style="list-style-type: none"> ▶ TRC's proposed skills hub ▶ Running or bike tracks beside the rail line ▶ Support for social enterprises ▶ Support for tourism plans (e.g. in Millmerran and Pittsworth) 	<ul style="list-style-type: none"> ▶ AMP revised to provide additional measures to manage housing impacts (Section 17.6.4.4) ▶ Council's interest in joint SQW initiatives confirmed ▶ Section 17.6.3.1 includes a focus on training for young people and migrants ▶ Opportunities noted in Section 17.6.5 ▶ These initiatives and other emerging ideas will be discussed with Council and other stakeholders as part of developing the Project's Community Wellbeing Plan
May 2021	<ul style="list-style-type: none"> ▶ Social performance update provided ▶ Encouragement of further Council feedback on community development and amenity improvement initiatives 	<ul style="list-style-type: none"> ▶ No further specific initiatives were identified
August 2021	<ul style="list-style-type: none"> ▶ Council confirmed priorities for impact mitigation as including: <ul style="list-style-type: none"> ▶ mitigation of labour draw from other local and regional businesses, with availability of skilled workers including tradespeople an ongoing concern ▶ interest in the delivery of Inland Rail Skills Academy programs in the Toowoomba LGA ▶ accommodation management, with current very low rental vacancy rates and flow-on impacts ▶ Council is interested in retaining non-resident workforce accommodation facility as permanent structures, to be a legacy for the community ▶ Opportunity to partner with migrant/refugee support organisations to upskill their clients for employment in construction 	<ul style="list-style-type: none"> ▶ Concerns regarding housing impacts and labour availability have been addressed through updates to the relevant baseline data sets (Sections 17.4.5.2 and 17.4.4.1), revision of relevant impact assessment sections (Sections 17.5.3.4 and 17.5.5.7, and revision of relevant management measures (Sections 17.6.3 and 17.6.4) ▶ This potential will be considered by ARTC as described in Section 17.6.4.5 ▶ Contact details to be provided, as discussed below
September 2021	<ul style="list-style-type: none"> ▶ Briefing to Mayor and councillors confirmed Council's key priorities were housing availability, with provision of non-resident workforce accommodation facilities as a key mitigation, and potential for labour draw to affect other businesses' access to labour and skills 	<ul style="list-style-type: none"> ▶ Sections 17.6.3.7 and 17.6.6.6 were revised to provide further details on mitigation and monitoring of labour draw ▶ AMP revised to provide additional measures to manage housing impacts (Section 17.6.4) ▶ Council suggestion for ARTC to support Indigenous Business Month Launch in Toowoomba (ARTC supported) ▶ Council suggestion for ARTC to engage TSBE regarding specific matters (ARTC team arranged separate discussion with TSBE) ▶ Agreement to hold additional discussion regarding opportunity to partner with refugee/migrant support organisations (subsequent discussion and commitment by ARTC to include/consider refugee and migrant groups in relevant IRSAD initiatives)

Month	Issues discussed	SIA outcomes
November 2021	<ul style="list-style-type: none"> ▶ Update on ARTC's recent and upcoming social performance initiatives, i.e. online business capability and sustainability workshops, partnerships with the University of Southern Queensland (USQ), Mates In Construction and the Clontarf Foundation ▶ ARTC's Indigenous Participation Advisor had supported and attended Indigenous business month events as discussed with Council ▶ Confirmation that recent consultation on the proposed workforce accommodation facility near Millmerran would be included in the draft EIS 	<ul style="list-style-type: none"> ▶ Engagement and cooperation opportunities advised by Council are being taken up pre-Project evaluation, including: <ul style="list-style-type: none"> ▶ support TRC's potential SQW application for Busy@Work in February 2022 ▶ enabling the Effective Pathways for Sustainable Migrant Employment Working Group to understand Project opportunities ▶ a meeting between TRC representatives and the contractors, once onboarded
February 2022	<ul style="list-style-type: none"> ▶ Update by ARTC on Social Performance Program initiatives ▶ Introduction to 'Living in Place' including online demonstration by Lead Consultant with .id consulting ▶ Housing and accommodation a key issue for council 	<ul style="list-style-type: none"> ▶ Confirm shared value of survey for TRC planning purposes, and willingness of council to participate in future insights workshop and discussion of collaborative monitoring opportunities ▶ Planning to present on housing and accommodation to Council Chamber in the second half of 2022
March 2022	<ul style="list-style-type: none"> ▶ Demonstration of Living in Place survey ▶ Discussion of social performance program and potential social investment opportunities 	<ul style="list-style-type: none"> ▶ Living in Place survey was undertaken in May 2022
May 2022	<ul style="list-style-type: none"> ▶ Discussion of social performance program ▶ Housing/accommodation issues are a priority concern for Council and communities 	<ul style="list-style-type: none"> ▶ SIA updated to note concerns and provide updated data
June 2022	<ul style="list-style-type: none"> ▶ Living in Place survey Insights Workshop 	<ul style="list-style-type: none"> ▶ Agreement that survey insights are valuable
July 2023	<ul style="list-style-type: none"> ▶ Council staff 	<ul style="list-style-type: none"> ▶ Further discussion of Living in Place survey insights ▶ Social performance update
March 2023	<ul style="list-style-type: none"> ▶ Introducing new Queensland Social Performance team members ▶ Forward plan for Social Performance and Council Engagement agreed, including quarterly social performance meetings and annual Living in Place insights workshop ▶ Update on workforce and business capability development workshops ▶ Overview of Community Sponsorships and Donations recipients ▶ Feedback to TRC on SIMP revisions 	<ul style="list-style-type: none"> ▶ Commitment to round table with Council officers regarding Community Wellbeing Plan development
1 September 2022–4 August 2023	<ul style="list-style-type: none"> ▶ Social performance update integrated with monthly B2G/G2H working group 	<ul style="list-style-type: none"> ▶ Council feedback on concerns regarding housing access, and skills and labour shortages considered in the SIA
GRC		
March 2021 (during draft EIS notification period)	<ul style="list-style-type: none"> ▶ Briefing to Council on Project SIA ▶ Council feedback on engagement commitments ▶ Housing/accommodation shortages ▶ Labour draw ▶ Discussion of potential for accommodation to remain as legacy ▶ Consider upgrading communications infrastructure to mitigate existing blackspots in the region ▶ Discussion of ARTC cooperation regarding bore drilling in Inglewood 	<ul style="list-style-type: none"> ▶ Input to stakeholder engagement planning regarding accommodation-specific discussion with local businesses (held in May 2021) ▶ Agreement to meet with ARTC Social Performance representatives on an ad-hoc, as-needed basis moving forward ▶ AMP requirements revised to reflect Council feedback (Section 17.6.4.4) ▶ GRC drilled a test groundwater bore in Inglewood with ARTC support

Month	Issues discussed	SIA outcomes
May 2021	<ul style="list-style-type: none"> ▶ Discussion with Council and business community to discuss legacy worker's accommodation opportunities ▶ Acknowledgement of feedback on matters including housing/accommodation ▶ Council feedback on accommodation facilities including potential legacy value ▶ Council confirmed concerns regarding labour draw given current job vacancy levels and low unemployment 	<ul style="list-style-type: none"> ▶ Engagement with Council regarding non-resident workforce accommodation will continue as described in Section 17.6.1.4 ▶ Labour draw is discussed in Section 17.4.4.3 ▶ ARTC actions regarding improvement of digital connectivity are described in Section 17.5.4.8 ▶ AMP includes measures regarding local business opportunities to service the accommodation facilities ▶ ARTC partnered with GRC to support a 'Local Employment Roadmap' that aims to attract skilled workers to the region
November 2021	<ul style="list-style-type: none"> ▶ Acknowledgement of Council's feedback on various matters including interest in supply opportunities and (as a result of concerns around labour draw) request for no local employment targets outside unemployed people and Indigenous people ▶ Provision of more information regarding indicative supply opportunities and indicative job opportunities ▶ Confirmation GRC is still comfortable with ad-hoc/as-needed meetings ▶ Reaffirmation of interest in local supply opportunities ▶ The need to ensure local accommodation draw is monitored appropriately 	<ul style="list-style-type: none"> ▶ Final local employment targets will be negotiated with the contractor, having regard to local demographics including labour availability ▶ ARTC agreed to pass on list of small local suppliers to contractors (once developed) ▶ Accommodation monitoring requirements have been expanded (Section 17.6.7) ▶ Subsequent agreement by ARTC to provide funding towards Council's Employment Roadmap initiative in collaboration with local businesses, to mitigate labour draw ▶ Subsequent communication by ARTC of business capability opportunities and promotion by Council to business community ▶ Overall satisfaction with ARTC's approach to workforce accommodation, including support for non-resident workforce accommodation facilities ▶ Council's feedback reflected in various SIA updates, e.g. concern about labour draw
January 2022	<ul style="list-style-type: none"> ▶ Update on social performance initiatives ▶ Demonstration of Living in Place survey and invitation for Council to partner in the project 	<ul style="list-style-type: none"> ▶ Confirmation of ongoing consultation with Council in developing the AMP ▶ GRC has existing community profile methods and does not see value in partnering to implement further profiling
June 2022	<ul style="list-style-type: none"> ▶ Update on Social Performance program—progressing discussions for workforce planning, community wellbeing and Living in Place ▶ Living in Place insights workshops held 	<ul style="list-style-type: none"> ▶ GRC to provide list of projects to be considered
July 2022–June 2023	<ul style="list-style-type: none"> ▶ Regular engagement with Council regarding design issues, level crossings and non-resident workforce accommodation plans 	<ul style="list-style-type: none"> ▶ Changes to level crossings as discussed in Section 17.5.1.8 ▶ Engagement with Council re non-resident workforce accommodation continuing
September 2023	<ul style="list-style-type: none"> ▶ Introduction to Flora Research partnership with University of Sunshine Coast, proposed community engagement, and road reserve access requirements 	<ul style="list-style-type: none"> ▶ Nil
October 2023	<ul style="list-style-type: none"> ▶ Participation in Inglewood Housing Forum and subsequent discussions regarding key issues raised at previous sessions in Goondiwindi and Texas 	<ul style="list-style-type: none"> ▶ Consideration of community inputs on housing issues in the SIA

Government agency engagement on skills development and business capability

Engagement with government agencies during preparation of the SIA included meetings with:

- ▶ Meetings with DESBT (three meetings and other liaison) and DSDILGP (five meetings) to discuss skills development and business capability initiatives
- ▶ Meeting with Regional Development Australia Darling Downs South West and Department of Education on encouraging supply chain development, STEM and early skilling initiatives
- ▶ Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) support to participants at ARTC Indigenous Business Capability workshop in Toowoomba
- ▶ National Indigenous Australians Agency on its Indigenous Skills and Employment Program, and National Indigenous Australians Agency involvement in ARTC's 'Meet the Proponents' Supply Chain event
- ▶ DCHDE regarding collaboration to support residents who may be displaced via Inland Rail land acquisition.

A meeting with Brisbane DESBT staff in October 2019 to discuss Inland Rail and existing DESBT programs that may support skills and business development identified the RSIS program as a key opportunity for alignment with local priorities. This was pursued through consultation with the two Councils' RSIS coordinators and SQW applications for three training projects in the SIA study area were submitted or supported by ARTC, but none were successful. Advice from DESBT in December 2021 indicated that applications may not be successful until Project evaluation is completed. During 2023, engagement with DESBT has included correspondence regarding upcoming Job Expo and future exhibitor opportunities (in February) and correspondence regarding the Inland Rail review and transition to Inland Rail subsidiary (July).

During July 2020, ARTC met twice with DSDTI (with the relevant section becoming part of DSDILGP) regarding their existing programs focused on working with major projects, and opportunities for DSDILGP and Inland Rail to collaborate on elements of business capability development. DSDILGP provides online business capability training programs, which Inland Rail will promote to businesses interested in supplying the Project. The potential for a joint forum with other major projects in the SIA study area to provide information about a range of projects and their supply requirements was also identified. As a result of this engagement, to date, DSDILGP partnered with ARTC by exhibiting at and providing support to local and indigenous businesses at ARTC's 'Meet the Proponents' Supply Chain event, and ARTC partnered with the department by providing speakers at a series of the department's business capability workshops.

Liaison with DSDILGP regarding the industry participation program, and joint scoping and implementation of the supply chain mapping exercise continued throughout 2021–2023. A meeting update on ARTC's Social Performance program and business engagement collaboration opportunities occurred in September 2022, and ARTC has had recent correspondence with DSDILGP regarding the Inland Rail review and transition to the Inland Rail subsidiary.

ARTC has also engaged with the Department of Infrastructure, Transport, Regional Development and Communications and the Arts (DITRDCA) including social performance updates through the Inland Rail and Agency Communications Working Group.

Engagement with Department of Education

ARTC has consulted with the Department of Education regarding the potential for noise impacts or road realignments to affect schools. The Department of Education requested that consultation on the draft EIS findings as relevant to schools be coordinated through the Department. Consultation with Department of Education included a meeting in December 2018 to discuss the Project's reference design and the potential for impacts on schools near the alignment, a briefing on the noise impact assessment as part of an EIS workshop with government agencies in August 2019, and a phone meeting in November 2020 to provide an update on the Project, the assessment of noise impacts, road realignments and the process for confirming noise mitigation measures.

A meeting was also held with the Department of Education in July 2022 to discuss heavy vehicles during construction and the potential to disrupt road access and school routes. Engagement with Department of Education will be ongoing to ensure management and mitigation measures are in place for noise and traffic impacts, with the next engagement to focus on noise impacts once noise modelling has been confirmed.

The Department of Education has experience in managing the impacts of major projects on schools and their surrounds, and has not raised any issues of concern that cannot be addressed through cooperation between the Department and ARTC. The agreed approach is to work with the Department of Education during the detailed design stage to confirm noise mitigation measures based on an audit of the schools' site layouts, to determine in-corridor or at-property noise treatments, where triggered by exceedance of rail noise criteria. ARTC has also advised Department of Education about the permanent road realignments proposed at Brookstead and Yelarbon, and committed to consultation with the Yelarbon and Brookstead communities in the development of more detailed traffic management measures during the detailed design stage.

Business capability building

The ARTC Stakeholder Engagement and/or Project team attended all of the Toowoomba Chamber of Commerce's official meetings throughout 2020 and 2021, at which they provided formal and informal Project updates and had discussions with the Chamber about Project impacts and opportunities for Chamber members.

ARTC's Commercial/Supply Chain team engaged with TSBE during July, September and November 2020 to provide updates, provide feedback on the content of TSBE Supplier Portal—Rail Mapping activity and discuss respective supplier capability development initiatives. TSBE has developed the TSBE's Rail Supplier Portal, and at September 2021, more than 300 interested and capable businesses had registered through the portal. ARTC also supported TSBE initiatives in 2021 by providing a senior Inland Rail representative to present at a professional development day for small businesses delivered in collaboration with CSQ (28 July), and at the TSBE Enterprise Evening (9 September).

ARTC has also partnered with GRC to develop a 'Local Employment Roadmap' to assist local businesses and services to attract staff and build their capability to participate in major projects, as discussed in Section 17.6.1.7.

Additionally, ARTC has commenced its formal business capability program. From August to December 2020 ARTC conducted five business capability development workshops in Goondiwindi (two workshops), Toowoomba (two workshops including one Indigenous-specific event) and Pittsworth, focused on business capability statements and to provide local businesses with visibility to major contractor requirements. From December 2020 to April 2021 ARTC offered participating businesses an additional one-hour one-on-one mentoring session with a specialist consultant to further support capability development.

In May 2021, ARTC launched three free business sustainability webinars, and subsequently invited participating local businesses to apply for free one-on-one mentoring with a specialist consultant to further support sustainability capability development. On 30 November 2021 ARTC delivered a business capability development webinar to provide general advice to local businesses interested in supplying to Inland Rail and other major Projects. ARTC also hosted 'Black Coffee', an Indigenous business network event, at its Toowoomba office on 9 September 2021.

On 24 March 2022, ARTC delivered a 'Workforce Development' event for the Goondiwindi regional community, acknowledging the recent announcement of preferred contractors for the Project, and strong local interest in upcoming supply opportunities. The event was designed to bring together local businesses, employers and employee candidates, to network with employment service providers, Australian apprentice support networks providers and other key agencies to facilitate workforce growth and development opportunities.

ARTC Inland Rail partnered with the Industry Capability Network Queensland to host a series of eight business capability building workshops along the Queensland Inland Rail alignment between September and November 2022. This includes four workshops within the SIA study area, in Goondiwindi, Inglewood, Pittsworth and Toowoomba during September and October 2022. The workshops were designed to assist local and First Nations businesses to be 'visible' to the Inland Rail Program, by providing them with an understanding of how to effectively communicate information about their business to buyers from major projects, and register their interest in supply opportunities communicated by buyers from major projects.

Additionally, 'Meet the Proponent' events are planned following the Coordinator-General's evaluation of the final EIS, to provide opportunities for local business and employers to engage with the contractor and discuss how they can be involved in the Project.

17.4.8.4 Responses to stakeholder inputs

A full summary of Project responses to key stakeholder issues is outlined in Chapter 6: Stakeholder Engagement. This subsection addresses ARTC's responses to key issues raised by stakeholders during the EIS process as relevant to social impacts, and where stakeholders' inputs are addressed in the SIA. Further detail on how stakeholders' inputs have informed development of mitigation and management measures is provided in Section 17.6.1.5.

ARTC responses to key issues

ARTC's consultation with stakeholders identified potential social impacts that have been addressed, as summarised in Table 17-19.

TABLE 17-19 PROJECT RESPONSES TO KEY ISSUES

Impact area	Project responses
Severance and amenity impacts	<ul style="list-style-type: none"> ▶ Project aligned to be co-located within existing rail and road corridors where possible, minimising the need to develop land that has not previously been subject to disturbance for transport infrastructure ▶ Project positioned along the border of private properties wherever possible to limit property severance ▶ ARTC kept the community updated and actively sought feedback about individual requirements in relation to, for example, irrigation, water licenses, livestock movements, local road usage, and existing infrastructure and land use, and considered this information in the design process, where possible, to minimise impacts ▶ Consultation with directly impacted landowners to identify specific measures that include, as relevant: <ul style="list-style-type: none"> ▶ provision of crossing points or underpasses to maintain access to fragmented properties ▶ maintaining access to water supply ▶ relocation of dams or irrigation infrastructure ▶ relocation of existing private infrastructure and utilities ▶ Noise mitigation measures, including noise barriers, where warranted, to minimise noise impacts on the amenity of towns, and property-specific measures where triggered by noise exceedances
Potential for direct impacts local businesses	<ul style="list-style-type: none"> ▶ Refinement of the Project alignment to avoid or reduce impacts on businesses near the Project footprint, including refinements to reduce impacts on poultry, piggery and feedlot operations ▶ Proposed Millmerran alternative alignment included in the revised draft EIS to avoid impacts on a major local employer ▶ Project aligned to avoid impacts on the operation of the Commodore Coal Mine, a major local employer

Impact area	Project responses
Local business opportunities	<ul style="list-style-type: none"> ▶ Business Development Manager employed to identify opportunities for local businesses to transport grains and other goods ▶ Implementation of a Sustainable Procurement Policy and Australian Industry Participation Plan (AIP Plan) to ensure Project supply opportunities are available to local businesses ▶ Early implementation of business awareness and capability-building strategies ▶ Identification of businesses in the SIA study area with potential capability to supply the construction works stage ▶ Engagement with local business organisations to identify opportunities to develop and promote local business participation ▶ Engagement with DSDILGP to develop business capability building strategies
Employment opportunities	<ul style="list-style-type: none"> ▶ Provision of a clear and efficient process for people to seek information about employment opportunities and to register their interest in Inland Rail (promoting the availability of the ARTC Inland Rail jobs portal) ▶ Engagement with local communities, councils, government stakeholders and private training providers to identify education and training pathways, and support access to employment opportunities for local residents during and post construction
Community wellbeing	<ul style="list-style-type: none"> ▶ Consultation with landowners whose properties would be severed or bordered by the Project to identify mitigation measures addressing impacts on farm management, access and residential amenity ▶ Optimising the number of grade-separated crossings and active level crossings to improve safety outcomes and avoid traffic delays ▶ Feedback from stakeholder engagement regarding noise impacts has informed reference design and specific mitigation measures that will be taken through to the detailed design stage ▶ Establishment of a mental health partnership to provide access to mental health support (and referral as required) for local residents ▶ Implementation of the Inland Rail Community Sponsorships and Donations Program ▶ Specialised consultation about hydrology modelling seeking feedback to confirm the modelling findings ▶ Independent technical assessment of the Condamine River floodplain modelling and design solution ▶ SIMP measures addressing training and development, mental health service capacity, contributions to community wellbeing and development, local employment, potential impacts on housing and accommodation, and local business involvement in Project supply opportunities

Changes to the Project's reference design

Since the draft EIS was placed on public notification in 2021, the Project's reference design has been revised in response to engagement with key stakeholders (including landowners, communities, council and technical authorities), assessment of field-verified survey data and review of design optimisation opportunities. Design changes as part of the revised reference design include:

- ▶ The vertical alignment has been updated to comply with a maximum gradient of 1 in 80, to improve bulk earthworks in areas of challenging terrain, and achieve better safety outcomes at road–rail interfaces via additional grade separations
- ▶ Removal of road rail crossings from McDougall's Road (with alternative access provided via Cremascos Road), Hall Road (with alternative access provided by connecting road reserves in Hall Road to Bellevue Road), and Lindenmayer Road (no longer impacted due to horizontal alignment change at Millmerran)
- ▶ Replacement of several level crossings with grade separations (Bybera Road, Heckendorf Road, Gilgai Lane, Commodore Peak Road and Craggs' Road, Owen Scrub Road, and Athol School Road)
- ▶ Passive level crossings that are now proposed to be active level crossings (Kooroongarra Road, Paton Road, Nicol Creek Road, Millwood Road, Harris Road (involves a road redesign within Pampas), Mann Silo Road and Linthorpe Valley Road)
- ▶ Inclusion of a pedestrian crossing across the Project footprint in Yelarbon
- ▶ Upgrading new stock route corridors at Yelarbon and Millmerran Inglewood Road to a minimum of 60 m, along with upgrades to the Kildonan and South Kurrumbul Road stock route interfaces
- ▶ Horizontal alignment changes i.e. the Millmerran alternative alignment (described in Chapter 2: Project Rationale), which avoids impacting on DA Hall's farming operations, and other minor horizontal alignment changes, to shift the alignment closer to the road corridor where short-stacking issues have been resolved to minimise lot impacts

- ▶ Two 20-ha non-resident workforce accommodation facility sites (one at Inglewood and another at Yelarbon) have been included in the temporary footprint to accommodate the workforce requirements during the construction works stage of the Project, with a third non-resident workforce accommodation facility site required in the Millmerran area. A feasibility assessment will be undertaken to identify an optimal location following the Coordinator-General's evaluation of the final EIS, and in consultation with the community.
- ▶ The site previously proposed for a non-resident workforce accommodation facility in Turallin has been included in the EIS temporary footprint as the Turallin Facility, to be utilised for a laydown area, a training facility, or native plants nursery and traditional land management training facility (proposed land use subject to ongoing negotiations between ARTC and the landowners)
- ▶ Whetstone MDC, on land bounded by the QR South Western System Railway Line to the north and Cunningham Highway.

Changes to social impacts as a result of changes to the reference design are discussed where relevant in this assessment.

Stakeholder issues addressed in SIA

The key issues raised by SIA stakeholders are shown in Table 17-20, with reference to the relevant section of this chapter where the issues are addressed.

The SIA's responses to submissions to the draft EIS are summarised in Section 17.1.3.

TABLE 17-20 STAKEHOLDER PROFILE—ISSUES RAISED THROUGH CONSULTATION

Issues	Section
Indigenous community interests (native title, cultural heritage and cultural landscapes)	17.5.1.1
Indigenous training and employment opportunities	17.5.2.2
Severance of properties and uncertainties about acquisition and compensation processes, impacts on directly impacted landowners	17.5.1.2
Potential for negative impacts on property values	17.5.1.3
Effects of construction and operation on rural character	17.5.1.7
Rural amenity and general quality of life may be negatively impacted by noise or dust	17.5.1.5
Potential to affect the amenity of local towns through noise, dust and traffic disruption	15.8.1.5
Traffic delays resulting from level crossings or road closures	17.5.1.8
Impacts on properties of alignment and level crossings, connectivity around the district and concerns about altered road network/access arrangements	17.5.1.8
Changes to the landscape and visual amenity affecting enjoyment of the environment	17.5.1.7
Access to employment and training for local people	17.5.2.2
Competition for labour and trades	17.5.2.4
How local workers and businesses will be supported to access Project opportunities	17.6.3
Need for locally oriented training and development in partnership with training providers	17.6.3
Non-resident workforce accommodation impacts on service access (e.g. health, police, ambulance and fire and rescue services) and local character	17.6.3
The potential benefits of non-resident workforce accommodation to local businesses	17.5.5.5
Potential for non-resident workforce accommodation facilities to remain as a legacy	17.5.3.1
Need to improve digital connectivity in communities within Goondiwindi LGA	17.5.4.8
Potential impacts on emergency services	17.5.4.3
The need for capability building to ensure local businesses benefit from Project supply opportunities	17.6.6
Impacts on local access to housing due to workforce demands, given current stress in the rental housing market	17.5.3.3
The potential for Project traffic to use school bus routes, leading to safety issues	17.5.4.1
Need for cooperation with QPS and emergency services to address increased demands for services and changes to access routes	17.6.5
Growing community stress and concerns for the mental health of people affected by stress related to the Project	17.5.4.2
Impacts of noise, vibration and air-quality changes (including coal dust) on community wellbeing and quality of life	17.5.4.4

Issues	Section
Effects on the Condamine River floodplain	17.5.4.5
Concern about the potential effects on flooding patterns, with potential to affect agricultural land or homes	17.5.4.9
Impacts of construction on groundwater access (bores)	17.5.4.9
Potential for road safety impacts from increased traffic or roadworks, or in relation to level crossings during operations	17.5.4.9
Community benefits as the result of Project legacies	17.5.4.8
Impacts on farm management and operations, farm infrastructure (dams, bores and water systems) and stock safety	17.5.5.2
Potential for labour to be drawn away from other industries	17.5.2.4
Local business participation in Project supply	17.6.6
Indigenous business participation in Project supply	17.6.6
Consultation and cooperation with State agencies	17.6.2.5, 17.6.5,
Desire for better information about the Project	17.6.2.4
Cooperation with Regional Skills Investment Strategy	17.5.2.3
Contribution to community wellbeing	17.5.4.8, 17.5.4.9
Capability building with local businesses to enable their participation	17.6.6

17.5 Potential impacts

The Project's potential social impacts during the construction works and operations stages are summarised below, and are further detailed in Appendix X: Social Impact Assessment.

17.5.1 Communities and stakeholders

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

17.5.1.1 Indigenous community interests

The relationship between the Project and traditional ownership of Country is described in Section 17.4.1.4 and includes:

- ▶ Bigambul People are Traditional Owners and hold native title for Country from the northwest of Inglewood to the southeast of Goondiwindi
- ▶ Western Wakka Wakka People are connected to Country between Pampas and Toowoomba
- ▶ Endorsed Aboriginal Parties are connected to Country that extends from Pampas to the south-east of Millmerran, adjacent to the eastern most edge of the Bringalily State Forest northwest of Inglewood.

Consultation indicated that Indigenous community members' key interests relating to the Project are:

- ▶ For Traditional Owners:
 - ▶ recognition of Aboriginal peoples' native title, cultural heritage and cultural landscapes (discussed below)
 - ▶ recognition of Aboriginal peoples' native title, cultural heritage and cultural landscapes, including cultural flows of water, and culturally important areas such as Rainbow Reserve and Gowrie Creek
 - ▶ contributions to Closing the Gap, including employment and business opportunities
 - ▶ adopting the historical precedent for naming rail sidings after Indigenous people (with due regard to cultural sensitivities) or places
 - ▶ continued engagement between the Project and Traditional Owners, to support cultural heritage management and economic opportunities for Indigenous people.

- ▶ For Traditional Owners and other community members:
 - ▶ interest in Project jobs, but concerns that jobs will be available to local people, and concern that opportunities for Traditional Custodians who no longer live on Country would be limited (addressed in Section 17.5.2.2)
 - ▶ Indigenous people's readiness to seize opportunities, but the need for timely engagement with the Indigenous community regarding training and development strategies (addressed in Section 17.5.2.3), and business opportunities so they have time to build capability to be able to participate effectively (addressed in Section 17.6.6.4)
 - ▶ the need for training and development strategies to specifically involve local Indigenous people (addressed in Section 17.5.2.3)
 - ▶ the risk of the Project reducing housing availability and affordability (addressed in Section 17.5.3.3).

The Project's permanent footprint is predominantly located on freehold land where native title has been extinguished.

Based on the revised reference design, the Project footprint traverses a number of locations where native title has not been extinguished, including watercourses (Chapter 8: Land Use and Tenure). ARTC is committed to open and transparent engagement with BNTAC regarding lots and water courses affected by native title rights and interests, supported by consultation with the DTMR Native Title Unit. ARTC has engaged with BNTAC regarding their native title interests. Advisory support (in the form of a funded BNTAC-ARTC liaison officer) was also initiated to inform future process and engagement and commenced in Q4 2022.

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

The meeting between BNTAC and ARTC in October 2023 discussed:

- ▶ A joint outcomes report being prepared with BNTAC, which will be treated confidentially as some items will inform Indigenous Land Use Agreement negotiations
- ▶ Continuation of direct engagement with ARTC's senior leaders
- ▶ CHMPs discussion
- ▶ The value of the role supporting BNTAC's participation in the EIS
- ▶ Concern regarding forward progress of some Statement of Commitment issues, given current limits on ARTC's mandate for works north of Narromine.

Meetings between October 2023 and October 2024 between BNTAC and ARTC have progressed discussions regarding a CHMP and an Indigenous Land Use Agreement, to allow for the future operation of Inland Rail. Current engagement included:

- ▶ Finalisation of a CHMP within the determined BNTAC Native Title boundaries
- ▶ Finalisation of a Negotiation Protocol for Indigenous Land Use Agreement negotiations, including funding and scheduling commitments
- ▶ Commencement and progression of Indigenous Land Use Agreement negotiations.

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

The potential for impacts on cultural landscapes is acknowledged. Where possible, the Project has located the proposed rail corridor within existing rail corridors for the QR South Western Line, and aligned the rail corridor with road corridors where possible, e.g. in proximity to the Gore Highway, which will reduce the extent of further fragmentation of landscapes. Indigenous cultural heritage will be managed under an approved CHMP (Chapter 19: Cultural Heritage). Management of impacts on Indigenous cultural heritage is addressed as part of ARTC's agreements with Aboriginal parties and is not discussed in detail in the SIA. ARTC is also working with Traditional Owners and Indigenous community members to commission artworks, provide cultural heritage awareness training, and develop other opportunities to recognise connection to Country.

Bigambul People identified Rainbow Reserve and the Rainbow Lagoon as culturally important areas. The Project traverses the eastern boundary of the Rainbow Reserve, which is a small reserve available for camping and fishing at the junction of Eukabilla Road and Kildonan Road. ARTC is working with GRC to refine the design of works within the Eukabilla Road reserve adjacent to Rainbow Reserve, to reduce the extent of impacts on the reserve. There are no facilities in the reserve that would be affected; however, the peaceful ambience of the reserve may be affected by noise while construction activities are nearby and during Project operations, while trains are passing. ARTC has committed to consultation with BNTAC to develop appropriate landscape design treatments in the vicinity of Rainbow Reserve.

The SIA study area's Indigenous population is younger than the general population, and Indigenous people have lower labour force participation rates and higher unemployment rates than the general community (Section 17.4.4.2).

Potential opportunities identified included Indigenous participation in Project employment, training and development strategies to specifically involve local Indigenous people, and engagement with Indigenous businesses with existing capability. Engagement with Traditional Owners and Indigenous businesses has commenced, as discussed in Section 17.6.6, to support early awareness of Project opportunities. As Indigenous people are disproportionately affected by unemployment, Project opportunities for training and employment are likely to be particularly beneficial to them.

ARTC's Indigenous Participation Advisor is working with Traditional Owners and Indigenous community groups to realise these opportunities, communicating with early implementation of Indigenous-focused construction skills development programs during the EIS process. ARTC has also employed an Indigenous Employment and Training specialist who is working across the Inland Rail Program to develop appropriate skills training and employment programs.

Project contributions to Closing the Gap will be supported by Indigenous employment (as described in Section 17.5.2.2), Indigenous business participation targets (as described in Section 17.5.5.5), continued engagement with Traditional Owners, Indigenous community members and Indigenous organisations, and Inland Rail Skills Academy initiatives, which are targeted to and inclusive of Aboriginal and Torres Strait Islander people.

The Project is not expected to directly impact on housing in which Indigenous families live, or on housing that is owned by government agencies, community organisations or Indigenous corporations.

17.5.1.2 Land acquisition

The Project alignment has been intentionally located to use the existing QR South Western Line and Millmerran Branch Line rail corridors where possible, minimising the extent of 'new' lots to be acquired. The lots and easements within the Project footprint, as well as tenure and existing land uses of these lots, is detailed in Appendix F: Impacted Properties.

As at December 2023, there are a total of 116 individual landowners affected by land acquisition for the Project, representing approximately 200 private properties. This includes 46 landowners who have more than one lot and/or property affected by acquisition for the Project's permanent footprint.

Landowners whose lots would be partially or fully acquired for the Project would experience direct impacts on the use of their land, and have been described in this chapter as directly impacted landowners. Community members and other stakeholders such as business owners, councils and government agencies may also experience direct impacts as a result of the Project, e.g. changes to the amenity of towns and rural localities, business supply opportunities and impacts on services.

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

- ▶ Use properties held in ownership by QR within the existing QR South Western Line and Millmerran Branch Line rail corridors, and with road reserves where possible, to minimise the extent of properties to be acquired
- ▶ Align with existing roads and property boundaries to reduce the severance of lots
- ▶ Reduce potential impacts on property access, services or farm operational arrangements
- ▶ Avoid positioning major infrastructure on agricultural lots.

Design modifications made in response to stakeholder concerns about land acquisition impacts during revision of the draft EIS included:

- ▶ Reviewing the Program-wide design and reducing embankment grades and heights, which in turn has reduced the amount of land required for the construction works and operations stage of the Project
- ▶ Revision of the design in the Kurumbul area to re-route a stock route, provide an additional road corridor on the southern side of the alignment and retain level crossings to maximise connectivity
- ▶ Creation of a new road reserve north of Inglewood to provide access to severed land parcels
- ▶ Re-aligning Project sections through the Bringalily State Forest to reduce the area of State forest impacted
- ▶ Altering the Project alignment near Millmerran to avoid impacts on DA Hall and Co properties that would affect their capacity for employment
- ▶ Widening the EIS footprint around the interface of Inland Rail with the Cunningham Highway and near Brookstead, to enable design options that would optimise land requirements and reduce impacts on nearby landowners.

Acquisition process

The Project has been designed to minimise the requirement for land acquisition and disruption to property use by, where possible:

- ▶ Utilising the properties held in ownership by QR within the existing QR South Western Line and Millmerran Branch Line rail corridors, to minimise the extent of 'new' properties to be acquired
- ▶ Aligning with existing roads and property boundaries to reduce the severance of land parcels
- ▶ Reducing potential impacts on property access, services or farm operational arrangements
- ▶ Avoiding the location of major infrastructure on agricultural properties wherever possible.

Additional land required for the operations stage will mostly be acquired through a compulsory land acquisition process, also known as land resumption. Compulsory land acquisition processes in Queensland are undertaken by acquiring government agencies in accordance with the *Acquisition of Land Act 1967* (Qld) (AL Act), which sets out the process for acquisition and the assessment of compensation.

DTMR is the constructing authority for land for the Inland Rail projects in Queensland. DTMR has power to acquire or resume land for the purposes of transport, and transport-associated development. DTMR will manage the compulsory land acquisition process under the Queensland legislation set out in the AL Act.

The formal compulsory land acquisition process will commence with the issuing of written Notice of Intent to Resume, which will occur following the evaluation of the Project by the Coordinator-General, where approval is given.

Where a possible impact to land was identified, members of the Project team sought to meet with the landowners and other parties with a legal interest in impacted properties (e.g. registered lessees) to discuss the Project and its impacts on the land.

As noted in Section 17.4.8.3, at December 2023, 96 landowners had been consulted on land acquisition, compensation entitlements and the objection process. This engagement enabled ARTC to gather further information on land use, infrastructure, operations and stock/machinery movements to inform design. ARTC has also provided factsheets on land acquisition and facilitated the provision of independent advice on the acquisition process through the Project's two CCCs and online. Engagement with the remaining 20 affected landowners who declined to meet with ARTC, did not respond to the meeting request or requested to meet later when land acquisition requirements were more certain, has been postponed until the land impacts are confirmed following reference design refinements.

During the development of the EIS and revised reference design, ARTC has required access to private properties to undertake technical assessments as part of the process. As at December 2023, ARTC had 1,001 Land Access Agreements in place, representing more than 94.4 per cent of land access requirements. Further information on landowner engagement, including early engagement through community workshops, can be found in Appendix E: Consultation Report.

ARTC will continue to work with all directly impacted landowners to ensure the Project impacts are minimised or mitigated where possible.

DTMR does not plan to commence the compulsory acquisition process before evaluation of the Project has been completed by the Coordinator-General and where an approval is given. Following Project evaluation, and where a requirement on land is confirmed, a process of formal acquisition will commence with the provision of a Notice of Intent to Resume, including a plan showing the approximate location and area of the land required, together with information on the resumption process. Step by step, the process is as follows:

- ▶ Initial contact by the Project team advising possible requirements
- ▶ Communication with landowners about the acquisition process once a requirement is confirmed
- ▶ Issuing of Notice of Intent to Resume with Background Information Statement and resumption plan
- ▶ Objection process
- ▶ Taking of Land Notice gazettal
- ▶ Claim for compensation
- ▶ Advance payment—optional
- ▶ Compensation negotiations
- ▶ Settlement.

An objection period is provided to enable impacted landowners and other interest holders an opportunity to lodge a written objection regarding the proposed resumption of land. All objections must be considered by an authorised delegate of DTMR. An objection hearing is held at the time and place specified on the Notice of Intent to Resume. A copy of the objection hearing report is required to be sent to each objector. The objection hearing report must clearly address the objections that were raised at the hearing and include the authorised delegate's response and recommendation regarding each objection issue. The objector is provided 14 days to respond to the recommendations in the objection hearing report.

Once the objection process is completed the authorised delegate is required to complete a report. A copy of the objection hearing report and a copy of all written correspondence received from the objector(s) is required to be attached to the report.

A formal application to the Minister for Transport and Main Roads to take land is prepared by DTMR once the signed objections hearing report is finalised. The Minister will examine the taking of land application and any objections to ensure that the land should be taken for the proposed purpose. If the Minister is satisfied that the proposed resumption should proceed, it will be recommended to the Executive Council for the Taking of Land Notice to be published in the Queensland Government Gazette.

A copy of the Taking of Land Notice, together with a compensation claim form, is sent to the impacted landowners and any party with an interest in the land.

Land may also be acquired with the landowner's agreement via a Resumption Agreement (Section 15 of the AL Act).

Throughout the design development process, ARTC and DTMR have also held discussions around early acquisition for impacted landowners experiencing hardship. Each application is assessed on a case-by-case basis.

Land required for temporary construction purposes and not for the ongoing operation of the Project (e.g. laydown areas and temporary non-resident workforce accommodation facilities) will be accessed and secured by either legislative provisions under the AL Act or *Transport Infrastructure Act 1994* (Qld), or may be leased from landowners by agreement. Chapter 8: Land Use and Tenure discusses the temporary Project footprint and how the Project will deal with land not required for the Project's operation.

Compensation process

On the date the Taking of Land Notice is published in the Queensland Government Gazette, the part or whole land area described in the relevant notice becomes the property of the State of Queensland (represented by DTMR). Any registered interest in the land is extinguished and converted into a right to claim compensation.

A copy of the relevant Taking of Land Notice together with a compensation claim form is sent to the impacted landowners and any party with an interest in the land.

Where land is acquired by the compulsory acquisition process in accordance with the AL Act, a claim for compensation must be served on DTMR within three years from the day the Taking of Land Notice is published in the gazette.

Assessment of compensation is undertaken in accordance with Section 20 of the AL Act. Compensation is based on the value of land taken at the date of the resumption, plus damage caused by severance and/or injurious affection to other land, and costs attributable to disturbance.

Costs attributable to disturbance may include:

- ▶ Reasonable legal costs, valuation or other professional fees for preparing and filing a claim for compensation
- ▶ Costs related to the purchase of replacement comparable land
- ▶ Storage and removal costs
- ▶ Other reasonable financial costs incurred that are a direct consequence of the resumption of the land.

If the landowner agrees to the resumption, a Resumption Agreement can be agreed between the landowner or interest holder and DTMR. An advance payment of compensation can be agreed with the final compensation settlement agreed at a later date. If agreement on the compensation amount cannot be reached, either the constructing authority or the claimant can refer the matter to the Land Court of Queensland for a decision.

Impacts on landowners

The freehold lots within the permanent footprint collectively comprise approximately 200 privately owned properties (aggregations of lots), which are owned by approximately 116 separate landowners (as at December 2023). This includes approximately 46 landowners who have more than one lot and/or property affected by acquisition for the Project's permanent footprint.

As detailed in Chapter 8: Land Use and Tenure, the overwhelming majority of the Project footprint will be located within land zoned as 'Rural' under both applicable planning schemes and, therefore, is expected to impact rural land uses.

The predominant primary land use within the Project's total footprint is production from dryland agriculture and plantations (approximately 43 per cent of land), followed by production from relatively natural environments (approximately 34.5 per cent), intensive uses (which are primarily residential land, services or land used for transport and communication purposes) at 13 per cent, conservation and natural environments (6 per cent) and production from irrigated agriculture and plantations (3.5 per cent). It follows that the majority of lots affected by land acquisition for the Project have an agricultural use, or potential for agricultural use. (Chapter 8: Land Use and Tenure). The impacts of land acquisition affecting agricultural properties are discussed in Section 17.5.5.1.

On the basis of the revised reference design and consultation with landowners to date, ARTC anticipates that the land acquisition requirement will include up to 30 households. Landowners whose properties will be wholly acquired have identified impacts, including distress about having to leave their properties, disruption to lifestyles, social connections and farming activities, and potential impacts on the mental health of affected residents. Affected dwellings currently rented to tenants, would also need to find alternative accommodation.

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

Individual property management agreements are being developed in consultation with landowners for the management of property severance, including required adjustments to access, impacts on farm infrastructure and built structures, and agreed noise mitigation measures. ARTC's strategies to reduce the impacts of land acquisition on landowners and their families are outlined in Table 17-21, with further detail provided in Table 17-36.

If land is required only for the construction works stage of the Project, and not for the ongoing operation of the Project, where possible, it will be acquired under the AL Act or leased from landowners, who will receive a financial benefit from its use.

ARTC staff will provide support including information, liaison and if necessary, service referrals to residents who need to relocate.

ARTC also consulted with Department of Communities, Housing and Digital Economy (with the relevant functions now in the Department of Housing) who have indicated they have several programs to which displaced residents can be referred if support is needed.

Memorial sites

Submissions to the draft EIS identified the potential for the grave of an early settler (Mrs Maria Tibbs, 1878) to be affected by the Project footprint, including potential for disturbance of the site. In October 2021, ARTC conducted initial investigations at the property near Southbrook where the grave is located, and engaged with History Pittsworth who are the local historical society. The results of ARTC's investigations are available in Chapter 19: Cultural Heritage and Appendix Z: Non-Indigenous Cultural Heritage Survey Report. This engagement indicated that the remains could be moved to the Pittsworth Cemetery where Mrs Tibbs' husband is buried, though he is in an unmarked grave. ARTC will also place an acknowledgment near the site of the original grave in negotiation with the landowners. Engagement with the landowner and History Pittsworth will recommence after the Project evaluation is complete and where an approval is given.

The owner of a property that would be partially or fully acquired for the Project identified in their submission that two memorial sites are located (together) on their property, with concern that the sites could be disturbed by the Project footprint. ARTC has assessed the location of the memorial sites and determined that the Project footprint would not impact them. An additional owner of a property that would be partially or fully acquired identified a location where a relative's ashes were spread; however, the Project footprint would not affect this location.

17.5.1.3 Property values

Some landowners near the Project footprint have considerable anxiety regarding the potential for property values to decrease as a result of Project impacts, e.g. noise, severance or visual amenity impacts.

Research on the relationship between property values and infrastructure indicates that property prices are determined by a combination of the properties' actual utility (i.e. use and amenity) and buyers' perceptions about the environmental impacts of infrastructure (Elliott, 2008), with responses to perceptions of risk varying. Studies that have examined the effect of infrastructure on property values are summarised in Appendix X: Social Impact Assessment but do not provide any definitive guidance for the local context. Research on the effects of freight rail lines on property values in Australia was sought but not identified.

Property values may be affected by partial land acquisition that changes the use of property and/or impacts on its infrastructure. This will be addressed through acquisition and compensation arrangements between landowners and the constructing authority. Perceptions of property value may be affected by impacts on the amenity of nearby properties during construction (e.g. increased traffic, noise or dust) but these impacts would be transitory as construction progresses along the corridor.

For lots adjacent to or near the Project footprint, railway noise during operation has the potential to affect amenity. Lots where rail noise criteria would be exceeded would be eligible for noise mitigation measures, as appropriate to individual lots, and as further discussed in Chapter 16: Noise and Vibration. Perceptions of value may also be affected by changes to visual amenity.

Impacts on property values would be differential depending on potential buyers' perceptions about potential impacts as well as the actual impacts (such as rail noise) and whether the properties concerned are residential, farming or business premises. Values may also be affected by factors that are unrelated to the Project, such as supply and demand of agricultural land, housing shortages, agricultural commodity prices, or the effects of other major infrastructure (such as highways) or new major projects. There is no legislative requirement to pay compensation for a loss in value unless land is acquired from a property.

Landowners' concerns about the Project's potential to affect property values are acknowledged; however, assessment of the likelihood and magnitude of change in property values is not possible given the individual circumstances of particular properties, other market drivers, the variability of Project impacts, and payment of compensation according to individual agreements with landowners. Stress and anxiety about the potential for negative impacts on property values is likely to occur for some residents near the Project footprint.

17.5.1.4 Disadvantage

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

ARTC is consulting with directly impacted landowners to develop an understanding of each household's circumstances, including those who may need support to adjust to changes brought about by the Project. Some who are affected may have limited socio-economic and/or personal resources to help them adapt to change, and may need specific support, including practical assistance to relocate from their current homes. ARTC has initiated an early acquisition process with landowners who are experiencing hardship in relation to land acquisition. The households who are expected to relocate may include a small number of tenants and/or older people who require assistance to consider and access their options. Assistance with relocation will be provided by ARTC staff and potentially through partnership with a community organisation or social enterprise. ARTC's consultation with DCHDE identified a range of programs that will be available to assist if tenants or landowners require support.

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

17.5.1.5 Amenity and lifestyle

There is potential for the Project to impact on the amenity and lifestyle of community members near the Project corridor, including:

- ▶ Potential for construction noise, vibration or dust to affect the amenity of households living near construction activities, laydown areas and borrow pits
- ▶ Potential for the Whetstone MDC to affect the amenity of nearby landowners
- ▶ Distress in relation to changes to lifestyles, e.g. movement patterns, enjoyment of scenic rural character
- ▶ Operational noise affecting the amenity of nearby homes and community facilities.

ARTC will engage with residents adjacent to and within 500 m of the temporary footprint, laydown areas and bridge construction sites, via letter and individual means, as requested, to:

- ▶ Communicate the measures provided in the Construction Environmental Management Plan (CEMP)
- ▶ Provide advance warning of the construction schedule and sequence (e.g. how long specific activities will take), and any disruptions to access or services
- ▶ Describe the nature and causes of noise and vibration
- ▶ Advise on how long construction work will be heard or seen for each property
- ▶ Identify any specific household concerns, e.g. the presence of children or seniors who may be affected by noise, dust or change to property access that need to be considered in finalising and implementing the CEMP.

Table 17-21 summarises impacts on the amenity of towns and rural localities, along with other location-specific mitigation measures to address area-specific concerns, raised through consultation on the Project.

TABLE 17-21 AMENITY IMPACTS—TOWNS AND LOCALITIES

Location	Impact	Mitigation measures
Yelarbon	Construction—noise and vibration, dust and traffic affecting residents and businesses	<ul style="list-style-type: none"> ▶ Management measures as discussed in Section 17.5.1.5, including development and implementation of a Noise and Vibration Management Plan as a component of the CEMP, air quality management strategies and a Traffic Management Plan ▶ Ongoing engagement with residents including provision of information to enable them to understand likely noise and vibration impacts, and seeking community feedback on the effectiveness of management measures
	Construction—location of non-resident workforce accommodation could result in increased activity and traffic volumes in town	<ul style="list-style-type: none"> ▶ Strategies addressing workforce management are provided in Section 17.6.3 and management of accommodation facilities is addressed in Section 17.6.4
	Operation—rail noise exceedances affecting the amenity of homes, community facilities and businesses, and potential for noise to be audible within Yelarbon State School	<ul style="list-style-type: none"> ▶ Noise barrier, designed to reflect community feedback about views to the grain silo murals ▶ Potential requirement for at-property noise mitigation treatments if exceedances are predicted after noise barrier installation
	Operation—effects on scenic amenity due to the intensification of rail infrastructure and potential for impact on views to the Yelarbon silo art work	<ul style="list-style-type: none"> ▶ Design of Project components in an urban context will consider the appearance and careful integration of new structures, fencing and noise barriers ▶ Provision of enhanced planting and habitat creation to benefit the local community and support health and wellbeing, for example streetscape strategies within the vicinity of the Project alignment and street tree planting ▶ ARTC has engaged with Yelarbon residents and the Yelarbon CCC has developed a community streetscape strategy. GRC has worked with the Yelarbon CCC to identify a prioritised list of projects as part of the strategy that will be considered as part of the Project's Community Wellbeing Plan (further discussed in Section 17.5.4.7) ▶ Noise wall design that minimises the potential for impacts on views to the artwork ▶ Progression of the streetscape strategy is awaiting the final design for the Project to determine the elements to be included.
	Construction—impact on use of Railway Park and the rest stop	<ul style="list-style-type: none"> ▶ ARTC has engaged with GRC to understand proposed streetscape upgrades and Railway Park works. The Project has committed to reducing impact to these areas, including the rest stop, through ongoing planning discussions and detailed design
Whetstone	Construction—potential for impact on amenity due to operation of the Whetstone MDC	<ul style="list-style-type: none"> ▶ Whetstone MDC is considered as part of the Project (see Appendix AE: Whetstone Material Distribution Centre Supporting Technical Information) ▶ Engagement with landowners within 2 km of the Whetstone MDC to explain the EIS findings, discuss the noise mitigation measures to be put in place, and establish communication to enable resolution of any noise, dust or other complaints
Inglewood	Construction—location of non-resident workforce accommodation facility could result in increased activity and traffic volumes in town	<ul style="list-style-type: none"> ▶ Strategies addressing workforce management are provided in Section 17.6.3 and management of accommodation facilities is addressed in Section 17.6.4
Millmerran	Construction—location of non-resident workforce accommodation facility could result in increased activity and traffic volumes in town	<ul style="list-style-type: none"> ▶ Strategies addressing workforce management are provided in Section 17.6.3 and management of accommodation facilities is addressed in Section 17.6.4

Location	Impact	Mitigation measures
Pampas	Construction—noise and vibration, dust and traffic affecting the amenity of rural residents and Pampas Memorial Hall, and the Pampas RFB shed	<ul style="list-style-type: none"> ▶ Management measures as detailed in Chapter 16: Noise and Vibration, Chapter 12: Air Quality and Chapter 20: Traffic, Transport and Access, including development and implementation of a Noise and Vibration Management Plan as a component of the CEMP, air quality management strategies and a Traffic Management Plan ▶ Ongoing engagement with residents, including provision of information to enable them to understand likely noise and vibration impacts, and seeking community feedback on the effectiveness of management measures
	Operation—rail noise exceedances for dwellings and the Pampas Memorial Hall	<ul style="list-style-type: none"> ▶ At-property architectural noise mitigation treatments where these are triggered by exceedance of noise criteria
Brookstead	Construction—potential for noise impacts for residents in the southern part of town	<ul style="list-style-type: none"> ▶ Management measures as detailed in Chapter 16: Noise and Vibration, Chapter 12: Air Quality and Chapter 20: Traffic, Transport and Access, including development and implementation of a Noise and Vibration Management Plan as a component of the CEMP, air quality management strategies and a Traffic Management Plan ▶ Ongoing engagement with residents, including provision of information to enable them to understand likely noise and vibration impacts, and seeking community feedback on the effectiveness of management measures
	Operation—effects on scenic amenity due to the intensification of rail infrastructure	<ul style="list-style-type: none"> ▶ Design of Project components in an urban context will consider the appearance and careful integration of new structures, fencing and noise barriers ▶ Providing enhanced planting and habitat creation to benefit the local community and support health and wellbeing, for example streetscape strategies within the vicinity of the Project alignment and street tree planting ▶ Engagement with community members in Brookstead regarding design treatments that will lessen the impacts of noise barriers on town character
	Operation—potential for exceedances of rail noise criteria for some residents, Brookstead Post Office and for Brookstead State School	<ul style="list-style-type: none"> ▶ Noise barrier ▶ At-property architectural noise mitigation treatments where these are triggered by exceedance of noise criteria, and as agreed with landowners and Department of Education
Yarranlea	Potential for construction noise to affect amenity	<ul style="list-style-type: none"> ▶ Management measures as detailed in Chapter 16: Noise and Vibration, including development and implementation of a Noise and Vibration Management Plan as a component of the CEMP
	Operation—audible railway noise and changes to scenic amenity due to embankment and bridge structures	<ul style="list-style-type: none"> ▶ Operation of the railway within operational railway noise criteria (Appendix W: Noise and Vibration Assessment—Railway Operations) ▶ Embankment and bridge structures designs will be reviewed as part of detailed design
Pittsworth	Potential for construction noise to affect the amenity of residents on Pittsworth's northern fringe, and changes to the scenic amenity in this area	<ul style="list-style-type: none"> ▶ Management measures as detailed in Chapter 16: Noise and Vibration, Chapter 12: Air Quality and Chapter 20: Traffic, transport and Access, including development and implementation of a Noise and Vibration Management Plan as a component of the CEMP, air quality management strategies and a Traffic Management Plan
	Operation—potential for rail noise to affect the amenity of residents on Pittsworth's northern fringe	<ul style="list-style-type: none"> ▶ Noise barrier ▶ At-property architectural noise mitigation treatments where these are triggered by exceedance of noise criteria and as agreed with landowners

Location	Impact	Mitigation measures
	Operation—changes to the scenic amenity northwest of Pittsworth	<ul style="list-style-type: none"> ▶ Design of Project components in an urban context will consider the appearance and careful integration of new structures, fencing and noise barriers ▶ Providing enhanced planting and habitat creation to benefit the local community and support health and wellbeing, e.g. streetscape strategies within the vicinity of the Project alignment, and street tree planting ▶ Engagement with community members in Pittsworth regarding design treatments that will lessen the impacts of noise barriers on town character
Southbrook	Construction—noise audible to residents	▶ Management measures as detailed in Chapter 16: Noise and Vibration, including development and implementation of a Noise and Vibration Management Plan as a component of the CEMP
	Operation—potential for rail noise to affect the amenity of residents and the Southbrook Central State School	▶ At-property architectural noise mitigation treatments where these are triggered by exceedance of noise criteria and as agreed with landowners and Department of Education
Gowrie Mountain	Operation—impacts on views to and from dwellings on Gowrie Mountain	▶ Embankment and bridge structures designs will be reviewed as part of detailed design

17.5.1.6 Cumulative environmental impacts on amenity during construction works stage

Some properties may experience changes to more than one environmental condition, e.g. noise, dust and/or increased traffic, resulting in cumulative impacts on their amenity during construction. This is most pertinent for residents living nearest to the Project footprint, where such impacts are more likely. Impacts would be transitory while works progress along the alignment, so for most residents they would be short-term but residents living near laydown areas and bridge construction sites would experience any impacts for longer periods.

Residents whose land will be partially acquired may also experience the cumulative impacts of loss of land and environmental impacts such as noise. The mitigation measures addressing various impacts that could have cumulative impacts on amenity are outlined in previous sub-sections and include:

- ▶ Designing and constructing the Project with the aim of achieving environmental criteria to prevent impacts where possible
- ▶ Implementation of management plans to avoid or reduce noise and vibration, air quality, traffic and visual amenity impacts
- ▶ Providing information to residents within 2 km of the Project footprint to enable them to understand the likely nature, extent and duration of noise and vibration impacts during construction, and how impacts will be managed
- ▶ Engagement with residents near the Project footprint to ensure they are able to provide feedback to Project representatives about their experience of impacts, to inform refinement of environmental management measures where necessary
- ▶ Property-specific management measures for properties that are directly affected by land acquisition, addressing impacts as relevant to each property
- ▶ Access to a complaints handling procedure if unacceptable impacts are experienced.

As detailed in Section 17.6.2.3 residents will also have access to a Community Relations Monitor whose responsibilities will include facilitating discussions between ARTC and stakeholders about mitigation measures and, to the extent reasonable and practicable, resolving community complaints not resolved by the complaints process.

17.5.1.7 Community values

There is potential for the Project to impact on community values such as connectivity, rural character and community cohesion.

Impacts on connectivity during construction include temporary disruptions to private access and occupational crossings for individual properties, and traffic detours for some rail-road interface and roadworks activities, which may involve temporary traffic delays or longer travel times. During Project operations, road users will need to adjust to changes to the road network, and will experience delays when encountering trains at level crossings.

Impacts on local character and sense of place during construction will include altering the landscape within the Project footprint, particularly where the Project is in greenfield areas, and exacerbation of losses of Traditional Owners' connection to place. A combination of the existence of construction sites, removal of structures, changes to landforms and vegetation coverage, construction noise and increased traffic may also impact on local character and sense of place during construction.

Depending on its location, height, materials and length, a noise wall could affect views to the Yelarbon silo art (which is a recent enhancement to Yelarbon's character, and a tourist attraction) from the viewing platform on the other side of the rail line. Design refinements have led to a shortening of the rail noise barrier to avoid impeding views to the silos.

During the operations stage, impacts on representative views from the Yelarbon rest area, near Brookstead State School, the Gore Highway near Southbrook, Athol and the Mount Kingsthorpe summit scenic lookout would be experienced (Chapter 10: Landscape and Visual Impact Assessment). This may affect people's enjoyment of the landscape and sense of place, and rural residents whose views would be interrupted by infrastructure may be distressed.

Noise impacts may affect sense of place, which is strongly related to the peaceful rural and natural environments. There is also potential for the Project's Condamine River floodplain crossing to affect sense of place in the area, as the crossings would include five bridges and would be prominent in the landscape.

With respect to community cohesion, the construction works stage will place pressure on the community's resilience and ability to adapt to change. Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network or community conflict relating to the Project.

17.5.1.8 Potential impacts on communities and stakeholders

A detailed analysis of the Project's potential to impact on Indigenous community interests, landowners and other residents, amenity and lifestyle, connectivity and cohesion, sense of place and property values is provided in Appendix X: Social Impact Assessment and is summarised in Table 17-22.

TABLE 17-22 POTENTIAL IMPACTS TO COMMUNITIES AND STAKEHOLDERS

Impact area	Delivery stage	Potential impacts
Indigenous community interests	Construction works and operations	Based on the revised reference design, the Project footprint traverses land parcels and watercourses where native title may, or is known to, exist. The Project has potential to impact on the native title rights and interests on these properties.
	Construction works and operations	In greenfield areas, the Project will introduce additional linear infrastructure to cultural landscapes, contributing to cumulative impacts on Indigenous peoples' feeling of connection with Country.
	Construction works and operations	The Project will create opportunities for Traditional Owners to work on Country through direct Project employment and involvement of Indigenous businesses in the supply chain. Opportunities for other Indigenous community members to participate in Project employment and business supply will also be available.
Land acquisition	Construction works and operations	<p>ARTC anticipates that the requirement for land acquisition will result in the need for households to relocate. Land acquisition would also affect properties where the predominant land uses are agricultural, with direct impacts on dams, fences, or bores, or disruption of cross-corridor movements. This is further discussed in Section 17.5.5.1.</p> <p>Landowners whose properties would be wholly acquired have identified impacts including distress about having to leave their properties, disruption to lifestyles, farming activities and social links, and impacts on the mental health of affected residents.</p> <p>The owners of land parcels that would be partially acquired may experience the cumulative impacts of loss of property and environmental impacts such as noise.</p>
	Construction works	Construction will require temporary use of land, e.g. for laydown areas and temporary non-resident workforce accommodation facilities. If land is required only for the construction works stage of the Project, and not for the ongoing operation of the rail project, where possible, it will be leased from landowners who will receive a financial benefit from its use. Land for temporary use could otherwise be acquired under the AL Act.

Impact area	Delivery stage	Potential impacts
Property values and plans	Construction works and operations	<p>Landowners have considerable anxiety regarding the potential for property values to decrease as a result of the Project's impacts, e.g. property severance, noise, or visual amenity factors. Where there are direct impacts on land and infrastructure, any resulting impacts on property values will be addressed through compensation arrangements between DTMR and landowners under the AL Act. Where rail noise would exceed criteria at dwellings, mitigation measures would be triggered. The Project has also committed to rehabilitation, landscaping and design considerations to reduce visual impacts.</p> <p>The likelihood and quantum of the Project's impacts on individual property values cannot be conclusively assessed given the individual circumstances of particular properties, the variability of Project impacts in different locations, property market drivers, and a lack of relevant research findings. Stress and anxiety about the potential for negative impacts on property values will result for some residents near the Project footprint.</p>
Disadvantage	Construction works	<p>Land acquisitions associated with the Project have the potential to displace residents from their current homes and potentially from within their local communities.</p> <p>People who are socio-economically disadvantaged (such as elderly people, single parents or unemployed people) are likely to face greater pressure, with fewer personal, social and economic resources to draw on to help them cope with change. SEIFA data reveals that relative disadvantage exists within and near the Project footprint, with Yelarbon, Inglewood and Millmerran of particular concern. The Project has the potential to improve the socio-economic circumstances for disadvantaged community members who may currently be unemployed or under-employed.</p>
Amenity and lifestyle—construction noise and vibration	Construction works	<p>The assessment of construction noise associated with the Project indicates the potential for noise impacts at sensitive receptors including rural homes, homes in towns, and community facilities near the Project footprint. The number of sensitive receptors affected at any one time will vary depending on location of activities and progress of works along the alignment for each stage (Chapter 16: Noise and Vibration).</p> <p>Works that will create vibration (e.g. piling and vibratory rolling) will also be undertaken as part of construction. The construction noise and vibration impact assessment indicates that, without mitigation, the potential for vibration human comfort impacts at some receivers adjacent to the temporary footprint (Chapter 16: Noise and Vibration).</p> <p>Laydown areas and bridge sites have the potential to impact on local amenity through increased traffic, noise, increased dust or temporary impacts on scenic character for longer periods.</p> <p>The potential for blasting to impact on building structures, human comfort or water bores was a concern for some consultation participants living near the Project footprint. The potential for blasting to cause vibration and air blast that could affect human comfort or built structures is considered in Chapter 16: Noise and Vibration. If blasting is deemed necessary for construction, appropriately trained and licenced shot firers will be engaged to undertake the blasting activities in accordance with Queensland's regulatory requirements.</p>
Amenity and lifestyle—air quality and dust	Construction works	<p>The results of the qualitative air quality risk assessment show that the unmitigated air emissions from the construction activities for the Project poses a 'low' risk of human health impacts but a 'high' risk of dust soiling (Chapter 12: Air Quality). Particulate matter deposited as dust has the potential for nuisance impacts if not appropriately managed.</p> <p>The assessment of deposition of emissions at sensitive receptor locations showed that predicted pollutant water concentrations would also be significantly lower than Australian drinking water guidelines.</p>

Impact area	Delivery stage	Potential impacts
Amenity of towns and rural localities	Construction works	<p>The measures outlined in Chapter 16: Noise and Vibration, Chapter 12: Air Quality and Chapter 20: Traffic, transport and Access and other chapters are designed to avoid or mitigate environmental impacts (e.g. noise, vibration, dust and traffic changes) that will reduce impacts on local amenity. Notwithstanding there is potential for the amenity of localities to be affected during construction including:</p> <ul style="list-style-type: none"> ▶ In Yelarbon, construction noise, changes to visual amenity, increased traffic and road network changes ▶ In Yelarbon, Inglewood and Millmerran, increased activity related to non-resident workforce accommodation facilities (with positive impacts also expected for businesses) ▶ In Whetstone, potential for the use of the Whetstone MDC to affect amenity ▶ In Pampas, construction noise, temporary traffic disruptions, and potential for noise impacts on community facilities ▶ In Brookstead, Yarranlea and Pittsworth, potential for construction noise and views to construction activities to affect the amenity of homes and businesses that are closest to the rail corridor ▶ In Athol, Umbiram and Biddeston, construction noise for a small number of rural residents.
Amenity—Whetstone MDC	Construction works	<p>There are five landowners within 2 km of the Whetstone MDC site. Noise levels generated during the site establishment and the construction works stage activities may require mitigation for some nearby sensitive receptors. All reasonable and practical measures as described in DTMR's <i>Transport Noise Management Code of Practice: Volume 2 – Construction Noise and Vibration</i> (Transport Noise Management CoP: Volume 2) (2023) will be implemented to reduce noise levels to below relevant noise criteria.</p> <p>Views between nearby homes and the Whetstone MDC site appear to be largely screened by vegetation, including bushland and vegetation associated with Macintyre Brook. The potential for visual impacts was assessed as part of Appendix AE: Whetstone Material Distribution Centre—Supporting Technical Information.</p> <p>Dust generation is possible during the Whetstone MDC site establishment or operation but standard air quality management measures are expected to minimise dust that may cause a nuisance, and avoid emissions or dust levels that could be harmful to the health of nearby households.</p>
Amenity and lifestyle—noise	Operations	<p>Community members in rural areas and towns near the alignment are experiencing anxiety and stress about the potential for the Project to have a long-term impact on their amenity through noise, dust, or changes to scenic character.</p> <p>There is potential for the amenity of homes, community facilities and business premises to be impacted by rail noise. Assessment of rail noise is detailed in Appendix W: Noise and Vibration Assessment—Railway Operations, which indicates that the predicted noise levels could exceed the noise assessment criteria, requiring mitigation to be investigated. Noise is also predicted to affect schools, community facilities, as discussed in Section 17.5.4.1, and a small number of businesses.</p> <p>Where assessment of railway noise indicated the potential for exceedance of noise criteria, it has recommended mitigation measures, including noise walls in a number of locations, and investigation of property-specific treatments for rural residents.</p> <p>Five crossing loops would be constructed as part of the Project, to allow trains travelling in opposite directions to pass, initially catering for 1,800 m long trains. Consultation participants were concerned that trains idling on crossing loops would result in extended periods of noise. Where trains are required to idle, the resulting noise would be heard for longer periods. Chapter 16: Noise and Vibration found that the predicted noise levels from the crossing loops were within the ARTC noise management criteria and would be substantially lower than the railway noise levels from train pass-bys on the adjacent main line.</p> <p>There is potential for noise to be experienced as intrusive on everyday life or disruptive to outdoor social activities. Sensitive receivers within the Project footprint would be acquired for the Project. Beyond this distance, noise-mitigation measures will be investigated and implemented in consultation with affected landowners.</p>

Impact area	Delivery stage	Potential impacts
	Operations	<p>The potential noise impacts of the operation of proposed new roads and the upgrade of existing roads has been assessed in Chapter 16: Noise and Vibration. Over the full construction period, construction traffic noise is predicted to exceed the criteria for some roads within the SIA study area, primarily in rural locations (Chapter 16: Noise and Vibration).</p> <p>Noise treatments are recommended to control noise impact to these sensitive receptors, as detailed in Appendix W: Noise and Vibration Assessment—Railway Operations.</p>
Amenity and lifestyle—air quality	Operations	<p>Air quality assessment of the Project's construction and operation activities are discussed in Appendix R: Air Quality Technical Report. Atmospheric dispersion modelling undertaken as part of the assessment predicts cumulative background plus Project air quality pollutants to be below Project goals at sensitive receptors.</p> <p>Investigations into the deposition of emissions in water tanks showed that predicted concentrations of potential contaminants would also be significantly lower than Australian Drinking Water Guidelines.</p> <p>Appendix R: Air Quality Technical Report indicates that with implementation of the proposed mitigation measures described in the revised draft EIS, the residual impacts related to air quality can be effectively minimised.</p>
Amenity of towns and rural localities	Operations	<p>Intensification of the rail corridor through Yelarbon, with increases in rail noise, and changes to scenic character of the area near the Project footprint, are collectively likely to affect the amenity of Yelarbon.</p> <p>Pittsworth residents to the north of town may find the rail-road bridges and embankments in this area to be intrusive on their scenic amenity. There is also potential for rail noise to affect the townships of Brookstead, Pittsworth and Southbrook.</p> <p>The Project is within the existing rail corridor in Brookstead but would intensify the infrastructure within the corridor with resulting changes to local character (below). Rural residents located near structures across the Condamine floodplain, e.g. in Pampas or Yandilla, or within undulating landscapes with views to embankments and elevated structures, e.g. in Yarranlea, are also likely to experience impacts on their scenic amenity.</p>
Local character/sense of place	Construction works and operations	<p>Indigenous community members consulted for the SIA noted that development of major infrastructure, such as highways, pipelines and roads, in the SIA study area had damaged song lines and cultural landscapes, changed the nature of settlement and altered Indigenous people's ability to recognise and care for Country. The addition of the Project as an additional piece of major infrastructure will alter the landscape and may exacerbate losses of connection to place.</p>
	Construction works and operations	<p>Assessment of Project impacts on non-Indigenous cultural heritage is documented in Appendix Z: Non-Indigenous Cultural Heritage Survey Report. It identifies the potential for removal of the remaining elements of structures, including defunct railway sidings and stations, and of other structures, such as a homesteads, sheds and outbuildings at various locations along the Project alignment. Where structures and the remnants of structures, are visible, they contribute to rural character and, for residents who know of the sites' history, to sense of place.</p>
	Construction works	<p>Assessment of impacts on landscape character and visual amenity (Chapter 10: Landscape and Visual Impact Assessment) has identified that construction work (including extensive earthworks and clearing) will change the character of the landscape where these works occur from natural and rural landscape to a landscape dominated by infrastructure. Chapter 10: Landscape and Visual Impact Assessment has identified visual impacts of moderate significance during the construction period for viewpoints relevant to the: Yelarbon rest area; Commodore Peak picnic area; the Gore Highway near the service station at Pampas; near the Brookstead State School; on Pittsworth–Felton Road near the Pittsworth Motor Inn; on the Gore Highway near Southbrook; the view from Athol; and the view from the Mount Kingsthorpe summit lookout. Residents who have views to construction activities and sites may experience them as intrusive on local character.</p> <p>In combination, construction sites, construction noise, increased traffic, removal of structures, changes to landforms and vegetation coverage, and severance of rural holdings and Indigenous estates are likely to impact on sense of place.</p>

Impact area	Delivery stage	Potential impacts
	Operations	<p>During the operations stage, potentially significant impacts on representative views were identified in relation to viewpoints from the Yelarbon rest area, near Brookstead State School, the Gore Highway near Southbrook, Athol and the Mount Kingsthorpe summit scenic lookout. The rail corridor would also be visible from homes in rural areas and from Gowrie Mountain. This may affect people's enjoyment of the landscape and sense of place. Residents whose rural views have changed to include infrastructure may be particularly affected. Noise impacts may affect sense of place, which is strongly related to the peaceful rural and natural environments. There is also potential for the Project's Condamine River floodplain crossing to affect sense of place in the area, as the crossings would include five bridges and would be prominent in the landscape.</p>
	Operations	<p>For towns and localities within the existing rail corridor (Kurumbul, Yelarbon, Pampas and Brookstead), the Project would intensify infrastructure within the rail corridor and increase the frequency of trains using the corridor, which may impact on local character in these areas.</p> <p>For rural areas in greenfield sections (Whetstone, Millwood, Millmerran district, Yandilla, Yarranlea, Southbrook and northeast to Gowrie) the corridor will introduce a new element to the landscape. Where elevated structures and significant embankments are visible to landowners, the operation of the rail corridor is likely to be experienced as a detraction from rural character.</p>
	Operations	<p>Community members who participated in Project consultation identified a concern that the Project would result in unacceptable lighting impacts on the area's rural character. The only proposed permanent lighting for operation is associated with safety lighting at the controlled active level crossings, and there would also be transient lighting associated with train headlights.</p> <p>Appendix K: Landscape and Visual Impact Assessment includes assessment of lighting impacts and concludes that the proposed alignment and associated infrastructure are unlikely to create any significant obtrusive lighting into the external environment as a result of construction activities or permanent Project lighting. Qualitative assessment found that the greatest effect during Project construction and operation activities is up to a 'low' level of effect.</p> <p>Additional information represented in Appendix K: Landscape and Visual Impact Assessment on potential obtrusive lighting impacts, based on quantitative analysis, identified up to 60 potential technical non-compliances with <i>Australian Standard (AS)/New Zealand Standard (NZS) 4282:2019 Control of obtrusive effects of outdoor lighting</i> (Standards Australia and Standards New Zealand, 2019) (i.e. the assessed property is closer than the recommended distance; noting that this standard applies to fixed venues, such as new sport stadiums and event facilities, rather than transient lighting).</p> <p>Appendix K: Landscape and Visual Impact Assessment notes that the presence of potential screening vegetation may result in some of the identified 'non-compliances' being compliant, and that there are three locations directly in the path of the track alignment and/or proposed associated road works that require specific mitigation measures to address the impact.</p>
	Operations	<p>Consultation identified community concern that a noise barrier in Yelarbon would obscure views to the Yelarbon silo murals. The reference design process considered this feedback and a noise barrier at Yelarbon could avoid impacts on views to the silos.</p>
Connectivity	Construction works	<p>During construction, private access to individual lots will be temporarily disrupted where land is required temporarily for construction purposes, including road realignments. Access to all homes would be maintained but may be disrupted for short periods while road works interact with driveways and access roads.</p> <p>The Project will cross highways, secondary roads and local roads in various locations, with localised impacts expected to existing traffic and transport networks as construction progresses. Disruption to traffic can be expected during construction, as equipment, materials and people are transported to and along the Project footprint. There would also be an increase in heavy and light vehicle movements on local roads associated with construction, but this is not expected to cause congestion or traffic safety issues.</p>
	Construction works	<p>There is some potential for degradation of local roads due to construction traffic, which will be monitored and remediated in compliance with the Project's agreements with the relevant local governments.</p>

Impact area	Delivery stage	Potential impacts
	Operations	<p>The Project includes seven passive level crossings and 22 active level crossings, or 29 level crossings in total. This is a reduction from the 37 level crossings that were assessed as part of the draft EIS, and will reduce the frequency of disruptions to traffic resulting from vehicles encountering trains at level crossings.</p>
	Operations	<p>With the exception of Yelarbon and Brookstead on the existing rail line, and Pittsworth where the Project would skirt the town's north, the Project bypasses the townships in the SIA study area, largely avoiding impacts on their connectivity.</p> <p>There is currently no pedestrian path across the existing rail line in Yelarbon. As a result of consultation with GRC and the Yelarbon CCC (a community-run committee), the Project's revised reference design includes a pedestrian crossing in Yelarbon to provide north-south connectivity.</p> <p>Road-rail interfaces include interfaces with State-controlled roads, local government roads, private or occupational roads, stock routes and easements. Increased travel times may result due to construction activities, particularly at rail-road interfaces including bridges and level crossings, and potentially due to an increase in vehicles on key routes such as the Cunningham, Gore and Warrego Highways.</p> <p>Where appropriate, rail-over-road or road-over-rail bridges have been incorporated into the reference design, to minimise impacts on the connectivity of highways and major roads.</p> <p>The detailed design and construction method for the Project will be developed in consultation with road network managers DTMR, TRC and GRC, road users and landowners adjacent to the Project. Chapter 20: Traffic, Transport and Access includes detailed measures to manage potential impacts on traffic safety and connectivity.</p> <p>The revised reference design provides for a total of 21 grade-separated crossings, which will maintain traffic safety and connectivity. Where it was determined that a road-rail interface point was unable to provide for a grade separation, or separation was not required to maintain safe operation of the road network, active level crossings or passive level crossings are proposed. In total, the revised reference design includes 21 active level crossings (up from 17 in the reference design) and 8 passive level crossings (down from 20 in the reference design) (Chapter 5: Project Description). In combination, the increase in the number of grade-separated crossings and reduction in the number of level crossings have reduced impacts on local connectivity.</p> <p>Level crossings will result in traffic delays while trains are passing. It is estimated that the operations stage will involve an annual average of about 14 train movements per day at the commencement of operation. This is likely to increase to an average of 20 trains per day in 2040, and up to 25 trains per day during peak operational periods. The maximum wait time at a level crossing has been calculated by the Project team to be approximately two to three minutes for pass-by of a train of 1,800 m travelling at 115 km/h.</p> <p>While the Project is unlikely to alter travel patterns or preferred modes of travel, traffic delays may lead to frustration among some motorists.</p>
Community cohesion	Construction works and operations	<p>The acquisition of freehold land required for the Project will require some households to relocate potentially to outside of the affected communities.</p> <p>Within the context of the SIA study area's overall population, this would not be a significant impact on community cohesion. At the local level, impacts on community cohesion would include diminished neighbourhood networks. Severance between properties, changes to road networks and displacement of residents is inevitable as a result of the Project and is likely to cause at least short-term damage to community cohesion in rural localities where properties would be acquired.</p>

17.5.2 Workforce impacts and benefits

17.5.2.1 Employment opportunities

A small workforce, assumed as an average of 50 personnel, will be required during the pre-construction and early works stage. Workers and businesses within the SIA study area are likely to contribute a proportion of personnel during the early works stage, as skills and capacities such as surveying, civil construction, grading and establishment of access tracks are available in local communities.

Construction of the Project is expected to require a workforce of up to 900 personnel, with an average number of FTE workforce onsite across the full construction period of approximately 383 personnel. The workforce peak will occur during the second year of construction.

The size and composition of the construction workforce will vary depending on the construction activities being undertaken and the staging strategy adopted. The core construction workforce will comprise professional staff, supervisors, plant operators and trades workers (including welders, electricians, construction trade workers, and horticultural trades workers), with earthworks crews, bridge structure teams, capping and track-works crews working at different periods through the construction works stage.

The construction workforce is expected to be drawn predominantly from South East Queensland, including personnel from potentially impacted communities and other communities in the Goondiwindi and Toowoomba LGAs, along with personnel from other Queensland LGAs. There is also a possibility that labour could be drawn from NSW LGAs bordering Queensland (Moree Plains and Gwydir LGAs). Construction personnel who originate from beyond a safe daily driving distance to the Project will stay locally while rostered on. Temporary non-resident workforce accommodation facilities are proposed near Millmerran, Inglewood and Yelarbon (Section 17.5.3.1).

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

17.5.2.2 Local and Indigenous employment

Stakeholder consultation has indicated a widespread desire for Project jobs to be available to local people. Consultation with BNTAC and Western Wakka Wakka People also indicated strong interest in Project employment opportunities for Indigenous people, and emphasised the need for early engagement with Indigenous communities so that people can be job ready.

ARTC is committed to ensuring that SIA study area residents benefit from employment in the during construction works stage of the Project, including residents with the relevant skills and experience to take up employment opportunities, and those who will gain skills as part of Inland Rail Skills Academy initiatives (as detailed in Section 17.6.3) or through on-the-job training.

As detailed in Section 17.4.4.4, indicators of local skills availability for construction works stage of the Project are encouraging, considering:

- ▶ A construction industry labour force of more than 7,049 people in the SIA study area in 2021
- ▶ Unemployment estimates that indicate that there were 5,045 unemployed people in the SIA study area in June 2022
- ▶ There was a total of 2,892 registered construction industry businesses in the Goondiwindi and Toowoomba LGAs in 2022.

However other major projects, including Inland Rail projects, the new Toowoomba Hospital and Toowoomba Trade Gateway projects, are proposed in the SIA study area (illustrated in Chapter 23: Cumulative Impacts and detailed in Appendix X: Social Impact Assessment), and shortages in skilled workers (such as engineers and tradespeople) appear likely to persist in the short to medium term.

ARTC has chosen to define 'local' as employment of people from within the SIA study area (i.e. Toowoomba and Goondiwindi LGAs).

The Project is committed to a minimum employment target of 15.0 per cent from within the SIA study area. This target ensures that the Project will enable employment choice for Project LGA residents, while managing the potential for regulated Project employment targets to accelerate or exacerbate local labour draw. Labour draw is a serious concern raised by both GRC and TRC. The Project's aspiration is for its contractors to exceed the Project's local employment target, should local labour capacity support this, without significant adverse impact to other local industry or supply chains, at the time of Project delivery. The percentage of personnel who are Goondiwindi and Toowoomba LGA residents may differ between LGAs, according to the availability of labour.

The minimum Indigenous employment participation target, referred to in the Commonwealth Indigenous Procurement Policy's organisation-based requirements, is that at least 3.0 per cent of the FTE Australian-based workforce of the contractor must be Indigenous Australians, on average, over the initial term of the contract (Australian Government, 2015). The Project will aspire to a target of 4.0 per cent Indigenous employment. The Project appreciates feedback received from local Indigenous groups expressing employment aspirations above this benchmark and will work on tailored strategies to increase participation outcomes in response to these expressed aspirations.

During its construction works stage, the Project will also align with the Queensland Government commitment to achieving an 11.0 per cent female participation target (Queensland Government, 2022).

Updated analysis of the likely availability of construction labour from the SIA study area will be required prior to construction works stage, to enable the refinement of local and regional recruitment and training strategies.

ARTC will engage with its contractor to set targets and performance measures for local employment and Indigenous employment, and will monitor the contractor's progress towards employment targets. The proportion of personnel to be drawn from the SIA study area will be determined by the contractor prior to construction commencing, based on the availability of personnel across the range of occupations and trades required, and by agreement with ARTC regarding local employment goals. Of note, GRC is particularly concerned about the effect of employment targets on local labour availability, which will require engagement with council as part of workforce planning.

The contractor will be required to report on local and Indigenous employment outcomes, which will include quarterly monitoring of the number of people from the SIA study area that are employed in construction in line with targets, and reporting on outcomes as part of SIMP reporting. Updated analysis of the likely availability of construction labour from the SIA study area will be required prior to commencement of the construction works stage of the Project, to enable the refinement of local and regional recruitment and training strategies.

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

ARTC is working with CSQ to identify skills and labour shortages. Analysis of available labour and skills is informing development of Inland Rail Skills Academy programs for the construction works stage, and will be considered in detail by the contractors in developing their training strategies.

The Project will engage with stakeholders including councils, TSBE, Toowoomba Chamber of Commerce and Goondiwindi Chamber of Commerce to monitor labour draw, and implement corrective actions, such as changes to recruitment advertising or specific training strategies addressing skilled shortages, if stakeholder feedback indicates that this is necessary to reduce competition with local businesses and organisations.

17.5.2.3 Training and development

The Project's construction works stage represents an important source of potential training and career pathway development for young people, Indigenous people and other residents in the SIA study area. The Project's workforce training target will aim to exceed the 15.0 per cent core requirement set by the Queensland Government's *Building and Construction Training Policy* (Queensland Government, 2014).

One of ARTC's primary aims is to maximise employment opportunities for SIA study area residents, by facilitating skills development opportunities through the Inland Rail Skills Academy. The Inland Rail Skills Academy is a collection of projects and partnerships to facilitate local employment and procurement opportunities through education, skills and training, and business capability building, as detailed in Section 17.6.3.1.

ARTC's training partnerships as part of the Inland Rail Academy will help to ensure that young people and Indigenous people in the SIA study area have the opportunity for skills training that will equip them for the construction industry and will be transferrable to future major projects. This will also result in an increase in the skilled labour force in the SIA study area, which will be a positive community legacy. Inland Rail Skills Academy's initiatives that have been implemented or are in progress in the SIA study area are detailed in Section 17.6.3.1.

ARTC has cooperated with councils to submit SQW applications for skills development programs, including an application with GRC to provide a free training program for a group of local residents to gain competencies ('tickets') in plant operation, with a particular focus on cross-skilling relevant to local agriculture, construction and manufacturing industries, a second application with GRC to provide land management skills, and two applications with TRC to implement an Energy Skills Queensland/CERT "Career Start Rail Skills" Program. None of these applications have been funded under SQW to date.

ARTC also meets with CSQ regularly as part of its Memorandum of Understanding regarding collaboration opportunities, and to ensure that training and capacity development programs being developed with CSQ include support for skills development outcomes undertaken by contractors.

ARTC has commenced engagement with Registered Training Organisations to support delivery of apprenticeships and traineeships during the construction works stage, with a focus on priority cohorts including people with disability, migrants, women returning to work and ex-offenders. Following Project evaluation, the program for apprenticeships, traineeships and facilitation of industry accreditation to support employment into Inland Rail projects and other major regional industries will commence. As part of its workforce development strategy, ARTC will also extend its previous scholarship program to focus on relevant discipline areas with regional universities (e.g. USQ).

Training opportunities provided as part of the Inland Rail Skills Academy will strengthen workforce capacity for both the construction works and operations stage, and also provide positive benefits for other local industries and infrastructure projects into the future.

Following Project evaluation, and where approval is given, the Inland Rail Skills Academy will cooperate with the Department of Education, local high schools and training providers to develop training pathways for employment during the construction works and operations stages of the Project. Training programs focused on developing skills in rail operation and working in a rail corridor will also be commenced during the construction works stage in readiness for Inland Rail's operation. There is potential for a partnership with QR to access experienced rail operators and maintenance staff as trainers in the SIA study area, which will be further discussed with QR after the Project is evaluated.

17.5.2.4 Impacts on employment in other industries

Community members have raised concerns about the potential for acquisition of agricultural land (used for grazing or cropping) to displace farming uses and affect the availability of employment in the agricultural industry.

The Project reference design was refined during preparation of the draft revised EIS, including realignment of the rail corridor to avoid direct impacts on DA Hall and Co's poultry and piggery operations, which would otherwise have affected their current and future employment capacity. Refinements were also made to the reference design to minimise impacts on feedlot infrastructure.

There is potential for acquisition of agricultural land (used for grazing or cropping) for the Project to displace farming uses and other businesses. Consultation to date indicates that business operations where acquisition would result in the closure or relocation of the business or retirement of the business owner include three cattle grazing properties, two transport businesses, one welding business and one cropping farm. The affected businesses are located between Millmerran and Athol. As they are primarily owner-operated, a significant loss of agricultural employment appears unlikely. Based on ARTC's consultation with landowners, ARTC does not currently anticipate land acquisition that would result in the closure of any businesses in the Goondiwindi LGA. There is a possibility that future land acquisition negotiations will result in the purchase of one or two lots used for grazing in the Goondiwindi LGA.

Depending on the results of consultation between the constructing authority and directly impacted landowners as part of the land acquisition process, additional agricultural businesses may be affected. ARTC is working with directly impacted landowners to minimise impacts on farming properties, grazing properties and agribusinesses that could affect employment availability, as further discussed in Appendix X: Social Impact Assessment (Section 7.5.1).

There may be a draw of existing staff or tradespeople away from some businesses. The Project's construction will require a wide range of occupations and skills. The extent of potential labour draw cannot be definitively assessed but attraction of workers from existing businesses may cause inconvenience and temporary disruptions to business owners and organisations such as councils. Some of the types of trades required (e.g. welders, landscapers or concreters) may be in demand by local residents and businesses; however, many of the trades required (e.g. major civil construction, bridge construction and sleeper laying) are specific to major infrastructure projects.

Along with the contractor's research and experience in identifying appropriate skills and labour, CSQ's analysis will support ARTC's identification of priority areas for consideration as part of the Inland Rail Skills Academy programs (Section 17.6.3.2), which in turn will offset demands that could otherwise affect local access to labour, and leave a legacy of increased local workforce skills.

Inland Rail's key strategies to reduce labour draw are to:

- ▶ Deliver skills and trades training to increase the pool of skilled workers
- ▶ Orient local businesses to Project opportunities, and support business capability building, to enable businesses to upskill and/or build their workforces
- ▶ Monitor labour draw in cooperation with key stakeholders such as GRC, TRC and TSBE to enable corrective action if required, as further discussed in Section 17.6.7.

Longer term, local businesses would have access to personnel whose skills were developed or upgraded through Project training and employment.

17.5.2.5 Workforce wellbeing

ARTC commits to providing a safe and healthy workplace for all personnel, and to ensuring that workforce behaviour avoids impacts on community safety and residents' privacy.

ARTC will fulfil its obligations under the *Workplace Health and Safety Act 2011*. To support workforce wellbeing and reduce demands on local services during the construction works stage, ARTC will:

- ▶ In cooperation with QAS and Queensland Health, monitor workforce demands on their services
- ▶ Ensure personnel are made aware of the need to attend to routine health issues while they are off roster
- ▶ Provide or require the contractor to provide access to paramedic services, to manage minor health issues onsite
- ▶ Provide workplace health and safety services, including health promotion programs and access to GP services, for personnel residing in the non-resident workforce accommodation facilities, via either local or remote service providers, and/or through telehealth services
- ▶ Develop arrangements with an air evacuation service provider for serious accidents/medical emergencies.

17.5.2.6 Workforce behaviour

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

ARTC will employ a number of strategies to reduce concerns about, and the potential for, any impacts on community safety or residential privacy, as detailed in Section 17.6.3.5.

17.5.2.7 Workforce travel

Project personnel will travel between their homes or temporary non-resident workforce accommodation facilities and work sites using buses provided or shared passenger vehicles.

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

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

17.5.2.8 Potential workforce impacts and benefits

Potential impacts and benefits relating to the Project's workforce are summarised in Table 17-23.

TABLE 17-23 POTENTIAL WORKFORCE IMPACTS AND BENEFITS

Impact area	Delivery stage	Potential impacts
Employment	Construction works	<p>A peak construction workforce of 900 personnel is expected to be required. During the construction works stage, the Project would require an average of 383 personnel during the total construction period.</p> <p>The Project is committed to a minimum employment target of 15.0 per cent employment from within the SIA study area. The Project's aspiration is for its contractors to exceed the Project's local employment target, should local labour capacity support this, without significant adverse impact to other local industry or supply chains, at the time of Project delivery.</p> <p>A proportion of the construction workforce is expected to be drawn from nearby LGAs. As such, employment benefits would extend to construction industry workers, tradespeople and other professionals in the Toowoomba and Goondiwindi LGAs, as well as adjacent LGAs.</p> <p>The availability of long periods of employment during the construction works stage is likely to be a strong positive opportunity for those personnel and their families and may be particularly beneficial for people who are experiencing unemployment (including young people and Indigenous people) or the effects of drought or floods on farming incomes.</p> <p>There is also a likelihood that local employment opportunities will result from the construction and operation of the temporary non-resident workforce accommodation facilities.</p>

Impact area	Delivery stage	Potential impacts
Employment	Construction works	<p>ARTC is committed to involving Indigenous people in the Project's construction workforce and has initiated agreements with BNTAC and CSQ, which include a focus on training and development programs to equip Indigenous people for Project employment.</p> <p>The Project will aspire to a target of 4.0 per cent Indigenous employment. The Project appreciates feedback received from local Indigenous groups expressing employment aspirations above this benchmark and will work on tailored strategies to increase participation outcomes to reflect expressed aspirations.</p>
	Construction works	The Project may compete for labour with other infrastructure projects, including other Inland Rail projects, and with local services and business. This has the potential for labour shortages in specific trades depending on the potential for cumulative demand.
	Operations	Of the operation workforce (10 to 15 people), a proportion may be drawn from within the SIA study area. Through the Inland Rail Skills Academy, ARTC has a partnership with the Australasian Rail Association aimed at developing skills related to rail operation.
Training and development	Construction works	<p>The Project's construction works stage represents an important source of potential training and career pathway development for young people in the SIA study area.</p> <p>The Project's workforce training target will aim to exceed the 15 per cent core requirement set by the Queensland Government's <i>Building and Construction Training Policy</i> (2014).</p> <p>ARTC will support development and roll out of an apprenticeship program, with a focus on priority cohorts including people with disability, migrants, women returning to work and ex-offenders. ARTC will also support local events to encourage women into trades and frontline construction roles.</p> <p>ARTC has established the Inland Rail Skills Academy, which is a collection of projects and partnerships with the aim to:</p> <ul style="list-style-type: none"> ▶ Facilitate local employment and procurement opportunities regionally, by priming the market in each region in which Inland Rail would be constructed ▶ Make it easy for Inland Rail contractors to employ and procure trained and competent people locally ▶ Build ARTC's social licence to operate for Inland Rail projects <p>The partnerships and projects that make up the Inland Rail Skills Academy are in progress (Section 17.6.3.2).</p>
	Construction works	As described in Appendix Y: Economic Impact Assessment, the industrial and consumption effects of the Project will result in the creation of indirect jobs through stimulation of businesses and the expenditure patterns of employees, primarily in the professional, scientific and technical services, and wholesale trade sectors.
Indirect employment	Operations	Indirect employment benefits relating to transport of agricultural commodities or support for enterprise and industry precincts are likely.
	Construction works	<p>The Project would sever agricultural landholdings and may impact on routes to markets. ARTC is working with directly impacted landowners to minimise impacts on farming, grazing and agribusinesses that could affect employment availability. Lots accommodating three grazing operations and one cropping operation, two transport businesses and one welding business within the Toowoomba LGA would be fully acquired; however, minimal impacts on employment are expected.</p> <p>Acquisition of land within the Goondiwindi LGA is not expected to result in the relocation or cessation of businesses. Depending on the results of consultation between the constructing authority and directly impacted landowners as part of the land acquisition process, additional agricultural businesses may be affected (expected to be in the order of one or two grazing businesses).</p> <p>There is potential for the Project's skilled labour demands to draw tradespeople and professional staff from within local communities, potentially affecting the availability of workers, including tradespeople for other businesses, councils and residents. The Project may also impact on the availability of casual workers at harvest time if casual workers usually employed in the agricultural industry take up employment in the Project. This may be difficult to overcome with the relatively low level of unemployment in the SIA study area and may cause temporary disruptions to business operations.</p>
Effects on other businesses and industries	Construction works	Construction personnel will be working in close proximity to homes and businesses, on 12-hour daily shifts. Worker activity may contribute to noise impacts where work is proceeding close to homes and may also cause concerns regarding safety or privacy.
Workforce management	Construction works	Construction personnel will be working in close proximity to homes and businesses, on 12-hour daily shifts. Worker activity may contribute to noise impacts where work is proceeding close to homes and may also cause concerns regarding safety or privacy.

17.5.3 Housing and accommodation

This section describes the Project's proposed non-resident workforce facilities, discusses potential impacts on housing and short-term accommodation, and summarises impacts relating to housing and workforce accommodation.

17.5.3.1 Temporary non-resident workforce accommodation

The workforce will include both residents from within the SIA study area who have existing housing arrangements, and personnel from other LGAs.

As described in Section 17.4.5.4, rental vacancy rates in potentially impacted communities have been very low since 2020 and, in June 2023, rental vacancy rates in postcodes that include potentially impacted communities ranged between 0.0 per cent and 0.9 per cent, indicating an extremely tight rental market.

To avoid impacts on local residents (such as displacement of low-income households from rental housing or decreased rental affordability) the Project plans to establish three temporary non-resident workforce accommodation facilities to accommodate construction personnel from outside a safe daily driving distance.

Two 20-ha sites have been included in the temporary Project footprint for the location of non-resident workforce accommodation facilities—one at Inglewood and another at Yelarbon. A third non-resident workforce accommodation facility is required in the Millmerran area.

The site for a non-resident workforce accommodation facility on BNTAC's property in Turallin proposed in the draft EIS was found to be unsuitable for this purpose, due to safety and distance requirements. ARTC is cooperating with BNTAC (the property's owner) to explore options for use of the property, which is located approximately 8 km by road northwest of Millmerran. A 20-ha development footprint on this site is included in the revised draft EIS, presented as a site facility, to allow mutually beneficial land uses to continue to be worked through between the ARTC and Bigambul People. The inclusion of this site seeks to allow economic and business development opportunities as planning with BNTAC continues.

The location for a Millmerran-based non-resident workforce accommodation facility has not been included in the draft EIS, with site selection and due diligence associated with locating a Millmerran-based non-resident workforce accommodation facility to be undertaken by the contractor during the detailed design stage. The Millmerran non-resident workforce accommodation facility would be subject to a post-EIS assessment during detailed design and subject to further review and approval.

ARTC will consult with TRC and landowners in the Millmerran area regarding the suitability of the preferred location for the accommodation facility. The selection of the site will also be informed by consideration of any potential for impacts on the health, safety, amenity or privacy of local community members, as well as local businesses' feedback about potential benefits for businesses (discussed below).

While it is likely that the non-resident workforce accommodation facilities would operate concurrently, they would not be fully occupied at the same time, as workers would move between facilities as construction proceeds along the alignment. Each facility would have a capacity of up to approximately 300 beds, sufficient to collectively meet the peak workforce demand. Identified sites will have sufficient land area to increase minimum capacity if needed.

Workforce accommodation facilities will be self-sufficient to minimise demands on council and government services, and will include accommodation units with kitchen, dining, ablution and laundry facilities. Supporting and additional infrastructure associated with each facility will include:

- ▶ Potable water storage—approximately 0.51 megalitres (ML) of water per five-day week of operation during peak occupancy, based on average usage of 250 litres (L) per person, per day
- ▶ Water and wastewater treatment and collection facilities (estimated capacity of approximately 300 equivalent population)
- ▶ Power generation (if not connected to the local electricity grid) by diesel-powered generators, in combination with solar panels, where appropriate
- ▶ Solid waste-collection facilities
- ▶ Recreational facilities
- ▶ Paramedic and first aid facilities
- ▶ Offices
- ▶ Car parking and gatehouse/security.

Consultation on non-resident workforce accommodation facilities following the draft EIS public notification period indicated that:

- ▶ The Yelarbon community is supportive of a nearby workforce accommodation facility, given the increased trade that would result for Yelarbon businesses, expecting that facility users would behave in accordance with local community standards, which would be managed by an appropriate workforce code of conduct. Opportunities for employment at the facility would be of local value
- ▶ The Inglewood community is supportive of workers' accommodation facilities being located near Inglewood, providing that they are involved and consult community members throughout the design and implementation, and the facility's location benefits local businesses
- ▶ GRC's preference is for the accommodation facility near Inglewood to be located closer to the town to optimise local business benefits
- ▶ The Millmerran and Turallin communities would prefer the location of the workforce accommodation facility in or closer to Millmerran, to maximise local business benefits.

The layout and design for each non-resident workforce accommodation facility will vary depending on site constraints and accessibility to existing services. Description and the final layout of the facilities will be determined by ARTC and the contractor. An example layout of an existing non-resident workforce accommodation facilities is provided in Chapter 5: Project Description. The location of the proposed non-resident workforce accommodation facilities, and the buffering afforded by the large lots on which they are proposed or will be proposed, will help to avoid direct impacts on the amenity and character of the towns or adjacent landowners.

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

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

The potential for workforce accommodation facilities to leave a legacy of additional accommodation or facilities for the local community's benefit was identified by consultation participants; however, the current preferred sites are privately owned and would be leased by the Project, so legacy benefits would be at the discretion of the landowners. The Project will consult with GRC and the Inglewood and Yelarbon communities, and TRC and the Millmerran community, regarding the design and master plan for the temporary non-resident workforce accommodation facilities near their towns, so that potential future legacy values are not precluded.

There is potential for non-residents workers to change the profile of health service needs, which is further discussed in Section 17.5.4.1.

17.5.3.2 Short-term accommodation

The only short-term accommodation establishments within 500 m of the Project footprint (where construction noise impacts are possible) are the Oasis Hotel in Yelarbon, Pittsworth Motor Inn, and the Brookstead Hotel. During the construction works stage, impacts would be managed through the measures outlined in relevant sections of this revised draft EIS and regular communication between ARTC and affected businesses.

The owners of the three establishments have been consulted and have expressed interest in accommodating and hosting Project personnel. The Yelarbon Hotel owner has also expressed support for the location of the workforce accommodation facility near Yelarbon. Noise barriers can be provided in each location to avoid the potential for rail noise exceedances to affect tourism establishments in Yelarbon, Pittsworth and Brookstead.

As the Project is otherwise located outside of towns where accommodation is located, there is no potential for direct impacts on the amenity of other accommodation establishments.

Draft EIS submissions referred to the Woodspring BnB and camping grounds on Millmerran-Inglewood Road, and the location of the road-rail crossing that may result in noise at this property. ARTC has explored options for the crossing but the alignment is such that the current location is the best location. ARTC shared the results of the noise modelling and potential mitigation strategies with those sensitive receivers predicted to exceed noise guidelines during the operation of Inland Rail. The structures on the Woodspring Farm have not been predicted to experience noise that exceeds guidelines.

Engagement in May 2022 with Southern Queensland Country Tourism informed the Project team of supply and demand in regional tourism. The Toowoomba Chamber of Commerce was also engaged to further inform ARTC's understanding of the impacts to tourism businesses, and to provide support for engagement with accommodation providers in the region as the Project progresses. The SIA has captured peak tourism times (i.e. during winter, and around the Carnival of Flowers in Toowoomba in September, the Camp Oven festival in Millmerran in October, the Landscape Festival in Goondiwindi in October, and various racing and sporting events whose dates vary). Specific engagement with accommodation providers will be ongoing following Project evaluation, with the aim of avoiding use of accommodation that would impact on tourist visitation.

There is potential for Project personnel engaged during the pre-construction and early works stage to require short-term accommodation. Workers and businesses within the SIA study area are likely to represent a proportion of this workforce, but assuming that an average of 50 early works personnel needed short-term accommodation, this would be well within the average vacant capacity of short-term accommodation within the SIA study area.

Non-resident personnel working at the northern end of the Project may access short-term accommodation in Toowoomba.

Comparison of various data sources indicates that the average availability of accommodation on any one night would be approximately 69 vacant rooms in Goondiwindi and between 495 and 570 vacant rooms in Toowoomba, with vacant rooms in bed and breakfast establishments also likely (Section 17.4.5.5).

During the construction works stage, assuming as one hypothetical scenario that 40 per cent of the peak workforce was sourced from outside a safe daily driving distance, there would be a need for accommodation for up to 360 personnel, at peak. This level of demand is likely to be within the vacant capacity of accommodation in the SIA study area, particularly in Toowoomba, assuming cumulative project demands have not reduced this capacity. In another scenario, if 60 per cent of the peak workforce was sourced from outside a safe daily driving distance, 540 people would require accommodation, which would have potential to displace tourists and other workers.

As some personnel would be locally based, and the Project is offering low-cost/free accommodation at non-resident workforce accommodation facilities, the number of personnel using short-term accommodation is expected to be small and is unlikely to place pressure on the short-term accommodation supply.

There may be some capacity within short-term accommodation located in Goondiwindi, Pittsworth, Yelarbon, Millmerran, Brookstead and Toowoomba to accommodate small numbers of Project personnel. This will be determined in consultation with accommodation providers and tourism associations in the pre-construction and early works stage, and would aim to enable local accommodation providers to realise business opportunities associated with the Project, while managing the potential for impacts on tourists' access to accommodation.

The Project's AMP provisions include the requirement for consultation with tourism associations in respect of Toowoomba-based accommodation capacity and accommodation providers in potentially impacted communities where accommodation establishments are located (Goondiwindi, Yelarbon, Inglewood, Millmerran, Pittsworth and Brookstead) to identify interest and capacity to accommodate Project personnel, and peak occupancy periods that should be avoided in scheduling Project use of short-term accommodation.

17.5.3.3 Housing access

Assuming households would need to relocate from within the Project footprint as the result of land acquisitions for the Project, approximately 30 new homes would be required. Displaced residents may relocate elsewhere within their LGAs, such that, in the context of the SIA study area's population of more than 183,000 people, changes to the regional population that could affect housing access are likely to be negligible. Compensation terms are expected to address replacement value of housing and 'disturbance costs', which include removal costs.

Households who are expected to relocate as a result of land acquisition may include tenants (estimated at approximately three households) and/or older people who require assistance to consider and access their options. ARTC is developing relocation support strategies to provide information and support for people who need to relocate as a result of land acquisition. ARTC also consulted with Department of Communities, Housing and Digital Economy (with the relevant functions in the Department of Housing) who have indicated they have several programs to which displaced residents can be referred.

During the acquisition process, the Project's stakeholder engagement staff will continue to engage with residents who will need to relocate, to link them to services that can provide independent, professional advice and support, in cooperation with DTATSIPCA and/or Department of Housing who will identify the appropriate services depending on residents' specific needs. While the number of households who will require support to relocate is anticipated to be minimal, ARTC will also monitor Project-related demands on support services in cooperation with DTATSIPCA, and provide supplementary funding if services identify the need for additional resources.

Community representatives in Pittsworth and Millmerran were interested in attracting Project personnel to relocate and settle permanently in the towns. Some personnel might choose to purchase or rent homes and resettle in the SIA study area but these numbers are likely to be small, given that the number and location of personnel will change according to the construction activities being undertaken, the construction works stage for the Project is time limited, and it is proposed that non-resident workforce accommodation facilities be established to support construction activities. Assuming five per cent of the average workforce (up to 20 people) chose to settle in the SIA study area (based on the percentage of construction personnel recently reported by a local government to have settled locally for a major construction project in Queensland), and each rented one house, the Project could result in the need for up to 20 dwellings. Any settlement of personnel in the SIA study area is most likely to occur during the first two years of construction as the workforce builds to a peak.

Rental housing availability in the SIA study area is currently extremely low (Section 17.4.5.4) and if this tight rental market persists, any demand for housing from Project construction personnel has the potential to impact on existing residents' housing access and/or housing or affordability. This will be managed in accordance with the AMP, as discussed in Section 17.6.4.4.

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

17.5.3.4 Potential housing and accommodation impacts

Potential impacts relevant to housing and accommodation are summarised in Table 17-24.

TABLE 17-24 POTENTIAL IMPACTS TO HOUSING AND ACCOMMODATION

Impact area	Delivery stage	Potential impacts
Housing acquisition impact on housing market	Construction works and operations	Acquisition of properties has been assumed to displace approximately 30 households, resulting in population loss at the local level, and the removal or relocation of dwellings. There may be some temporary impacts on housing demand as people relocate from within the Project footprint but this is likely to be dispersed across the SIA study area and potentially beyond, and is unlikely to cause a discernible impact on housing access or housing costs.
Workforce use of local housing	Construction works	A small number of construction personnel may choose to move to the SIA study area. In a scenario where 5 per cent of the average workforce number (estimated at 20 personnel) moved to the SIA study area, and if demand were concentrated in a particular time period or location, and the rental housing market remains tight, this could exacerbate housing shortages or rental cost increases. This could place low-income renters at risk of displacement, particularly in the context of potential cumulative demands for rental housing in towns such as Inglewood, Millmerran, Pittsworth, Toowoomba and Goondiwindi.
Workforce accommodation	Construction works	Two 20-ha sites have been included in the temporary Project footprint for the location of temporary non-resident workforce accommodation facilities—one at Inglewood and another at Yelarbon. A third non-resident workforce accommodation facility site will be required in the Millmerran area, with site selection and due diligence associated with locating this facility to be undertaken during the detailed design stage. The Millmerran non-resident workforce accommodation facility would be subject to a post-EIS review and approval. Each non-resident workforce accommodation facility will accommodate approximately 300 workers at peak, to minimise the likelihood that personnel will take up rental housing in local communities.
	Construction works	The buffering afforded by the large parcels of land on which the accommodation facilities are proposed, or will be proposed, would help to avoid impacts on the amenity of adjacent landowners, e.g. noise and odour; however, these issues, along with local visual amenity and increased use of local traffic routes, would need to be addressed as part of engagement with GRC, TRC and DTMR.
	Construction works	There is potential for impacts on demand for health services resulting from large numbers of non-local personnel being based near small communities, which is addressed in Section 17.6.3.6.

Impact area	Delivery stage	Potential impacts
Short-term accommodation	Construction works	An influx of non-local workers could impact the supply of short-term accommodation, which is in very low supply in many of the potentially impacted communities, and located primarily within the Toowoomba and Goondiwindi urban areas. While there is a good supply of short-term accommodation in Toowoomba, relative to expected Project demands, the supply of accommodation in Goondiwindi is smaller. Non-local workers choosing this form of accommodation may place pressure on the available supply, particularly if compounded by the cumulative effect of other projects in the area. The provision of temporary non-resident workforce accommodation facilities is likely to mitigate most of this demand.
	Construction works	<p>Short-term accommodation establishments within 500 m of the Project footprint (where construction noise impacts are possible) are the Oasis Hotel in Yelarbon, Pittsworth Motor Inn, and the Brookstead Hotel. During the construction works stage, impacts would be managed through the measures outlined in relevant chapters of the revised draft EIS e.g. noise and vibration management measures, traffic management measures and regular communication between ARTC and affected businesses.</p> <p>The owners of the three establishments have been consulted and have expressed interest in accommodating and hosting Project personnel.</p> <p>As the Project is otherwise located outside of towns where accommodation is located, there is no potential for direct impacts on the amenity of other accommodation establishments.</p> <p>Local accommodation providers are interested in providing accommodation to Project personnel and would benefit from this opportunity. The Project will consult with tourism associations and accommodation providers in potentially impacted communities to identify interest and capacity to accommodate Project personnel, and peak occupancy periods that should be avoided in scheduling any Project use of short-term accommodation.</p>

17.5.4 Health and wellbeing

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

17.5.4.1 Community facilities and services

Assessment of the Project's potential construction noise impacts is detailed in Appendix V: Noise and Vibration Assessment—Construction and Road Traffic. The Project's construction activities may result in construction noise exceeding the relevant criterion at a number of locations including Yelarbon State School, Brookstead State School (two buildings), Yelarbon and District Soldiers Memorial Hall, Brookstead Community Hall, Pampas Memorial Hall and the Pampas RFB shed, and the Pittsworth and District Assembly of God/Harvest Life Church. Assessment of the Project's potential operational noise impacts is detailed in Appendix W: Noise and Vibration Assessment—Railway Operations and indicates the potential for noise to exceed the assessment criteria at:

- ▶ Yelarbon and District Soldiers Memorial Hall
- ▶ Yelarbon Fire Station
- ▶ Pampas Memorial Hall
- ▶ Pampas RFB Shed
- ▶ Brookstead Park
- ▶ Brookstead State School (two buildings)
- ▶ Assembly of God (Pittsworth).

Property-specific noise mitigation measures may be required if the proposed noise mitigations including noise barriers do not sufficiently mitigate noise at school buildings and community facilities.

Noise exceedances were not predicted within Yelarbon State School but, at approximately 250 m from the rail corridor, rail noise may be audible within the school grounds.

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

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

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

17.5.4.2 Mental health

Some stakeholders have experienced stress and anxiety, due to concerns about land acquisitions, amenity impacts, property values, concern about the potential to increase flooding risks, or environmental changes. The Project's construction activities will introduce noise, and result in changes to the character of areas within the temporary footprint, which may also cause stress for local residents and landowners.

ARTC has developed a partnership with the DD&WM PHN, to strengthen local access to mental health services in the SIA study area. The partnership provides independent specialist services to support the mental wellbeing of community members, including increased access to counselling services, and up to six coaching sessions for community members struggling with Inland Rail-related issues, or other issues, through the New Access Program. This is further described in Section 17.6.5.2.

The Project will consult with DD&WM PHN and Queensland Health to identify any existing service shortfalls and monitor any increases in service demands resulting from the Project, to enable cooperative solutions to address any strain on services resulting from the Project.

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

17.5.4.3 Health and emergency services

Project personnel are likely to increase and change the nature of demands for health services in Inglewood, Millmerran and/or Goondiwindi (noting that there are no health services available in Yelarbon). Mitigation of this demand will include provision of access to paramedic services, encouragement of the use of telehealth services (either remote service providers or workers' own GPs) and monitoring of any demands on health services in cooperation with Queensland Health, to enable corrective action if required.

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

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

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

17.5.4.4 Environmental qualities and natural resources

The Project's operation has potential to result in noise levels that could cause stress or sleep disturbance.

Following refinement of noise and vibration assessments, ARTC undertook a comprehensive noise consultation campaign, including engagement with the owners of dwellings where noise levels trigger investigation of mitigation measures, to explain the noise barriers where proposed (e.g. Yelarbon, Pittsworth and Brookstead), and agree property-specific mitigation measures to reduce noise levels where noise barriers are not proposed. Ongoing consultation with businesses that are sensitive receptors (such as GrainCorp) will also include consideration of businesses' work health and safety requirements with respect to noise levels.

The air quality assessment of the construction works and operations stages is discussed in Appendix R: Air Quality Technical Report. The results indicate that the unmitigated air emissions from the construction of the Project pose a 'low' risk of human health impacts but a 'high' risk of dust soiling if not correctly managed (Chapter 12: Air Quality).

With respect to Project operation, atmospheric dispersion modelling predicted that cumulative background plus Project air quality pollutants would be below Project goals at sensitive receptors. Investigations into the deposition of emissions in water tanks showed that predicted concentrations of potential contaminants would also be significantly lower than Australian Drinking Water Guidelines.

Appendix R: Air Quality Technical Report indicates that with implementation of the proposed mitigation measures described in the revised draft EIS, the residual impacts related to air quality can be effectively minimised.

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

Consultation identified significant stakeholder and community concern about the Project's potential impacts on water availability as a result of disturbance to groundwater bores or competition for water allocations. This is of particular relevance given the current drought conditions being experienced in the region. Relevant findings are summarised in Table 17-25.

The Mount Kent observatory is located approximately 21 km southeast of the alignment and was therefore not considered in the revised draft EIS as a sensitive receptor for light, noting the substantial distance, the limited lighting associated with the construction works and operations stage, and the presence of several more substantial light sources that are closer to the observatory. ARTC consultation with the Mount Kent Observatory indicates that the potential for blasting and therefore increased dust in the air is of interest, and that prior advice on any blasting to the observatory would be appreciated.

17.5.4.5 Condamine River floodplain

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

Assessment of impacts on agricultural land indicates that high-quality agricultural land across the Condamine River floodplain and outside of the existing Millmerran Branch Line rail corridor would be required to accommodate elements of the Project (Chapter 8: Land Use and Tenure).

The results of the Project's flooding and hydrology assessment indicate that alterations to floodplains would result in changes in peak water levels under the 1% AEP event that exceed the flood-impact objectives adopted by the Project at five dwellings between Pampas and Yandilla, one shed at Pampas and three grain silos at Yandilla (Chapter 14: Flooding and Geomorphology). ARTC will continue consultation with landowners whose properties are directly affected by the Project footprint or by the potential for increased flooding, to identify management measures that will reduce impacts on the use and amenity of their properties, and the safety of humans and stock.

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

17.5.4.6 Community safety

The Project is likely to generate a temporary influx of new people to local areas and it is possible that perceptions of safety ('stranger danger') would change for residents near the Project footprint as a result. It is also anticipated that residents of towns near non-resident workforce accommodation facilities would have some safety concerns related to such a significant influx of newcomers to their small communities. Analysis of offence rates indicates that the Goondiwindi LGA has recently experienced higher offence rates compared with Queensland rates, and the Living in Place survey conducted during 2023 in the SIA study area identified current concerns in the Goondiwindi LGA regarding offence levels (Section 17.4.7.4).

Safety risks associated with the operations stage of the Project include derailments, level crossing accidents with road-based vehicles, accidents associated with pedestrian and cyclist crossings, and railway-based fatality. ARTC will apply industry best-practice design and management measures to mitigate community safety impacts, in accordance with requirements of relevant Office of the National Rail Safety Regulator (ONRSR) guidelines, and will develop tailored rail safety awareness programs for nearby communities. Further details on the incorporation of safety considerations into design are provided in Chapter 5: Project Description and Chapter 21: Hazard and Risk.

Should appropriate controls not be implemented, Project workers could potentially contribute to the spread of COVID-19 or other contagious diseases, which could result in increased strains on health services and/or trigger restrictions with implications for social and economic conditions in the SIA study area.

Stringent safety protocols have been put in place in hospitals, healthcare facilities and aged care facilities across Australia to protect healthcare workers and visitors. The Project does not anticipate any physical interaction between construction personnel and aged care or health facilities. Personnel will observe social distancing (and comply with other health advice that pertains from time to time) in stakeholder interactions and visits to businesses, community facilities and other properties.

ARTC's COVIDSafe Plan and management responses to the COVID-19 pandemic have been informed by close monitoring of guidance provided by various government departments, work health and safety regulators and industry bodies on controlling the spread of COVID-19 and ensuring workplaces remain COVIDSafe. As described in Appendix X: Social Impact Assessment (Section 8.5.7), ARTC will implement COVIDSafe plans and procedures, and any other Queensland Health-required health protection provisions, to minimise any risk of contributing to the spread of COVID-19 infections.

17.5.4.7 Community wellbeing

Measures outlined in the relevant revised draft EIS chapters address avoidance or mitigation of environmental impacts, such as noise, vibration, dust and changes to visual amenity, that could otherwise affect quality of life or community wellbeing. Notwithstanding, while construction activities are occurring, the Project could impact on community values that support wellbeing including:

- ▶ In Yelarbon, impacts on amenity and character, due to construction noise, changes to visual amenity, increased traffic and changes to the amenity of community facilities
- ▶ In Pampas, construction noise leading to stress or amenity impacts, and potential for noise impacts on community facilities
- ▶ In Brookstead, Yarranlea and Pittsworth, potential for construction activities to affect the amenity of residents who are closest to the rail corridor
- ▶ Impacts on social connections within and between communities due to temporary travel delays, changes to road networks and land acquisitions, with potential to affect community cohesion.

The SIA has also identified Project opportunities such as job creation and business supply to the Project that will support community wellbeing. During operation, rail noise could impact on the amenity and character of areas through which the Project passes.

17.5.4.8 Legacy benefits

ARTC aims to create long-term value and deliver Inland Rail with the best possible outcomes for local communities, the economy and the natural environment. A consistent theme throughout engagement with the community has been interest and concern about how the Project would benefit local communities. A number of stakeholders have commented that creating legacy benefits—positive social change or social benefits that remain long after Inland Rail is constructed—would help to compensate for some of the stress and disruption the Project is likely to generate.

ARTC consultation with GRC and TRC has also identified positive legacies as a key priority, and GRC has provided a list of legacy and community investment opportunities. These initiatives and other emerging ideas will be further discussed with Council and other stakeholders as part of developing the Project's Community Wellbeing Plan during the detailed design stage (Section 17.6.5).

The Project's legacy benefits, as currently known, are described below.

Local skills and business capability

The Project's provision of training and employment opportunities will build the skills base within the SIA study area, enabling ongoing opportunities for local workers in major projects, and providing a greater skills base for local businesses. The Inland Rail Skills Academy is central to this, supporting skills and capability development for both the construction works and operations stages. A focus on involving local young people, other local workers, Indigenous workers, and local and Indigenous businesses will ensure these benefits accrue locally.

Local and Indigenous businesses' participation in the Project's supply chain will provide opportunities to learn new skills of relevance to major projects, and support growth in their capability, and potentially the diversity of their offerings, increasing the future opportunities available to them, and also increasing local availability of goods and services to the region.

Road safety

The SIA study area will experience the road safety benefits of reduced freight truck movements on local and State road networks, with one 1,800 m double-stacked freight train carrying the same amount of freight as 110 B-Double trucks.

The Project will improve the safety of road–rail interfaces on the existing brownfield rail corridor of some 71.2 km. The revised reference design has also optimised the number of grade-separated crossings and active level crossings as part of the Project.

Economic development

The operation of the Project as part of Inland Rail will support regional economic development by facilitating the development of intermodal facilities that will sustain employment and business activity for the long term. Goondiwindi LGA has strengths in transport and logistics, and GRC is actively pursuing its opportunities for links to Inland Rail, while the Wellcamp, InterlinkSQ and business/logistics parks in the Toowoomba LGA are well-positioned to develop in conjunction with Inland Rail. Economic development associated with Inland Rail has potential for significant consequent benefits for local employment and business activity in the Toowoomba and Goondiwindi LGAs.

Community projects

ARTC is considering and seeking stakeholder input on opportunities that will deliver significant legacy benefits for communities across the Inland Rail Program, in addition to community projects that will be identified as part of the Project's Community Wellbeing Plan.

Community facility upgrades have commenced through the Inland Rail Community Sponsorships and Donations Program. Other initiatives will be confirmed in consultation with councils and community members as part of the Project's Community Wellbeing Plan. As at June 2022, ARTC had provided over \$158,672.33 in funding for community initiatives within the SIA study area. Following Project evaluation, and where approval is given, the Project will prepare a Community Wellbeing Plan to provide the framework for cooperation with key stakeholders in implementing mitigation and enhancement measures addressing quality of life and wellbeing (Section 17.6.5).

There is also community interest in retaining laydown areas and/or infrastructure within non-resident accommodation facilities to be left in place for their legacy value to landowners, businesses, or community members. This would be determined as part of ongoing engagement with local stakeholders.

Stakeholders' other suggestions for positive legacies that will be considered as part of consultation on the Community Wellbeing Plan have included:

- ▶ Creating a keeping place for Indigenous history, art and culture
- ▶ Naming rail sidings after Indigenous people
- ▶ Contributing to streetscape projects in Yelarbon
- ▶ Providing community facilities
- ▶ Capturing the opportunity for non-resident workforce accommodation facilities to augment long-term accommodation or housing supply
- ▶ Sponsoring expanded emergency health retrieval services
- ▶ Facilitating the development of town infrastructure (such as waste management, roads, and water access).

Community values monitoring and planning resource

ARTC has sponsored demographic researchers, and consulting, to undertake an independent survey of community wellbeing, quality of life, and community values and priorities for enhanced liveability. The survey is called 'Living in Place' and has been conducted during 2022 and 2023 in the SIA study area and adjacent LGAs to the north where Inland Rail projects are proposed. The Living in Place survey is a shared and independent resource that identifies changes in community values and priorities, to support councils to plan for and prioritise liveability and wellbeing. Living in Place outcomes will also support development of the Project's Community Wellbeing Plan, monitoring of Project impacts, and related local stakeholder engagement.

ARTC plans to commission the Living in Place survey or undertake an equivalent community survey annually during the construction works stage as part of its SIMP monitoring program.

Digital connectivity

GRC has noted a need to improve digital connectivity throughout the Goondiwindi LGA, which would have widespread economic and social benefits for residents, local business and the agricultural sector. The Whetstone/Kurrumbul area is a particular priority.

The Inland Rail Program is planning telecommunications systems as part of construction requirements and ongoing safe rail operation. The Project is working with telecommunications carrier network operators to provide services for construction site offices, non-resident workforce accommodation facilities and ongoing safe rail operation. While the focus will mainly be for the provision of voice and high-speed data services in the vicinity of the rail corridor, infrastructure that will be constructed as part of the Project will improve telecommunications capacity near the rail alignment, and improve digital connectivity for landowners and town residents who are closest to the Project.

While telecommunications expansions beyond the Project's requirements are not within the Project scope, Inland Rail is committed to leaving a positive legacy in this regard and has actively advocated for its stakeholders by establishing a dedicated Telecommunications Working Group comprising representation from ARTC, Telstra and DITRDCA. In cooperation with Telstra, feasibility studies into the augmentation of telecommunications along the Inland Rail alignment are being undertaken. Options being investigated include augmenting existing towers with additional capacity and identifying greenfield telecommunication enhancement sites. This may require additional funds, and ARTC is working with the Australian Government and Telstra to cost infrastructure that is outside the Project's scope and assess the availability of additional funds.

17.5.4.9 Potential impacts on health and wellbeing

Potential impacts to health and wellbeing are outlined in Table 17-25.

TABLE 17-25 POTENTIAL IMPACTS TO HEALTH AND WELLBEING

Impact area	Delivery stage	Potential impacts
Schools, community facilities and services	Construction works	<p>Schools including the Brookstead State School and Yelarbon State School may experience exceedance of construction noise criteria, requiring specific mitigation measures.</p> <p>Community facilities including the Yelarbon and District Soldiers Memorial Hall, Brookstead Community Hall, Pampas Memorial Hall, Pampas RFB Shed and Assembly of God Church in Pittsworth may also experience exceedance of construction noise criteria. Reconstruction of the road access to the Pampas Memorial Hall and Pampas RFB Shed may result in temporary disruption to facility access.</p>
	Operations	<p>Assessment of noise impacts indicates that rail noise resulting from the Project may exceed Project criteria at community facilities including the Yelarbon and District Soldiers Memorial Hall, Yelarbon Fire Station, Pampas Memorial Hall, Pampas RFB Shed, Brookstead Park, Brookstead State School and Assembly of God Church in Pittsworth. Noise barriers are proposed at a number of locations including Yelarbon, Pittsworth and Brookstead and they are expected to be effective in mitigating noise exceedances at schools and community facilities. The Project will engage with the Department of Education to determine whether any property-specific mitigation measures are required with respect to the effects of noise on the Brookstead State School learning environment.</p>
	Construction works	<p>Disruptions to school bus routes, travel times and school bus scheduling are anticipated during construction, with most routes interfacing once or twice with the Project footprint. Construction traffic on known school bus routes will be restricted to only essential movements during pick-up and set-down times on school days.</p> <p>Residents travelling to access schools and community facilities services may experience travel delays or increased traffic during construction, (due to the movement of large vehicles and oversize loads accessing worksites and laydown areas, or due to works at road–rail interfaces).</p> <p>Where school bus routes and families' travel routes encounter level crossings, there is potential for delays to travel while trains pass.</p> <p>There is a possibility of increased demand for community services such as counselling, financial counselling and family support as a result of stresses and anxiety related to the Project, and changes to social networks.</p>
Health and emergency services	Construction works	<p>The workforce may generate an increase in demand for health, police and ambulance services. Consultation with the Darling Downs Hospital and Health Service has identified the need for advance notice of the construction program and workforce build up, to enable forward planning for any service adjustments that may be required.</p>
	Construction works	<p>Consultation with QPS indicates that construction will result in increased demand, including non-resident workforce accommodation facilities, traffic policing and site safety in regard to major construction sites, such as bridges, escorting oversize vehicles or loads, and the potential for community protests against the Project.</p>
	Construction works	<p>Accessibility for emergency services may be impeded during construction at crossing construction sites, and when encountering heavy haulage and large load vehicles on roads. ARTC and/or the contractor will engage with QPS, QAS and QFES in understanding the scope of the Project and potential flash points to ensure appropriate emergency access is provided across the corridor.</p>
	Construction works	<p>Consultation with councils indicates that smaller waste-management facilities at Millmerran, Inglewood and Yelarbon may have limited capacity to accept waste from the non-resident workforce accommodation facilities. These facilities may be used in a transfer capacity, before waste is ultimately disposed of in larger regional facilities in Goondiwindi and/or Toowoomba. The Project's waste management strategy is detailed in Chapter 22: Waste and Resource Management.</p>

Impact area	Delivery stage	Potential impacts
Physical health and environmental qualities—air quality	Operations	Accessibility and response times for emergency services may be impeded due to encountering passing trains at level crossings. The potential for access impediments has been reduced by increasing the number of grade-separated crossings as part of the revised reference design. The potential for delay at level crossings will be partially mitigated through early advice to providers and provision of emergency access points across the alignment.
	Operations	An increased risk of road/rail accidents may create significant additional demand on health and emergency services (including police, ambulance and rural fire services). Responses to any derailments, level crossing accidents, load loss, hazardous goods spill or other major incidents would also place a significant demand on police and emergency resources.
	Construction works	Assessment of the potential for dust and/or diesel emissions to affect air quality is discussed in Chapter 12: Air Quality. For the construction works stage of the Project, dust sources will be variable in nature and proximity to sensitive receptors. Contributions to air pollution during operation are expected to be within the Project goals for air quality, which are based on protecting health and wellbeing, health and biodiversity of ecosystems, and protecting agriculture environmental values. An Air Quality Management Plan will be developed as part of the CEMP.
	Operations	<p>The results of the air quality assessment of Project operation (Chapter 12: Air Quality) indicate cumulative background conditions, with the addition of Project air quality emissions, to be below guideline levels at all sensitive receptors.</p> <p>Emissions assessment has concluded that when operational at peak train volume (in 2040), the drinking water guideline values prescribed by the <i>Australian Drinking Water Guidelines</i> (National Health and Medical Research Council (NHMRC) and National Resource Management Ministerial Council (NRMMC), 2011) will be achieved at the worst-affected water tank receptor.</p> <p>Potentially impacted landowners and occupants will be consulted with in advance of undertaking any maintenance works that have potential to result in adverse air quality impacts. The purpose of this consultation will be to establish and agree necessary mitigation and control measures in order to avoid or minimise impacts to receptors.</p>
	Operations	As described in Chapter 12: Air Quality, during operation, dust and air quality management measures will be incorporated into the environmental risk management frameworks that will apply to third-party freight train operators as part of network access agreements.
	Operations	
Physical health and environmental qualities—noise and vibration	Construction works	Construction activity is expected to generate noise and vibration impacts on sensitive receivers that may affect daytime amenity and could cause sleep disturbance for people who sleep during the day, requiring a suite of noise- and vibration-mitigation measures to minimise noise impacts.
	Operations	<p>An assessment of the potential for rail noise to cause sleep disturbance is provided in Chapter 16: Noise and Vibration. The assessment identified residential sensitive receptors (where the predicted noise levels are expected to be above the noise assessment criteria adopted for the Project (without the implementation of mitigation measures)).</p> <p>In some locations, residents may feel that there is a disparity between noise criteria that are considered acceptable to protect human health, and noise levels or noise that can be experienced as intrusive or stressful. Stress and anxiety in response to disturbances to quality of life may persist even if the disturbances (such as noise or vibration) fall within regulated standards.</p>
Condamine River floodplain	Construction works and operations	High-quality agricultural land across the Condamine River floodplain and outside of the existing Millmerran Branch Line rail corridor would be required to accommodate elements of the Project (Chapter 8: Land Use and Tenure).

Impact area	Delivery stage	Potential impacts
Flooding	Construction works and operations	<p>The results of the Project's flooding and hydrology assessment (Chapter 14: Flooding and Geomorphology) indicates that flood-sensitive receptors that are projected to be impacted by changes in peak water levels under the 1% AEP event that exceed the flood-impact objectives adopted by the Project include a small number of dwellings, sheds and grain silos.</p> <p>ARTC is working with the owners of affected properties to develop effective flood-mitigation solutions and/or compensation agreements for increased flooding potential.</p> <p>There is also potential for roads to be impacted by changes in peak water levels under the 1% AEP event.</p> <p>ARTC will continue to consult with DTMR and relevant local governments to ensure that the potential for altered hydrological conditions on public roads is appropriately mitigated through development of the detailed design.</p>
	Construction works	<p>Uncertainty about the land acquisition process and future living arrangement is a considerable source of stress and anxiety for some people whose homes would be acquired. There is also concern in the community about the risk of harm to their physical environment, sense of place and quality of life, and future security (affecting incomes and planned futures). Fear about perceived impacts is generating anxiety and stress for some residents.</p>
Mental health	Construction works	<p>There is potential for noise and vibration disturbances to cause stress and anxiety for residents near construction sites, particularly if those sites require extended periods of activity.</p>
	Construction works	<p>Employment opportunities during construction would be likely to have positive mental health benefits for the individuals employed, particularly if previously unemployed.</p>
	Operations	<p>Wait times at level crossings may increase blood pressure and heart rate, and have consequences for the long-term health of individuals or trigger risky behaviours to try and 'beat the train'; however, research indicates that accurate information about wait times can reduce stress (Morant, 2015). Wait times have been estimated in the EIS at approximately 2 to 3 minutes.</p>
	Operations	<p>Potential sources of stress or anxiety may include delays at level crossings, disruptions to farming activities, noise and vibration disturbance for residents close to the alignment, potential for homes, farms and roads to be impacted by altered flood patterns, and potential impacts on property values and resale.</p>
	Operations	<p>The Project increases the potential for railway-based fatality.</p>
Access to natural resources	Construction works and operations	<p>Local landowners are concerned that interference with groundwater or surface flows, including creek systems, would affect their access to water for farming or domestic purposes.</p> <p>Impact modelling indicates that no registered bores located outside of the Project footprint are expected to experience groundwater drawdown as a result of Project activities (Chapter 15: Groundwater). Construction water requirements will be confirmed through the construction approach refinement process and will be documented in a Construction Water Plan.</p> <p>During the construction works stage, the standard ARTC-approved impact mitigation measures relevant to surface water quality are expected to be sufficient to mitigate most potential conceivable impacts. The potential for an increase in saline discharge into proximal waterways during construction activities was identified as potentially remaining at a moderate residual impact and requiring implementation of management measures.</p> <p>The Project would traverse land on the eastern boundary of the Rainbow Reserve, which is a small reserve on Bigambul country on the Dumaresq River, at the junction of Eukabilla Road and Kildonan Road. There are no facilities in the reserve that would be affected but the peaceful ambience of the reserve may be affected by noise while construction activities are nearby and, during operation, while trains are passing.</p> <p>Bigambul People identify Rainbow Reserve and the Rainbow Lagoon as culturally important areas, as discussed in Section 17.5.1.1. ARTC is working with GRC to refine the design of works within the Eukabilla Road reserve adjacent to Rainbow Reserve, to reduce the extent of impacts on the Rainbow Reserve. ARTC has committed to consultation with BNTAC to develop appropriate landscape design treatments in the vicinity of Rainbow Reserve.</p>

Impact area	Delivery stage	Potential impacts
Safety	Construction works	The location of worksites and laydown areas near private homes might engender anxiety about personal and property safety for some residents living adjacent to the Project. Laydown areas that have been nominated in the Project footprint have been located to maximise distances from environmental and social receptors, where possible.
	Construction works	The Project is likely to generate an influx of new people to local areas, and it is possible that perceptions of safety ('stranger danger') would change for residents near the Project footprint as a result. It is also anticipated that residents of towns near temporary non-resident workforce accommodation facilities would have some safety concerns related to such a significant influx of newcomers to the area.
Traffic safety	Construction works	Traffic construction impacts may include: <ul style="list-style-type: none"> ▶ Deterioration of road surfaces due to truck weights (which is addressed as part of ARTC agreements with the relevant road authorities) ▶ Safety issues associated with fatigued or inattentive commuters ▶ Disruption of school bus routes and other public transportation.
	Operations	Potential impacts on traffic safety during operation include: <ul style="list-style-type: none"> ▶ Disruption to familiar travel routes due to road realignments and delays at level crossings ▶ An increased risk of road–rail accidents (Chapter 20: Traffic, Transport and Access) ▶ Heightened risk exposure for young drivers, school children, older pedestrians and people with disabilities in crossing the rail corridor.
Legacy benefits	Operations	The Project is working with telecommunications carrier network operators to provide services for construction site offices, non-resident workforce accommodation facilities and the railway corridor. While the focus will mainly be for the provision of voice and high-speed data services in the vicinity of the rail corridor, it is envisaged that the extended wireless telecommunications network coverage and optical fibre systems will benefit the local communities in those areas where such services did not previously exist. <p>Positive legacies supporting health and wellbeing include:</p> <ul style="list-style-type: none"> ▶ Enhanced workforce skills and business capability ▶ Reduced freight truck movements on local and State roads ▶ Improvements to the safety of road–rail interfaces on the existing brownfield rail corridor ▶ Catalysing further development of industrial infrastructure and rail-associated industry, with associated long-term job growth. <p>ARTC will consider opportunities for the Project to contribute legacy benefits that have a relevance to the Project and will consult with the communities affected to develop appropriate responses. This includes potential to create positive legacies for the SIA study area through, for example, contributions to cultural, community or park facilities.</p>

17.5.5 Business and industry

This section describes potential impacts on farming, grazing and agribusiness operations, business in towns near the Project corridor, and tourism businesses. It also describes opportunities for business involvement in the Project, and the facilitation of other development in the SIA study area.

17.5.5.1 Impacts on agricultural land

The Project alignment would be located within the existing rail corridor (i.e. QR South Western Line and the Millmerran Branch Line) for approximately a third of its length; however, the acquisition of agricultural land will be necessary.

In response to submissions to the draft EIS regarding impacts on farming, grazing and agribusinesses, the following reference design refinements have been made to avoid or reduce impacts:

- ▶ Changing the embankment grades and reducing embankment heights to reduce the Project footprint and the amount of land required for construction works and Operations stages of the Project
- ▶ Provision of additional width for the road corridor and retaining existing level crossings to ensure connectivity for properties near the QR South Western Line at Kurumbul
- ▶ Creating a new road reserve northwest of Inglewood to provide access to land parcels that would otherwise be severed
- ▶ Re-aligning sections of the Project to reduce the area of State forest impacted

- ▶ Altering the Project alignment near Millmerran, to reduce impacts on DA Hall and Co's intensive agribusiness operations and a nearby farmer
- ▶ Upgrading the Heckendorf Road (Clontarf), Commodore Peak Road/Scragg Road (Millmerran) Owen Scrub Road (Millmerran) Gilgai Lane (Pampas) level crossings to grade-separated crossings to maintain connectivity
- ▶ Altering the Project alignment to remove a level crossing at Hall Road In Yandilla, in response to concerns about property severance
- ▶ Upgrading new stock route corridors at Yelarbon and Millmerran Inglewood Road to a minimum of 60 m, along with upgrades to the Kildonan and South Kurrumbul Road stock route interfaces
- ▶ In several areas, widening the EIS boundary to enable design options to be explored for specific issues raised in submissions.

As described in Chapter 8: Land Use and Tenure, land use assessment assumed that productive land within the existing QR South Western System and Millmerran Branch Line rail corridors, and within existing road corridors, has already been sterilised, and therefore only assessed impacts to areas within the Project footprint that are located outside of existing rail and road corridors.

The land use assessment determined that the permanent footprint will traverse less than 0.1 per cent of the Class A agricultural land and land within an important agricultural area and less than 0.1 per cent of the Class B land mapped within the Goondiwindi LGA. In the Toowoomba LGA, the permanent footprint will traverse 0.17 per cent of Class A agricultural land, 0.22 per cent Class B agricultural land and 0.19 per cent of land within an important agricultural area in the Toowoomba LGA (see Chapter 8: Land Use and Tenure).

Based on this, the land use impact assessment has concluded that at a regional level, the Project will result in a very small decreases in the availability of agricultural land. At an individual property level, the loss of agricultural land, along with severance or isolation of parcels of land, and/or disruption to fences or water access, may lead to reductions in productivity.

17.5.5.2 Impacts on farming and grazing operations

The impacts of land acquisition, construction activities and operation activities on individual graziers and farmers will vary according to the extent and location of land acquisition in relation to property boundaries, property infrastructure and access roads, and whether their land holdings would be wholly acquired.

Where the Project is within the existing brownfield corridor or near road corridors, land acquisitions are generally on the boundaries of lots, with marginal areas of land affected, whereas more severance of lots will occur in greenfield areas. ARTC has endeavoured to avoid higher quality land and agricultural infrastructure wherever possible, and has worked closely with landowners as part of the design process to avoid and reduce impacts on their properties.

The Project's permanent footprint traverses 355 lots within the Toowoomba LGA. Of the 355 lots, 293 lots (approximately 82.5 per cent) are held as freehold, and the remaining lots are land lease, State land and reserve lots. The predominant land uses of the freehold lots within the permanent footprint include:

- ▶ Production from relatively natural environments, generally grazing (124 lots)
- ▶ Production from dryland agriculture and plantation (116 lots)
- ▶ Intensive uses (29 lots, primarily residential services and transport and communication uses, but including two lots used for manufacturing and industrial and one lot used for intensive animal production)
- ▶ Conservation and natural environments (18 lots)
- ▶ Production from irrigated agriculture and plantations (six lots).

The Project's permanent footprint traverses 140 lots within the Goondiwindi LGA. The lower number of lots required within the Goondiwindi LGA reflect the Project's location within the existing rail corridor between Kildonan/Kurumbul and Whetstone, and its alignment with road corridors where possible. This has resulted in more marginal impacts on properties. Of the 140 lots, 110 lots (approximately 78.5 per cent) are held as freehold and the remainder are lands lease, reserve or State forest lots. The predominant land uses of the 110 freehold lots include:

- ▶ Production from relatively natural environments, i.e. grazing (78 lots)
- ▶ Intensive uses (14 lots)
- ▶ Conservation and natural environments (nine lots).
- ▶ Production from irrigated agriculture and plantations (five lots)
- ▶ Production from dryland agriculture and plantation (three lots)
- ▶ Water (reservoir/dam) (one lot).

Consultation with directly impacted landowners to date indicates that farming, grazing and other business operations where acquisition would result in the closure or relocation of the business or retirement of the business owner include three cattle grazing properties and one cropping farm within the Toowoomba LGA. Additionally, acquisition would result in the relocation or closure of two transport businesses, and one welding business within the Toowoomba LGA. The affected businesses are located between Millmerran and Athol.

Based on ARTC's consultation with landowners, ARTC does not currently anticipate land acquisition that would result in the closure of any businesses in the Goondiwindi LGA. There is a possibility that future land acquisition negotiations will result in the purchase of land accommodating one or two grazing operations.

Some affected landowners have expressed the intention to retire, while for others, acquisition would be disruptive and may be distressing. Those who choose to relocate their business are likely to adjust over time, with compensation payable under the AL Act.

In the context of the extensive grazing and cropping industries in the Toowoomba LGA, the loss of four agricultural operations appears unlikely to affect the area's regional productivity, especially as the business owners may relocate their operations locally. The relocation of the transport businesses and the welding business will inconvenience the businesses owners and disrupt their operations but their relocation appears unlikely to result in significant impacts on other businesses. Business owners may be referred to business support or community support services if they indicate the need for assistance in adjusting to the changes resulting from land acquisition for the Project.

For landowners whose land holdings would be affected by partial acquisition, impacts would range from minor inconvenience where smaller or marginal land areas are required, to significant impacts on property management and the need to redevelop on-farm infrastructure where larger areas of land and/or multiple lots are affected.

Depending on individual circumstances, impacts on agricultural properties and landowners would include (as further detailed in Table 17-26) reduction in the area of productive land available for grazing/cropping as relevant, severance of landholdings leading to reduced access to land parcels and relocation or dissection of farm infrastructure, direct impacts on groundwater bores, reduced ability to move machinery, stock and supplies across the corridor, and disruptions to business operations.

Construction of crossings and road realignments on private land may also disrupt on-farm connectivity and property operations. ARTC will work with each landowner to find access solutions that minimise the number of level crossings for the Project, consistent with the safety objectives of ONRSR guidelines and policies.

It is likely that a small number of landowners would need to adjust their fencing or property management with respect to the wild-dog check fence realignment, which is being addressed through a process of consultation being undertaken by GRC. The need to acquire infrastructure services was not identified.

Compensation will be able to be claimed by the landowners for land that is acquired by the compulsory acquisition process, in accordance with the AL Act, as described in Section 17.5.1.2, and will have regard is given to the value of the land taken, land severance, injurious affection and disturbance. Compensation for disturbance caused by the resumption may include:

- ▶ Reasonable legal costs, valuation or other professional fees
- ▶ Costs related to purchase of replacement comparable land
- ▶ Storage and removal costs
- ▶ Other reasonable financial costs incurred as a direct consequence of the resumption of the land.

ARTC will work with individual landowners to accommodate the continuation of current property management activities and access across properties, where possible, in the detailed design and construction methodology. Individual property treatments will be developed in consultation with landowners/occupants, with respect to the management of construction on, or immediately adjacent to, private properties. The treatments will detail any required adjustments to fencing, access, farm infrastructure or impacted structures as required, and where relevant, agreed noise mitigation measures.

Stock routes

As described in Chapter 5: Project Description, the Project footprint interfaces with the State stock route network in 11 locations. Proposed treatments to maintain the connectivity of stock routes include:

- ▶ Provision of a separated level crossing (designed to physically separate road traffic and livestock at the level crossing) on Kildonan Road, Kurumbul
- ▶ Eukabilla Road will be realigned to run parallel to the western edge of the new rail corridor, allowing uninterrupted stock movement from Kildonan Road onto Eukabilla Road
- ▶ An active level crossing on South Kurumbul Road (upgrading the existing level crossing)
- ▶ Realignment of the stock route aligned with Merton Road in Yelarbon to provide continued connectivity via a passive level crossing off Yelarbon-Kurumbul Road.

ARTC has engaged with the Office of the Coordinator-General, Department of Resources, TRC and GRC to resolve stock route interface issues (such as gates, fencing and where relevant, holding yards to contain stock near roads).

During the detailed design stage, ARTC will consult with GRC, TRC, the Department of Resources and driving stakeholders to confirm the effectiveness of the proposed infrastructure for level crossings on stock routes.

As detailed in Chapter 8: Land Use and Tenure, ARTC will develop a system for the communication of train movements through level crossings to facilitate safe movement of livestock and agricultural machinery across the rail corridor. The system will be developed in consultation with landowners, stock operators and DoR, and be accessible to them prior to the commencement of operation.

Impacts on the use of stock routes are therefore expected to be minimal. For example, construction activities for the Project may result in temporary disruption to the connectivity of the stock route network, particularly in and around the rail–road interface locations. Further information is provided in Chapter 8: Land Use and Tenure.

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

Rabbit fence

The Darling Downs–Moreton Rabbit Board (DDMRB) fence is a 555-km long rabbit-proof fence, stretching from Lamington National Park in the east, to Goombi in the southwest, where it connects to the wild dog barrier fence. The Project intersects the DDMRB fence when traversing through the locality of Clontarf. The rabbit fence will need to be reinstated as detailed in Chapter 5: Project Description. In addition, a rabbit trap will be set up in this location. ARTC has commenced consultation with the DDMRB to determine fencing requirements, and detailed design drawings of ARTC's nominated fencing solution will be submitted to DDMRB for acceptance prior to construction commencing. No impact on landowners or environmental values is expected, except for the environmental benefits of setting up a rabbit trap.

17.5.5.3 Agribusinesses

Poultry farms and piggeries

The Project assessed as part of the draft EIS would have resulted in land acquisitions within DA Hall and Co's Moyness Piggery (off Lindenmayer Road, Yandilla) and the DA Hall and Co Poultry farms at Pfeffer Road/Hall Road. DA Hall and Co is a major employer in the Millmerran area. Potential impacts identified included severance and loss of land area, with potential to affect the operations of these businesses and loss of employment for a significant number of farm workers if operations were significantly disrupted or reduced, as well as disruptions to supply relationships with local businesses.

In response to these potential impacts and submissions to the draft EIS, the Project footprint was refined to include the Millmerran Alternative Alignment. The realignment includes:

- ▶ Veering off approximately 1.5 km south of the draft EIS reference design, before Owen Scrub Road, and re-joining at Halls Road
- ▶ Revised horizontal alignment and crossing loop location based on operational capacity requirements
- ▶ Road-over-rail grade separation at Owen Scrub Road, rather than an active level crossing as previously proposed, and upgrade works to Owen Scrub Road
- ▶ Removal of the Lindenmayer Road active level crossing, as the design alignment no longer impacts this road.

This would avoid any direct impacts on DA Hall and Co, reduce the potential for noise and vibration to affect poultry and piggery livestock, and eliminate the need for an occupational level crossing on DA Hall and Co's poultry property. The revised reference design therefore avoids impacts on employment within DA Hall and Co's current and future operations.

Compared with the reference design, the proposed Millmerran Alternative Alignment option would result in acquisition of one newly affected property used for cropping and grazing uses, and an increase in the extent of land take for a second property.

Feedlots

In response to engagement with the owners of the Sapphire Feedlot, ARTC was able to narrow the Project footprint in the vicinity of the Sapphire Feedlot, avoiding high-value feedlot infrastructure and providing crossings suitable for stock movements.

The Project would traverse land owned by the Yarranbrook Feedlot (Whetstone), D M Fletcher Feedlot (Bringalily) and R Sydney and KM Stevens Feedlot (Millwood). A fourth feedlot that is part of an extensive agricultural holding owned by Tandrielle in the Yelarbon/Whetstone area would also be impacted by the Project corridor.

ARTC engaged extensively with the owners of the feedlots in developing the alignment. Reflecting the outcomes of consultation, the Project footprint avoids the feedlots' cattle feeding system infrastructure, cattle handling infrastructure and associated facilities but would require partial acquisition of land within the Yarranbrook and Tandrielle feedlots. The permanent footprint traverses Cremascos Road, which is the main access road to the Yarranbrook feedlot, with an active level crossing proposed to maintain safe access to the feedlot but with delays to traffic when trains are passing.

Engagement has been undertaken with the owner of the Fletcher feedlot at Bringalily, which is a small owner-operated business. The footprint avoids the feedlot's infrastructure but severs the land parcel. The owner would still have unrestricted access across the property beneath a bridge crossing.

Extensive engagement has also been undertaken with the owners of the Stephens feedlot at Millwood, particularly with respect to the alignment in the area near Millmerran-Inglewood Road, to minimise impacts on their property and avoid the feedlot's major infrastructure; however, a degree of property severance would remain.

Impacts such as severance or loss of land area may affect the operations of some aspects of these businesses, but permanent impacts on their operations are not anticipated.

Chapter 16: Noise and Vibration describes noise management measures that are required to mitigate any noise impacts on intensive livestock production businesses.

GrainCorp

GrainCorp's business within the SIA study area involves storage, transportation and marketing of local producers' agricultural commodities. GrainCorp has sites adjacent to the Project corridor at Yelarbon and Brookstead, with the corridor skirting the GrainCorp site at Yarranlea. ARTC has engaged closely with GrainCorp to ensure that the Project's revised reference design avoids or minimises impacts on GrainCorp's operations wherever possible.

The revised reference design shows closure of the passive level crossing located at Yelarbon between Railway Parade and East Sawmill Road. GrainCorp's submission to the draft EIS objected to this closure. ARTC has engaged with GrainCorp about this passive level crossing, and GrainCorp has confirmed that it no longer objects to the closure of the crossing.

GrainCorp has noted that with the proximity of the Project to GrainCorp facilities, it expects early involvement in development of any noise mitigation control strategies at its sites to ensure work health and safety obligations are met. This is addressed in Section 17.6.5.

The Project has also identified an accommodation facility for temporary workers at the GrainCorp facility as a new sensitive receptor for noise modelling (during both construction works and operations stages), and has assessed potential impacts and required mitigation measures in Appendix V: Noise and Vibration Assessment—Construction and Road Traffic, and Appendix W: Noise and Vibration Assessment—Railway Operations.

The Project proposes to reinstate the existing levee on the southern side of Yelarbon, which would improve cross-drainage in this area and reduce (but not solve) flooding impacts on GrainCorp's operations.

Vary Agricultural Services

Vary Agricultural Services (Vary) is located south of Brookstead adjacent to the Project footprint near Ch 151.0 km. Vary provides bulk transport services of grain and fertiliser, and their operations include a weighbridge that is sensitive to vibrations. The business owner has expressed their concern regarding the potential for vibration from construction activities to affect the calibration of the weighbridge, and the potential for dust or weed spread during construction to result in contamination of grains or fertiliser, both of which could affect the business's operation. The Project will further investigate the potential for impacts to identify and implement detailed design and construction management measures to avoid impacts on the weighbridge's operation. ARTC will also incorporate dust management procedures and biosecurity (weed management) practices during construction to minimise the potential for any contamination impact.

17.5.5.4 Impacts on other businesses

Businesses near the Project footprint

The Project avoids most towns, reducing direct impacts on local business centres and their amenity. Businesses where amenity could be affected by construction noise or temporary disruptions to access during construction include: the Yelarbon One Stop Shop and Service Station; Yelarbon Post Office; the Oasis Hotel in Yelarbon; the Caltex Hotel at Pampas; the Brookstead Store and Post Office; the Brookstead Hotel; Pittsworth Motor Inn; and Club Pittsworth.

Businesses where exceedances of railway noise criteria could occur include Yelarbon Post Office, Brookstead Post Office, two buildings with office usage in Brookstead, and one building with office usage in Yelarbon.

ARTC will consult with affected businesses to explain the result of EIS studies, as relevant (e.g. construction noise, rail noise, and roadworks, and work with business operators) to reduce the potential for impacts on their amenity and ensure access is maintained. This will include identifying specific needs, e.g. high visitation or occupancy periods to be considered in planning particularly noisy works or night works. Consultation with other businesses that are sensitive receptors (such as GrainCorp) will include consideration of businesses' work health and safety requirements with respect to noise levels.

It is likely that local businesses would benefit from increased trade from patronage by the additional workforce in the SIA study area during the construction works stage of the Project.

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

Noise barriers are being investigated at a number of locations, including Yelarbon, Pittsworth and Brookstead to mitigate railway noise impacts on businesses, homes and facilities.

Forestry

ARTC has engaged with the Department of Agriculture and Fisheries (DAF) to confirm their requirements and potential impacts of the Project on State forest resources, and is working with DAF and Department of Environment and Science (DES) to mitigate impacts on forestry operations. ARTC first met with Queensland Beekeepers Association (QBA) in February 2019 and has continued to consult with the QBA and DAF regarding maintenance of honey producers' access to apiaries within the State forest while construction activities are active in the Bringalily and Whetstone State Forests. QBA advised that the Project would not have as significant an impact as if the route had traversed the steeper sections of the Bringalily State Forest occupied by Ironbark trees, and it did not appear that the Project would result in a major impact on ongoing operation of the apiaries in the State forest. Loss of vegetation or light pollution may require a small number of beekeeping sites to be relocated.

Tourism businesses

As noted above, there is potential for construction noise to affect the Oasis Hotel in Yelarbon, Pittsworth Motor Inn, Club Pittsworth, and the Brookstead Hotel. There is also potential for road works, bridge construction and the visual impact of laydown areas during the construction works stage to affect the amenity of hotels and shops in Yelarbon and Brookstead.

Road works, bridge construction and the visual impact of laydown areas during construction may affect tourists' experience and travel times. These impacts would be temporary while construction activities are undertaken in particular areas but some tourists may be deterred from visiting during these periods.

ARTC has proposed non-resident workforce accommodation facilities to mitigate potential demands on tourist accommodation (Section 17.5.3.1). As noted in Section 17.5.3.2, there may be capacity within short-term accommodation in the SIA study area to accommodate small numbers of Project personnel, which will be determined in consultation with accommodation providers and tourism associations in the pre-construction and early works stage. This would benefit these businesses, while managing the potential for impacts on tourists' access to accommodation.

Labour draw

There is potential for some local businesses and services to lose staff to the Project. This may be difficult to overcome due to the low level of unemployment in the SIA study area.

As described in Appendix X: Social Impact Assessment (Section 7.2.1), a wide range of occupations and skills are required for construction activities. The extent of potential labour draw cannot be definitively assessed but attraction of workers from existing businesses may cause inconvenience and disruptions to business owners. Some of the types of trades required (e.g. welders, concreters) may be in demand by local business and residents; however, other trades (e.g. those required for major civil construction, flashbutt welding and sleeper laying) are specific to major infrastructure projects.

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

Longer term, local businesses would have access to personnel whose skills were developed or upgraded through Project training and employment.

17.5.5.5 Local and Indigenous business opportunities

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

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

The Project offers the potential to increase Indigenous employment and business opportunities. As noted in Section 17.4.4.3, at June 2023, there were 37 Indigenous businesses registered as servicing the SIA study area, including construction, plumbing, maintenance, printing, crash repair, equipment hire, accounting, drilling, concreting and construction services. These businesses, and others identified in consultation with Traditional Owner groups and DTATSIPCA, will be identified in the Project's local business register.

As noted in Section 17.5.2.2, the Project will underpin its planning with the minimum participation targets set by related Commonwealth and Queensland policy, and will drive outcomes toward aspirational or incentivised targets with contractors to exceed these minimum benchmarks. There is no relevant benchmark for local procurement from within an area such as the SIA study area. ARTC's planning will be guided by an aspirational target of 15.0 per cent of the value of Project procurement to be spent with businesses that are located within the SIA study area.

It is likely that ARTC's tender assessment criteria will include local and First Nations participation as a key element of all construction tender assessments. The minimum Indigenous procurement target referred to in the Commonwealth Indigenous Procurement Policy's organisation-based requirements is for 3.0 per cent Indigenous procurement minimum, i.e. at least 3.0 per cent of the value of the contractor's Australian supply chain must be subcontracted to Indigenous enterprises, on average, over the initial term of the contract (Australian Government, 2015). The Project will ascribe to a minimum benchmark of 3.0 per cent Indigenous procurement.

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

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

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

17.5.5.6 Regional economic development

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

The Project runs via the Charlton Wellcamp Enterprise Area, which is a major industrial precinct supporting Toowoomba and regional south Queensland, involving aviation, logistics, transport, corporate and mining services, and includes Toowoomba Wellcamp Airport, Wellcamp Business Park, InterLinkSQ, Witmack Industry Park and Charlton Logistics Park. The Project's route via the airport and industrial precincts may provide the opportunity to supplement airfreight movements with access to the national rail freight network, facilitate access to efficient rail transport for businesses in the region and at the Charlton Wellcamp Enterprise Area, and stimulate business development in the area. GRC is progressing investigation of options for the development of a Goondiwindi to Inland Rail corridor connection, by upgrading the current narrow gauge QR South Western Line and providing a connection to Inland Rail at Kurumbul.

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

17.5.5.7 Potential impacts on businesses and industries

Potential impacts on businesses and industries are outlined in Table 17-26.

TABLE 17-26 POTENTIAL IMPACTS TO BUSINESS AND INDUSTRY

Impact area	Delivery stage	Potential impacts
Farming, grazing and agribusinesses	Construction works and operations	<p>There is potential for the Project to directly affect agricultural land uses, commencing during construction. Depending on individual circumstances, impacts on agricultural properties and landowners may include:</p> <ul style="list-style-type: none"> ▶ Reduction in the area of productive land available for grazing/cropping as relevant, and/or the need for alternative agistment areas while fences or property infrastructure are disrupted, which will be addressed by the compensation process ▶ Severance of landholdings, leading to reduced access to land parcels and relocation or dissection of farm infrastructure, including irrigation equipment, pipelines, water storage or drainage infrastructure, which will be addressed through property-specific agreements, e.g. provision of underpasses and overpasses, and may also attract compensation for disturbance to properties as relevant under the AL Act ▶ Reduced ability to move machinery, stock and supplies across the corridor, with particular concern regarding the movement of very large machinery through level crossings, which has been addressed through consultation with impacted landowners as part of designing specific level crossings ▶ Concerns about impacts on organic production certification, which will be addressed through air quality mitigation measures ▶ Temporary disruptions to access to landholdings and/or business operations, with alternative access arrangements provided for all properties ▶ The likelihood that some existing level crossings that are used by landowners would be closed. This is being addressed through continuing consultation with impacted landowners to ensure landowners' access across the rail corridor is maintained. <p>Impacts such as severance or loss of land may affect the operational efficiency of businesses and therefore negatively impact farmers' or business owners' livelihoods. Such impacts will be considered on a property-by-property basis as part of the acquisition and compensation process under the AL Act. There may also be potential for the loss of employment for farm workers if operations are significantly disrupted or reduced but this is unquantifiable.</p>
Feedlots	Construction works and operations	<p>The Project would traverse land owned by the Yarranbrook (Whetstone), D M Fletcher (Bringalily), R Sydney and KM Stevens (Millwood), and Tandrielle feedlots, with partial land acquisitions required. High-value infrastructure will be avoided with the exception of land acquisition within Yarranbrook Feedlot's pivot fields. The permanent footprint also traverses Cremascos Road, which is the main access road to the Yarranbrook feedlot. An active level crossing is proposed at Cremascos Road to maintain road safety.</p>
Stock and product movements	Construction works and operations	<p>The Project footprint interfaces with the State stock route network in several locations. The continuity of stock routes would be maintained through the provision of underpasses, realignments, or level- or grade separated crossings. Impacts on use of stock routes are therefore expected to be minimal. There is potential for the Project to restrict the movement of stock and agricultural commodities across the Project to handling facilities, and to impact on informal rail crossing points.</p>
Closure or relocation of agricultural businesses	Construction	<p>Acquisition of land for the Project's operation is likely to result in the closure or relocation of three grazing operations, one cropping farm and a welding business within the Toowoomba LGA. This would be disruptive and may be distressing for some business owners. Some may choose to retire. Those who choose to relocate their business are likely to adjust over time, with compensation payable under the AL Act.</p> <p>Based on ARTC's consultation with landowners, ARTC does not currently anticipate land acquisition that would result in the closure of any businesses in the Goondiwindi LGA. There is a possibility that future land acquisition negotiations will result in the purchase of land accommodating one or two grazing operations.</p>

Impact area	Delivery stage	Potential impacts
Tourism	Construction works and operations	<p>There is potential for road works, bridge construction and the visual impact of laydown areas during construction to affect tourists' experience and travel times. This will be temporary while construction activities are undertaken in particular areas, but some tourists may be deterred from visiting during these periods.</p> <p>During operation, there is potential for diminished scenic amenity due to the Project's location within the rural landscape, particularly where the rail line would be elevated. There is also potential for waiting times at level crossings to diminish the quality of tourists' experience; however, traffic delays due to rail crossings and road intersection are a common occurrence and are unlikely to be a significant deterrent for visitors.</p> <p>ARTC has proposed non-resident workforce accommodation facilities to mitigate potential demands on tourist accommodation while enabling accommodation providers to benefit from the Project (Section 17.6.4.4).</p>
Business amenity	Construction works and operations	<p>There is potential for construction noise to affect businesses, including the Oasis Hotel in Yelarbon, Pittsworth Motor Inn, Club Pittsworth, and the Brookstead Hotel, and there is potential for road works, bridge construction and the visual impact of laydown areas during construction to affect the amenity of hotels and shops in Yelarbon and Brookstead.</p> <p>During operation, exceedances of railway noise criteria could be experienced at Yelarbon Post Office, Brookstead Post Office, two buildings with office usage in Brookstead, and one building with office usage in Yelarbon. Noise mitigation measures, including noise barriers are expected to mitigate railway noise impacts on these businesses.</p> <p>ARTC will consult with affected businesses to explain the result of EIS studies, as relevant, e.g. construction noise, rail noise, and roadworks, and work with business operators to reduce the potential for impacts on their amenity and ensure access is maintained.</p>
Skills and labour availability	Construction works	<p>While the SIA study area's labour force and business profile have strengths in construction, there are local and State-wide shortages across a variety of skills and trades. The Project's construction will draw on a broad range of occupations, including specialist civil construction personnel but, with a focus on local employment, it is possible that skills and labour will be drawn from local businesses and services to Project jobs. This would exacerbate existing shortages in some occupations, e.g. tradespeople and engineers, and cause inconvenience for businesses and services.</p>
Forestry	Construction works and operations	<p>The Project will require land located within the Whetstone and Bringalily State Forests. As the areas within State forests required for the Project's operation are relatively small (the permanent footprint impacts 80.46 ha of land within the Bringalily State Forest and 26.13 ha within the Whetstone State Forest land) (see Chapter 8: Land Use and Tenure) in comparison to the total area of the State forests, and effects such as changes to noise or dust levels are not expected to affect forestry operations, the potential for adverse impacts to production within the State forests is expected to be low.</p>
Transport businesses	Construction works and operations	<p>Land acquisition for the Project is likely to require the relocation of two transport businesses within the Toowoomba LGA. Transport businesses in the SIA study area are likely to experience temporary disruptions to travel routes during the Construction Works stage and will experience delays at level crossings during Operation.</p> <p>Rail sidings, including those at Kurumbul, Yelarbon and Brookstead, will also be disrupted during construction; however, the operations stage will offer superior facility access to rail transport.</p> <p>Transport or logistics businesses may benefit from significant opportunities during construction to transport construction materials to laydown areas and remove waste materials and recyclables from construction compounds and accommodation facilities. Benefits may also accrue in the long-term if a regional rail distribution point is established on the Project alignment.</p> <p>During operation, there may be a decrease in long-haul road freight volumes over time, affecting levels of trade for local transport businesses. The business case for Inland Rail (ARTC, 2015) noted that there may be potential for the creation of new and expanded regional industries, including rail-based warehousing and associated freight precincts.</p>

Impact area	Delivery stage	Potential impacts
Local business opportunities	Construction works	<p>ARTC's planning will be guided by an aspirational target of 15.0 per cent of the value of Project procurement to be spent with businesses that are located within the SIA study area.</p> <p>The Project is likely to provide significant opportunities for local and regional businesses to participate in its supply chain by providing services, personnel and supplies. Project supply opportunities during the construction works stage may represent a substantial source of trade and an opportunity for local business growth.</p> <p>Businesses across the SIA study area are positive about opportunities through direct involvement during the construction works stage (including accommodation facilities), as well as opportunities in secondary service and supply industries (such as retail, hospitality and other support services).</p>
	Operations	<p>The benefits of supply would be more modest during the operations stage of the Project but would represent a very long-term opportunity, which would support the viability of businesses and contribute indirectly to increased employment opportunities. Further information on economic benefits through operation of Inland Rail and the Project are provided in Chapter 2: Project Rationale and Appendix X: Social Impact Assessment.</p> <p>ARTC has developed an AIP Plan, which will ensure that local, regional and Indigenous businesses (as well as other Australian businesses) will have opportunities to supply the Project.</p>
Indigenous economic participation	Construction works	<p>The Project will ascribe to a minimum benchmark of 3.0 per cent Indigenous procurement.</p> <p>The Project offers the potential to increase Indigenous employment and business opportunities. Indigenous community members in the SIA study area are likely to have capability for involvement in the construction works stage, including the following aspects:</p> <ul style="list-style-type: none"> ▶ Cultural heritage management ▶ Construction and/or operation of accommodation facilities ▶ Machinery operation ▶ Earthmoving and transport services. <p>Capacity building assistance is likely to be required to facilitate Indigenous business capability. Indigenous people are keen to participate in the Project's supply chain and need timely engagement to be able to participate effectively.</p>
Regional economic development	Operations	<p>Economic development opportunities for the Darling Downs and South East Queensland regions include:</p> <ul style="list-style-type: none"> ▶ Improved freight transportation infrastructure, connecting production with processing industries ▶ Potential to reduce traffic congestion and deterioration of road infrastructure that delays access to markets and processors ▶ Increased capacity of freight services by reducing congestion on existing road and rail passages ▶ Facilitation of the development of enterprise and logistics hubs, including the Charlton Wellcamp Enterprise Area.

17.5.6 Impact assessment summary

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

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

The Queensland SIA Guideline does not include a significance or risk assessment matrix, so the social risk matrix adopted from the NSW DPE SIA Guideline (NSW Department of Planning and Environment (DPE), 2017), as shown in Table 17-27 has been applied.

TABLE 17-27 RISK ASSESSMENT RATINGS

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

Source: NSW DPE SIA Guideline (DPE, 2017)

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

‘Consequence’, as defined in Table 17-28 has been assessed based on how the social impact may be experienced by the relevant stakeholders, considering the:

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

TABLE 17-28 CONSEQUENCE CRITERIA

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

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

Table 17-29 summarises:

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

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

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

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

Symbols used include:

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

Project stages during which impacts will occur are:

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

TABLE 17-29 SOCIAL IMPACT ASSESSMENT SUMMARY

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Communities and stakeholders							
Indigenous community values	Based on the revised reference design, assessment has determined that lots within the Project footprint have been identified as having existing native title rights and interests with the native title holders. Watercourses intersect the alignment and are also considered as part of native title engagement.	Bigambul People	C/O	-	A2	<ul style="list-style-type: none"> ▶ Engagement on the CHMP ▶ Acquisition of land to agreed terms ▶ Potential for Project to use and/or support development of land owned by BNTAC 	A1
	In greenfield areas, the Project will introduce additional linear infrastructure to cultural landscapes, contributing to cumulative impacts on Indigenous peoples' feeling of connection with Country.	Bigambul People, Western Wakka Wakka People, Endorsed Aboriginal Parties, Aboriginal community members	C/O	-	A3	<ul style="list-style-type: none"> ▶ Location of proposed corridor within existing rail corridors where possible ▶ Statement of Commitment recognising Bigambul People's connection to Country, with pursuant initiatives ▶ Ongoing engagement with Western Wakka Wakka People and Endorsed Parties ▶ Cultural awareness exchanges 	A2
	The Project will create opportunities for Traditional Owners to work on Country through direct Project employment and involvement of Indigenous businesses in the supply chain.	Traditional Owners	C	+	A2	<ul style="list-style-type: none"> ▶ Engagement with Traditional Owners to maximise employment and business participation benefits for their community ▶ Training, employment and business involvement strategies to support involvement of broader Indigenous community 	A2
Land acquisition	Acquisition of freehold land is required to accommodate the Project, affecting landowners' use and ownership of properties.	Directly affected landowners	C/O	-	A3	<ul style="list-style-type: none"> ▶ Project footprint on lot boundaries, where possible, and engagement with directly affected landowners to refine footprint ▶ Property-specific agreements to mitigate impacts on properties and their use ▶ Directly affected landowners are compensated for loss of legal interest in property, and disturbance costs where applicable 	A2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Land acquisition	Directly affected households will need to relocate as the result of land acquisitions, resulting in distress for some affected residents and disruption to lifestyles and social networks. The number of households who would need to relocate may change following consultation between DTMR and directly impacted landowners. Impacts on agricultural properties would also occur (refer below – Local business and industry).	Directly affected households	C	-	A3	<ul style="list-style-type: none"> ▶ Provision of information about land acquisition process ▶ Relocation support by Project ▶ Compensation agreements ▶ Referral to support services if required 	A2
Disadvantage	Residents with limited social and economic resources may be displaced from within the Project footprint potentially exposing them to further disadvantage. There is also potential for construction noise to impact on the amenity of residents with low socio-economic resources.	Landowners and tenants within or near the Project footprint	C	-	C3	<ul style="list-style-type: none"> ▶ Enable support to directly affected households through ARTC's community liaison teams, and DTATSIPCA/community services if required ▶ Engage with residents adjacent to and near the Project footprint regarding management of impacts on amenity 	C2
Landowners' amenity and lifestyle	The amenity of properties near the Project footprint may be impacted by construction noise, dust or changes to the area's visual character, while works are occurring near homes. Amenity impacts resulting from bridge sites, laydown areas or non-resident workforce accommodation facilities could last for extended periods. For some residents, this would involve more than one impact, e.g. noise and traffic increases, resulting in cumulative impacts on their amenity.	Residents in rural areas near the Project footprint	C	-	B3	<ul style="list-style-type: none"> ▶ Designing and constructing the Project with the aim of achieving environmental criteria to prevent impacts where possible ▶ Implementation of management Plans to avoid or reduce noise and vibration, air quality, traffic and visual amenity impacts ▶ Engagement with residents adjacent to and within 500 m of the temporary Project footprint, to identify any sensitivities and specific mitigation measures, and ensure they are able to provide feedback about impacts ▶ Property-specific management measures for properties that are directly affected by land acquisition, addressing impacts as relevant to each property ▶ Access to a complaints handling procedure if unacceptable impacts are experienced ▶ Independent Community Relations Monitor 	B2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Landowners' amenity and lifestyle	Without mitigation measures, railway operations at the Project Opening and the design year 2040 predicted noise levels would exceed the noise assessment criteria requiring mitigation measures to be investigated for affected residential sensitive receptors and non-residential receptors (community facilities and businesses). The amenity of people living near the Project may be impacted by rail/train noise that may affect lifestyles, e.g. willingness to use outdoor areas.	Residents near the Project footprint	O	-	A3	<ul style="list-style-type: none"> ▶ Management of railway noise in accordance with the <i>Transport Noise Management Code of Practice—Interim Guideline: Operational Railway Noise and Vibration</i> (DTMR, 2019c) ▶ Engagement with owners of sensitive receptors where noise mitigation measures are triggered to identify and implement mitigation measures ▶ Complaints handling procedure 	B3
	Some laydown areas may be retained for legacy value to landowners or businesses.	Local community members	C/O	+	C1	<ul style="list-style-type: none"> ▶ Consult affected and nearby landowners to identify potential legacy values 	C2
Amenity of towns and rural communities	Construction noise, dust and traffic could affect the amenity of residents in Whetstone Yelarbon, Pampas, Brookstead, Yarranlea, Pittsworth and Southbrook while construction activities are in their vicinity	Residents and businesses, GRC, TRC	C	-	B4	<ul style="list-style-type: none"> ▶ Implementation of management plans to avoid or reduce noise and vibration, air quality, traffic and visual amenity impacts ▶ Engagement with communities and councils to identify partnership opportunities to address impacts on local character and the amenity of towns 	B3
	The amenity of residents in Yelarbon and Brookstead may be affected by rail noise and intensified use of the existing rail corridor. Residents in Pittsworth's north and in Yarranlea may be affected by rail noise and changes to scenic character due to embankments and elevated structures. Gowrie Mountain residents may also experience changes to views.	Local community members and businesses, Yelarbon, Brookstead, and Pittsworth	O	-	B4	<ul style="list-style-type: none"> ▶ Management of noise, vibration and other environmental impacts in accordance with a range of standards, policies and guidelines ▶ Rehabilitation and Landscaping Management Plan ▶ Designing infrastructure in accordance with an integrated design process with regard to landscape character and views 	B3
Local character/sense of place	Construction work sites will temporarily change local character in areas near the temporary footprint, potentially affecting people's enjoyment of natural and rural landscapes.	Local community members	C	-	A3	<ul style="list-style-type: none"> ▶ Temporary hoardings to shield sites from view ▶ Rehabilitation and Landscaping Management Plan ▶ Community wellbeing initiatives and partnerships that strengthen sense of place 	A2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Local character/sense of place	The Project will require removal of structures that contribute to local character, intensify the rail corridor in brownfield sections and introduce a new element to the landscape in the greenfield sections. Rail operation will introduce an additional noise source, which may alter sense of place. The prospect of permanent changes to local character particularly in greenfield sections of the rail corridor may cause residents' distress.	Local community members	C/O	-	B4	<ul style="list-style-type: none"> ▶ Engage with GRC, TRC and the Yelarbon, Brookstead, Pittsworth communities who are adjacent to the corridor to plan and implement community projects to offset impacts on local character ▶ Management measures to reduce noise and visual amenity impacts detailed in Chapter 16: Noise and Vibration and Chapter 10: Landscape and Visual Impact Assessment 	B3
	The removal of local heritage structures or remnants, construction noise and operational noise will contribute to adverse impacts on the local character of Yelarbon and Brookstead. There is also potential for the noise barrier to affect views to the Yelarbon silo murals.	Yelarbon and Brookstead communities, GRC, TRC	C/O	-	B4	<ul style="list-style-type: none"> ▶ Mitigation of impacts on heritage structures in consultation with local residents ▶ Consultation with GRC and Yelarbon residents to inform the design and location of the noise barrier 	B3
Connectivity and travel behaviour	Closure of private roads will affect connectivity across and between properties, and the Project could constrain movements of equipment and stock across the Project footprint.	Local community members, businesses and road users	C/O	-	A3	<ul style="list-style-type: none"> ▶ Work with landowners to develop suitable corridor crossings as part of detailed design, including level crossings, grade-separated crossings and/or culverts as relevant 	A2
	Temporary disruption to access to some private properties is likely due to rail corridor construction or roadworks.	Residents near the Project footprint	C	-	A2	<ul style="list-style-type: none"> ▶ Alternative property accesses provided where required 	A1
	Increased travel times may result due to construction activities, particularly at rail-road interfaces including bridges and level crossings, and potentially due to an increase in vehicles on key routes such as the Cunningham, Gore and Warrego Highways.	Landowners, residents and road users	C	-	B3	<ul style="list-style-type: none"> ▶ Community information regarding construction schedules ▶ Communication strategy with a focus on staying safe during the construction works stage ▶ Travel demand campaign 	B2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Connectivity and travel behaviour	Level crossings result in periodic disruptions to traffic lasting approximately two to three minutes at each crossing for trains of 1.8 km. Such delays are common on many rural roads and are likely to be tolerated.	Road users and emergency services	O	-	A3	<ul style="list-style-type: none"> ▶ Grade-separated crossings provided where required to avoid traffic delays and improve safety outcomes, reducing the number of level crossings compared with the number level crossings (as assessed in the draft EIS) ▶ Active level crossings provided, where required, to achieve safety outcomes ▶ Community information regarding average wait times and road safety in relation to rail operation 	A2
Community cohesion	The Project will place pressure on the community's resilience and ability to adapt to change. Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network or community conflict relating to the Project.	Local community members	C/O	-	A3	<ul style="list-style-type: none"> ▶ Community sponsorships and donations that support community facilities and organisations ▶ Community wellbeing initiatives and partnerships that strengthen cohesion ▶ Provision of pedestrian crossing across the rail corridor in Yelarbon ▶ Living in Place survey or equivalent community survey to monitor community wellbeing including community cohesion, to allow targeting of social investment 	A2
Property values	Landowners have considerable anxiety regarding the potential for property values to decrease as a result of the Project's impacts, e.g. noise, severance and visual amenity issues. There is uncertainty about the Project's potential impacts on property values as multiple factors may affect individual properties differently.	Landowners near the Project footprint	C/O	-	A4	<ul style="list-style-type: none"> ▶ Management of impacts during construction in accordance with mitigations identified in relevant revised draft EIS chapters ▶ Rehabilitation and Landscaping Management Plan ▶ Integrated design process with regard to landscape character and views ▶ Communication of Project mitigations and EIS approval conditions to reduce uncertainty about management of impacts ▶ Compensation under the AL Act where properties are directly affected by compulsory acquisition ▶ Management of railway noise in accordance with the <i>Transport Noise Management Code of Practice—Interim Guideline: Operational Railway Noise and Vibration</i> (DTMR, 2019c) 	B3

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Workforce impacts and benefits							
Project employment	The Project's construction works stage will offer employment for up to 900 personnel, including local people and groups that are disadvantaged in the labour market. An average of 383 personnel are expected to be required over the whole construction period.	Jobseekers, construction industry personnel, schools, training providers	C	+	A3	<ul style="list-style-type: none"> ▶ Locally targeted training and recruitment strategies and targets ▶ Employment targets agreed with contractor ▶ Inland Rail Skills Academy 	A4
	The Project's construction works stage will offer employment opportunities to Indigenous people including Traditional Owners within the SIA study area, supported by specific training partnerships during the detailed design and construction works stages.	Indigenous jobseekers, BNTAC, Traditional Owners, DTATSIPCA	C	+	A2	<ul style="list-style-type: none"> ▶ Indigenous-specific business capacity and training programs ▶ Clontarf Foundation partnership ▶ Statement of Commitment with BNTAC ▶ Cooperation with Bigambul People, Western Wakka Wakka People and members of other Endorsed Aboriginal Parties, industry and government agencies to strengthen community members' capacity for Project employment 	A3
	The operations stage will provide direct permanent employment for approximately 15 people, some of whom may be drawn from the SIA study area. Indirect employment benefits relating to transport of agricultural commodities or support for enterprise and industry precincts are likely to be substantial.	Jobseekers, existing rail industry employees	O	+	B2	<ul style="list-style-type: none"> ▶ Inland Rail Skills Academy ▶ Partnership with Australasian Railway Association to strengthen rail industry skills base Program-wide 	B3
Labour and skills shortages	Construction labour demands may contribute to shortages in specific trades and labour, particularly if a number of major projects are constructed during the same period. This could affect other businesses' or councils' access to skills and labour.	Local businesses and farmers, residents, councils in SIA study area	C	-	C3	<ul style="list-style-type: none"> ▶ Training strategies to increase workforce capacity in the SIA study area ▶ Promotion of Project supply opportunities to local businesses ▶ Monitoring in consultation with a range of stakeholders ▶ Corrective action to recruitment or training strategies if labour draw is impacting local businesses 	C2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Privacy or perceptions of safety	Workforce behaviour may contribute to concerns about privacy or safety, or to amenity impacts, e.g. noise.	Residents near the Project footprint, local community members. landowners adjacent to non-resident workforce accommodation facilities	C	-	B3	<ul style="list-style-type: none"> ▶ Workforce Code of Conduct ▶ Engage councils and Community Reference Group (CRG) (Section 17.6.2.3) in discussion of welcome events for construction personnel to support relationship building ▶ Complaint Management Handling Procedure 	B2
Training and development	The Project would provide training and career pathway development for young people, Indigenous people and unemployed people in the SIA study area.	Jobseekers, including people marginalised from employment	C/O	+	A3	<ul style="list-style-type: none"> ▶ Inland Rail Skills Academy including STEM education, scholarships, virtual work experience and targeted skills development programs ▶ Contractor's trainee and apprenticeships program ▶ Clontarf Foundation partnership 	A4
Access to employment	Acquisition or severance of farming businesses or other business properties may affect productivity and the availability of agriculture-related employment (refer also Local Business and Industry—Business acquisitions)	Farmers and graziers, dependent businesses and employees	C/O	-	C3	<ul style="list-style-type: none"> ▶ Property-specific agreements with landowners to ensure impacts are mitigated to the extent possible ▶ Independent Community Relations Monitor will monitor implementation of plans, corrective actions and prepare periodic reports 	C2
Housing and accommodation							
Population change affecting housing demand	Acquisition of properties will displace directly affected households, resulting in population loss at the local level but negligible impacts on the SIA study area's population or housing requirements.	Residents in the Project footprint	C/O	-	A2	<ul style="list-style-type: none"> ▶ Social investment in community projects that strengthen cohesion and funding for community development projects 	A1
Workforce accommodation	Temporary non-resident workforce accommodation facilities would be established in the Millmerran, Inglewood and Yelarbon areas, each accommodating approximately 300 personnel, resulting in a temporary population influx to these areas and concerns about potential impacts on community safety, e.g. road safety or the presence of non-local personnel in small communities.	Community members—Millmerran, Inglewood, Yelarbon, GRC, TRC	C	-	B3	<ul style="list-style-type: none"> ▶ Consult GRC, TRC and the three nearby communities to identify expectations regarding non-resident workforce accommodation and workforce management, and incorporation in the AMP ▶ Self-sufficient non-resident workforce accommodation, including access to paramedic staff 	B2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Workforce accommodation	The Turallin community expressed concern about the potential for a proposed non-resident workforce accommodation to impact on amenity and traffic safety.	Community members—Turallin	C	-	C3	▶ Alternative sites for a non-resident workforce accommodation near Millmerran are being sought and will be subject to a separate assessment and approval process	D1
	The Yelarbon community is small, at 313 people in 2021, and there is potential for the community to be overwhelmed or stressed by the influx of personnel due to the non-resident workforce accommodation proposed in this area.	Yelarbon community members and GRC	C	-	B3	▶ Early information and consultation with Yelarbon residents and GRC to identify and implement programs to support community cohesion ▶ Self-sufficient non-resident workforce accommodation ▶ Encouraging the employment of local residents in the non-resident workforce accommodation facilities ▶ Use of local businesses, e.g. hotel and store	B2
	Local businesses are likely to benefit from increased trade from workers at the non-resident workforce accommodation facilities and potentially from supply opportunities offered by the accommodation service provider.	Local businesses—Millmerran, Inglewood, Yelarbon, Goondiwindi, Toowoomba	C	+	B3	▶ AMP will include measures to enable local business participation in supply to non-resident workforce accommodation facilities ▶ Engagement with Yelarbon, Inglewood and Millmerran business owners to enable them to gauge the need to increase their offerings	B4
	Council services such as water and road maintenance may experience increased demand in the Millmerran, Inglewood and Yelarbon areas.	TRC, GRC, waste management operators	C	-	B3	▶ Self-sufficient non-resident workforce accommodation ▶ Agreements with councils ▶ Consult GRC and TRC to confirm measures to reduce impacts on council services or assets e.g. roads, waste management	C2
	There is potential for legacy benefits from non-resident workforce accommodation facilities upon decommissioning of the facilities.	Local communities—Millmerran, Inglewood, Yelarbon	O	+	C2	▶ Consult hosting landowners and councils to identify potential legacy values ▶ Facility design that does not preclude legacy values	C3
Housing access	A small increase in housing demand is possible in Millmerran, Pittsworth, Inglewood, Toowoomba and/or Goondiwindi, with potential to inflate rents and/or displace low-income households from rental housing.	Local communities—Millmerran, Pittsworth, Inglewood, Goondiwindi, Toowoomba	C	-	C3	▶ AMP, which considers potential project impacts and cumulative impacts of concurrent projects ▶ Avoid Project use of rental housing in postcodes where the rental vacancy rate is less than 2.5 per cent ▶ Monitor housing availability and require Project personnel to use non-resident workforce accommodation facilities if decreased rental vacancy rates are attributable to Project demand	C2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Housing access	Jobseekers could visit local towns seeking Project work, placing stress on emergency support or housing support services.	Housing support services in Millmerran, Pittsworth, Toowoomba, and Department of Housing	C	-	C3	<ul style="list-style-type: none"> ▶ Provision of clear information through ARTC and contractors' websites regarding how to apply for a job and accommodation options on offer ▶ Engage with CRG (Section 17.6.2.3) and Department of Housing to identify any issues and identify corrective actions if stress on housing or services is identified 	C2
Health and wellbeing							
Social infrastructure	Community support services may experience increased demand for support for people to cope with Project-related changes.	Local community members, health and community support services, Queensland Health, QPS	C	-	B3	<ul style="list-style-type: none"> ▶ If monitoring with DTATSIPCA indicates Project-related impacts on service capacity, social investments will include funding to augment community support services 	B2
	Roadworks or construction traffic on school bus routes may affect travel times or cause concerns for the safety of children.	School students, schools, bus operators and families	C/O	-	B3	<ul style="list-style-type: none"> ▶ Consult Department of Education, DTMR, local schools and school bus operators to identify measures for inclusion in the Traffic Management Plan ▶ Ensure all schools and community facilities in the potentially impacted communities are aware of the construction program and are provided with updates about road closures and roadworks 	B2
	Construction work relating to the rail track and rail bridges near the Brookstead and Yelarbon State schools will result in noise exceedances that may impact on the learning environment of the schools. There is also potential for construction noise exceedances to affect Southbrook Central State School.	School students, schools, Department of Education	C	-	A3	<ul style="list-style-type: none"> ▶ Audit school facilities to further define noise impacts ▶ Consult Department of Education, and school staff and communities to identify and mitigate noise impacts on schools' learning environments ▶ Implement construction noise mitigation measures (e.g. temporary hoardings) agreed with the Department of Education 	B2
	Construction noise may impact on the amenity of the Yelarbon and District Soldiers Memorial Hall, Yelarbon Fire Station, Pampas Memorial Hall, Pampas RFB Shed, Brookstead Community Hall and Pittsworth and District Assembly of God Church/Harvest Life Church. The Project includes re-alignment of access from the Gore Highway to the Pampas Community Hall and the Pampas RFB Shed, with potential for temporary delays to access.	Pittsworth, Yelarbon, Brookstead and Pampas communities, facility managers	C	-	B3	<ul style="list-style-type: none"> ▶ Engage church leaders and hall management committee/trustees to explain EIS results and agree property-specific mitigation measures to reduce noise impacts 	B2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Social infrastructure	Rail noise may exceed Project criteria in relation to the Brookstead State School. The proposed noise barrier is expected to be effective in mitigating the predicted noise exceedance. Rail noise may be audible within the Yelarbon State School. Rail noise may exceed Project criteria in relation to the Yelarbon and District Soldiers Memorial Hall, Yelarbon Fire Station, Pampas Memorial Hall, Pampas RFB Shed, Brookstead Park and Assembly of God Church in Pittsworth. Rail noise may be experienced at the Yelarbon and District Soldiers Memorial Hall.	Yelarbon State School, Yelarbon community facility managers, Department of Education, Pampas community, Brookstead community	O	-	B3	<ul style="list-style-type: none"> Noise mitigation measures, e.g. architectural treatments Reconstruction of the road access if impacted by Project construction, including consultation with the Pampas RFB Captain and Pampas Memorial Hall committee to minimise any access delays Implement mitigation measures agreed in engagement with Department of Education to ensure learning environments at schools are protected 	B2
Health and emergency services access	Accessibility for emergency services may be impeded on routes near construction sites or when encountering heavy haulage and large load vehicles on roads.	QPS, QAS, QFES, community members, road users	C	-	B3	<ul style="list-style-type: none"> Consult QPS and QAS to identify specific issues to be addressed in the Traffic Management Plan 	B2
	Increased traffic, policing requirements for over-sized load escorts, and disruption to road network could increase demands on police, ambulance and fire and rescue services.	QPS, QAS, QFES	C	-	A3	<ul style="list-style-type: none"> Emergency Services Working Group during pre-evaluation stage Consult QPS and QAS to identify any specific issues that need to be addressed as part of the Traffic Management Plan Ongoing regular engagement with police, emergency services and councils regarding traffic management 	A2
	Project personnel may increase and change the nature of demands for health services in the Goondiwindi, Inglewood and/or Millmerran areas.	Queensland Health, Inglewood Hospital, Millmerran Hospital, Goondiwindi Hospital	C	-	B3	<ul style="list-style-type: none"> Consultation with emergency services, air evacuation services and hospitals through Queensland Health will continue after the Project evaluation is completed Contractor will provide access to paramedic services Engagement with Queensland Health, QAS and QPS to advise on workforce ramp up and locations that may experience additional demand for services Promotion of use of telehealth service access to Project personnel 	B2
	Accessibility for emergency service vehicles may be impeded at level crossings when encountering a passing train.	QPS, QAS, QFES, community members	O	-	A4	<ul style="list-style-type: none"> Early engagement with QPS, QAS and QFES to develop cooperative mechanisms and emergency access points 	B3

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Health and emergency services access	Increased risk of road/rail accidents, causing personal and family trauma, creating additional demand on health and emergency services.	QPS, QAS, QFES, community members and road users	O	-	C5	<ul style="list-style-type: none"> ▶ Rail-road safety campaigns ▶ Engage with QPS and QAS to develop cooperation agreements and potentially joint training exercises 	D5
Mental health	Anxiety about the Project's impacts on amenity, flooding and/or environmental qualities is causing stress for directly affected landowners, and for others living near the Project footprint, with potential to affect mental health.	Local community members	C/O	-	B4	<ul style="list-style-type: none"> ▶ Provision of clear information about impacts as assessed and management/mitigation measures ▶ Delivery of ARTC/DD&WM PHN mental health partnership program 	B3
	Employment opportunities will increase during the construction works stage, with potential for increased business and industry opportunities during Operation, with potential mental health benefits for the individuals employed, particularly if unemployed or irregularly employed.	Job seekers, local businesses, Local community members	C/O	+	B2	<ul style="list-style-type: none"> ▶ Require ARTC and contractor to target and report on employment of people in the SIA study area 	A2
	The Project would increase the risk of rail-based fatalities, resulting in trauma for family and community members, and for rail personnel.	Local community members, QPS, QAS, Queensland Health, community support services	O	-	C5	<ul style="list-style-type: none"> ▶ Restrict access to the rail line ▶ Mental health partnership program 	D5
Change to environmental qualities	Exposure to construction noise or vibration may affect the wellbeing and/or lifestyle of households near the Project footprint, particularly if noise inhibits daily activities or cause sleep disturbance. Noise impacts would generally be transitory but may last for longer periods with respect to laydown areas or bridge construction sites.	Residents near the Project footprint	C	-	C4	<ul style="list-style-type: none"> ▶ Implementation of mitigation measures in relevant revised draft EIS Chapters ▶ Nightworks only conducted in accordance with DTMR's Transport Noise Management CoP: Volume 2 (2023) ▶ Independent Community Relations Monitor 	C3

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Change to environmental qualities	If not mitigated, rail noise levels that exceed Project noise criteria have the potential to affect the sleep and stress levels of residents near the Project footprint, and therefore their wellbeing.	Residents of sensitive receptors	O	-	B4	<ul style="list-style-type: none"> ▶ Implementation of mitigation measures in relevant revised draft EIS Chapters ▶ Noise mitigation measures where triggered by noise exceedances, selected in consultation with affected landowner ▶ Communication mechanisms including Complaints Handling Management Procedure ▶ If complaints about rail noise indicate that the Project is causing community concern, investigate and where non-compliance with conditions of the Project's approvals is identified, implement measures to achieve compliance 	C3
	There is potential for dust from Project construction sites to cause a nuisance and concern to community members regarding health impacts, e.g. air quality or quality of tank water.	Residents near the Project footprint	C	-	C3	<ul style="list-style-type: none"> ▶ Advance notice of construction activities that may cause dust ▶ Investigation of any complaints and if necessary, dust monitoring to enable corrective actions if required 	C2
	There is potential for dust from rail operation to cause concern to community members regarding health impacts, e.g. in relation to coal dust if the Project is used for coal transport.	Residents near the Project footprint	O	-	C3	<ul style="list-style-type: none"> ▶ Require ARTC customers to manage coal dust in accordance with the Queensland Government's legislative requirements ▶ Establish communication mechanisms including implementation of Complaints Handling Management Procedure ▶ If investigation identifies unacceptable dust levels, investigate and implement measures to address the cause of the concern 	C2
	Night works, if they occur, have the potential for Project lighting to affect nearby dwellings.	Residents near the Project footprint	C	-	C3	<ul style="list-style-type: none"> ▶ Compliance with approved hours of work in line with requirements set out in Chapter 5: Project Description, and in consultation with the local community ▶ Work outside approved hours will only be undertaken where consultation with the local community has been undertaken, including consideration of light attenuation measures, where this is indicated 	C2
	There is potential for non-compliances with <i>ASNZS4282:2019 Control of Obtrusive Effects of Outdoor Lighting</i> .	Owners of dwellings where lighting impacts may occur during operation	O	-	B3	<ul style="list-style-type: none"> ▶ Implementation of feasible and practical screening measures where obtrusive effects of outdoor lighting may affect dwellings 	B2

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Flooding	Alterations to the floodplain are anticipated to result in a small change in peak water levels under the 1% AEP flooding event for a number of dwellings, and grain silos near the Project footprint, for major floods. This may affect feelings of security, and the use of affected properties during or after major flooding events.	Affected landowners	C/O	-	C3	<ul style="list-style-type: none"> ▶ Work with affected landowners to develop effective flood mitigation solutions and/or compensation agreements for increased flooding potential 	C2
Access to water resources	groundwater bores within the Project footprint are likely to be decommissioned.	Landowners in and near the Project footprint, businesses or community members that access bores	C	-	A3	<ul style="list-style-type: none"> ▶ Property-specific agreements regarding make-good provisions for impacts on groundwater bores as relevant ▶ Bore monitoring program 	A2
Community safety	The location of work sites, laydown areas and non-resident workforce accommodation facilities could engender anxiety about perceived safety of residents.	Local community members	C	-	C3	<ul style="list-style-type: none"> ▶ Engagement with nearby landowners and communities in developing AMP ▶ Identification of local values incorporated in the contractor's Workforce Code of Conduct for all personnel ▶ Community surveys to support monitoring of feeling safe and wellbeing enabling corrective action if required 	C2
Traffic safety	Project-related traffic, including large haulage and over-size vehicles, could increase the risk of road accidents or hamper the safe movement of stock and farm machinery. A residual risk of decreased traffic safety was assessed in Appendix AA: Traffic Impact Assessment as medium.	Local community members, farmers, graziers	C	-	C3	<ul style="list-style-type: none"> ▶ Traffic management measures outlined in the Chapter 20: Traffic, Transport and Access ▶ Traffic Management Plan and Road Use Management Plan (RUMP) ▶ Code of Conduct applying to all personnel and contractors ▶ Community safety programs with a focus on traffic safety during construction 	C2
	Collisions associated with signal failure, risk taking or other accidents at level crossings may occur (with a potentially heightened risk for young drivers, school children, elderly people and people with disability).	Local community members, road users, QPS, QAS, QFES	O	-	C5	<ul style="list-style-type: none"> ▶ Revised reference design includes additional grade separated and active level crossings ▶ Community safety programs with a focus on safety relating to pedestrian, stock and vehicle interactions with the rail corridor ▶ Cooperation with QPS, QAS and QFES to support community safety 	D5

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Positive legacies	Positive legacies include enhanced workforce skills and business capacity, improvement in telecommunications capacity for residents and businesses in the Project corridor, reduced freight truck movements on local and State roads, improvements to the safety of road–rail interfaces on the existing brownfield rail corridor, and catalysing further development of industrial infrastructure and rail-associated industry, with associated long-term job growth. There is also potential to create positive legacies for the SIA study area through, for example, contribution to cultural, community or park facilities.	Local community members and Councils	O	+	N/A	► Engagement with councils and communities to identify and implement legacy benefits	B3
Business and industry							
Impacts on farms and agribusiness	Land acquisition for the Project will result in direct impacts on agricultural land uses, including acquisition along property boundaries, severance of landholdings, relocation of on-farm infrastructure, changes to water access and temporary disruptions to property access. Roadworks may also increase travel times to markets.	Directly affected landowners and farm/property employees	C	-	A3	<ul style="list-style-type: none"> ► Use of existing railway corridors and alignment with road corridors where possible ► Property-specific agreements to reduce or avoid impacts ► Compensation for loss of legal interest in land, and disturbance costs where relevant ► Ensure property access is maintained ► Continued engagement with directly affected landowners to ensure agreed mitigation measures remain effective 	A2
	Land acquisition within the Toowoomba LGA is likely to result in the acquisition of land accommodating three grazing operations and one cropping farm. A welding business and two transport businesses would also be directly affected and need to relocate or close.	Affected business owners	C/O	-	A3	<ul style="list-style-type: none"> ► Consultation process to confirm timing of business cessation or relocation ► Compensation payable under the AL Act ► Referral to support services if required ► Independent Community Relations Monitor 	A2
	The Project would traverse land used by feedlots, with partial land acquisitions required; however, permanent impacts on the operations of these businesses are not anticipated.	Directly affected landowners and farm/property employees	C/O	-	B3	<ul style="list-style-type: none"> ► Engagement with landowners to refine the Project footprint to the extent possible, to reduce impacts on agribusinesses ► Millmerran Alternative Alignment avoids impacts on poultry and piggery operations ► Acquisition and compensation agreements addressing impacts on business operations 	B1

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Impacts on farms and agribusiness	Closure of informal crossings and private roads will constrain landowners' ability to move machinery, stock and supplies across the corridor.	Directly affected landowners	O	-	A3	▶ Design of level crossings/grade separated crossings and culverts to accommodate landowners' specific needs	A2
	Disruptions to the road network during construction may result in increased transport costs. The continuity of stock routes would be maintained.	Farmers, graziers, transport businesses	C	-	B3	▶ Provision of information on road closures and potential delays to farmers and other businesses to plan their travel to minimise disruptions	B2
	Potential for track possession in existing rail corridors to affect grain haulage.	Farmers, GrainCorp	C	-	B2	▶ Engagement with QR, GrainCorp and other key stakeholders to confirm construction approach where it would involve track possession	B1
	Access to faster rail transport of grain via GrainCorp sidings to Inland Rail.	Farmers, GrainCorp	O	+	N/A	▶ Agreement on revised reference design accommodating rail sidings	A3
Town-based businesses	Construction activities may affect the amenity of hotels and shops in Yelarbon and Brookstead, and there is potential for construction noise to affect the Pittsworth Motor Inn and Club Pittsworth. This would be temporary while works are near these businesses.	Business owners, accommodation guests	C	-	B3	▶ Approved construction hours ▶ Consultation with businesses near the temporary footprint to inform site-specific management measures (e.g. planning of very noisy works and nightworks, temporary noise barriers)	B2
	During operation, exceedances of railway noise criteria could be experienced at Yelarbon Post Office, Brookstead Post Office, two buildings with office usage in Brookstead, and one building with office usage in Yelarbon.	Business owners—Brookstead, and Yelarbon	O	-	B3	▶ Noise mitigation measures, including noise barriers, are expected to mitigate railway noise impacts on these businesses ▶ Noise mitigation measures as agreed with the owners or sensitive receptors if noise exceedances are likely after noise barriers are in place	B2
	Retail businesses in Millmerran, Inglewood, Yelarbon and possibly Goondiwindi are likely to benefit from increased trade from patronage by workers in the non-resident workforce accommodation facilities	Business owners—Millmerran, Inglewood, Goondiwindi, Toowoomba, Yelarbon, Goondiwindi and Toowoomba Chambers of Commerce	C	+	B3	▶ Work with local businesses, TSBE and the Goondiwindi and Toowoomba Chambers of Commerce to encourage relevant supply chain development	B3

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Forestry	The Project footprint extends into land located within the Whetstone and Bringalily State Forests and revocation of State forest land will be required. There is potential for minimal impacts on beekeepers with subleases within the Bringalily Forest.	DAF, QBA, DES	C	-	A2	Implementation of agreement with DAF Engagement with QBA to minimise any impacts on beekeeping within the State forests	A1
Transport and logistics businesses	Land accommodating two transport businesses would be acquired, with the owners expected to retire or relocate. Relocation would result in temporary disruption to the businesses.	Affected business owners	C	-	A3	<ul style="list-style-type: none"> ▶ Consultation process to confirm timing of relocation ▶ Compensation payable under the AL Act ▶ Referral to support services if required 	B2
	Other transport businesses may experience temporary disruptions to travel routes during construction, and delays at level crossings during operation.	Transport businesses in the SIA study area	C/O	-	B2	<ul style="list-style-type: none"> ▶ Require contractor to ensure local transport businesses can tender for Project works 	B1
	Transport or logistics businesses in Goondiwindi and Toowoomba LGAs may benefit from significant opportunities during construction. A decrease in long-haul road freight volumes over time may affect levels of trade for transport businesses, which may be offset by the creation of expanded regional industries or increased short haul freight volumes.	Transport and logistics businesses in the SIA study area	O	+	C2	<ul style="list-style-type: none"> ▶ Consult businesses in the SIA study area to ensure access to current information about Inland Rail and promote government services and programs available to businesses 	C3
Tourism	Road works, construction activities and laydown areas may affect tourists' experience and travel times during construction, but this would be temporary. The amenity of hotels and motels could also be affected without appropriate mitigation measures as referenced above (town-based businesses). There is potential for construction activities to interrupt road access to major community events.	Tourism businesses	C	-	C3	<ul style="list-style-type: none"> ▶ Consult with the Project's CRG, local Chambers of Commerce, tourism associations and tourism service providers in potentially impacted communities regarding potential impacts on visitation ▶ Support additional, feasible strategies such as tourism marketing campaigns if consultation indicates reduced visitation is affected ▶ Temporary road access arrangements will be agreed with DTMR and local councils 	C2
Local supply opportunities	The Project provides significant opportunities for local and regional businesses to participate in its construction supply chain including transportation, construction supplies, fuel and consumables.	Local and regional businesses, employees, jobseekers	C	+	B3	<ul style="list-style-type: none"> ▶ Emphasis on maximising supply opportunities for local and regional businesses ▶ Implementation of commitments identified in the AIP Plan 	B3

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Local supply opportunities						<ul style="list-style-type: none"> ▶ Implementation of Inland Rail Industry Participation Policy and Sustainable Procurement Policy by ARTC and its supply chain ▶ Hosting of business and supplier engagement events by ARTC and supply chain ▶ Regular engagement with DSDILGP, TSBE, Chambers of Commerce and other business advocates in order to identify and quantify specific business capability of relevance to the Project's supply chain ▶ Support for Goondiwindi Local Employment Roadmap ▶ Develop and implement business capability and capacity building strategies in collaboration with DSDILGP, DESBT, CSQ and ESQ ▶ Establishment and ongoing management of Project-specific Indigenous business register (in conjunction with Indigenous business advocates including DTATSIPCA, Supply Nation, Social Traders and Industry Capability Network) ▶ Ensure proponents for construction contracts identify action and initiatives they will implement and targets they will achieve to maximise participation of local and Indigenous businesses 	
	There is potential for smaller businesses to be disadvantaged as part of dealing with large companies.	Local and regional business owners	C	-	C3	<ul style="list-style-type: none"> ▶ Engagement as part of tendering processes with contractors regarding acceptable standards for subcontracting ▶ Ensure small-to-medium sized enterprises are provided information on how to engage with the construction supply chain, including how they can protect their rights 	C2
	The Project has potential to increase Indigenous business opportunities and other enterprise development.	Traditional Owners, Indigenous businesses and employees	C	+	C3	<ul style="list-style-type: none"> ▶ Work with stakeholders to deliver programs to increase Indigenous businesses' capability to supply the Project 	B3
Regional economic development	As part of the Inland Rail Program, the Project has potential to improve the agricultural industry's access to freight transportation and stimulate business and industry development, including at the Toowoomba Trade Gateway.	Local and regional businesses, employees, jobseekers	O	+	B4	<ul style="list-style-type: none"> ▶ Nil required 	B4

Impact area	Impact description	Stakeholders	Stage	Nature	Initial risk	Project-specific measures	Residual risk/benefit
Regional economic development	Transport, logistics and warehousing industries are likely to be catalysed by the Project.	Local and regional businesses, employees, jobseekers	O	+	B3	▶ Nil required	B3
Cumulative impacts							
Employment opportunities	Combined with development of other major projects, the Project will contribute to significant cumulative employment opportunities in the region.	Local and regional businesses, employees, jobseekers	C/O	+	C3	▶ Nil required	C3
Housing and accommodation	There is potential for cumulative demands for housing and short-term accommodation, however the Project's contribution is expected to be small given provision of sufficient non-resident workforce accommodation to meet peak demand.	People seeking rental accommodation, TRC, GRC, Department of Housing, DTATSIPCA	C	-	C3	<ul style="list-style-type: none"> ▶ Implementation of AMP, including provision of non-resident workforce accommodation facilities ▶ Provisions to protect rental availability in the context of tight rental markets. 	C2
Local amenity	There is potential for a temporary change in character in the Gowrie Junction area due to the cumulative impacts of the Project and Inland Rail's G2H project. There is also a possibility of cumulative impacts with respect to the operation of the Whetstone MDC.	Gowrie Junction and Whetstone residents	C/O	-	B3	<ul style="list-style-type: none"> ▶ Construction managed in accordance with measures to be detailed in the CEMP (Noise and Vibration, Air Quality and Traffic Management) to reduce the potential for impacts on amenity ▶ Engagement with nearby residents to explain the nature and duration of the respective Projects' works ▶ Land within the temporary footprint rehabilitated when it is no longer required 	B2
Health and emergency services	There is a likelihood of cumulative increases in demands on health and emergency services if the construction of major projects coincides.	Local community members, TRC, GRC	C	-	B3	<ul style="list-style-type: none"> ▶ Cooperation with QPS, QAS QFES and Queensland health to advise on construction timeframes and workforce ramp-up ▶ Measures to reduce personnel demands on local services, and to cooperation with Queensland Health QPS and QFES, including advising on workforce ramp-up and consultation on emergency access point 	B2
Labour force	There is potential for proposed major projects to lead to cumulative demands on the construction labour force in the SIA study area, and in South East Queensland, causing labour to be drawn from other industries and businesses dependent on construction-related skills and labour.	Local and regional businesses, farmers, other major Project proponents	C	-	C3	<ul style="list-style-type: none"> ▶ Advice on workforce ramp-up to councils and other key stakeholders ▶ Maintain functionality of the Inland Rail Skills Academy ▶ Monitoring labour draw in consultation with key stakeholders to enable corrective action if required 	C2

17.6 Social Impact Management Plan

This section details the Project's SIMP, which describes how the Project will engage with communities and stakeholders, mitigate social impacts, enhance Project benefits for the SIA study area, and monitor and report on the delivery and effectiveness of management measures.

The Project's SIMP has been developed to focus on the detailed design and construction works stages. An operations SIMP will be developed to be implemented during the first 3 years of the operations stage.

17.6.1 Introduction

The SIMP's purpose is to:

- ▶ Detail the actions that ARTC and the contractor will undertake to mitigate negative impacts on stakeholders and communities
- ▶ Incorporate stakeholder inputs on mitigation and enhancement of social impacts and benefits
- ▶ Support adaptive management of social impacts, by enabling communication between stakeholders and the Project during the detailed design, pre-construction and early works, and construction works stages, to identify any need for improvements to management measures
- ▶ Describe ARTC's initiatives and partnership opportunities and contractor initiatives that will maximise local employment and business opportunities and bring about long-term benefits for local communities.

This sub-section describes:

- ▶ The SIMP development process
- ▶ How ARTC's Social Performance program links to the SIMP
- ▶ SIMP implementation
- ▶ Mitigation and management of impacts during Project operation
- ▶ How stakeholder engagement has informed mitigation and enhancement measures
- ▶ Stakeholders' opportunities to influence Project design and mitigation measures
- ▶ ARTC's partnerships and agreements.

The SIMP provided as part of Appendix X: Social Impact Assessment also provides a detailed evaluation of the adequacy of mitigation measures addressing social impacts (Section 8.1.8), and describes links between SIMP measures and State and local planning priorities (Section 8.1.9).

The following sub-sections describe mitigation measures as part of five sub-plans:

- ▶ Community and stakeholder engagement
- ▶ Workforce management
- ▶ Housing and accommodation
- ▶ Health and community wellbeing
- ▶ Local business and industry.

Each sub-plan includes:

- ▶ Objectives and desired outcomes for management of social impacts and benefits
- ▶ Impacts addressed
- ▶ Stakeholders for specific impacts and mitigation measures
- ▶ Measures to mitigate social impacts and enhance Project opportunities
- ▶ The timing for delivery of mitigation measures, i.e. during the detailed design and pre-construction and early works stage (which overlap), and the construction works stage.

A monitoring program is provided in Section 17.6.7 to support tracking of SIMP delivery and effectiveness and enable adaptive management if there are changes to the Project or social baseline values, and to address any emerging or unanticipated issues.

The Project, if approved to proceed, will undergo a detailed design and construction planning process. ARTC and its contractor will review changes to the design or construction methodology, that have potential to change social impacts, and if a material change in impacts is foreseen, the SIMP measures will be revised to address the change in social impacts.

17.6.1.1 Social Impact Management Plan development process

The process for development of the SIMP included:

- ▶ Identifying social impacts that need to be mitigated and benefits that could be realised, as summarised in Section 17.5.6
- ▶ Consideration of the results of stakeholder engagement regarding mitigation measures as detailed in Section 17.6.1.5 and in particular:
 - ▶ landowners' needs for property-specific management measures including, as relevant, property access arrangements, noise mitigation where triggered, minimising impacts on property uses, access across the rail corridor, and support during the resumption process
 - ▶ Traditional Owners' desire for active engagement in the management of Project impacts and opportunities, and the results of engagement with Traditional Owners to prioritise, plan and commence implementation of capacity building programs
 - ▶ community members' expressed needs for access to Project information, better access to mental health services, mitigation of impacts on amenity, and the need for Project legacies to provide long-term community benefits
 - ▶ councils' feedback on avoidance of housing impacts, the location of workforce accommodation facilities, local business involvement, the potential to draw skills and labour from councils and local businesses, and opportunities to be considered as part of the Community Wellbeing Plan
 - ▶ business inputs on realising benefits for local and regional businesses
 - ▶ government agency preferences on Project cooperation, e.g. emergency management, training and capacity building.
- ▶ Consideration of the environmental management measures identified in other EIS chapters, including mitigation of noise, vibration, air quality traffic, cultural heritage and landscape impacts
- ▶ Consideration of ARTC's social performance framework and commitments to Project benefit enhancement e.g. training and employment strategies, legacies and community support
- ▶ Designing additional mitigation, management and enhancement measures addressing each potential impact and benefit, including the requirements for management plans to be developed
- ▶ Developing performance indicators and a monitoring and reporting framework to support adaptive management of social impacts.

GRC's submission to the draft EIS noted that 'the draft EIS contains a range of comprehensive measures by the Proponent to ensure the social impacts from the project are monitored, mitigated and/or managed', and has expressed willingness to continue engagement with ARTC regarding the Community Wellbeing Plan, Accommodation Management Plan and various business engagement activities.

TRC expressed willingness to continue engagement with ARTC regarding social performance initiatives, the Community Wellbeing Plan and Accommodation Management Plan.

Engagement with councils, Traditional Owners, land owners, government agencies and community members included feedback on the management measures and development of initiatives to be implemented in cooperation with stakeholders (for example to Sections 17.6.4.4 and 17.6.5) including a number of partnerships and agreements as summarised in Section 17.6.1.7.

The SIMP includes a detailed monitoring program that will enable the Project to measure, describe and demonstrate outcomes, and identify the need for any corrective actions if outcomes are not being achieved.

17.6.1.2 Inland Rail's social performance program

Inland Rail's social performance program has developed in response to SIA and SIMP requirements for Inland Rail projects, Commonwealth guidelines and expectations, stakeholder feedback, and corporate policies/approaches being established to support Inland Rail's delivery. Figure 17-8 provides an overview of Inland Rail's social performance approach to maximising local and Indigenous participation in employment and the supply chain, management of social impacts, supporting community health and wellbeing, and strengthening community and stakeholder relationships.

The social performance program has five themes (aligned to the SIMP sub-plans), each with associated desired outcomes, and with a clear focus on maximising local benefits, as shown in Table 17-30.



FIGURE 17-8 INLAND RAIL SOCIAL PERFORMANCE APPROACH TO MAXIMISING LOCAL AND INDIGENOUS PARTICIPATION

At Project level, the objectives of Inland Rail’s social performance program have been contextualised to address the findings of the SIA and ensure that management measures are targeted to the SIA study area. This includes a focus on the Goondiwindi and Toowoomba LGAs, and impacted communities in proximity to the Project. The program-wide social performance program is updated as part of a regular iterative process, and any updates to the Project’s SIMP that could enhance the delivery of the social performance framework in the SIA study area will be considered in ARTC’s regular reviews of the social performance strategy.

TABLE 17-30 SOCIAL PERFORMANCE OUTCOMES AND LINKS TO SOCIAL IMPACT ASSESSMENT FINDINGS/SOCIAL IMPACT MANAGEMENT PLAN MEASURES

Themes	Outcomes	Link to SIA findings/SIMP	Section
Stakeholder and community engagement	ARTC actively engages with communities on what matters to them and resolves issues swiftly and respectfully	<p>The SIA has been informed by the results of engagement with stakeholders. The SIMP details ARTC’s:</p> <ul style="list-style-type: none"> ▶ Partnerships and agreements with stakeholders ▶ Community and Stakeholder Engagement sub-plan including engagement with stakeholders during the detailed design and pre-construction and early works stage to develop and implement mitigation measures ▶ Communication strategies ▶ Strategies that involve stakeholders in the SIMP monitoring process 	17.6.2
Workforce management	Inland Rail provides employment opportunities for local and Indigenous jobseekers, and contributes to building skills in the communities we impact	<p>Employment of local residents from the Goondiwindi and Toowoomba LGAs is a key local benefit and a major priority for local stakeholders.</p> <p>The Workforce Management sub-plan describes ARTC’s focus on local employment including the requirement to develop contractual targets and commitments in consultation with ARTC for the employment of Goondiwindi and Toowoomba LGA residents, Indigenous people, young people and women.</p> <p>The Inland Rail Skills Academy will facilitate local skills development to maximise the local workforce’s capacity for involvement in Inland Rail and other major projects. For example, the scholarship program initiated with USQ is accessible to residents in the SIA study area, and ARTC has agreed with GRC and TRC that Inland Rail Skills Academy training programs will identify cross-over skills with RSIS priorities in each LGA, and work to develop those skills.</p> <p>ARTC’s Indigenous Participation Plan has a clear focus on enabling Indigenous participation in Project employment. ARTC will continue consultation with Traditional Owners, DTATSIPCA and CSQ to target training and development programs to local Indigenous people.</p>	17.6.3

Themes	Outcomes	Link to SIA findings/SIMP	Section
Housing and accommodation	Inland Rail accommodation solutions minimise negative impacts to local housing markets	The Project is planned to include three non-resident workforce accommodation facilities to mitigate the potential for impacts on local housing or accommodation availability. An AMP that meets ARTC principles for housing and accommodation management and reflects inputs from GRC, TRC and the Yelarbon, Inglewood and Millmerran communities on accommodation management.	17.6.4
Health and community wellbeing	Inland Rail recognises its role in supporting and positively contributing to community wellbeing during the changes that Inland Rail will bring	Potential for impacts on amenity, connectivity, local character and mental health is identified in the SIA. In addition to environmental management strategies addressing potential impacts on community health, the Project has committed to the development of a Community Wellbeing Plan in cooperation with councils and other stakeholders to define, develop and implement measures to support community resilience and wellbeing. This will be informed by the Living in Place survey outcomes, as described in Section 17.4.8.3). ARTC's Community Sponsorships and Donations Program will also support community wellbeing in local communities.	17.6.5
Local and Indigenous industry participation	Inland Rail is committed to supporting local and Indigenous businesses to ensure they are prepared for and provided full, fair and reasonable opportunity to participate in Inland Rail	The SIA study area's businesses have strengths in the construction industry for major infrastructure projects, and the SIA process identified strong interest in Project supply chain opportunities. ARTC's AIP Plan, Industry Participation Policy and Sustainable Procurement Policy commit ARTC and its supply chain to providing full, fair and reasonable opportunity for Australian businesses to bid to supply goods and services to the Project, and to ensure that environmental, community and economic considerations will be embedded in procurement processes. Additionally, ARTC will deliver business capability development strategies in the Goondiwindi and Toowoomba LGAs. ARTC's First Nations Participation Plan guides cooperation with Traditional Owners and Indigenous community members with respect to Indigenous business participation.	17.6.6

17.6.1.3 Project Social Impact Management Plan implementation

The Project's delivery involves ARTC contracting with a contractor and suitably experienced construction management companies for a range of work packages. The contractor's role is to:

- ▶ Ensure the construction workforce is properly and regularly trained in environmental responsibilities, including cultural heritage responsibilities and codes of behaviour
- ▶ Carry out all works in accordance with environmental management requirements.

ARTC and the contractor will implement the SIMP, with clear roles and responsibilities agreed. Section 17.6.2.3 outlines ARTC and contractor responsibilities for community and stakeholder engagement. The other four sub-plans include responsibilities for implementation where these have been confirmed, with further details regarding the respective responsibilities for ARTC and the contractor being developed as part of the contracting and procurement process.

The contractor will be contractually required to implement the SIMP and the actions ascribed to the contractor in the SIMP sub-plans, and to comply with conditions of approvals (which will include conditions relevant to social impact management). This will include the development and implementation of a Community and Stakeholder Engagement Management Plan, an AMP and a Community Wellbeing Plan.

The contractor will employ dedicated resources to support SIMP implementation. ARTC's Social Performance team will maintain oversight and overall coordination of SIMP delivery, including contractor responsibilities.

Implementation of most SIMP measures will commence following Project approval; however, measures that were initiated during the reference design and EIS development include:

- ▶ Training and development projects and partnerships as part of the Inland Rail Skills Academy (Section 17.6.3.1)
- ▶ Support for additional access to mental health services in the SIA study area (Section 17.6.5.2)
- ▶ Strategies to increase local and regional business awareness of Project opportunities, business capability building measures and one-on-one mentoring on business sustainability for local businesses (Section 17.6.6.5)
- ▶ Contributions to community projects and facility upgrades through ARTC's Community Sponsorship and Donations program (Appendix X: Social Impact Assessment (Section 8.5.6)).

Timeframe for implementation

The Project schedule is as follows:

- ▶ Detailed design and pre-construction and early works, and Project approvals and corridor acquisition will commence after the final EIS has been approved
- ▶ Project approvals and corridor acquisition stage is expected to be completed in Quarter 2 (Q2) of Year 1
- ▶ The detailed design is expected to be complete by Quarter 4 (Q4) in Year 1
- ▶ Pre-construction and early works is anticipated to be commence in Quarter 1 (Q1) of Year 1 and be completed by Quarter 3 (Q3) of Year 1
- ▶ Construction works would commence in Q3 of Year 1, and be complete in Q1 of Year 5
- ▶ Commissioning would commence in Q2 of Year 3 and be complete in Q1 of Year 5
- ▶ Operation would commence in Q2 of Year 5.

For clarity, SIMP measures provided as part of each sub-plan are provided for the following periods:

- ▶ Detailed design stage—actions designated for detailed design/pre-construction and early works in each sub-plan will be completed prior to construction activities commencing
- ▶ Pre-construction and early works and construction works stage—actions designated for the construction works stage will be implemented from the commencement of construction activities and continue throughout the construction works stage as relevant.

To the extent that pre-construction such as site preparation, establishment of access roads/tracks, and establishment of site offices and initial laydown areas may affect residential or business amenity, this has been considered in SIMP measures designated for the detailed design/pre-construction and early works stage.

Mitigation and management of operational impacts is discussed in Section 17.6.1.4.

Details pertaining to SIMP implementation in each Project stage are provided below.

Detailed design

The Project, if approved, will undergo a detailed design process.

Changes to the revised reference design or construction methodology may result in changes to social impacts and mitigation measures e.g.:

- ▶ Design and construction methodology refinements may result in a change to the number or nature of property acquisitions
- ▶ Decisions regarding construction methodologies may result in changes to the location, duration or level of environmental impacts such as noise, or the size and distribution of the workforce, and the need for workforce accommodation facilities.

ARTC will review changes to the design or construction methodology that have potential to change social impacts, and if a material change in impacts is foreseen, revise the SIMP measures to address the change in social impacts.

During the detailed design stage, ARTC and the contractor will work with relevant stakeholders to refine the measures described as part of the AMP, and as part of developing the Community Wellbeing Plan, agree specific outcomes, strategies and performance metrics for projects that address potential impacts on the amenity of towns, community cohesion, community facilities and service capacity (as described in Section 17.6.5).

This will inform the implementation of SIMP measures and ARTC's social performance program delivery during the construction works stage, including partnerships and projects to support mitigation and enhancement of benefits, the respective responsibilities of the Project and other stakeholders, the program for implementation, and SIMP monitoring.

Measures provided for the detailed design/pre-construction and early works stages also include:

- ▶ Establishing effective consultative arrangements with a wide range of stakeholders
- ▶ Measures addressing local residents' anxiety about environmental changes and land acquisition impacts
- ▶ Other measures that require a collaborative process or a 'lead time' to be effective, e.g. workforce development, community development and business capacity building.

Pre-construction and early works, and construction works

Based on the Project's revised reference design, the SIA identified a range of potential social impacts and opportunities during pre-construction and early works, and construction works, as detailed in Section 17.5. Potential social impacts related to environmental changes will be avoided or reduced through the implementation of a comprehensive range of environmental management measures that are outlined in the relevant revised draft EIS chapters, including Noise and Vibration Management Plan, Air Quality Management Plan, Rehabilitation and Landscaping Management Plan, a Traffic Management Plan and a RUMP.

SIMP measures that address impacts on community values, such as amenity and local character, will supplement these environmental management measures by:

- ▶ Supporting community resilience and adaptation, through access to information and effective stakeholder engagement
- ▶ Implementation or support for the implementation of community initiatives that will enhance community cohesion and local character
- ▶ Implementation of a wide range of partnerships and agreements as detailed in Section 17.6.1.7.

Other key SIMP measures that will be implemented during the construction works stage include:

- ▶ Workforce management, training, employment and health strategies (Section 17.6.3)
- ▶ Provision of non-resident workforce accommodation facilities and implementation of the AMP (Section 17.6.4.4)
- ▶ Health and wellbeing measures addressing impacts on community facilities, health and emergency services and community wellbeing (Section 17.6.5)
- ▶ Local business and industry involvement strategies, as well as measures to reduce impacts on business and industries (Section 17.6.6)
- ▶ Monitoring strategies (Section 17.6.7).

Measures to be initiated during the construction works stage also include actions to prepare for the operations stage.

17.6.1.4 Mitigation and management of impacts of Project operation

Once commissioned, the Project will operate as part of ARTC's Inland Rail network. The Inland Rail network will be managed in accordance with ARTC's established management frameworks, which are implemented to meet the relevant Australian and Queensland standards including:

- ▶ *Guideline: Safety Management System* (ONRSR, 2019b)
- ▶ *Transport Noise Management Code of Practice – Interim Guideline: Operational Railway Noise and Vibration 2019* (DTMR, 2019c)
- ▶ *Australian Code for the Transport of Dangerous Goods by Road & Rail* (National Transport Commission, 2024)
- ▶ *AS 4292.1:2006 Railway safety management, Part 1: General requirements* (Standards Australia, 2006c).

The full range of standards and guidelines that guide ARTC's management frameworks is described in Chapter 21: Hazard and Risk.

The SIA has identified potential impacts of the Project's operation including:

- ▶ Potential for rail noise to affect the amenity of properties near the rail corridor
- ▶ Changes to local character due to the existence of rail infrastructure including elevated structures
- ▶ Periodic traffic delays at level crossings
- ▶ The potential for an increased risk of road–rail accidents and rail fatalities, and consequent demands on emergency services.

The Project's proposed measures to mitigate the impacts of Project operation would be refined through detailed design and completed prior to operation, including:

- ▶ Provision of grade-separated rail-road interfaces and active level crossings wherever warranted, to reflect stakeholder views and safety criteria
- ▶ The implementation of at-property noise mitigation treatments where triggered by noise criteria exceedances
- ▶ Installation of noise barriers to minimise the potential for noise to affect Yelarbon, Brookstead and Pittsworth residents and businesses
- ▶ Implementation of a landscape design that enhances the rural landscapes including planting and screening to integrate the railway and associated structures and features
- ▶ Cooperation with community organisations and councils to implement initiatives that will improve local amenity.

Prior to commissioning the Project, a SIMP for the first three years of rail operation will be developed in accordance with ARTC's established management frameworks for rail operation, including:

- ▶ ARTC's Community Engagement Framework, Policy and Principles
- ▶ Road–rail safety management
- ▶ Rail noise management
- ▶ Safety management
- ▶ Operational workforce management
- ▶ Stakeholder engagement and complaints management, as outlined in Section 17.6.2.6.

The SIMP for operation will be implemented during the first three years of operation. Community and stakeholder engagement strategies and emergency response procedures will be reviewed and if necessary updated on an annual basis during the first three years of operation. Any need for a SIMP following year three of operation will be identified in consultation with the Coordinator-General.

ARTC will develop and implement an operations Community and Stakeholder Engagement Management Plan for the first three years of operations, to ensure consultation activities are delivered in accordance with the EIS requirements and relevant approval conditions. Following this, ARTC will incorporate ongoing operational stakeholder engagement into the ARTC Interstate program. ARTC will maintain regular communication with stakeholders including:

- ▶ Provision of regular updates about the progress and status of the Project through the website, social media, newsletters and other communication channels
- ▶ Free-call telephone line
- ▶ Reply-paid address for written correspondence from community members
- ▶ The Project's webpage, including feedback mechanisms and an enquiry facility
- ▶ Ongoing road–rail safety campaigns.

ARTC will continue to manage relationships with key stakeholders, including councils and community members, particularly focused on safety of road–rail interfaces, and management of complaints regarding operational impacts such as railway noise. Ongoing engagement will also be conducted with QPS, QFES and QAS with respect to emergency response protocols and response readiness.

ARTC will establish communication mechanisms that are accessible to all residents living near the Project footprint (Section 17.6.2), including implementation of ARTC's Complaints Handling Management Procedure (Section 17.6.2.4). This will be informed by the monitoring undertaken during the construction works stage (Section 17.6.7), which includes stakeholder engagement in monitoring the effectiveness of mitigation measures.

ARTC has engaged with TRC and GRC regarding the grievance process for complaints management. This two-way communication between local councils and ARTC regarding management of stakeholder concerns and complaints will be ongoing during construction and operation.

17.6.1.5 Stakeholder inputs to mitigation measures

As described in Section 17.4.8, a comprehensive community and stakeholder engagement program has been undertaken to inform the revised reference design and the revised draft EIS. Inputs to social impact mitigation measures were sought through stakeholder meetings and community workshops during the SIA process, meetings with government agencies and councils, and ARTC's meetings with directly impacted landowners.

The results of SIA-specific consultation on proposed management measures are reflected in the SIMP sub-plans:

- ▶ Workforce management sub-plan (Section 17.6.6), which includes a strong focus on local and Indigenous employment and training opportunities, alignment with councils on regional development priorities and SQW programs, and mitigation of labour draw impacts on local businesses
- ▶ Housing and accommodation sub-plan (Section 17.6.4), which addresses support for residents who would need to relocate as a result of the Project's land acquisition, avoidance of workforce demands on short-term accommodation and rental housing, provision of self-sufficient infrastructure for water management within non-resident workforce accommodation facilities, and ongoing engagement with councils regarding non-resident workforce accommodation facilities
- ▶ Health and community wellbeing sub-plan (Section 17.6.5), which includes mitigation of impacts on community facilities and services, mental health and community safety, and the framework for cooperation with councils and other stakeholders to offset impacts on social values, such as amenity and local character, and make positive contributions to community cohesion and resilience

Local business and industry sub-plan (Section 17.6.6), which reflects local priorities for maximising the involvement of local businesses and Indigenous businesses in the Project's supply chain. Table 17-31 summarises stakeholder inputs on mitigation, social impact management measures, and where each measure is addressed in the SIA.

TABLE 17-31 STAKEHOLDER INPUTS TO SOCIAL IMPACT MANAGEMENT PLAN MEASURES

Stakeholder inputs	Management measures	Section
Stakeholder engagement		
Recognition of Indigenous community interests—Native Title, cultural heritage, employment and business opportunities	<ul style="list-style-type: none"> ▶ Focused engagement regarding Native Title interests ▶ Involvement of Traditional Owners in cultural heritage training and tours ▶ Cultural awareness training delivered by Traditional Owners and representative groups to ARTC and contractors ▶ Development of Indigenous-specific training partnerships ▶ Setting Indigenous employment goals with Traditional Owners Art projects and community events celebrating local Indigenous culture 	17.6.2.5, 17.6.3.3
Need for ongoing cooperation with landowners to mitigate impacts	<ul style="list-style-type: none"> ▶ Individual property-specific agreements to avoid or mitigate impacts on property use ▶ Ongoing engagement with directly affected adjacent and nearby landowners to monitor the effectiveness of mitigation measures 	17.6.2.5
Need for ongoing community access to information about the Project and its impacts	<ul style="list-style-type: none"> ▶ Comprehensive community information and engagement measures, in addition to communication and engagement measures provided as part of Appendix E: Consultation Report ▶ Community Relations Monitor to provide independent advice on stakeholder engagement ▶ From commencement of construction, provision of information to GRC and TRC on the number of local and Indigenous people employed, training outcomes, local business participation and the amount of spend with local and Indigenous businesses in the LGAs, community sponsorships and donations outcomes in each LGA, and the outcomes of agreed community wellbeing initiatives as they are implemented. 	17.6.2.3, 17.6.2.5
Minimise impacts on the amenity of local towns and landowners	<ul style="list-style-type: none"> ▶ In addition to mitigation measures provided as part of other EIS chapters, e.g. noise, air quality and visual amenity management measures, the SIA has committed to the development and implementation of a Community Wellbeing Plan and has commenced consultation on the plan with GRC and TRC ▶ ARTC has supported and will continue to support a range of community projects that enhance the amenity of community facilities and local towns through its community sponsorships and donations ▶ Support for the provision of amenity upgrades in Yelarbon, as the community with the most direct impacts 	17.6.5.5
Ongoing consultation with councils and Queensland government agencies regarding road network planning, social infrastructure, economic development, and impacts on local amenity, character, and community cohesion	<ul style="list-style-type: none"> ▶ Early advice to health and emergency service providers regarding the construction workforce ramp-up and anticipated service requirements ▶ Provision of paramedic services to support workforce wellbeing and minimise demands on local services ▶ Ongoing consultation with schools and Department of Education as detailed design is finalised to address potential noise impacts on schools ▶ Consultation with councils throughout the EIS process and post-approval ▶ Ongoing involvement with QPS, QAS, QFES, Queensland Health and DCHDE (now DTATSIPCA) 	17.6.5.1
Workforce management		
Skill the local workforce for Project jobs, including access to job readiness programs, and ensure access to employment for local people	<ul style="list-style-type: none"> ▶ DESBT engagement regarding skills development and business capacity ▶ Early implementation of Inland Rail Skills Academy partnerships ▶ Incentivising contractors to set and meet local and Indigenous employment targets ▶ Setting a minimum benchmark of 4.0 per cent for Indigenous participation in Project employment ▶ Setting an aspirational target of 15.0 per cent for employment of workers from within the SIA study area ▶ Recognition of councils' concerns about labour draw 	17.6.3.2

Stakeholder inputs	Management measures	Section
Enable training and employment opportunities for Indigenous people, including Traditional Owners, and new migrants	<ul style="list-style-type: none"> ▶ Statement of Commitment with BNTAC that includes reference to participation in Project employment and the supply chain ▶ Specific Indigenous training programs identified as part of Inland Rail Skills Academy initiatives, with early implementation commenced ▶ Partnerships with local education and training providers, e.g. Clontarf Foundation as part of Inland Rail Skills Academy programs ▶ Contact established with local migrant employment working group, to continue following Project evaluation and where an approval is given 	17.6.3.3
Awareness of labour draw from local business and organisations	<ul style="list-style-type: none"> ▶ Tailoring the delivery of training strategies to address skills gaps ▶ Monitoring in cooperation with council and other stakeholders to identify labour draw and enable modification of training, recruitment or procurement procedures as relevant 	17.6.3.3
Housing and accommodation		
Minimise or avoid non-resident workforce accommodation impacts on service access (e.g. police, ambulance, health)	<ul style="list-style-type: none"> ▶ Provision of access to paramedic services to reduce impacts on health and ambulance staff ▶ Cooperation with emergency services to orient them to accommodation facilities ▶ Ongoing engagement with health and emergency services to monitor impacts on services and institute corrective action if required 	17.6.3.6 17.6.5.1
Avoid impacts on local access to housing due to workforce demands, given stress in the rental housing market during 2020–23	<ul style="list-style-type: none"> ▶ Consultation with councils, Department of Housing, health and emergency service providers, local communities and businesses in development of the Project's AMP ▶ AMP includes measures to avoid displacement of local residents from rental housing and affordable accommodation ▶ Monitoring of Project housing demands and local housing conditions to enable corrective actions if required 	17.6.4
Realise the potential benefits of non-resident workforce accommodation to local businesses	<ul style="list-style-type: none"> ▶ AMP requirement to enable local businesses to tender for supply of services/goods to non-resident workforce accommodation facilities 	17.6.6.6
Potential for workforce accommodation facilities to remain as a legacy	<ul style="list-style-type: none"> ▶ Consultation with stakeholders (landowners, councils and relevant communities) regarding the potential legacy values of accommodation facility sites 	17.6.4.2
Health and wellbeing		
Be aware of potential for fragile mental health in dealings with stakeholders	<ul style="list-style-type: none"> ▶ Mental health partnership to provide accessible support services ▶ Mental health awareness training for ARTC staff working with stakeholders ▶ Employment of Community Liaison staff ▶ Information and referral support to directly affected landowners if required ▶ Community Relations Monitor 	17.6.5.2
Manage workers' behaviour to avoid impacts on community values	<ul style="list-style-type: none"> ▶ Workforce Code of Conduct ▶ Opportunity to have welcome events for construction personnel to assist with community integration 	17.6.3.5
Need for cooperation with QPS and emergency services to address increased demands for services and changes to access routes	<ul style="list-style-type: none"> ▶ Cooperation to plan for increased service demands or changes to access routes ▶ Early advice about pre-construction and early works, the construction schedule, and construction personnel numbers, to enable forward planning for any service adjustments that may be required 	17.6.5.7
Opportunity to improve digital connectivity in communities within Goondiwindi LGA	<ul style="list-style-type: none"> ▶ Advocacy by establishing a dedicated Telecommunications Working Group comprising representation from ARTC, Telstra and DITRDCA ▶ In cooperation with Telstra, feasibility studies into the augmentation of telecommunications along the Inland Rail alignment 	17.5.4.8
Ensure local communities benefit as the result of Project legacies	<ul style="list-style-type: none"> ▶ Training and employment strategies to build local workforce capacity ▶ Capacity building programs with local and Indigenous business ▶ Contributions to community projects through community sponsorships and donations, and Community Wellbeing Plan initiatives ▶ Improved digital connectivity in areas near the rail corridor ▶ Legacy benefits to be developed through ARTC and contractor discussions with councils and communities 	17.6.3.2 17.6.3.1 17.6.5.5

Stakeholder inputs	Management measures	Section
The need for measures to reduce non-resident worker demands on local health services	▶ Measures to reduce the potential for non-resident workers' demands to impact on local health service access	17.6.3.6
Local business and industry		
The need for early capability building to ensure local businesses benefit from Project opportunities, including time for local businesses to plan for/'gear up' for Project opportunities	▶ Early implementation of business capacity building programs, with further programs planned are in place ▶ Implementation of business capacity development programs through Inland Rail Skills Academy, partnership with DESBT and DITRDCA, and through procurement strategies	17.6.6.3
Protection for the rights of small businesses engaged by major contractor	▶ Incorporation of acceptable standards and targets for engaging small businesses in construction contracts ▶ Managing business expectations and supporting effective preparation through capability-building programs	17.6.6.3
Potential for engagement of social enterprises in the supply chain	▶ In consultation with councils, identify and invite the participation of social enterprises in business capacity-building programs	17.6.6.3 17.6.2.5
Ensure local business can benefit from Project supply opportunities/set targets for local and Indigenous business participation	▶ Incentivising local and Indigenous business involvement as part of contract negotiations with the contractors ▶ Capability building workshops delivered, with more planned after Project evaluation ▶ Setting a minimum benchmark of 3.0 per cent Indigenous procurement ▶ Setting an aspirational target of 15.0 per cent of the value of Project procurement to be spent with businesses that are located within the SIA study area.	17.6.3.3

Council inputs on social impacts and mitigation measures

The Project has consulted extensively with GRC and TRC regarding a range of issues that are linked to social outcomes, including design issues, road–rail interfaces, flooding risks, environmental management measures, traffic management, waste management and impacts on council utilities. Both councils were engaged in SIA-specific meetings and community workshops, and have had regular meetings with ARTC staff during 2020–2022. As detailed in Appendix E: Consultation Report, ARTC's responses to council inputs on mitigation of Project impacts have included:

- ▶ Development of hydraulic design criteria, bridge and culvert structure design and design refinements addressing councils' concerns about changes to flooding patterns and debris from flood events
- ▶ Identification of suitable road access alternatives for all formed roads that would be impacted during construction and operation in consultation with councils, emergency services, landowners and DTMR
- ▶ Confirmation of emergency access and fire and life-safety requirements for the Project
- ▶ Incorporation of future road planning requirements into the Project design and ensuring that rail access is not precluded for proposed adjoining third-party industrial hubs
- ▶ A reduction in the number of level crossings in favour of grade-separated crossings
- ▶ Design responses to specific areas of concern including a process of consultation with councils, DTMR, and local communities during the detailed design stage to inform the location, preferred treatment and temporary management of road–rail interfaces and road realignments.

ARTC met with GRC, TRC and government agencies as described in Section 17.4.8.3 to:

- ▶ Seek feedback on discussion on the draft SIA findings
- ▶ Provide updates on ARTC social performance delivery
- ▶ Discuss the Community Wellbeing Plan and seek councils' inputs on priorities to be considered in the plan
- ▶ Forecast consultation with council on the AMP.

TRC inputs on proposed mitigation measures included:

- ▶ The primacy of managing impacts on housing, given a current crisis in rental housing availability, addressed by strengthening AMP requirements (Section 17.6.4.4)
- ▶ The importance of managing labour draw from local businesses including skilled labour and tradespeople, addressed through monitoring of labour demands and labour availability, and Inland Rail Skills Academy initiatives to grow the local labour pool and increase skills levels
- ▶ The need for provision of detailed information about Inland Rail opportunities and outcomes to each LGA to facilitate council communication with the community and support greater participation (in progress, and planned to continue during construction)
- ▶ The need for early implementation of business awareness and capacity building programs (commenced, with further programs being developed)
- ▶ Potential opportunities for legacy benefits in the form of contribution to community facilities to improve the impacted towns (initially addressed by community sponsorships and donations but to be further considered in developing the Community Wellbeing Plan)
- ▶ Potential for engagement of social enterprises in the supply chain, including involvement of new migrants, with job readiness programs required (addressed through engagement with Effective Pathways for Sustainable Migrant Employment Working Group)
- ▶ The need for ongoing consultation with TRC regarding infrastructure investments, place making outcomes, community facility investments and driving economic development (addressed in the Community and Stakeholder Engagement and Health and Wellbeing sub-plans).

GRC inputs on proposed mitigation measures included:

- ▶ Support for the provision of non-resident workforce accommodation facilities, and a request to consider an alternative site in Inglewood (this site will be considered)
- ▶ Comfort with the draft AMP framework
- ▶ The need for measures to reduce non-resident worker demands on local health services, addressed through additional health service provision measures in Section 17.6.3.6
- ▶ Support for the provision of amenity upgrades in Yelarbon, as the community with the most direct impacts, as discussed in Section 17.5.4.7
- ▶ Council interest in supplying list of small local suppliers (i.e. local shops) for the contractor's consideration (included in Section 17.6.6.6)
- ▶ A request that there be no local employment target for the Goondiwindi LGA, as council is concerned about labour draw in the context of low unemployment (Section 17.5.2.4).

The SIMP includes measures that address stakeholder suggestions, including the results of consultation with councils, as detailed in Table 17-32.

TABLE 17-32 COUNCIL ENGAGEMENT AND OUTCOMES

Council and timing	Issues discussed	Outcomes
TRC February 2021	▶ Scope of AMP discussed, noting COVID-19 incentives and Toowoomba's attractions had seen reduced housing availability during 2020	▶ AMP revised to provide additional measures to manage housing impacts (Section 17.6.4.4)
	▶ Workforce management, including Councils' priorities as part of SQW and economic development/recovery initiatives	▶ Council's interest in joint SQW initiatives confirmed
	▶ Social issues and community needs in light of COVID-19-related impacts, with the region not generally adversely impacted by COVID-19 to date, however, high levels of unemployment for young people, refugees and migrants remain a concern	▶ Section 17.6.3 includes a focus on training for young people and migrants
	▶ Council and community initiatives that could be considered as part of the Community Wellbeing Plan: <ul style="list-style-type: none"> ▶ TRC's proposed skills hub ▶ Running or bike tracks beside the rail line ▶ Support for social enterprises ▶ Support for tourism plans (e.g. in Millmerran and Pittsworth) 	▶ Opportunities noted in Section 17.6.5 ▶ These initiatives and other emerging ideas will be discussed with Council and other stakeholders as part of developing the Project's Community Wellbeing Plan

Council and timing	Issues discussed	Outcomes
TRC May 2021	<ul style="list-style-type: none"> ▶ Social performance update provided ▶ Encouragement of further Council feedback on community development and amenity improvement initiatives ▶ The need for early implementation of business awareness and capability building programs ▶ Potential opportunities for legacy benefits in the form of contribution to community facilities to improve the impacted towns 	<ul style="list-style-type: none"> ▶ No further specific amenity and community development initiatives were identified ▶ Business capability building programs have commenced and are described in Section 17.6.6
TRC August 2021	<ul style="list-style-type: none"> ▶ Council confirmed priorities for impact mitigation as including: <ul style="list-style-type: none"> ▶ Mitigation of labour draw from other local and regional businesses, with availability of skilled workers including tradespeople an ongoing concern ▶ Interest in the delivery of Inland Rail Skills Academy programs in the Toowoomba LGA ▶ Accommodation management, as current very low rental vacancy rates with flow-on impacts such as community stress, and difficulties accommodating key workers ▶ Council is interested in retaining non-resident workforce accommodation facilities as permanent structures, to be a legacy for the community ▶ Opportunity to partner with migrant/refugee support organisations to upskill their clients for employment in Project construction 	<ul style="list-style-type: none"> ▶ Concerns regarding housing impacts and labour availability have been addressed through updates to the relevant baseline data sets, revision of relevant impact assessment sections and revision of relevant management measures (Section 17.6.4) ▶ This potential will be considered as described in Appendix X: Social Impact Assessment (Section 8.4.5) ▶ Contact details to be provided
TRC September 2021	<ul style="list-style-type: none"> ▶ Briefing to Mayor and Councillors confirmed Council's key priorities were housing availability, with provision of non-resident workforce accommodation facilities as a key mitigation, and potential for labour draw to affect other businesses' access to labour and skills 	<ul style="list-style-type: none"> ▶ Appendix X: Social Impact Assessment (Sections 8.3.7 and 8.6.5) were revised to provide further details on mitigation and monitoring of labour draw ▶ AMP revised to provide additional measures to manage housing impacts (Section 17.6.4.4)
TRC November 2021	<ul style="list-style-type: none"> ▶ Update on ARTC's recent and upcoming social performance initiatives, i.e. on-line business capability and sustainability workshops, partnerships with USQ and the Clontarf Foundation ▶ ARTC's Indigenous Participation Advisor had supported and attended Indigenous business month events as discussed with Council ▶ Confirmation that recent consultation on the purpose of Turallin would be included in the revised draft EIS 	<ul style="list-style-type: none"> ▶ Engagement and cooperation opportunities advised by Council are being taken up pre-Project evaluation, including: <ul style="list-style-type: none"> ▶ support TRC's potential SQW application for Busy@Work in February 2022 ▶ enabling the Effective Pathways for Sustainable Migrant Employment Working Group to understand Project opportunities ▶ ARTC was planning workforce development sessions for early 2022
TRC February 2022	<ul style="list-style-type: none"> ▶ Introduction to living in place demonstration by lead consultant with id. ▶ Update by ARTC on social performance program ▶ Housing and accommodation a key issue for Council 	<ul style="list-style-type: none"> ▶ Confirm shared value of survey for TRC planning purposes and willingness of Council to participate in future insights workshop and discussion of collaborative monitoring opportunities ▶ Planning to present on housing and accommodation to Council Chamber in the second half of 2022
TRC March 2022	<ul style="list-style-type: none"> ▶ Social investment opportunities 	<ul style="list-style-type: none"> ▶ Living in Place survey was undertaken in May 2022
TRC May 2022	<ul style="list-style-type: none"> ▶ Update by ARTC on social performance program ▶ Housing/accommodation issues are a priority concern for Council and communities 	<ul style="list-style-type: none"> ▶ SIA updated to note concerns and provide updated data
TRC June 2022	<ul style="list-style-type: none"> ▶ Living in Place survey Insights Workshop 	<ul style="list-style-type: none"> ▶ Agreement that survey insights are valuable

Council and timing	Issues discussed	Outcomes
GRC April 2020	<ul style="list-style-type: none"> ▶ Meeting with GRC's RSIS Coordinators twice during April to discuss cooperation on skills development ▶ Identification of opportunities as part of DESBT's SQW program 	<ul style="list-style-type: none"> ▶ ARTC and GRC submitted SQW applications addressing land management and biosecurity skills, and construction training at Goondiwindi Showgrounds while improving the showgrounds facilities, however these were unsuccessful
GRC May, June, Jul, August 2020	<ul style="list-style-type: none"> ▶ Four meetings with Council representatives to provide Project updates including EIS findings and Project schedule ▶ Identification of Council priorities including: ▶ Availability of locally available training and business capability development opportunities ▶ Importance of opportunities for small businesses ▶ Potential for labour draw from local businesses to the Project 	<ul style="list-style-type: none"> ▶ Cooperation towards a partnership with GRC on the 'Local Employment Roadmap' (below) ▶ ARTC has initiated a range of business awareness and capability building programs as described in Section 17.6.4.4.
GRC March 2021	<ul style="list-style-type: none"> ▶ Briefing to Council on B2G SIA ▶ Council feedback on engagement commitments ▶ Housing/accommodation shortages ▶ Labour draw ▶ Discussion of potential for accommodation to remain as legacy ▶ Consider upgrading communications infrastructure to mitigate existing blackspots in the region 	<ul style="list-style-type: none"> ▶ Input to stakeholder engagement planning regarding accommodation-specific discussion with local businesses (held in May 2021) ▶ Agreement to meet with ARTC Social Performance representatives on an ad-hoc, as needed basis moving forward ▶ AMP revised to reflect Council feedback (Section 17.6.4.4)
GRC May 2021	<ul style="list-style-type: none"> ▶ Discussion with Council and business community to discuss legacy worker's accommodation opportunities ▶ Acknowledgement of feedback on matters including housing/accommodation ▶ Council feedback on accommodation facilities including potential legacy value ▶ Council confirmed concerns regarding labour draw given current job vacancy levels and low unemployment 	<ul style="list-style-type: none"> ▶ Engagement with Council regarding non-resident workforce accommodation will continue as described in Appendix X: Social Impact Assessment ▶ Labour draw is discussed in Section 17.6.6.6 ▶ ARTC actions regarding improvement of digital connectivity are described in Section 17.5.4.8 ▶ AMP includes measures regarding local business opportunities to service the accommodation facilities ▶ ARTC partnered with GRC to support a 'Local Employment Roadmap' which aims to attract skilled workers to the region
GRC September 2021	<ul style="list-style-type: none"> ▶ Request from Council to not have local employment targets to avoid labour draw ▶ Reaffirmation of interest in local supply opportunities ▶ Interest in supplying list of small local suppliers for whom formal tender opportunities are not relevant (i.e. local retailers) ▶ A request that there be no local employment target for the Goondiwindi LGA, as Council is concerned about labour draw in the context of low unemployment ▶ The need to ensure local accommodation draw is monitored appropriately ▶ Overall satisfaction with ARTC's approach to workforce accommodation, including support for workforce accommodation facilities ▶ Confirmation GRC is still comfortable with ad-hoc/as-needed meetings and does not desire a regularly scheduled social performance meeting ▶ Ongoing role for Council in reporting and monitoring of the SIMP, including a 6-monthly feedback mechanism. 	<ul style="list-style-type: none"> ▶ Final local employment targets will be negotiated, having regard to local demographics including labour availability ▶ ARTC agreed to pass on list small local suppliers contractor, once developed) ▶ Accommodation monitoring requirements have been expanded (Section 17.6.7) ▶ Health services provisions for non-resident workers have been further defined (Section 17.6.3.6)

Council and timing	Issues discussed	Outcomes
GRC February 2022	<ul style="list-style-type: none"> Update on social performance program initiatives and seek feedback following ARTC investment in GRC employment road map initiative Introduction to 'Living in Place' including online demonstration by lead consultant with .id consulting 	<ul style="list-style-type: none"> Interest in insights from impacted communities in Goondiwindi LGA and willingness to discover collaborative monitoring opportunities GRC has existing community profile methods and does not see value in partnering to implement further profiling
GRC June 2022	<ul style="list-style-type: none"> Update on social performance program, progressing discussions on workforce planning and community wellbeing 	<ul style="list-style-type: none"> GRC will provide an overview of community projects to be considered

17.6.1.6 Stakeholders' opportunities to influence Project design and mitigation measures

Design

During the detailed design process, the Project will engage with the following stakeholders to refine and finalise the Project design:

- Landowners, through correspondence and individual meetings to confirm property-specific design measures addressing cross-corridor connectivity, private occupational crossings and property access arrangements
- TRC, GRC and DTMR through correspondence and meetings with respect to road–rail interfaces, road alignments and other Council and DTMR assets
- QR through correspondence and meetings with respect to the Project's interfaces with the existing rail network
- QFES and QAS through correspondence and meetings regarding emergency access points across the rail corridor and emergency response plans
- Utility owners through correspondence and meetings regarding Project interfaces
- Councils and communities (Millmerran, Inglewood and Yelarbon) through meetings about the location and design of non-resident workforce accommodation facilities.

Mitigation measures

As discussed in Section 17.4.8.3, ARTC met with GRC and TRC several times to seek their feedback on SIMP measures and inputs on community priorities and projects that could be supported as part of the Project's Community Wellbeing Plan. ARTC will continue engagement with GRC and TRC. This will include discussion of mitigation and enhancement measures, inviting Council inputs on:

- Housing and accommodation: the scope and outcomes of the AMP (as outlined in Section 17.6.4)
- Workforce management: obtaining an update on Councils' priorities for skills development and feedback on labour shortages, and confirming Council's interest in joint initiatives (as outlined in Section 17.6.3.1)
- Community wellbeing:
 - social issues and community needs e.g. unemployment, skills shortages and housing issues
 - council and community initiatives that the Project could support to strengthen local amenity, character and cohesion which could be considered as part of the Community Wellbeing Plan (Section 17.6.5 and the process for council involvement in development of the plan)
- Local business and industry: seeking advice on business and tourism conditions
- Other priorities emerging from councils' consideration of the revised draft EIS.

Stakeholders' opportunities to influence mitigation measures as detailed in the relevant sub-plans include:

- Maintaining regular liaison with landowners adjacent to the Project footprint (to agreed schedules and via means to be agreed with landowners) to hear and respond to concerns
- Engagement with:
 - the owners of properties where noise mitigation treatments are triggered to confirm at-property treatments
 - the owners of properties where flooding could be exacerbated to develop effective flood-mitigation solutions and/or compensation agreements for increased flooding potential
 - residents adjacent to and within 500 m of the temporary Project footprint, laydown areas and bridge construction sites to identify any specific household concerns that need to be considered in implementation of environmental management measures
 - owners of businesses that may experience noise exceedances, dust or disruptions to access, to develop and implement mitigation measures to reduce impacts, including noise mitigation measures, where triggered
 - the Yelarbon, Brookstead and Pittsworth communities regarding their preferences for mitigation of the rail corridor's impacts on the amenity of towns, and in Yelarbon, impacts to non-Indigenous cultural heritage structures or remnants of structures
 - community members, GRC, TRC, government agencies and Indigenous community members in the development of the Community Wellbeing Plan

- ▶ CRG involvement in reviewing SIMP progress and outcomes
- ▶ Engagement with DD&WM PHN, Department of Housing, DTATSIPCA, GRC and TRC, to identify programs and organisations that can provide support services for directly affected households if required
- ▶ Enabling meetings between Traditional Owner groups and ARTC and the contractor to discuss employment, training and business strategies
- ▶ Engagement with GRC, TRC, TSBE, Southern Queensland Country, GrainCorp, and local short-term accommodation providers in the development of the AMP
- ▶ Continued engagement with Department of Education to confirm and implement management measures agreed with Department of Education and Yelarbon, Brookstead and Southbrook Central State Schools
- ▶ Engagement with local businesses, TSBE, Chambers of Commerce and DSDILGP and DESBT to discuss existing skills, gaps in local capacity to work with major projects, and capacity building programs, and participation of training providers in the development of training and skills development strategies
- ▶ Engagement with local Chambers of Commerce, TSBE, Southern Queensland Country Tourism, and the Goondiwindi and Toowoomba Regional Councils to develop a strategy addressing potential impacts on tourism visitation
- ▶ Engagement with DTMR, QPS, GRC and TRC in developing and implementing a RUMP, in accordance with DTMR requirements
- ▶ A complaints management handling procedure that enables investigation and resolution of complaints
- ▶ Monthly recording of community complaints to identify any issues or trends that need to be addressed as part of implementing environmental management plans, with any changes reported as part of quarterly reports to the CRG
- ▶ Seeking feedback from CRG members on the effectiveness of stakeholder engagement and on SIMP implementation
- ▶ Involvement of councils and CRG members in annual reviews of the SIMP.

Participation of community members and councils in monitoring is addressed in Section 17.6.7, and will enable community members and other stakeholders to provide feedback on the effectiveness of SIMP measures as part of the SIMP review process.

17.6.1.7 Partnerships and agreements

ARTC has been working with a range of stakeholders to develop partnerships and agreements to support management of social impacts and opportunities.

Partnerships and agreements will be progressed with stakeholders during the detailed design stage. The current status of partnerships and agreements with stakeholders is detailed in Table 17-33.

TABLE 17-33 PARTNERSHIPS AND AGREEMENTS FOR MITIGATION OF IMPACTS AND ENHANCEMENT OF BENEFITS

Impact/benefit	Detail	Status
Use of private property	ARTC has engaged with directly impacted landowners to discuss property access, hydrology, water access, mitigation of impacts on property infrastructure, and minimising impacts to connectivity across the rail corridor. This has enabled refinement of the design and hydrological modelling, and identified the range of measures that will be required to address property-specific impacts (Section 17.6.2.5).	Commenced in 2018 and ongoing throughout the revised draft EIS process, and where relevant, land resumption process
	ARTC will continue engagement with directly impacted landowners as the detailed design is confirmed, to confirm property-specific agreements for impacts on property amenity, use and management. ARTC will provide information about the properties within the corridor to the DTMR as the constructing authority, including the results of any relevant property-specific considerations identified by with landowners.	
	With the exception of early acquisitions by ARTC based on demonstrated hardship, the majority of land required for the Project will be acquired by DTMR as the constructing authority. DTMR has commenced consultation with impacted landowners but compulsory acquisitions will not commence until the final EIS Coordinator-General's evaluation report has been released. During the construction works stage, the contractor will assume responsibility for relationships with landowners.	Land resumption will commence post revised draft EIS evaluation Landowner engagement during the land resumption process is described in detail in Section 17.5.1.2

Impact/benefit	Detail	Status
Effects on cultural landscapes	CHMPs for the Project will be developed under the ACH Act. ARTC has developed a Statement of Commitment with BNTAC that recognises their ongoing connection to Country and Culture and commits ARTC to working in partnership with the BNTAC to support a shared vision for a sustainable and thriving Bigambul Nation.	CHMP will be negotiated Several initiatives under the Statement of Commitment with BNTAC have been implemented or are in progress
	ARTC and/or the contractor will consult with affected Traditional Owners (including with BNTAC) to develop appropriate landscape design treatments (particularly through areas identified in Chapter 10: Landscape and Visual Impact Assessment) such as in the vicinity of Rainbow Reserve.	Engagement to occur as part of detailed design stage
Economic development—Traditional Owners	ARTC has included a 20-ha development footprint within BNTAC's Turallin property in the revised draft EIS as a site facility, to allow economic and business development opportunities, with BNTAC to provide a list of potential alternate uses to Inland Rail for consideration.	Engagement during 2023
Local amenity and connectivity	The Project initiated a Technical Working Group with TRC, enabling discussion of Council priorities for management of impacts on local amenity and connectivity, including road realignments, construction management, crossing design, road use management, waste management and utilities. Since 2019, ARTC has had an established working relationship with GRC and in mid-2020 established a Technical Working Group that meets regularly to discuss design and infrastructure issues. agreements have been developed between ARTC and the two councils. ARTC meets regularly with the GRC Mayor and Chief Engineer to discuss community concerns and sentiment. Community concerns and sentiment are also discussed at monthly meetings with TRC's engagement team. TRC and GRC are also regular observers of the IDCCCC and SDDCCC meetings.	Council engagement commenced in 2018 and continued throughout the revised draft EIS process Engagement with councils will continue following evaluation of the Project
	ARTC has engaged with GRC and the Yelarbon community to identify their priorities for mitigation of amenity impacts. Engagement and cooperation with the Yelarbon community in support of amenity initiatives will continue during the detailed design stage for consideration in the Community Wellbeing Plan.	Commenced during 2021, to continue following Project evaluation
	Councils will be consulted regularly about the outcomes of community development, accommodation and local procurement strategies, invited to participate in annual SIMP reviews, and provided with annual reports on the SIMP's delivery. Regular engagement with councils (to a schedule agreed with them) will enable their participation in developing adaptive management measures to address any emerging or changing needs, throughout the construction process.	Engagement with councils to continue during detailed design stage Consultation regarding social outcomes and adaptive management will commence during construction
	ARTC has engaged with DTMR, TRC and GRC extensively on the Project's traffic impacts and potential traffic management solutions. Appendix E: Consultation Report provides detailed records of these engagements.	Commenced during 2018, completed in revised draft EIS process
Training and development opportunities, and mitigation of labour draw	DSDTI (as then known) and ARTC partnered to provide support to local and indigenous businesses at selected Inland Rail Skills Academy business capability workshops and ARTC 'Meet the Proponents' Supply Chain event (for the Program's Gowrie to Kagaru projects). ARTC has also provided speakers at series of DSDILGP business capability workshops.	Commenced during 2019, continuing during 2021 and 2022
	ARTC and DESBT met regarding alignment of workforce training initiatives to Queensland Government programs and supply chain development opportunities. DESBT advised that all funding and cooperative activities must be via existing programs through a formal application process to the SQW; however, ARTC applications were unsuccessful and may not be approved prior to Project evaluation.	Commenced 2019, ongoing support for Council's SQW applications provided

Impact/benefit	Detail	Status
	Cooperation with Goondiwindi and Toowoomba RSIS project officers to align Project training and development strategies provided as part of the Inland Rail Skills Academy with RSIS activities, where possible, with a particular focus on transferrable skills that will be retained in the region post construction.	Commenced 2018, now complete—RSIS project concluded during revised draft EIS
	Partnership between Bigambul People, Western Wakka Wakka People and Endorsed Aboriginal parties, and Inland Rail to encourage Indigenous people to participate in construction skills training program prior to Inland Rail construction commencing.	Discussions ongoing during 2022, to be implemented during detailed design stage
	<p>The Inland Rail Skills Academy is working with BNTAC on:</p> <ul style="list-style-type: none"> ▶ Developing a draft Bigambul workforce development plan to specify required skills, jobs, locations and timing ▶ Supporting BNTAC to establish a Regional Training Organisation ▶ Developing land management training and firefighters training capability ▶ Sharing information about training course delivery 	Cooperation on these initiatives has continued during 2023
	Engagement with DTATSIPCA and CSQ to identify specific training programs for Indigenous people, to be implemented as part of the Inland Rail Skills Academy	Commenced 2019, ongoing engagement
	<p>Inland Rail Skills Academy Memorandum of Understanding with CSQ, to:</p> <ul style="list-style-type: none"> ▶ Work with ARTC to deliver CSQ's 'Try a Trade' program (delivery commenced in Millmerran in October 2021) ▶ Support for CSQ and Aboriginal Employment Strategy Indigenous Skills Program in Toowoomba to provide skills training for Indigenous participants including mentoring, funded lunches and site visits (delivery completed in Toowoomba in 2021) ▶ Provide additional targeted construction skills training to Indigenous people, to be pursued in cooperation with major contractors ▶ Provide information and advice on skills shortages to ARTC (in progress) ▶ Work with ARTC to broker and enable training responses to address identified shortages (in progress). Support ARTC and potential contractors to develop and deliver targeted skills development in the Goondiwindi and Toowoomba LGAs in line with SIMP commitments and Project needs (planning in progress) 	<p>Initiatives agreed and commenced/in progress as noted</p> <p>Further initiatives to be identified during detailed design stage</p>
	Inland Rail Skills Academy partnership with GRC to offer a free civil construction training program for a small group of local residents to gain competencies in a number of plant operator tickets	Completed in 2020
	Inland Rail Skills Academy partnership with USQ to film core samples and data created by the Inland Rail Geotech team as an education resource for primary, secondary and tertiary students	Completed in 2021 (ongoing resource)
	Inland Rail Skills Academy Partnership with USQ to offer scholarships focused on courses that facilitate STEM and regional development outcomes, e.g. engineering and project management. Seven scholarships have been awarded to students located in communities along the Inland Rail alignment in Queensland, including three within the SIA study area	Completed in 2021
	Inland Rail Skills Academy Partnership with the University of Newcastle to deliver a STEM education program in high schools along the Project alignment, including linkages to USQ Science and Engineering Challenge for schools in SEQ	Formalised in 2020 and continuing
	Inland Rail Skills Academy project with Brisbane-based educational technology start-up Grandshake and local schools to offer a series of six virtual workshops showcasing Inland Rail's business case, a profession, the education pathway, a related 'real-world' problem and a micro-credential. Regular interactions, including webinars where industry professionals (from Inland Rail and other organisations) participate in a Q&A with high school students is also provided	Commenced in 2021 continued in 2022

Impact/benefit	Detail	Status
	Inland Rail Skills Academy Partnership with the Clontarf Foundation (including supporting three academies based in Toowoomba and one in Goondiwindi) to deliver educational and life skill programs for young Aboriginal and Torres Strait Islander male students to help equip them for employment. There are currently 51 participants in the Goondiwindi LGA and 233 participants in the Toowoomba LGA	Commenced in 2021 and continuing
	Partnership with GRC to support a 'Local Employment Roadmap' and jobs portal that aims to attract skilled workers to the region.	Commenced in 2021, project did not proceed as per decision by GRC
	Additional Inland Rail Skills Academy partnerships are planned for future delivery, including: <ul style="list-style-type: none"> ▶ Additional business capacity-building programs with small-to-medium enterprises to strengthen capacity in the region for both this Project and other future projects, to be progressed after the Project evaluation is completed ▶ Promotion of apprenticeships, traineeships and facilitation of industry accreditation to support employment into Inland Rail projects and other major regional industries, to be progressed after the Project evaluation is completed ▶ Training programs focused on developing skills in rail operation and working in a rail corridor, to be commenced during the construction works stage. 	Commencing as noted
Health and wellbeing	Lifeline supported to deliver Lifeline's Community Connections program in the SIA study area to support community cohesion and resilience (delivered through PHN partnership)	Completed in 2019 and 2020
	Mental health partnerships with the DD&WM PHN to promote free local access to mental health services, and provide resources and services to mitigate any increased demand caused by Inland Rail projects	Commenced in 2019 and continuing
	Potential for additional services to be included within the PHN partnership agreements	To be explored in detailed design stage
	Partnership with local schools and the 'Young Dreaming' program to deliver workshops on mental health, resilience, empowerment and suicide prevention for Indigenous young people at Goondiwindi State High School, Harristown State High School (Toowoomba) & Wilsonton State High School (Toowoomba)	Delivered during 2021
	Partnership with emergency services to build skills and cooperation in emergency responses	To be commenced post Project evaluation
	Partnership with 'Mates in Construction' focused on supporting mental health outcomes of construction workers on the Project	Pilot project during 2021
Local business participation	Engagement with DESBT to discuss potential skills training partnerships to support individuals and businesses to be ready for opportunities associated with Inland Rail projects. Engagement with DSDILGP and Industry Capability Network to collaborate on business capacity development in the SIA study area, to prepare small to medium businesses to participate in major projects, foster relationships between suppliers and help match suppliers to Inland Rail opportunities. Cooperation with DITRDCA to align Project initiatives with DITRDCA 's regional development initiatives. Information exchange regarding businesses within the Bigambul, Western Wakka Wakka and Endorsed Aboriginal Parties communities and the business offerings and skills that contractors require, in support of the development of capacity-building programs.	Agreements to cooperate initiated, to be implemented when Project evaluation is complete

17.6.2 Community and stakeholder engagement

The revised draft EIS chapters provide detailed measures to mitigate environmental impacts including social impacts such as amenity, character and connectivity. Notwithstanding, community members may experience impacts on amenity and local character due to noise, changes to the landscape and the road network, effects on community cohesion, and/or fear and stress about the Project's potential impacts.

The Community and Stakeholder Engagement Management sub-plan outlined in the following sub-sections aims to support mitigation and adaptive management of impacts on community members and other stakeholders.

The sub-plan includes:

- ▶ The objectives and performance measures for engagement
- ▶ Stakeholders to be engaged, and impacts on stakeholders which are addressed in this sub-plan
- ▶ Responsibilities for engagement implementation
- ▶ Proposed communication tools and activities
- ▶ Engagement measures
- ▶ Complaints management
- ▶ An action plan which includes:
 - ▶ ARTC's approach to stakeholder engagement
 - ▶ actions ARTC will undertake and/or require of the contractor to take to support adaptive management of social impacts during construction
 - ▶ the timing for each action, i.e. detailed design and construction works stages.

Monitoring and reporting mechanisms for community and stakeholder engagement are provided in Section 17.6.7.

A Community and Stakeholder Engagement Management Plan that addresses the SIMP objectives, performance measures and requirements will be developed. It will be reviewed and updated as part of the transition from construction works to operations stage, and detailed in the SIMP for operations.

17.6.2.1 Objectives and performance measures

ARTC recognises that ongoing engagement with landowners, traditional custodians, communities and other stakeholders that will be impacted by, or stand to benefit from, Inland Rail is central to the Project's success. The objectives and performance indicators for community and stakeholder engagement are shown in Table 17-34.

TABLE 17-34 ENGAGEMENT OBJECTIVES, DESIRED OUTCOMES AND PERFORMANCE MEASURES

Objective	Desired outcomes	Performance measures
Establish and maintain engagement mechanisms that build relationships between ARTC and its stakeholders	Community and stakeholder relationships facilitate information sharing to support implementation of mitigation measures and adaptive management of social impacts	<ul style="list-style-type: none">▶ A majority of landowners are satisfied with the management of Project impacts on their properties▶ Number of complaints about Project impacts
	Community engagement and communication strategies support cooperative and respectful relationships between ARTC, the contractor, construction personnel and community members, enabling effective management of impacts on amenity, e.g. noise, dust or changes to traffic volumes	<ul style="list-style-type: none">▶ CRG feedback confirms ARTC has engendered positive relationships
Enable adaptive management of impacts on amenity, connectivity and community values during construction	Community members have access to information and support to assist adaptation to changes resulting from the Project	<ul style="list-style-type: none">▶ Mitigation measures are refined where necessary in response to stakeholder feedback▶ CRG feedback confirms satisfactory access to timely information about the Project and management measures▶ Landowners who need to move from within the Project footprint have access to support, if required▶ Mental health partnership is maintained during the construction works stage

Objective	Desired outcomes	Performance measures
Support mitigation of impacts on amenity, community cohesion and local character through stakeholder engagement and delivery of local community programs in partnership with community and government stakeholders	Initiatives identified through stakeholder engagement have benefits for local communities and offset impacts on amenity, character and cohesion	▶ Number and outcome measures (to be determined with partners) for community partnerships and programs in potentially impacted communities
	Stakeholder issues and grievances are identified, evaluated, addressed and recorded	▶ ARTC responds to complaints from community members as per the ARTC Complaints Management Handling Procedure ▶ Complaints and their resolution are recorded and reported as part of SIMP reports

17.6.2.2 Stakeholders

The key stakeholders addressed by this engagement plan include:

- ▶ Landowners in and adjacent to the Project footprint
- ▶ Residents and community organisations in potentially impacted communities
- ▶ Traditional Owners and other Indigenous community members
- ▶ Businesses and business organisations in potentially impacted communities and the SIA study area
- ▶ GRC, TRC and government agencies.

Key stakeholders that are also addressed as part of other SIMP sub-plans include:

- ▶ Education and training providers (Section 17.6.3)
- ▶ The managers of potentially impacted community facilities (Section 17.6.5)
- ▶ Government agencies who plan or provide social infrastructure or economic development including Queensland Health, QPS, QAS, QFES and Department of Education (Section 17.6.5)
- ▶ DESBT and DSDILGP (Sections 17.6.3 and 17.6.6)
- ▶ Businesses and business and industry organisations (Section 17.6.6).

During the operations stage, stakeholders will include residents, businesses and community facilities located near the rail corridor, emergency service agencies, and councils and DTMR with respect to road–rail interfaces, as well as the businesses and industries which would benefit from use of the rail corridor.

Community and stakeholder strategies for the operations stage are discussed in Section 17.6.2.6.

17.6.2.3 Engagement responsibilities

Following Project approval, a Communication and Stakeholder Engagement Management Plan will be developed, in line with this SIMP.

Both ARTC and the contractor will maintain roles in community and stakeholder engagement during the detailed design/pre-construction and early works, and construction works stages. Table 17-35 summarises key responsibilities for each party by Project stage.

TABLE 17-35 ENGAGEMENT RESPONSIBILITIES

Stage	Engagement mechanism	Responsibility
Detailed design, Project approvals and corridor acquisition	Engage with TRC, GRC, DD&WM PHN, Department of Housing, DTATSIPCA, and the owners of community facilities that would be affected by noise to seek input to the Community Wellbeing Plan and AMP, continue implementation of partnerships and agreements, and initiate management measures with long-lead times	ARTC and contractor
	Undertake engagement with directly impacted landowner regarding land acquisition process and compensation arrangements	Construction authority and ARTC
	Cooperation with Traditional Owners in cultural heritage management	ARTC and contractor
	Establish and operate the CRG, including provision of public access to CRG minutes where appropriate	ARTC and contractor

Stage	Engagement mechanism	Responsibility
Pre-construction and early works, construction works	Provide oversight and monitoring role to ensure consultation activities are delivered in accordance with revised draft EIS requirements and relevant approval conditions, including engagement of an independent Community Relations Monitor as well as Community Liaison Officer/s.	ARTC and contractor
	Develop and maintain Inland Rail Skills Academy partnerships	ARTC
	Maintain communication between stakeholders and ARTC including: <ul style="list-style-type: none"> ▶ Provision of regular updates about the progress and status of the Project through the Inland Rail website ▶ Free call telephone line ▶ Reply-paid address for written correspondence from community members ▶ Maintain the Project's webpage, including feedback mechanisms and an enquiry facility ▶ Road/rail safety campaigns addressing the operations stage 	ARTC and contractor
	Cooperate with Traditional Owners in cultural heritage management and to optimise Indigenous employment and business outcomes	ARTC and contractor
	Provide and implement a Communication and Stakeholder Engagement Management Plan that: <ul style="list-style-type: none"> ▶ Demonstrates the ability to develop and maintain a proactive, collaborative and effective working relationship with the community, stakeholders and ARTC ▶ Complies with ARTC policies and procedures ▶ Includes a communication control plan for key proposed construction sites along the alignment ▶ Details business engagement mechanisms ▶ Describes the process for identifying and establish community initiatives, partnerships and legacy proposals 	ARTC and contractor
	Establish and implement a complaints and enquiries process that is consistent with ARTC's Complaint Management Handling Procedure. The contractor will promote the availability of its complaints management system, receive complaints, report all complaints to ARTC and be responsible for resolving complaints that relate to Project construction. ARTC will maintain and promote the availability of its Complaints Handling Management Procedure.	Contractor with ARTC
	Establish and implement communication and information strategies about the construction program and activities including: <ul style="list-style-type: none"> ▶ Email addresses to ensure community members have direct access to the Project team ▶ Notification letters and/or email updates ▶ Public notices ▶ Factsheets addressing specific works, impacts or changes to conditions ▶ Website and SMS updates ▶ Provide and promote contact details for availability of a Project representative by phone 24/7 	Contractor with ARTC
	Implement community engagement strategies including: <ul style="list-style-type: none"> ▶ Training for on-the-ground workforce in community engagement protocols and requirements ▶ Day-to-day stakeholder liaison relating to construction activities and management of environmental impacts, including notifications landowners and public notices ▶ Meetings with councils and other stakeholders with respect to implementation of agreed management measures ▶ Engagement with community members, community organisations and councils to implement community initiatives, partnerships and legacy proposals ▶ Partnerships as agreed with the relevant stakeholders (e.g. community organisations and training providers) ▶ Business engagement ▶ Road-rail safety campaigns addressing the construction works stage 	Contractor with ARTC
	Documentation of stakeholder interactions and identification of issues to be addressed as part of implementing the Project's environmental management strategies	Contractor and ARTC

Stage	Engagement mechanism	Responsibility
Operations	ARTC will manage relationships with key stakeholders, such as councils and community members with regard to road+-rail interfaces, where required, and management of complaints regarding operational impacts such as railway noise.	ARTC
	ARTC will maintain engagement with QPS, QFES and QAS with respect to emergency response protocols and response readiness.	ARTC
	ARTC will develop and implement a Community and Stakeholder Engagement Management Plan for the first three years of operation, subject to review.	

Community Relations Monitor

ARTC will engage an independent, appropriately skilled and experienced entity to act as the Community Relations Monitor for the duration of the construction works stage to:

- ▶ Review and provide advice to the Environmental Monitor on the Stakeholder and Community Engagement Management Plan (including the Complaints Management System)
- ▶ Provide advice to the Environmental Monitor in relation to complaints, community engagement and consultation on mitigation management measures
- ▶ Be available to members of the community in accordance with the Community and Stakeholder Engagement Management Plan.

The Community Relations Monitor's responsibilities are described in Chapter 24: Draft Outline Environmental Management Plan and include:

- ▶ Prepare and provide periodic reports to the Environmental Monitor on community issues emerging from the construction and commissioning activities in relation to any approval conditions, the CEMP, complaints, monitoring and community relations
- ▶ Communicate with ARTC and the Environmental Monitor with regard to any approval conditions, the CEMP, the SIMP, community consultation strategies and community concerns
- ▶ Review complaints procedures and the resolution of complaints and corrective action reporting to assess performance of the contractor's implementation of the SIMP and CEMP
- ▶ Facilitate discussions between the ARTC, the contractor and affected entities about mitigation measures, as required by either the ARTC or the affected entity
- ▶ Provide advice to the Environmental Monitor in relation to complaints.

Directly impacted landowners and key stakeholder consultation

ARTC will undertake ongoing engagement with directly impacted landowners, businesses and managers of community and educational facilities in the communities impacted by the Project, as the Project design develops. This engagement will confirm likely impacts and support refinement of management and mitigation strategies.

The detailed design and construction methodology accommodate the continuation of landowners' current property management activities and access across properties, where possible. Property-specific property treatments will be confirmed through engagement with property owners and may include any required adjustments to fencing, access, farm infrastructure or relocation of impacted structures, as required and if possible. When requested, the independent Community Relations Monitor will attend meetings between ARTC and directly impacted stakeholders on construction issues and potential mitigation measures.

Community Reference Group

ARTC will work with the contractor to establish a Project CRG during the detailed design stage. The CRG will replace the CCCs that have operated during the revised reference design and revised draft EIS development.

The CRG will meet regularly until completion of construction to provide timely, open advice about the Project, enable representations of community issues to ARTC, and facilitate community review of the effectiveness of SIMP measures. The CRG will:

- ▶ Provide a channel to inform communities about the construction works and operations stages of the Project
- ▶ Provide feedback to ARTC about construction planning, impacts and mitigation measures
- ▶ Receive updates on SIMP implementation at each CRG meeting, and on AMP implementation on a six-monthly basis, for their feedback
- ▶ Provide feedback on the effectiveness of community and stakeholder engagement measures, mitigation and enhancement measures
- ▶ Participate in annual SIMP reviews, and receive and provide feedback on annual SIMP reports
- ▶ Enable CRG members to participate in monitoring the effectiveness of social and environmental management measures (Section 17.6.7).

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

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

Community liaison/engagement staff

The contractor will provide community liaison/engagement staff during the construction works stage to:

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

Depending on the Community and Stakeholder Engagement Management Plan, one or more community liaison officer/s may be provided, which will be determined during the pre-construction and early works stage.

Contact details for the community liaison officer/s will be provided to all landowners adjacent to the Project footprint and as part of engagement with other residents and businesses, and will be made available to other community members through the Project's website and ARTC's other communication channels.

17.6.2.4 Engagement methods

This section describes key community and stakeholder engagement methods that the Project will implement during the detailed design and construction works stages.

Approach

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

- ▶ Implementation of a Community and Stakeholder Engagement Management Plan that ensures due consideration of all Project-related opportunities and concerns and maintains productive relationships and communication between ARTC inland Rail, the contractor, landowners, Traditional Owners and all levels of government
- ▶ Building a dialogue between landowners and ARTC about land access and acquisition processes
- ▶ Engagement with GRC and TRC on the Project schedule and progress, potential impacts and mitigation measures, and partnership opportunities to maximise social opportunities
- ▶ Establishment of a CRG to meet regularly with the purpose of providing timely, open advice, representation of community issues and concerns arising from the works throughout the construction works stage
- ▶ An annual 'Living in Place' survey to monitor change in community values or experiences of the local area, conducted by an independent specialist
- ▶ Providing support to stakeholders and communities that are facing change due to Inland Rail
- ▶ Enabling the involvement of vulnerable community members in Project engagement and social investment opportunities through targeted information to community groups, inclusive messaging and broadly accessible engagement opportunities
- ▶ Appointment of an independent Community Relations Monitor
- ▶ Maintaining communication mechanisms throughout the detailed design stage and construction works stage including a free-call number, email addresses to ensure the community has direct access to the Project team, a reply-paid address for written correspondence from the community, and the Project webpage, including feedback mechanisms and an enquiry facility
- ▶ Identifying emerging social issues that need to be addressed at the Project or Program level.

Section 17.6.2.5 outlines the detailed engagement actions that ARTC will undertake and/or require of its contractor during the detailed design and construction works stages. The Project's Community and Stakeholder Engagement Management Plan will be reviewed annually during construction, in consultation with GRC, TRC and the CRG, and updated as required.

ARTC will maintain a stakeholder register, building on the register developed during previous Project stages, to ensure regular and consistent engagement with stakeholders. Stakeholder interactions will be documented in order to monitor the success of engagement and identify issues to be addressed as part of implementing the Project's environmental management strategies.

Communication measures

Following Project evaluation, the Project will commence the detailed design stage. As shown in Table 17-36, ARTC and the contractor will engage with a wide range of stakeholders during this stage, to seek their views on the implementation of social impact management measures and inputs to the development of management plans, e.g. the AMP and Community Wellbeing Plan.

The Project will also initiate community and stakeholder engagement measures during the detailed design stage that will be utilised throughout the construction works stage.

The proposed communication tools and activities to be utilised throughout the detailed design and construction works stages include:

- ▶ Provision of regular updates about the progress and status of the Project through the Inland Rail website
- ▶ A free-call telephone line
- ▶ Factsheets addressing specific works, impacts or changes to conditions
- ▶ Stakeholder meetings and briefings as detailed in Table 17-36
- ▶ Notification letters and/or SMS/email updates prior to piling and blasting, disruption of residential, business or public access, disruption of utility services, road closures and diversions, or modification of pedestrian routes, cycleways, train stations and bus stops
- ▶ Public notices regarding, e.g. changes to traffic conditions and high impact work or work packages, based on predictive noise, dust and/or vibration modelling
- ▶ Community liaison/engagement staff to provide information about the Project and links to support services where required
- ▶ The availability of a Project representative by phone 24/7 to enable immediate communication with the Project if residents are experiencing unexpected impacts
- ▶ A travel demand management awareness campaign to inform the public on the proposed construction activities and potential effects on local road network operation.

Complaints and feedback procedure

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

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

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

The Complaint Management Handling Procedure includes the following steps:

- ▶ **Acknowledge:** Upon receiving a complaint, ARTC staff will take reasonable steps to ensure that the complaint is properly understood and seek clarification or additional information from the complainant where required. ARTC will report the complaint and forward it to the relevant area for appropriate action or information. Where sufficient stakeholder contact details have been provided, all complaints will receive formal written acknowledgment of complaint receipt within two business days.
- ▶ **Assessment:** A preliminary assessment of the complaint is conducted to determine whether the complaint is one that ARTC can resolve, or needs to be referred to another appropriate agency or party (e.g. a local council or government agency).

- ▶ Planning: Complaints that are straightforward can often be resolved on first contact. If this is not the case and the complaint requires an investigation, a planning process will be undertaken to identify what is to be investigated, the steps involved in investigation, the remedy the complainant is seeking and other possible remedies.
- ▶ Investigation: ARTC will investigate the complaint, based on the principles of impartiality, confidentiality and transparency.
- ▶ Response: The progress of the complaint will be monitored and communicated to the complainant, until the outcome has been communicated to the complainant.
- ▶ Follow-up: Complainants will be offered the opportunity to seek review of how their complaint was handled and resolved. If a complainant is dissatisfied with an investigator's findings or decision, a review will be carried out by an ARTC officer who has not been involved in the matter. If the complainant is still dissatisfied with the outcome, they will be advised of independent review bodies or mediation mechanisms that are available.

ARTC's complaint management system for the Project will include:

- ▶ The capacity for community members to make enquiries or complaints on a 24-hour, 7-days-a-week basis during the construction works stage
- ▶ Promotion of the complaints procedure through direct information to people within 500 m of the Project's temporary footprint, the ARTC Inland Rail website, advertisements and newsletters
- ▶ A database to track complaints and actions taken in response to complaints, to support provision of information to the Community Relations Monitor about complaints and their resolution as well as regular reporting via the monthly environmental report
- ▶ Reasonable access by the community to the Community Relations Monitor.

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

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

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

17.6.2.5 Detailed community and stakeholder engagement measures

Table 17-36 details the stakeholder engagement measures and actions to be implemented during the Project's detailed design and construction works stages, structured according to five strategies targeting stakeholder groups:

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

The measures detailed in Table 17-36 will provide accessible engagement mechanisms to support adaptive management of social impacts, including:

- ▶ Land acquisition resulting in disturbance to the use of properties and displacement of residents, noting that DTMR's land acquisition process and compensation provisions under the *Acquisition of Land Act 1967* (AL Act) also address this impact
- ▶ Disruptions to the use of, or access to, private properties during construction, through engagement with directly impacted landowners and nearby residents on design and mitigation actions (also to Section 17.6.6.1)
- ▶ Anxiety and stress about the potential for the Project to affect local amenity or quality of life as the result of land acquisition, noise and/or visual amenity impacts, by enabling continuity of engagement and access to support if required (also refer to Section 17.6.5.2)

- ▶ Noise from track construction and traffic disruptions that may reduce enjoyment of homes' outdoor areas, with potential for effects on amenity and quality of life, noting that noise impacts will be managed in accordance with DTMR's Transport Noise Management CoP: Volume 2 (2023) and conditions of Project approval
- ▶ Impacts to local amenity and character due to noise and traffic delays, changes to the landscape and loss of structures that contribute to rural character, noting that landscape and visual amenity mitigation measures also address these impacts
- ▶ Concerns about property values, by communicating ARTC's commitments to environmental management and conditions of Project approval to local and regional community members, to reduce the likelihood of negative perceptions about the amenity of properties near the rail alignment
- ▶ Changes to movement patterns across the Project footprint, noting that grade-separated crossings and property-specific access provisions also address connectivity
- ▶ Ensuring that community members and other stakeholders have access to information and communication channels that help them understand the nature, duration and effect of Project works, and how to resolve issues if they arise.

Engagement measures supporting actions provided in other SIMP sub-plans are also noted in each action plan in Sections 17.6.3 to 17.6.6.

The social monitoring program for community and stakeholder engagement and for other sub-plans is provided in Table 17-41.

TABLE 17-36 COMMUNITY AND STAKEHOLDER ENGAGEMENT MEASURES

Impact/benefit	Stakeholders	Detailed design	Construction works
Strategy: Engagement with directly affected and adjacent landowners supports the effectiveness of management measures addressing impacts on their households and properties			
Land acquisition resulting in disruption of property use and/or amenity Impacts on property access, access to water or connectivity	Directly impacted landowners	<ul style="list-style-type: none"> ▶ ARTC will disseminate accurate, transparent and accessible information about the land acquisition process, Project impacts and Project's approval conditions via newsletters and the Project's website ▶ The Project will provide appropriate written information and assistance to directly impacted landowners during the land resumption process ▶ Based on the detailed design, ARTC and/or the contractor will meet with directly impacted landowners to confirm property-specific management measures including, as relevant, property access arrangements, noise mitigation, avoiding/minimising impacts on agricultural uses, and access and egress solutions across the rail corridor, ▶ ARTC and the contractor will consider landowners' feedback regarding impact mitigation in the development of the detailed design and CEMP ▶ In engaging with landowners who would have more than one lot affected by land acquisition, ARTC and the contractor will: <ul style="list-style-type: none"> ▶ Identify the area of direct impacts (land acquisition) and other potential impacts (e.g. severance of property infrastructure such as fences or water pipelines) on each lot individually ▶ Identify the impacts of land acquisition on connectivity or shared use of infrastructure between landowners' adjacent properties ▶ With the landowner, develop property-specific management plans (inclusive of each lot affected) that address impacts on individual lots as well as connectivity, fencing, and infrastructure shared between adjacent lots. ▶ ARTC will implement appropriate authorisation procedures and means of identification for personnel accessing private property ▶ Consultation will occur with the owners of affected properties to develop effective flood mitigation solutions and/or compensation agreements for increased flooding potential. 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ implement property-specific management measures agreed with directly impacted landowners during the detailed design process ▶ maintain regular liaison with landowners adjacent to the Project footprint (to schedules and via means to be agreed with landowners) to hear and respond to their concerns ▶ communicate the Project's land access protocols, construction hours, and commitments to the Workforce Code of Conduct to residents adjoining the temporary Project footprint ▶ initiate and maintain communication and co-operation with local landowners during flood alert and recovery periods to support readiness and cooperation ▶ implement a complaints management handling procedure that enables investigation and resolution of any complaints from nearby residents ▶ Laydown areas may be retained for legacy value to landowners

Impact/benefit	Stakeholders	Detailed design	Construction works
Land acquisition resulting in need to relocate Potential exacerbation of disadvantage Uncertainty and stress related to acquisition	Directly impacted landowners	<ul style="list-style-type: none"> ▶ Project staff will provide information and support for people who need to relocate as a result of land acquisition for the Project, including, where necessary, referral to Department of Housing support programs ▶ In consultation with the DD&WM PHN, Department of Housing, DTATSIPCA, GRC and TRC, ARTC will identify programs and organisations that can provide support services for directly affected households, if required, to support their relocation and adjustment to new circumstances, and provide funding for these services if it is required to provide these services 	<ul style="list-style-type: none"> ▶ ARTC will disseminate accurate, transparent and accessible information about the Project to the community, including information about EIS outcomes, Project approval conditions and environmental management measures, via newsletters and the Project's website, to increase confidence that amenity impacts will be minimised ▶ Landowners who are adjacent to the Project footprint will be engaged with to share information and identify any issues arising during construction that need refinement to environmental management measures
Impacts such as noise, dust or traffic increases affecting amenity near the Project footprint Concerns about property values Uncertainty and stress related to potential impacts on amenity (also health and wellbeing—mental health)	Landowners and residents adjacent to or near the temporary Project footprint	<ul style="list-style-type: none"> ▶ ARTC will establish the Community Reference Group following Project approval ▶ The contractor will engage with residents, business owners, the owners or managers of community, and educational facilities adjacent to and within 500 m of the temporary Project footprint, laydown areas and bridge construction sites via letter and individual means, as requested, to: <ul style="list-style-type: none"> ▶ provide advance warning of the construction schedule and sequence (e.g. how long specific activities will take), and any disruptions to access or services ▶ describe the nature and causes of noise and vibration ▶ advise on how long construction work will be heard or seen for each property ▶ identify any specific household concerns, e.g. the presence of children or seniors who may be affected by noise, dust or change to property access that need to be considered in implementation of environmental management measures ▶ ARTC and/or the contractor will engage with residents in Pittsworth, Yelarbon, Pampas, Southbrook and Brookstead to provide information to enable them to understand likely noise and vibration impacts, and how the Project will minimise impacts ▶ Direct communication will be established with the owners/residents of the properties within 2 km of the Whetstone MDC to discuss the noise mitigation measures to be put in place, and establish communication to enable resolution of any noise, dust or other complaints 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ establish and maintain consultation with potentially impacted communities, including monthly advance notices and updates prior to construction activities that may result in excessive noise generation and for blasting activities to all residents that could be affected, and regular (at least quarterly) updates to potentially impacted communities ▶ facilitate and promote access to Project information via a tele-interpretation service ▶ implement the measures detailed in the CEMP and incorporated plans to reduce the potential for impacts on amenity, i.e. Noise and Vibration Management Plan, Air Quality and Dust Management Plan, Traffic Management Plan and a Rehabilitation and Landscaping Management Plan for areas within the Project footprint that do not form part of the permanent works ▶ consult with businesses that are sensitive receptors for operational noise (such as GrainCorp) regarding noise mitigation measures, where triggered, including consideration of businesses' work health and safety requirements ▶ include Mount Kent Observatory in blasting notice stakeholder register ▶ provide 24-hour access to Project representatives to assist residents and landowners to resolve any unexpected issues that arise ▶ implement a complaints management handling procedure that enables investigation and resolution of any complaints from nearby residents regarding privacy breaches or workforce behaviour ▶ seek community feedback on the effectiveness of environmental management measures through the CRG.

Impact/benefit	Stakeholders	Detailed design	Construction works
Strategy: Enable community members to access information about the Project, its impacts and management measures, and provide feedback to the Project			
Impacts on the amenity and character of towns and rural areas due to construction activities	Residents and businesses in potentially impacted communities	<ul style="list-style-type: none"> ▶ ARTC will share information about the Project's approval conditions and environmental management measures with local communities, made available through local outlets (e.g. shops, local community websites and/or community organisations) and through the Project's website, to provide transparency about management of impacts ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ engage with the Yelarbon, Pittsworth and Brookstead communities and the respective regional councils to plan and initiate community projects to offset impacts on the amenity and character ▶ engage with community members in Yelarbon, Brookstead and Pittsworth, and with GRC and TRC, regarding design treatments that will lessen the impacts of noise barriers on town character ▶ consult with the Yelarbon community regarding their preferences for mitigation of impacts on non-Indigenous cultural heritage structures, or remnants of structures, and incorporate their feedback in the development of the CEMP and Community Wellbeing Plan as appropriate ▶ Consult with Yelarbon stakeholders (community members, business owners and GRC) regarding the design for a noise wall in Yelarbon, with the objective to preserve visibility of the silo, and the current noise wall design minimising the potential for impacts on views to the silo artwork ▶ Enable the involvement of vulnerable community members in Project engagement—encouraging and supporting the participation of Indigenous community members, local seniors, young people, people with disability and migrants in Project engagement, through targeted information to community groups and networks, inclusive messaging and broadly accessible engagement opportunities ▶ Update the Project's webpage and other locally available communication materials to include SIMP, quarterly construction updates and SIMP monitoring reports ▶ Implement a complaints management system, including reporting provisions to be continued throughout the construction works stage ▶ ARTC will implement the ARTC Complaint Management Handling Procedure 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ provide accessible information about the Project's impacts and mitigation measures, engagement process and complaints process to members of potentially impacted communities, through online and print methods, made available through local outlets (e.g. shops, local community websites and/or community organisations) ▶ develop and implement communication action plans for specific works that will impact the community and stakeholders, outlining the scope of the works, expected impacts, impacted stakeholders, communication and engagement activities and timing of those activities, along with contact details for Project representatives, in the event that unacceptable impacts are experienced ▶ implement the measures detailed in the CEMP and associated Plans to reduce the potential for impacts on amenity (as noted above) ▶ maintain regular communication with directly impacted landowners, adjacent landowners, potentially impacted communities, GRC and TRC regarding the construction schedule, impacts that may be experienced (e.g. noise or traffic disruption) and how the Project is mitigating impacts, road safety measures, and how to communicate with the Project and the contractor ▶ respond to public requests, enquiries and complaints ▶ facilitate and promote access to Project information via a tele-interpretation service ▶ implement community projects to offset impacts on the amenity and character of Yelarbon and Brookstead, and as agreed as part of the Community Wellbeing Plan (Section 17.6.5.1) ▶ ARTC will: <ul style="list-style-type: none"> ▶ maintain the availability of information about conditions of Project approval, and ARTC's compliance with conditions, to local and regional community members, to reduce the likelihood of negative perceptions about the amenity of properties in or near the Project footprint ▶ update the Project's webpage and other locally available communication materials to include the CEMP, SIMP and quarterly construction updates, including detailed explanations of upcoming activities, workforce ramp-up and stakeholder engagement mechanisms, and annual SIMP monitoring reports (when available) ▶ maintain implementation of the ARTC Complaints Management Handling Procedure

Impact/benefit	Stakeholders	Detailed design	Construction works
<p>Disruptions to the traffic network and increased travel times (construction)</p> <p>Periodic disruptions to traffic at level crossings (operation)</p>	Residents and businesses in potentially impacted communities	<ul style="list-style-type: none"> ▶ The contractor will: <ul style="list-style-type: none"> ▶ consult with DTMR, QPS, GRC and TRC in developing and implementing a RUMP, in accordance with DTMR requirements, to identify, where required, appropriate traffic and transport management strategies for the use of roads during Project construction ▶ develop and implement a Traffic Management Plan, including temporary traffic management strategies (e.g. road signs stipulating reduced speed limits and consideration of school bus routes) ▶ ARTC or the contractor will consult with GRC, TRC, the Department of Resources and stakeholders such as AgForce to confirm the effectiveness of the proposed infrastructure for level crossings on stock routes 	<ul style="list-style-type: none"> ▶ Where they interact with public roads, bridge construction sites would be subject to traffic management and temporary works restrictions to ensure traffic safety. ▶ The contractor will: <ul style="list-style-type: none"> ▶ implement the RUMP and Traffic management Plan ▶ provide a travel demand management awareness campaign to inform the public on the proposed construction activities and potential effect on local road network operation ▶ provide ongoing driver and community safety education with respect to construction ▶ provide regular newsletter, website updates and fact sheets including information about construction activities, impacts and management measures, and disruptions to the traffic network ▶ Include public transport operators, school bus operators, general road users and active travellers in communication strategies about the potential effects of construction activities on road, pedestrian and cycle network operations, prior to the commencement of relevant works ▶ ARTC will develop and implement a driver and community safety education campaign addressing rail operation ▶ ARTC will make information about the 'Call Train Control Process' (applicable to stock route interfaces with the Project corridor) available through TRC, GRC and AgForce, and through ARTC's website ▶ ARTC will request GRC and TRC to provide access to information about the 'Call Train Control Process' as part of their travelling stock permitting processes
Impacts on community cohesion and community resilience (<i>also community wellbeing</i>)	Residents and businesses in potentially impacted communities, TRC, GRC and community organisations	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will conduct meetings or workshops with the Yelarbon, Millmerran, Inglewood, Pittsworth, Brookstead, Gowrie and Southbrook communities to identify and develop programs that increase opportunities for community participation, for cooperation/support as part of the Community Wellbeing Plan ▶ ARTC will: <ul style="list-style-type: none"> ▶ establish the CRG to provide timely, open advice about the Project, enable representations of community issues to ARTC and facilitate community review of the effectiveness of SIMP measures ▶ promote the Project's communication channels, engagement mechanisms and complaints process to members of potentially impacted communities 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ maintain the operation of CRG/s throughout the construction works stage ▶ provide regular (at least quarterly) updates to potentially impacted communities, e.g. through fact sheets and newsletters ▶ continue engagement as part of partnerships and funding arrangements with the leaders or managers of community and council initiatives ▶ respond to public requests, enquiries and complaints ▶ facilitate and promote access to Project information via a tele-interpretation service ▶ Refer also Table 17-39

Impact/benefit	Stakeholders	Detailed design	Construction works
Strategy: Engage with businesses that may be negatively affected, to optimise and monitor impact management measures, and optimise local benefits from Project supply arrangements			
Impacts on tourism businesses, e.g. reduced visitation due to construction activities (also <i>local business and industry—impacts on tourism businesses</i>)	Tourism business and related businesses footprint and in potentially impacted communities	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ consult with local Chambers of Commerce, tourism associations and tourism service providers to explain management measures regarding amenity, road connections, and supply chain development, and seek feedback ▶ work with local Chambers of Commerce, TSBE, Southern Queensland Country Tourism, and the Goondiwindi and Toowoomba regional councils to develop a strategy to ensure that any potential impacts on tourism visitation are mitigated through support for tourism marketing campaigns targeting potentially impacted communities, and/or other projects agreed with stakeholders. 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will support the implementation of tourism marketing campaigns targeting potentially impacted communities and/or other related projects agreed with stakeholders during the detailed design stage.
Impacts on agricultural businesses (also <i>local business and industry</i>)	Agricultural businesses	<ul style="list-style-type: none"> ▶ Based on the detailed design, ARTC and/or the contractor will meet with directly impacted landowners to confirm property-specific management measures including, as relevant, property access arrangements, noise mitigation, avoiding/minimising impacts on agricultural uses, and access and egress solutions across the rail corridor 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will maintain engagement with landowners and other business owners adjacent to the Project footprint (at least quarterly during the first year of construction or as agreed with landowners) to monitor the effectiveness of environmental and social impact management, and support identification and implementation of any corrective actions required
Impacts on businesses' amenity	Agricultural and town centre business owners	<ul style="list-style-type: none"> ▶ Based on the detailed design, ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ engage with businesses that may experience noise exceedances, dust or disruptions to access, to develop and implement mitigation measures to reduce impacts ▶ develop agreements with the owners of properties on which borrow pits would be located, including consideration of the amenity of other sensitive receptors and potential for increased traffic on rural roads ▶ Meet with DAF to assist them to plan for maintenance of timber supply, access for bushfire management and forestry haul routes, and lessee requirements ▶ Consult with DAF and QBA regarding maintenance of honey producers' access to the State forest, while Project construction is active in the Bringalily and Whetstone State Forests 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will provide regular Project updates that forecast road works, road realignments and closures, and explain alternative routes to enable businesses to plan their travel to minimise disruptions ▶ ARTC and/or the contractor will maintain and promote its complaints management procedure throughout construction to enable efficient and effective responses to issues raised by businesses

Impact/benefit	Stakeholders	Detailed design	Construction works
Opportunities to supply the Project (also Section 17.6.6.3)	Construction, service and retail businesses in the SIA study area	<p>▶ ARTC and/or the contractor will:</p> <ul style="list-style-type: none"> ▶ engage with local businesses, TSBE, chambers of commerce, and DSDILGP and DESBT to discuss existing skills availability and gaps in local business capability to work with major projects, to refine capability-building programs ▶ continue to engage with DSDILGP, TSBE, Industry Capability Network and Chambers of Commerce to identify opportunities for collaboration regarding business capability development programs aimed at preparing small-medium businesses in the Study Area to supply to major projects ▶ provide a clear and efficient process for businesses to source information about the Project and potential supply opportunities, and to register their interest in Project supply through a single supplier registration portal ▶ provide access to business briefings for residents of Goondiwindi, Yelarbon, Inglewood, Pittsworth, Millmerran and Toowoomba, to promote supply opportunities and provide information about how to engage with major contractors ▶ engage with businesses in Yelarbon, Inglewood and Millmerran to enable them to gauge the need to diversify their offering to benefit from proximity to non-resident workforce accommodation facilities ▶ communicate pre-qualification requirements to businesses in the Goondiwindi and Toowoomba LGAs ▶ in consultation with Social Traders, Queensland Social Enterprise Council, Supply Nation and other applicable supplier advocate bodies, identify and encourage the participation of social enterprises in business capability-building programs ▶ require the non-local workforce accommodation facility provider to engage with the GRC, TRC and local employment agencies regarding the communication and filling of employment opportunities in the accommodation facility. 	<p>▶ ARTC and/or the contractor will:</p> <ul style="list-style-type: none"> ▶ provide regular briefings/procurement nights (at least annually) to businesses in Goondiwindi, Yelarbon, Inglewood, Pittsworth, Millmerran and Toowoomba regarding Project construction supply opportunities ▶ maintain a clear and efficient process for businesses to seek information about the Project potential supply opportunities, and register their interest to supply through a single supplier registration portal ▶ maintain procurement portals throughout the construction works stage.

Impact/benefit	Stakeholders	Detailed design	Construction works
Strategy: Engage with Traditional Owners and Indigenous community members to support cultural heritage management, and enable their access to Project employment and business supply opportunities			
Cumulative impacts on cultural landscapes	Traditional Owners and Indigenous community members	<ul style="list-style-type: none"> ▶ ARTC will: <ul style="list-style-type: none"> ▶ implement the existing Statement of Commitment with BNTAC ▶ in consultation with Aboriginal parties, consider naming Project components after Aboriginal people or with Aboriginal words for relevant places ▶ enable meetings between Traditional Owner groups and the contractor to discuss employment, training and business strategies ▶ cooperate with Traditional Owners and other Aboriginal parties and organisations, and the contractor, to develop cultural heritage awareness actions ▶ cooperate with BNTAC to explore options for use of BNTAC's facility near Millmerran, which may include ARTC use of the facility 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ fulfill their obligations under the <i>Aboriginal Cultural Heritage Act</i> (Qld) and other relevant legislation ▶ in cooperation with Traditional Owners, provide cultural heritage awareness training to Project personnel to support their understanding of the importance of cultural heritage and the cultural landscape ▶ continue cultural awareness tours with Traditional Owners for Project team members ▶ continue to engage with Traditional Owners regarding potential for business supply opportunities in construction and rehabilitation works
	Traditional Owners	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will consult with affected Traditional Owners (including with BNTAC) to develop appropriate landscape design treatments such as in the vicinity of Rainbow Reserve 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will implement the management measures agreed with BNTAC with respect to cultural values and places of significance
Strategy: Engage with Council and government agencies to confirm and implement management measures for impacts on community facilities, amenity, sense of place and community cohesion			
Changes to connectivity and traffic safety	GRC, TRC and DTMR, Dept of Education, school bus operators	<ul style="list-style-type: none"> ▶ Provision of pedestrian access across the rail line as part of the Project's detailed design ▶ The contractor will: <ul style="list-style-type: none"> ▶ continue consultation with local council/DTMR and asset owners to ensure road safety concerns and road network management issues are addressed as part of the RUMP and/or Traffic Management Plan ▶ when the detailed design, including road network changes and construction traffic routes, is confirmed with DTMR and the two councils, ARTC and/or the contractor will confirm the relevant school bus operators with Department of Education/DTMR and consult school bus operators about measures to be included in the Construction Traffic Management Plan, e.g. limitation of construction traffic on school bus routes during morning and afternoon peak usage periods ▶ consult with DTMR and GRC/TRC, as relevant, regarding temporary road access requirements, to identify measures to reduce any impacts on event participants 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ maintain engagement with all schools, community facilities and school bus operators in potentially impacted communities regarding the construction program, road closures and roadwork ▶ provide regular updates to health and emergency service providers about construction activities, the construction schedule, and construction personnel numbers ▶ prior to operation, ARTC will provide access to information to local communities regarding average wait times at level crossings and road safety in relation to rail operation

Impact/benefit	Stakeholders	Detailed design	Construction works
Impacts on amenity and local character, affecting sense of place (also Section 17.6.5)	GRC, TRC, DTATSIPCA, Queensland Health, QPS and Department of Education	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ meet with GRC and TRC to discuss potential impacts on the amenity of towns and progress partnership opportunities and community initiatives which will offset impacts on the amenity of Yelarbon, Southbrook, Inglewood, Pittsworth and Millmerran, for incorporation in the Community Wellbeing Plan (Section 17.6.5) ▶ Consult GRC, TRC, Department of Housing, DTATSIPCA, Queensland Health and QPS regarding the scope and management measures to be provided in the AMP ▶ continue engagement with Department of Education to confirm and implement management measures agreed with Department of Education and Yelarbon, Brookstead and Southbrook Central State Schools 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ implement the measures detailed in the CEMP and associated management plans (noise and vibration, air quality and traffic management) to reduce the potential for impacts on amenity ▶ Implement the initiatives agreed as part of the Community Wellbeing Plan to offset impacts on local character ▶ Maintain a Complaints Management Procedure to identify and remediate unanticipated impacts (e.g. noise or dust) on amenity

17.6.2.6 Community and stakeholder engagement during operation

As noted in Section 17.6.1.4, upon the completion of the construction works stage, the Project will be commissioned as part of the Inland Rail network. Before the completion of the construction works stage, ARTC and/or its contractor will develop community and stakeholder engagement strategies for the first three years of operation, in accordance with ARTC's Community Engagement Policy and Principles, and established practices for:

- ▶ Advice to community members and stakeholders that the railway will be operational, including the timing for operation of major components
- ▶ Communication and co-operation with landowners and residents who are adjacent to the rail network or who may experience impacts such as noise or vibration
- ▶ Noise management
- ▶ Travel safety awareness
- ▶ Engagement with QPS, QAS and QFES with respect to emergency response protocols and response readiness
- ▶ Promotion of operational employment and supply opportunities to local and regional residents
- ▶ Community updates on maintenance and track works
- ▶ Emergency services access to a timetable of train movements
- ▶ Complaints and feedback management.

ARTC will manage relationships with key local stakeholders such as councils and community members with regard to road–rail interfaces, where required, and manage complaints regarding operational impacts such as railway noise. If complaints indicate that a particular section of the rail line or a specific freight rail service is contributing to unacceptable levels of noise or dust, or safety concerns, ARTC will investigate and implement measures to address any legitimate complaints. To address any residual impacts associated with rail noise levels remaining above noise objectives, the Project may need to consider supplementing mitigation such as railway noise barriers with additional at-property treatments. This will be determined by ARTC on a case-by-case basis. Any need for monitoring of noise levels would be undertaken as part of ARTC's established environmental management and complaints management procedures.

As noted in Section 17.6.1.4, the Community and Stakeholder Engagement Management Plan for operation will be reviewed annually during the first three years of operation, with any need for specific stakeholder engagement strategies beyond three years to be determined in consultation with the Coordinator-General.

17.6.3 Workforce management

The Project's construction stage offers the opportunity for employment of up to 900 people at peak, and an average of approximately 383 personnel throughout the construction period. The size and composition of the workforce will vary depending on the construction activities being undertaken and the staging strategy adopted. Employment opportunities will be available for professional staff and supervisors, trades workers and plant operators, earthworks crews, bridge structure teams, capping and track-works crews, safety and signalling systems installation crews, fencers, and labourers. Employment opportunities are also associated with the operation of the non-resident workforce accommodation facilities.

One of ARTC's primary aims is to maximise employment opportunities for residents within the SIA study area by:

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

ARTC's strategies to maximise local and Indigenous participation in the Project workforce include:

- ▶ Analysis—a partnership with CSQ to identify skill shortages in the SIA study area and support the Inland Rail Skills Academy and contractor to develop locally applicable training pathways, with other training partners
- ▶ Training and education—the Inland Rail Skills Academy provides the framework for access to relevant training for residents in the SIA study area, including access to online rail training programs, scholarships and SQW programs that provide training to people who are under-utilised or under-employed in the labour market
- ▶ Business capability development—based on assessment of local skills availability, delivery of capability development programs for local and Indigenous businesses through Inland Rail Skills Academy partnerships with DSDILGP and DITRDCA (noting that discussions with DSDILGP and DITRDCA are ongoing)
- ▶ Communication—sharing information about Project opportunities with local businesses that employ local people through supplier registration portals and contractor webpages, industry/supplier briefings and supplier guides and factsheets
- ▶ Contract requirements—inclusion of local employment targets, activities and criteria in construction contracts, and requirements relating to local training and employment opportunities as described in Section 17.6.3.1.

This sub-plan describes how ARTC will maximise training and employment for residents in the SIA study area, manage the potential for impacts on other industries, and support workforce wellbeing.

The contractor will be required to provide a Workforce Management Plan that addresses ARTC's requirements, as detailed below, and the management measures provided in Section 17.6.3.2, for ARTC approval.

17.6.3.1 Local and Indigenous employment

ARTC is committed to ensuring that SIA study area residents will benefit from employment in the Project's construction, including residents who have the relevant skills and experience to take up employment opportunities, and those who will gain skills as part of Inland Rail Skills Academy initiatives or through on-the-job training.

To maximise the Project's benefits in the SIA study area, ARTC has adopted the following hierarchy for workforce and industry participation:

- ▶ Study Area: the Goondiwindi and Toowoomba LGAs through that the Project directly passes
- ▶ Region: LGAs outside the SIA study area, but within 125 km radius of the Project
- ▶ Rest of Queensland: all of the State of Queensland other than the Study Area and region
- ▶ Rest of Australia: All of Australia other than Queensland.

To optimise local and Indigenous employment, the Project's procurement process for the construction contract enabled competitive negotiation of local employment targets and procurement targets, scoring contractors' local and Indigenous labour strategies in the tender assessment criteria, and incentivising the contractors to maximise local benefits. The Project will underpin its planning with the minimum participation targets set by related Commonwealth and Queensland policy. The Project will drive outcomes toward aspirational or incentivised targets with contractors to exceed these minimum benchmarks. The Project's contractual negotiations will remain commercial in confidence.

Where policy benchmarks do not exist, minimum targets have been set with consideration for baseline labour conditions, likely cumulative demand and competition for roles or supply at the time of Project construction, and with respect for input from key stakeholder consultation.

Minimum benchmarks for the construction works stage include:

- ▶ A local employment target of 15.0 per cent (local definition includes the Toowoomba and Goondiwindi LGAs)
- ▶ An Indigenous employment participation target of 4.0 per cent
- ▶ An 11.0 per cent female participation target
- ▶ Workforce training target will exceed the 15.0 per cent core requirement set by the Queensland Government's building and construction training.

ARTC will work with the contractor to orient them to SIMP requirements, and in the development of local and Indigenous employment plans and training plans, including targets for local and Indigenous participation.

The proportion of personnel to be drawn from the SIA study area will be determined by the contractor based on the availability of personnel across the range of occupations and trades required prior to construction commencing, and according to the specific skills and trades required at different stages of the construction program, relative to their local availability. It is likely the percentages of local personnel will vary between LGAs, recognising that the Toowoomba LGA has a much larger labour pool than Goondiwindi LGA, and acknowledging GRC's concern about labour draw.

ARTC will monitor the contractor's progress towards employment targets. This will include quarterly monitoring of the number of local and Indigenous people from the SIA study area that are employed in construction, in line with targets, and reporting on outcomes as part of SIMP reporting. The contractor will be required to report on employment and procurement outcomes quarterly, to be shared publicly and support further SIMP reporting requirements.

ARTC will also require its non-resident workforce accommodation provider to liaise with TRC, GRC and employment agencies in the SIA study area regarding employment opportunities available in the accommodation facility.

ARTC and its contractor will use multiple platforms to advertise and promote training and employment opportunities to local and regional residents, including community forums, newsletters, Inland Rail website, local training providers, engagement with Traditional Owner groups, Aboriginal Employment Strategy and the Clontarf Foundation. Indigenous businesses are an important source of employment for Indigenous people, and will be encouraged and supported to participate in the Project's supply chain, as discussed in 17.6.6.3.

On TRC's suggestion, ARTC has initiated engagement with the Effective Pathways for Sustainable Migrant Employment Working Group to enable the group to understand Project opportunities and establish a point of contact for further engagement. In the interim, before Project evaluation, ARTC agreed to organise a meeting between TRC representatives and the contractors, once onboarded, to discuss local employment opportunities.

There is the potential for people from local communities to gain employment in Project operation. Actions initiated during the construction works stage will address development of capacity of the local and regional workforce for employment in the operations stage. Management of the Project's operational workforce will be in accordance with ARTC's established training and employment strategies.

17.6.3.2 Training and development

The SIA has identified established strengths in major project construction within the labour force and businesses in the SIA study area, but also the possibility of skills shortages. To address skills shortages and leave a positive legacy of increased workforce skills and capacity, ARTC and its contractor will implement training and development strategies as described below.

Inland Rail Skills Academy

ARTC has established the Inland Rail Skills Academy to facilitate local employment and procurement opportunities. The Inland Rail Skills Academy comprises four pillars:

- ▶ Education: STEM and trades education in schools and university scholarships into Inland Rail related professions, e.g. engineering, project management
- ▶ Skills and training: apprenticeships and traineeships and gaining industry accreditation to support employment into Inland Rail projects as well as other major regional industries
- ▶ Business capability building: for small-to-medium enterprises to understand and meet major projects' supply chain requirements, and enhance the value proposition of local business chambers and business groups
- ▶ Inland Rail staff training and inductions: opportunities for staff to increase skills in a range of areas, including safety and sustainability.

ARTC engaged with economic development staff at GRC and TRC to ensure that Inland Rail Skills Academy initiatives are aligned with the priorities identified by councils in their engagement with local communities and businesses as part of RSIS development. This has resulted in a focus on cross-industry skills training, e.g. equipping experienced agricultural workers with skills that are relevant to both the construction and agricultural industries, including certification that will increase their job opportunities. TRC has also identified the need for a focus on skills training for young people (to be delivered as part of Inland Rail Skills Academy programs) and refugees and migrants in the Toowoomba LGA, which could be delivered as part of either the Inland Rail Skills Academy or the contractor's workforce training plan.

ARTC also cooperated with councils to submit SQW applications for skills development programs, including: an application with GRC to provide a free training program for a group of local residents to gain competencies ('tickets') in plant operation, with a particular focus on cross-skilling relevant to local agriculture, construction and manufacturing industries; a second application with GRC to provide land management skills; and two applications with TRC to implement an Energy Skills Queensland/CERT 'Career Start Rail Skills' Program. None of these applications have been funded under SQW to date. Advice received from DESBT indicates that funding is unlikely until after evaluation of the Project. ARTC continues to provide letters of support for SQW applications, pending Project evaluation.

Training opportunities provided as part of the Inland Rail Skills Academy will strengthen workforce capacity for both Project construction and Project operation. Inland Rail Skills Academy's initiatives that have been implemented or are in progress in the SIA study area include:

- ▶ A Memorandum of Understanding with CSQ, to provide information and advice on skills shortages to ARTC, work with ARTC to broker and enable training responses to address identified shortages, provide information to job seekers and employers, develop introductory trade-readiness courses, and facilitate subsidised access to training, traineeships and apprenticeship in the building and construction industry, in partnership with Registered Training Organisations
- ▶ Meeting with CSQ regularly regarding collaboration opportunities, and to ensure that training and capacity development programs being developed with CSQ include support for skills development outcomes undertaken by contractors
- ▶ Support for CSQ and Aboriginal Employment Strategy to deliver an Indigenous Skills Program in Toowoomba to provide civil construction skills orientation
- ▶ Partnership with USQ to offer scholarships that were only available to applicants located in communities along the Inland Rail alignment in Queensland. ARTC has awarded seven scholarships to USQ students (including three to students from the SIA study area) valued at up to \$20,000 each, supporting students by providing opportunities to graduate into careers that add value to their local regions. Scholarship students also receive invaluable support from USQ. Discussions with USQ regarding further initiatives focusing on rail industry skills development programs are pending

- ▶ 'Grand Opportunities - Virtual Work Experience' offered to all high school students along the Inland Rail alignment, with six workshops (commencing in May 2021) developed to showcase Inland Rail's business case, professions, education pathways, and the opportunity for students to consider a related 'real-world' problem and develop a micro credential. This included a monthly webinar where industry professionals (from Inland Rail and other organisations) participated in a question-and-answer session with high school students, which continued into the first half of 2022
- ▶ Partnership with University of Newcastle to deliver a STEM on Track education program in primary and high schools along the Project alignment
- ▶ Partnership with the Clontarf Foundation (supporting academies based in Toowoomba and Goondiwindi) to deliver educational and life-skills programs for young Aboriginal and Torres Strait Islander male students to help equip them for employment
- ▶ Partnership with GRC to facilitate provision of a local employment roadmap and local employment portal for Goondiwindi LGA, to increase the awareness of job and lifestyle opportunities in the Goondiwindi LGA, including those that will be available through Inland Rail, and attract skilled workers to the region
- ▶ Core samples and data created by the Project's geotechnical team have been filmed as an educational resource for primary, secondary and tertiary students, and geotechnical data has been shared with USQ for research purposes, available to schools and universities near the Inland Rail corridor on a preferential basis
- ▶ Business capability-building programs as described in Section 17.6.6.

ARTC will also extend its previous scholarship program, to focus on relevant discipline areas with regional universities (e.g. USQ).

ARTC will support development and roll out of an apprenticeship program for the Project, with a focus on priority cohorts including people with disability, migrants, women returning to work, ex-offenders.

ARTC will also continue to support local events to encourage women into trades and frontline construction roles.

Following Project evaluation, the Inland Rail Skills Academy will also cooperate with Department of Education, local high schools and training providers to further develop training pathways for employment in Project construction and operation.

ARTC intends to commission an organisation (such as a university or recognised evaluation service provider) following evaluation of the final EIS, to document, assess and evaluate the partnerships and activities undertaken as part of the Inland Rail Skills Academy.

Contractors' training program

Following Project evaluation, and where an approval is given, the contractor will implement a program for apprenticeships, traineeships and facilitation of industry accreditation to support employment into Inland Rail projects and other major regional industries. ARTC will consider the *Queensland Government Building and Construction Training Policy* (Queensland Government, 2014) when assessing training targets and strategies proposed by contractors. The Policy includes a core requirement that a minimum of 15.0 per cent of the total labour hours on eligible projects is to be undertaken by apprentices and/or trainees and through other workforce training. The Project's workforce training target will exceed the 15.0 per cent core requirement set by the Queensland Government's building and construction training.

During the construction period, the contractor will be required to report to ARTC on the delivery and outcomes of training strategies and goals.

Operation

Training programs focused on developing skills in rail operation and working in a rail corridor will be commenced during the construction works stage in readiness for Inland Rail's operation.

ARTC is working with the Australasian Railway Association on addressing skill shortages in the rail industry as a whole. There is also potential for a partnership with QR to access experienced rail operators and maintenance staff as trainers in the SIA study area, which will be further discussed with QR after the Project evaluation is completed.

17.6.3.3 Indigenous training and development

ARTC's approach to training and development opportunities for Indigenous people include:

- ▶ Working with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs to improve local capacity where this is needed
- ▶ Working with schools and training providers to provide appropriate training for Indigenous people
- ▶ Working closely with the Indigenous community to strengthen community members' capacity for employment, encourage applications and increase the number of Indigenous people applying for Project-related jobs
- ▶ Providing a workplace that is inclusive and values the contributions of Aboriginal and Torres Strait Islander employees.

As noted in Section 17.5.2.2, the minimum Indigenous employment participation target referred to in the Commonwealth Indigenous Procurement Policy's organisation-based requirements is at least 3.0 per cent of the FTE Australian-based workforce of the contractor must be Indigenous Australians, on average over the initial term of the contract (Australian Government, 2015). The Project will aspire to a target of 4.0 per cent Indigenous employment, acknowledging feedback received from local Indigenous groups expressing employment aspirations above this benchmark, and will work on tailored strategies to increase participation outcomes reflecting these expressed aspirations.

ARTC's Indigenous Participation Plan provides a framework for Indigenous participation on employment and business supply to the Project. Actions specified with respect to Indigenous employment and training include:

- ▶ Working in Project planning stages to understand the opportunities that will come from Inland Rail and the capacity of local Indigenous communities to take up these opportunities
- ▶ With BNTAC and DTATSIPCA, developing an understanding of the Indigenous business profile in the SIA study area
- ▶ Providing information and access to support in a range of formats, including the Inland Rail website, industry and employment events and a network of regional and project offices to broaden Indigenous people's access to Project employment and business opportunities
- ▶ Working with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs to improve local capacity where this is needed, and link training and development programs with other projects and local industries to provide the greatest regional benefit.

ARTC has agreed a Statement of Commitment with BNTAC, which includes reference to participation in Project employment and the supply chain. ARTC's Memorandum of Understanding with CSQ includes a specific focus on training programs targeted towards Indigenous jobseekers.

ARTC has also entered a two-year partnership with Clontarf Foundation, which aims to improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Island men. The Clontarf Foundation's Academies include one located in Goondiwindi and three located in Toowoomba and are an integral part of their host schools, establishing a separate space for Indigenous students. The partnership will:

- ▶ Connect Clontarf students to Inland Rail training programs that support upskilling, training, STEM awareness and connection to contractors for potential employment opportunities
- ▶ Investigate school-based traineeships and apprenticeships, work experience opportunities and site visits.
- ▶ Build relationships between the Clontarf Foundation and ARTC, including cultural awareness and intergenerational support between Clontarf students and Inland Rail staff.

The contractor will undertake engagement with Traditional Owners, to optimise the number of Indigenous people employed by the Project, and meet the training and employment targets agreed with ARTC.

17.6.3.4 Impacts on employment in other industries

There is potential for land acquisition to affect the productivity of agricultural businesses and therefore access to employment on farms. Measures to minimise impacts on agricultural employment include:

- ▶ Refining the reference design to minimise impacts on feedlots, poultry farms, piggeries' and GrainCorp sites
- ▶ Engagement with landowners to understand their needs regarding farm access routes, access to farm infrastructure, connectivity, the movement of large machinery across the rail corridor and water access
- ▶ Responses to submissions to the draft EIS, including changing embankment grades and heights to reduce the amount of land required, altering the Project footprint near Millmerran to reduce impacts on DA Hall and Co's agribusiness, additional roadworks to improve connectivity, re-aligning sections of the Project to reduce the area of State forest impacted, and refining the Project footprint to enable design options to be explored for specific issues raised in submissions.

As discussed in Section 17.5.5.2, the Project will continue engagement with the owners of agricultural properties to minimise the impacts of land acquisition on their properties' use and therefore on employment opportunities.

Tourism businesses may experience changes to visitation if tourists are deterred by road works or changes to local amenity during construction, as discussed in Section 17.6.3.4.

There is also potential for cumulative demands for construction personnel for Inland Rail and other projects to cause labour shortages for businesses in the SIA study area. During construction, ARTC will monitor Inland Rail projects' workforce ramp-up and the proportions of local and non-local personnel, and consult with local councils and Chambers of Commerce regarding any pressures they identify on local labour availability. This will provide the basis for refining recruitment and training strategies if the Project is exacerbating labour shortages, and would include tailoring the delivery of training strategies to address specific gaps, and/or seeking labour and skilled personnel for specific work packages from outside the LGA if feedback indicates that Project-related impacts on labour and skills availability is affecting other businesses' viability.

ARTC has partnered with GRC to support the development of a 'Local Employment Roadmap' that aims to attract skilled workers to the region and mitigate labour draw from other industries. This included development of a portal showcasing the region's attributes and employment opportunities, and links to ARTC and contractor recruitment channels. ARTC will continue to cooperate with GRC and TRC on initiatives aimed at mitigating labour draw.

17.6.3.5 Workforce behaviour

In addition to strengthening the SIA study area's skills base and ensuring local employment in the Project, ARTC aims to ensure that the Project is constructed and operated in a manner which protects the health and safety of the local community. Measures that will support feelings of community safety during construction include:

- ▶ The contractor will be required to ensure that Project personnel behave in accordance with a Workforce Code of Conduct approved by ARTC, and ensure all personnel respect the privacy and safety of residents
- ▶ Policies associated with the Code of Conduct will require a commitment to a drug/alcohol free workplace and implementation of a drug/alcohol testing program that covers all workers, supported by strict consequences for breaches
- ▶ Employment of strict protocols for entering private property, developed in consultation with landowners
- ▶ Adoption of mentally healthy workplace practices onsite and in non-resident workforce accommodation facilities
- ▶ Appropriate authorisation procedures and means of identification for personnel accessing private property
- ▶ Adoption of a zero-tolerance policy relating to anti-social behaviour for all work sites and the non-resident workforce accommodation facilities
- ▶ Ensuring that the contractor has appropriate complaints mechanisms that ensure fast and effective resolution to any issues experienced.

ARTC will also engage GRC, TRC and the Project's CRG in discussion of welcome events for construction personnel to support relationship building between the construction workforce and local residents.

With respect to managing any potential impacts on traffic safety relating to workforce transport, ARTC will:

- ▶ Locate proposed non-resident workforce accommodation facilities in reasonable proximity to worksites, to minimise kilometres travelled and manage workforce fatigue
- ▶ Investigate and implement best industry practices with respect to journey management and investigate the potential for shared driving arrangements.

17.6.3.6 Workforce wellbeing

ARTC commits to providing a safe and healthy workplace for all personnel, and to ensuring that workforce behaviour avoids impacts on community safety and residents' privacy.

ARTC will fulfil its obligations under the *Workplace Health and Safety Act 2011* as will the contractor. To support workforce wellbeing and reduce demands on local services during construction, ARTC will:

- ▶ In cooperation with QAS and Queensland Health, monitor workforce demands on their services
- ▶ Ensure personnel are made aware of the need to attend to routine health issues while they are off roster
- ▶ Provide or require its contractor to provide access to paramedic services to manage minor health issues onsite
- ▶ Provide workplace health and safety services, including health promotion programs and access to GP services for personnel residing in the non-resident workforce accommodation facilities, via either local or remote service providers, and/or through telehealth services
- ▶ Develop arrangements/ongoing consultation with LifeFlight for serious accidents/medical emergencies.

The contractor will provide all staff with access to an Employee Assistance Program providing confidential services to all employees, including:

- ▶ Unlimited telephone supportive counselling
- ▶ Unlimited telephone crisis support
- ▶ Up to five face-to-face counselling sessions for emotional and physical support
- ▶ Practical guidance and support on family and work matters
- ▶ Online health and wellbeing resources.

17.6.3.7 Management measures

Table 17-37 summarises workforce management and development objectives, outcomes and actions that will maximise the employment of people from the SIA study area and Indigenous people in the Project's construction workforce, increase the skills profile of the SIA study area's labour force, and minimise impacts on other businesses.

TABLE 17-37 WORKFORCE MANAGEMENT ACTIONS

Category	Description
Objectives	<ul style="list-style-type: none"> ▶ Enable residents of the SIA study area to access the Project's construction and operational employment opportunities ▶ Facilitate and support workforce training and development pathways to build labour force skills ▶ Minimise impacts on employment in other industries ▶ Provide a safe and healthy workplace for all personnel ▶ Manage workforce behaviour to avoid impacts on community safety and community values
Outcomes	<ul style="list-style-type: none"> ▶ The construction workforce includes personnel living within 125 km of the Project, with a particular focus on providing opportunities for residents in potentially impacted communities ▶ Bigambul People, Western Wakka Wakka People and other Indigenous people have access to targeted training opportunities to improve their employment prospects ▶ Training partnerships as part of the Inland Rail Skills Academy and the contractor's training programs strengthen workforce capacity for Project employment and other industries, and assist to minimise labour draw ▶ Project personnel behave with respect and courtesy towards residents, landowners and motorists ▶ Workplace health is supported, and accidents are minimised through a strong workforce safety culture ▶ Impacts on agricultural or tourism employment opportunities are minimised ▶ Labour draw from other businesses is monitored to enable corrective action if required
ARTC measures	<ul style="list-style-type: none"> ▶ The contractor will be required to develop a Workforce Management Plan that includes a comprehensive employee induction program addressing, among other matters, a code of conduct for employees and contractors regarding behaviour, alcohol and drug use, cultural awareness and safety ▶ The contractor will utilise the Inland Rail Skills Academy's programs to support meeting its commitments ▶ The Project's recruitment strategy would provide equitable access to employment opportunities and prioritise recruitment from Goondiwindi and Toowoomba LGAs ▶ ARTC does not propose a 100 per cent fly-in-fly-out or a 100 per cent drive-in-drive-out workforce for the Project ▶ ARTC will provide access and evacuation maps for emergency services for the temporary non-resident workforce accommodation facilities and construction compound facilities ▶ Minimum local employment targets will be negotiated and agreed between ARTC and the contractor. Minimum benchmarks guiding Project planning include: <ul style="list-style-type: none"> ▶ an employment target of 15% from within the SIA study area (comprising Toowoomba LGA and Goondiwindi LGA) ▶ an Indigenous employment participation target of 4% ▶ workforce training target will exceed the 15% core requirement set by the Queensland Government's building and construction training ▶ an 11% female participation target during construction works stage ▶ ARTC will endeavour to ensure that contractors encourage employment, training and skills development opportunities by: <ul style="list-style-type: none"> ▶ identifying the skills required for the building, construction, equipment and services fabrication and supply, maintenance, operation and support to the Inland Rail Program ▶ arranging timely training and qualification arrangements to meet the needs of skills development to support all stages of the Project ▶ ensuring that training and qualification systems meet the requirements of the National Standards Framework ▶ The Project will: <ul style="list-style-type: none"> ▶ work with key partners to link training and development programs with other projects and local industries to provide the greatest regional benefit ▶ provide a clear and efficient process for people to seek information about employment opportunities and register their interest in Inland Rail ▶ work with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs to improve local capacity where this is needed ▶ work with schools and local training providers to provide appropriate training including STEM initiatives and scholarship for students from potentially impacted communities ▶ work with the Australian Government to provide long-term outcomes through training, mentoring and other support programs ▶ ARTC will investigate and implement best industry practices with respect to construction personnel, including journey management and the potential for shared driving arrangements

Impacts addressed	Stakeholders	Detailed design	Construction works
Local and regional employment opportunities	Local and regional residents, TRC, GRC	<ul style="list-style-type: none"> ▶ ARTC will promote employment and supply opportunities to local and regional residents, via Inland Rail Skills Academy and business briefings, addressing both construction and operation ▶ ARTC will engage with the contractor to set targets and performance measures, and specify and implement strategies that address local and Indigenous employment, including: <ul style="list-style-type: none"> ▶ proposed strategies for recruitment and training of personnel from the SIA study area ▶ participation by people under 25 years ▶ Indigenous participation ▶ sustainable job creation ▶ participation of women in the Project workforce, including actions to ensure workforce gender diversity ▶ local business engagement ▶ ARTC will provide feedback to GRC and TRC about the delivery and outcomes of Inland Rail Skills Academy initiatives, and community sponsorships and donations outcomes in each LGA ▶ The contractor will: <ul style="list-style-type: none"> ▶ provide clear information to nearby communities regarding the construction timeframe, employment opportunities and how to express interest in employment or contracting opportunities, and the accommodation options on offer to Project personnel ▶ establish a local employment register to track and monitor participation in construction employment by people from the SIA study area, including identification of Indigenous personnel, with their agreement ▶ conduct community information sessions in Millmerran, Inglewood and Yelarbon to identify business or employment opportunities relating to the accommodation facilities, and encourage local involvement ▶ ARTC will require the non-resident workforce accommodation facilities provider to liaise with TRC, GRC and employment agencies in the SIA study area regarding employment opportunities available in the accommodation facility, and require the contractor to invite and consider job applications from residents in the SIA study area 	<ul style="list-style-type: none"> ▶ The contractor will focus on recruitment of construction personnel from within the SIA study area, including Indigenous people, women and young people ▶ The contractor will monitor progress towards the employment targets agreed with ARTC and provide quarterly reports to ARTC ▶ ARTC will monitor the contractor's progress towards local and Indigenous employment targets and require corrective actions (e.g. improved local training and recruitment strategies) if targets are not being met ▶ ARTC and the contractor will <ul style="list-style-type: none"> ▶ provide feedback to GRC and TRC about the delivery of Inland Rail Skills Academy initiatives in each LGA, outcomes of training programs and business capability building programs and community sponsorships and donations outcomes ▶ promote operational roles to residents within the SIA study area via Project communications, the Inland Rail Skills Academy and briefings oriented to the operations stage ▶ consult with high schools and training providers in the SIA study area to identify young people and groups of young people who could be supported to obtain employment in the Project's operation ▶ continue engagement with Indigenous community members to ensure operational roles are considered by Indigenous people

Impacts addressed	Stakeholders	Detailed design	Construction works
Indigenous employment opportunities	BNTAC, Traditional Owner groups, Indigenous training and employment service providers, DTATSIPCA and DESBT	<ul style="list-style-type: none"> ▶ The Inland Rail Skills Academy is partnering with the Clontarf Foundation, which works with young Aboriginal and Torres Strait Islander men to deliver education, discipline, life skills, self-esteem and employment skills, through its academies at Goondiwindi, Toowoomba and Brisbane ▶ ARTC has a Statement of Commitment with BNTAC relating to Indigenous employment in the Project ▶ ARTC and the contractor will: <ul style="list-style-type: none"> ▶ enable meetings between Traditional Owner groups and the contractor to discuss employment, training and business strategies ▶ work with local Aboriginal Parties, and Indigenous training and employment service providers, to develop employment and training strategies for Indigenous job seekers ▶ pending agreement with BNTAC, deliver a tailored two–three week training program focused on working within a rail corridor and construction work skills, followed by work experience with construction contractors working in infrastructure projects within the region, and/or utilise the SQW program to provide a specific training program for Indigenous people in the Project ▶ with Traditional Owners and DTATSIPCA, develop an understanding of the Indigenous business profile in the SIA study area ▶ work with Indigenous communities, industry, DTATSIPCA and DESBT to support the design and delivery of training and development programs to improve local capacity where this is needed, and link training and development programs with other projects and local industries to provide the greatest regional benefit 	<ul style="list-style-type: none"> ▶ ARTC will require the contractor to: <ul style="list-style-type: none"> ▶ implement the Indigenous Participation Plan's commitments to Indigenous employment ▶ engage with Indigenous community networks via written information and community forums to encourage Indigenous people's participation in training and employment opportunities, and support progress towards Indigenous employment targets ▶ engage with Traditional Owners, DTATSIPCA and Indigenous community members to support Indigenous businesses to understand Project opportunities and capacity-building programs available to them, and encourage them to tender for Project supply contracts ▶ provide information and access to support in a range of formats, including the Inland Rail website, industry and employment events and a network of regional and project offices to broaden Indigenous people's access ▶ continue engagement with Indigenous community members to ensure operational roles are considered by Indigenous people ▶ continue engagement with Indigenous communities, families and Elders to support Indigenous employment, underpinned by a high level of coordination between contributing programs and agencies ▶ report on their achievement of agreed Indigenous employment targets

Impacts addressed	Stakeholders	Detailed design	Construction works
Training and development opportunities	GRC, TRC, DESBT, USQ, University of Newcastle, Toowoomba Refugee and Migrant Support, DESBT, local high schools and training providers	<ul style="list-style-type: none"> ▶ ARTC will promote employment and supply opportunities to local and regional residents, via Inland Rail Skills Academy and business briefings, addressing both construction and operation ▶ ARTC will engage with the contractor to set targets and performance measures and specify and implement strategies that address local and Indigenous employment, including: <ul style="list-style-type: none"> ▶ proposed strategies for recruitment and training of personnel from the SIA study area ▶ participation by people under 25 years ▶ sustainable job creation ▶ Indigenous participation ▶ participation of women in the Project workforce, including actions to ensure workforce gender diversity ▶ local business engagement. ▶ ARTC will provide feedback to GRC and TRC about the delivery and outcomes of Inland Rail Skills Academy initiatives, and community sponsorships and donations outcomes in each LGA ▶ The contractor will: <ul style="list-style-type: none"> ▶ provide information to nearby communities regarding the construction timeframe, employment opportunities and how to express interest in employment or contracting opportunities ▶ provide clear information through ARTC and contractor websites and other communication channels regarding how to apply for a job, and the accommodation options on offer to Project personnel ▶ establish a Local Employment Register to track and monitor participation in construction employment by people from the SIA study area, including identification of Indigenous personnel, with their agreement ▶ conduct community information sessions in Millmerran, Inglewood and Yelarbon to identify business or employment opportunities relating to the accommodation facilities and encourage local involvement ▶ ARTC will require the non-resident workforce accommodation facilities provider to liaise with TRC, GRC and employment agencies in the SIA study area regarding employment opportunities available in the accommodation facility, and require the contractor to invite and consider job applications from residents in the SIA study area 	<ul style="list-style-type: none"> ▶ The contractor will maintain a focus on recruitment of construction personnel from within the SIA study area, including Indigenous people, women and young people ▶ The contractor will monitor progress towards the employment targets agreed with ARTC and provide quarterly reports to ARTC ▶ ARTC will: <ul style="list-style-type: none"> ▶ monitor the contractor's progress towards local and Indigenous employment targets and require corrective actions (e.g. improved local training and recruitment strategies) if targets are not being met ▶ provide feedback to GRC and TRC about the delivery of Inland Rail Skills Academy initiatives in each LGA, outcomes of training programs and business capability-building programs, and community sponsorships and donations outcomes ▶ promote operational roles to residents within the SIA study area via Project communications, the Inland Rail Skills Academy and briefings oriented to the operations stage ▶ consult with high schools and training providers in the SIA study area to identify young people and groups of young people who could be supported to obtain employment in the Project's operation ▶ continue engagement with Indigenous community members to ensure operational roles are considered by Indigenous people

Impacts addressed	Stakeholders	Detailed design	Construction works
Potential impacts on agricultural employment)	Landowners and agricultural employees	<ul style="list-style-type: none"> ▶ The contractor will work with landowners as part of the detailed design and construction planning process to reduce potential impacts on agricultural land, farm infrastructure and property accesses, which may otherwise affect the availability of employment on farms 	<ul style="list-style-type: none"> ▶ The contractor will work in accordance with individual property agreements to manage impacts on agricultural land, farm infrastructure and property accesses, which may otherwise affect the availability of employment on farms ▶ ARTC and/or the contractor will continue to facilitate STEM education programs, virtual work experience, apprenticeship and traineeships to support development of workforce skills that will be applicable to agricultural industry employment
Drawing labour and skills from other businesses/services	Local businesses, councils, chambers of commerce, TSBE	<ul style="list-style-type: none"> ▶ The Inland Rail Skills Academy partnered with GRC and local Goondiwindi businesses on a 'Local Employment Roadmap' program that aims to attract skilled workers to the region and mitigate potential for labour draw associated with Inland Rail projects. ▶ Inland Rail Skills Academy projects will: <ul style="list-style-type: none"> ▶ be tailored to address specific skills and labour gaps ▶ increase the pool of skilled workers available to the Project, and to other business and projects in future ▶ orient local businesses to Project opportunities, and support business capability building, to enable businesses to upskill and/or build their workforces 	<ul style="list-style-type: none"> ▶ The contractor will offer employment to personnel from within the region as a local community benefit, as well as to personnel from outside the region, recognising that there may be cumulative demands on the labour force that could affect local businesses' access to skills and labour ▶ ARTC will monitor Inland Rail projects' workforce ramp-up and the proportions of local and non-local personnel, and consult with local councils and businesses regarding any pressures they identify on local labour availability ▶ If the Project is contributing to cumulative pressures on labour availability, ARTC will engage with the contractor to refine the Project's recruitment and training strategies and/or seek personnel for specific work packages from outside the LGA if feedback indicates that Project-related impacts on labour and skills availability is affecting other businesses' viability

Impacts addressed	Stakeholders	Detailed design	Construction works
Concerns about privacy, workforce behaviour and workforce wellbeing	Local and regional residents, TRC, GRC, QPS	<ul style="list-style-type: none"> ▶ ARTC will: <ul style="list-style-type: none"> ▶ implement authorisation procedures and means of identification for personnel accessing private property ▶ require the contractor to develop and implement a Workforce Code of Conduct that is consistent with ARTC's Code of Conduct, complemented by complaints mechanisms that ensure fast and effective resolution to any issues experienced ▶ require the contractor to develop and implement a Workforce Management Plan that includes a comprehensive employee induction program addressing, among other matters, a code of conduct for employees and contractors regarding behaviour, alcohol and drug use, cultural awareness and safety 	<ul style="list-style-type: none"> ▶ ARTC will require the contractor to: <ul style="list-style-type: none"> ▶ report on implementation of and compliance with the Workforce Code of Conduct ▶ through consultation with QPS and regular monitoring of community complaints, ensure that any personnel behaviour that offends local values is addressed through communication and contractual arrangements ▶ employ paramedic/s to manage minor health issues onsite, and develop health and wellbeing programs focused on physical and mental health ▶ provide medical and workplace health and safety services, including health promotion programs and access to GP services, for employees residing in the non-resident workforce accommodation facilities ▶ ensure personnel are made aware of the need to attend to routine health issues while they are off roster ▶ provide all staff with access to an Employee Assistance Program providing confidential services to all employees ▶ ARTC will consider results of independent monitoring of pressing local issues identified by the annual 'Living in Place' survey if they relate to Inland Rail and adapt strategies accordingly

17.6.4 Housing and accommodation

This sub-plan outlines the measures ARTC will undertake to ensure that impacts on housing access are mitigated, and to support management of the Project's non-resident workforce accommodation. Measures to address concerns regarding the potential for impacts on property values are also outlined, acknowledging that the environmental management measures provided in the revised draft EIS chapters are intended to mitigate impacts on amenity which could affect property values.

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

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

17.6.4.1 Property values

Landowners in and near the Project footprint are concerned that their property values will decrease as the result of the Project's construction or operation. ARTC has identified a comprehensive range of environmental and social impact management strategies that will reduce the potential for impacts on amenity, use or environmental qualities of properties near the rail corridor. ARTC will also communicate its environmental management measures, and conditions of Project approval to local and regional community members, to reduce the likelihood of negative perceptions about the amenity value of properties in or near the Project footprint.

17.6.4.2 Short-term accommodation

As noted in Section 17.5.3.2, short-term accommodation establishments within 500 m of the Project footprint (where construction noise impacts are possible) include the Oasis Hotel in Yelarbon, Pittsworth Motor Inn, and the Brookstead Hotel. During construction, impacts would be managed through the measures outlined in relevant revised draft EIS chapters e.g. noise and vibration management measures, traffic management measures, and regular communication between ARTC and affected businesses. Noise barriers are proposed in each location to avoid the potential for rail noise exceedances to affect tourism establishments.

The Project's AMP provisions include the requirement for the contractor to consult with tourism associations in respect of Toowoomba-based accommodation capacity and accommodation providers in potentially impacted communities where accommodation is located (Goondiwindi, Yelarbon, Inglewood, Millmerran, Pittsworth and Brookstead) to identify interest and capacity to accommodate Project personnel, and peak occupancy periods that should be avoided in scheduling Project use of short-term accommodation.

17.6.4.3 Local access to housing

The Project would remove an estimated 30 privately owned dwellings from the Project footprint, requiring the owners to purchase other homes, and potentially resulting in the rental of a small number of homes. The demand for housing for families who are relocating would occur over a period of some months prior to the commencement of construction. There is sufficient availability of housing for purchase in the two LGAs, e.g. in June 2023, a total of 1,343 dwellings for sale in Toowoomba's urban postcodes areas (4350 and 4352), 49 dwellings in Pittsworth, 36 dwellings in Millmerran and 22 dwellings in Inglewood (SQM Research, 2023). Demand for up to 30 dwellings is not expected to impact on the housing market. ARTC's staff will provide information and support for people who need to relocate, including referral to Department of Housing support programs if necessary.

The Project would provide free or subsidised accommodation to construction personnel within the three proposed temporary non-resident workforce accommodation facilities, to minimise demands on local rental housing and short-term accommodation. Workforce accommodation facilities will be provided in proximity to Yelarbon, Inglewood and Millmerran. Two 20-ha sites for the location of non-resident workforce accommodation facilities have been included in the temporary Project footprint to accommodate non-resident workers, one at Inglewood and another at Yelarbon. The location for a Millmerran-based non-resident workforce accommodation facility has not been included in the revised draft EIS and will be resolved through the detailed design stage.

Provision of additional accommodation is not proposed during construction of the northern portion of the Project given the proximity to a large workforce already living in Toowoomba and the availability of short-term accommodation in Toowoomba. Measures will be provided as part of the AMP to ensure that local accommodation providers benefit from Project demand, without impacting on accommodation access for tourists.

Provision of accommodation for the operational workforce is not proposed as part of the Project, given the small workforce required.

With provision of workforce accommodation facilities sufficient to accommodate all non-resident personnel, the Project is unlikely to result in a significant increase in demand for housing or short-term accommodation in the SIA study area during either construction or operation. Of note though, the availability of rental housing in the SIA study area is currently extremely low. Anticipating that a tight rental market may continue during the Project's construction works stage, measures are required to avoid impacting on local residents' housing access, as described in the following sections.

There is potential for a small number of construction personnel to settle locally, which has been encouraged by community members particularly in Millmerran, however this would need to be managed with consideration of the availability of rental housing at the time as discussed in Section 17.6.4.4.

There is also potential for cumulative labour or housing demands in the SIA study area to lead to demands for short-term accommodation or rental accommodation, which will be monitored as part of the AMP.

ARTC and its contractors will provide clear information through their websites and other channels regarding how to apply for a job and the accommodation options on offer to Project personnel, to reduce the risk of people seeking jobs 'at the Project gate' and thereby straining local housing or support services.

In combination, the employment of local residents and the provision of workforce accommodation facilities with capacity to accommodate all non-resident personnel is expected to substantially mitigate demand on local housing and accommodation.

Provision of accommodation for the operational workforce is not proposed as part of the Project given the small workforce required.

17.6.4.4 Accommodation Management Plan

ARTC will require its contractor to provide an AMP that will reflect ARTC's accommodation management principles, for ARTC's approval. The AMP's key objectives will include:

- ▶ Manage workforce housing and accommodation solutions to avoid impacts on the availability of rental housing and affordable accommodation in potentially impacted communities
- ▶ Manage non-resident workforce accommodation facilities to avoid impacts on nearby landowners and communities
- ▶ Enable local businesses to benefit from Project accommodation arrangements, while avoiding coincidence of workforce demands with peak tourist and event visitor demands
- ▶ Manage road infrastructure requirement, including road frontages, standards for intersections with the local road network and transportation provisions to and from the site
- ▶ Minimise impacts on local health services
- ▶ Facilitate benefits to local communities through use of local businesses, including where appropriate short-term accommodation providers
- ▶ Rehabilitate the accommodation facility sites to restore their previous character, or as in accordance with agreements with the relevant landowners.

ARTC has consulted GRC and TRC about housing conditions, the AMP and proposed sites for the facilities. ARTC has also sought feedback from the Yelarbon, Inglewood and Millmerran communities to inform management of accommodation facilities.

As part of planning for the accommodation facilities, the Project will consult further with GRC and TRC, landowners who are adjacent to the proposed facilities, and the Millmerran, Inglewood and Yelarbon communities, and will consider stakeholder feedback in the planning, design and development of the facilities and relevant management procedures. This will include consultation with local businesses about potential opportunities to supply the facilities with goods or services.

The development of the AMP will include:

- ▶ Forecasting the number of non-local personnel who may require accommodation and the anticipated number of bed nights by quarter throughout the construction period
- ▶ Updating the housing and accommodation baseline to account for changes in availability or cost since the EIS was completed, including consideration of potential cumulative impacts

- ▶ Consulting with:
 - ▶ TRC, GRC and Department of Housing on the scope of the AMP, proposed sites for non-resident workforce accommodation facilities and issues to be considered in planning for workforce accommodation, including water, waste management and road infrastructure, liquor licensing and waste disposal, to ensure that any additional requirements for council services are mitigated
 - ▶ landowners who are adjacent to the Project footprint and workforce accommodation facility sites, and the Millmerran, Inglewood and Yelarbon communities, including consideration of facility design, landscaping, fencing and lighting
 - ▶ TSBE, Southern Queensland Country, GrainCorp, GRC and TRC regarding the likely availability of short-term accommodation in the SIA study area, including identification of average occupancy rates and peak tourist demand periods
 - ▶ short-term accommodation providers in potentially impacted communities to identify interest and capacity to accommodate Project personnel, and peak occupancy periods that should be avoided in scheduling Project use of short-term accommodation.
- ▶ Development of management measures including:
 - ▶ provision of a sufficient number of non-resident workforce accommodation beds to meet peak workforce demand
 - ▶ discouraging single status personnel from renting houses in local communities
 - ▶ avoiding use of rental housing in SIA study area postcodes where the rental vacancy rate is less than 2.5 per cent (which signifies a tight rental market)
 - ▶ use of local short-term accommodation, where appropriate in view of peak demands for tourist accommodation
 - ▶ management of workforce behaviour to avoid impacts on local community values such as family-friendly communities and courteous driving behaviour
 - ▶ noise, air quality and odour management with respect to the amenity of properties near the accommodation facilities
 - ▶ minimising demands on local health services and emergency services through employment of paramedic and security staff, and cooperation with the QPS, QAS and QFES (Section 17.6.5.1)
 - ▶ avoiding impacts on local community facilities, e.g. complying with TRC and GRC about any acceptable use of sport or swimming facilities
 - ▶ enabling local businesses to tender for supply of goods and/or services to the non-resident workforce accommodation facilities
 - ▶ employment of local residents in non-resident workforce accommodation facilities.
- ▶ Planning for healthy environmental conditions within the accommodation facilities:
 - ▶ provision and storage (and subsequent disinfection if required) of potable water
 - ▶ compliance with the Health (Drugs and Poisons) Regulation 1996 with respect to the provision of medical and first aid services
 - ▶ mitigation of potential noise impacts from the use of generators for power generation
 - ▶ strategies to improve social connectedness for workers and avoid social isolation such as enabling access to nearby towns, internet access and provision of social activities
 - ▶ how pests and vermin will be appropriately managed to prevent infestation
 - ▶ monitoring public health directions for the latest information on any potential impacts on the workforce or proposed accommodation arrangements.
- ▶ Development of a monitoring framework that will track accommodation use by Project personnel and accommodation availability in the SIA study area
- ▶ Consulting TRC and GRC on the draft AMP
- ▶ Finalising the AMP for implementation from the commencement of construction activities.

ARTC will require the contractor to monitor:

- ▶ The percentage of its total workforce requiring accommodation
- ▶ Occupancy rates of the non-resident workforce accommodation facilities
- ▶ The number of non-local personnel choosing to live outside workforce accommodation facilities and the type and location of accommodation used
- ▶ The availability and cost of rental housing in Goondiwindi, Toowoomba, Inglewood, Millmerran and Pittsworth
- ▶ The availability of short-term/tourism accommodation in the SIA study area
- ▶ The number of personnel and businesses involved in accommodation facility provision
- ▶ Complaints about workforce behaviour, to enable implementation of any corrective measures.

If rental vacancy rates remain low during the construction period (i.e. below 2.5 per cent), the Project would take additional steps to mitigate negative impacts by, for example:

- ▶ Requiring workers to take up occupancy in the non-resident workforce accommodation provided, rather than in the rental market or short-term accommodation premises (as appropriate)
- ▶ Instituting corrective action to recruitment, training or accommodation strategies if any pressures on housing access or short-term accommodation availability are identified
- ▶ Avoiding coincidence of workforce demands on short-term accommodation with peak tourist and event visitor demands.

17.6.4.5 Management measures

Objectives, outcomes and measures that will support achievement of ARTC's accommodation principles are outlined in Table 17-38.

TABLE 17-38 HOUSING AND ACCOMMODATION MEASURES

Category	Description
Objectives	<ul style="list-style-type: none"> ▶ Avoid adverse impacts on the availability and affordability of local housing and short-term accommodation ▶ Avoid adverse social impacts on the communities near non-resident workforce accommodation ▶ Ensure local communities benefit from the non-resident workforce accommodation operation
Outcomes	<ul style="list-style-type: none"> ▶ Sufficient workforce accommodation is provided for all non-resident personnel to minimise use of local housing and accommodation ▶ Project personnel use of rental housing avoids impacts on local residents housing access ▶ Project personnel's use of local short-term accommodation benefits accommodation providers, without displacing tourism uses ▶ Non-resident workforce accommodation facilities avoid impacts on the amenity of nearby landowners or nearby towns ▶ Workforce accommodation facility guests behave with respect for community safety and community values ▶ Non-resident workforce accommodation facilities offer business and employment benefits to local communities
ARTC measures	<ul style="list-style-type: none"> ▶ An AMP will be prepared and implemented for the Project to reflect the anticipated local/non-local workforce scenario for construction ▶ Temporary non-resident workforce accommodation facilities will be provided to support construction of the southern portion of the Project in proximity to Yelarbon, Inglewood and Millmerran, to manage the existing shortfall of available accommodation and potential impacts to the local rental market ▶ ARTC will require the contractor to provide sufficient non-resident workforce accommodation beds to accommodate all non-local Project personnel ▶ Trained paramedic staff will be employed by the Project

Impacts addressed	Stakeholders	Detailed design/Pre-construction and early works	Construction works
Impacts of land acquisition on housing access	<ul style="list-style-type: none"> ▶ Local and regional residents, TRC, GRC, Department of Housing 	<ul style="list-style-type: none"> ▶ Land resumptions will be undertaken by the constructing authority (DTMR) in accordance with the AL Act, which sets out the process for acquisition and the assessment of compensation ▶ If land is required only for the construction works stage of the Project, and not for the ongoing operation of the rail Project, where possible it will be leased from landowners who will receive a financial benefit from its use ▶ ARTC's staff will provide information and support for people who need to relocate, including where necessary referral to Department of Housing or DTATSIPCA support programs ▶ If landowners or tenants who would need to relocate identify a need for support, ARTC will consult with DTATSIPCA regarding access to DTATSIPCA programs and any need for any additional funding for a locally based community organisation to assist residents to access alternative accommodation and support services, with funding arrangements to be agreed between DTATSIPCA and ARTC 	<ul style="list-style-type: none"> ▶ If land acquisitions are not finalised prior to construction commencing, ARTC will continue to provide support to landowners and tenants who need to relocate as the result of land acquisition, as per the detailed design, until all acquisitions are complete

Impacts addressed	Stakeholders	Detailed design/Pre-construction and early works	Construction works
Potential impacts on local housing and accommodation access, Project-specific or cumulative	Local residents, GRC, TRC, Department of Housing, support services	<ul style="list-style-type: none"> ▶ The contractor will develop a short-term accommodation register, in consultation with accommodation providers, to enable early works personnel to access accommodation prior to establishment of the non-resident workforce accommodation facilities ▶ The contractor will design and commission three non-resident workforce accommodation facilities (near Yelarbon, Inglewood and Millmerran), each with a capacity of approximately 300 beds, sufficient to meet peak demand for accommodation for all non-resident personnel ▶ ARTC or the contractor will consult with DTMR, GRC and TRC, as relevant, regarding appropriate turning solutions into and out of the accommodation facilities. Approvals for the turning solutions will be acquired prior to construction of the facilities ▶ The contractor will: <ul style="list-style-type: none"> ▶ consult GRC, TRC, Department of Housing, adjacent landowners and the Millmerran, Inglewood and Yelarbon communities, and provide an AMP for ARTC approval, in accordance with Section 17.6.4.4 ▶ identify the number of non-local personnel expected to be required over the duration of the construction period, and monitor this number throughout construction ▶ consult with accommodation providers in potentially impacted communities, Toowoomba and Goondiwindi to identify annual peaks and troughs in accommodation usage, and their interest and capacity for provision of short-term accommodation to Project personnel when/if this can be accommodated without displacing tourists ▶ As part of reviewing the contractors' draft AMP, ARTC will consult with TRC, GRC and QPS to identify any concerns that should be addressed in the AMP 	<ul style="list-style-type: none"> ▶ The contractor will: <ul style="list-style-type: none"> ▶ implement the AMP, including monitoring of housing indicators, short-term accommodation availability, and any Project use of local housing and accommodation ▶ avoid use of rental housing in SIA study area postcodes where the rental vacancy rate is less than 2.5 per cent (which signifies a tight rental market) by requiring all non-resident personnel to stay in non-resident workforce accommodation facilities and/or access housing outside the SIA study area ▶ avoid personnel demands on affordable accommodation, such as caravan parks, by requiring sub-contractors to avoid use of these facilities ▶ minimise impacts on short-term accommodation, including coincidence of workforce demands with peak tourist and event visitor demands ▶ report the outcomes of the AMP as part of the Project's annual SIMP report ▶ provide clear information through ARTC websites and other channels regarding how to apply for a job and the accommodation options on offer to Project personnel, to reduce the risk of people seeking jobs 'at the Project gate' and thereby straining local housing or support services ▶ monitor the outcomes of the AMP to identify any strains on local rental housing stock (as indicated by declining rental vacancy rates), or short-term accommodation providers' capacity to service tourists as indicated by consultation with Councils and local tourism associations ▶ If any strains on housing or accommodation are identified, ARTC will work with its contractor to refine the AMP and/or recruitment strategies ▶ ARTC will sponsor independent monitoring of community values and experiences of access to affordable local housing

Impacts addressed	Stakeholders	Detailed design/Pre-construction and early works	Construction works
Non-resident workforce accommodation facilities impacts on local values or services	GRC, TRC, adjacent landowners and the Millmerran, Inglewood and Yelarbon communities	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ consult with TRC, GRC and communities near accommodation facilities, and consider stakeholder feedback in the planning, design and development of the accommodation facilities and relevant management procedures, including design elements, landscaping, boundary fencing, lighting and signage, potential future legacy values, waste disposal, and emergency services arrangements, such as fire management ▶ implement noise, air quality and odour management measures for pre-construction and early works, to protect the amenity of surrounding properties ▶ consult with TRC/GRC, as relevant, regarding road infrastructure requirements, including road frontages, standards for intersections and transportation provisions to and from the site, and consider council feedback in facility design and management procedures ▶ consult with TSBE, Southern Queensland Country Tourism, GrainCorp, GRC and TRC regarding the likely availability of short-term accommodation, including identification of average occupancy rates and peak tourist demand periods ▶ consult with local businesses in Yelarbon, Inglewood and Millmerran about potential opportunities to supply the facilities with goods or services, and invite them to tender for supply opportunities 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ be accountable for implementation of the AMP ▶ manage non-resident workforce accommodation facilities to avoid impacts on nearby landowners and communities ▶ encourage respect and understanding between the non-resident workforce and local communities, e.g. through welcome events or community events involving personnel ▶ minimise workforce demands on local health services through provision of paramedic services and if indicated by monitoring, additional GP access ▶ co-operate with local emergency services (i.e. QPS, QAS and QFES) to ensure that demands on emergency services are identified ahead of time so that services can plan for additional capacity/resource re-allocation ▶ provide access and evacuation maps for emergency services for the temporary non-resident workforce accommodation facilities and construction compound facilities ▶ implement ARTC's Complaint Management Handling Procedure to ensure fast and effective resolution to any issues relating to workforce use of housing or short-term accommodation, and in relation to workforce behaviour ▶ engage the owners of non-resident workforce accommodation facility sites, GRC, TRC and the Millmerran, Inglewood and Yelarbon communities to discuss and agree legacy values to result from the accommodation facilities.

17.6.5 Health and community wellbeing

Measures outlined in the revised draft EIS chapters are designed to avoid or mitigate environmental impacts that could affect community health or wellbeing, e.g. noise and vibration or changes to air quality. This sub-plan addresses the potential for impacts on community health, wellbeing and safety with respect to community facilities and services, mental health, and community safety, and the potential for impacts on amenity, community cohesion or local character to affect community wellbeing.

17.6.5.1 Impacts on facilities and services

Community facilities

The Project's construction may result in construction noise exceeding the relevant criterion at community facilities, including Yelarbon State School, Brookstead State School (two buildings), Yelarbon and District Soldiers Memorial Hall, Yelarbon Fire Station, Brookstead Community Hall, Pampas Memorial Hall, the Pampas RFB shed and the Pittsworth and District Assembly of God/Harvest Life Church.

Rail noise may exceed Project criteria at community facilities, including the Yelarbon and District Soldiers Memorial Hall, Yelarbon Fire Station, Pampas Memorial Hall, Pampas RFB Shed, Brookstead Park and Assembly of God Church in Pittsworth.

ARTC will engage with the owners/managers and/or trustees of facilities where rail noise may exceed the criteria to explain noise impacts during construction and operation, and agree property-specific mitigation measures to reduce or avoid noise impacts, and minimise any delays due to changes to road access.

Schools

As noted above, construction noise may exceed the relevant criterion at some schools. Operational rail noise exceedances are possible at Brookstead State School. As discussed in Section 17.4.8.3, ARTC has engaged with the Department of Education to provide information on the findings of noise and traffic studies, and agree the approach to ongoing engagement to confirm and implement noise mitigation measures. ARTC will consult with the Department of Education and affected schools (facilitated by the Department) during the development of the detailed design and construction methodology as detailed in Table 17-39.

Engagement with the Department of Education and Brookstead, Southbrook and Yelarbon schools will include agreement on the communication process between ARTC and the school communities during the construction works stage. The Project will ensure that all schools and community facilities in the potentially impacted communities are aware of the construction program and are provided with regular updates about road closures and roadworks, to allow school community members to plan their travel to minimise delays.

Health services

Project personnel are likely to increase and change the nature of demands for health services in Inglewood, Millmerran and/or Goondiwindi (noting that there are no health services available in Yelarbon). Measures to mitigate demands on local health services and any impacts on local residents' access to services are detailed in Table 17-39.

Community services

There is potential for increased demand for community services as the result of stresses and anxiety related to the Project, and service demand may also be generated by new arrivals in search of work, or non-resident personnel. Prior to Project construction, the Project will consult with DTATSIPCA to identify any potential for Project-related stresses on local services, to enable a cooperative response to community needs between DTATSIPCA, ARTC and community organisations. ARTC has also made sponsorships and donations available to community organisations in potentially impacted communities, to enable them to strengthen the provision of community programs.

ARTC will engage with local community and health services that are supporting people affected by stress, anxiety or personal difficulties to monitor any issues arising from the Project and provide Project funding to support local services if engagement indicates this is required.

Support for community projects

ARTC has established the Inland Rail Community Sponsorships and Donations Program. The purpose of the program is to support non-profit organisations, community groups, Traditional Owner groups, and local government entities with projects, events, and activities that will help achieve community and regional prosperity and sustainability. Eligible groups can apply for amounts between \$1,000 and \$4,000 for one-off, short-term projects or activities with a focus on the priority areas of culture, safety, environment, recreation and entrepreneurship.

As at June 2022, ARTC had provided over \$158,672.33 in funding for community initiatives within the SIA study area. Further details are provided in Appendix X: Social Impact Assessment.

Emergency services

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

During operation, there is potential for emergency services to be delayed at level crossings while trains are passing. Consultation with Toowoomba and Goondiwindi local disaster management groups, in addition to QPS, QAS and QFES will continue through the detailed design process to ensure that appropriate access and egress solutions are incorporated into the detailed design, to enable movements across the rail corridor.

In 2021, ARTC commenced regular one-on-one briefings and meetings with representatives from QPS, including with the Regional Director of Policing, Senior Intelligence Analyst Southern Region, Acting Superintendent and District Officer for Darling Downs and the Southern Region Assistant Commissioner. ARTC has initiated an Emergency Services Working Group to provide input to assessment and mitigation of site-specific and Project-wide risks, and develop and agree communication and management protocols.

Further consultation with the QFES and, where necessary, local rural fire brigades, including the Pampas and Brookstead RFBs, will confirm the location of access tracks that may be affected by the Project's detailed design, and the actions required of the Project in order to ensure firefighters' continued access to areas that they are currently able to service.

Measures for engagement with police and emergency services are detailed in Section 17.6.5.7.

17.6.5.2 Mental health

Some stakeholders have been affected by stress and anxiety, due to concerns about land acquisitions, amenity impacts, property values or environmental changes. The Project's construction activities will introduce noise, an increase in non-local people and changes to the character of areas within the temporary footprint, which may also cause stress for local residents and landowners.

In 2019, ARTC initiated a mental health partnership with PHNs across the Inland Rail alignment, including DD&WM PHN, to support residents who may experience stress or anxiety in relation to the Project or unrelated factors.

As part of this partnership, the DD&WM PHN has worked with the Richmond Fellowship Queensland and Lives Lived Well to increase local access to the New Access program. The New Access program was selected as it utilises and strengthens existing mental health services, and provides local, independent mental health services that are accessible to stakeholders at no cost, rather than replicating services and competing with existing providers. The New Access program provides mental health support through local services for residents in communities along the Inland Rail alignment that can be easily accessed through a phone call. The services also liaise with GPs in potentially impacted communities to ensure they are updated on the Project and aware of the services being supported through the mental health partnership.

PHN partnerships are recognised as a sustainable option for mental health service provision, as using existing and trusted local services ensures no withdrawal of support once ARTC's activities conclude.

Through the PHN partnerships, Lifeline's Darling Downs and South West Queensland was also supported to deliver Lifeline's Community Connections program in the SIA study area in 2019 and 2020 to help strengthen community resilience and social networks.

In 2021, ARTC extended its partnership with DD&WM PHN. The renewed partnership aims to:

- ▶ Promote available mental health services (specifically the New Access Program) across the Inland Rail Program and PHN footprint
- ▶ Offset increased demand for service provision directly attributable to the Inland Rail Program
- ▶ Deliver mental health engagement and intervention to those accessing the service, thereby reducing potential adverse community impacts.

This partnership also includes provision for additional services to be included within the partnership agreements, e.g. support for residents who need to move from within the Project footprint. These will be developed during later stages of the Project. As part of its detailed design planning, ARTC will consult with Queensland Health and the DD&WM Health and Hospital Service to identify cooperative actions to monitor health and wellbeing during construction, to enable any additional responses if required.

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

ARTC will consider opportunities for the Project to contribute legacy benefits that have a relevance to the Project and will support community wellbeing and will consult with the impacted communities to develop appropriate responses, as noted in Section 17.5.4.8.

The SIA has also identified likely impacts on residential amenity, local character and connectivity during construction, the potential for Project impacts on community cohesion, and the potential for Project impacts to affect people who are experiencing disadvantage (Section 17.5.1.7). These impacts could individually or collectively affect the quality of life of residents in potentially impacted communities.

17.6.5.3 Environmental qualities

The Project's operation has potential to result in noise levels that could cause stress or sleep disturbance. ARTC will engage with the owners of dwellings where noise levels trigger investigation of mitigation measures to agree property-specific mitigation measures to reduce noise levels. Consultation with businesses that are sensitive receptors (such as GrainCorp) will also include consideration of businesses' work health and safety requirements with respect to noise levels.

Community concerns about dust emanating from the rail corridor indicate the need to provide information to the community about how dust from the Project's construction and operation will be minimised. Complaints about dust during the construction works stage will be investigated and air quality monitoring mechanisms provided, if necessary, to identify the need for any additional dust mitigation measures.

There is also the potential for some properties to experience more than one impact, e.g. noise and dust, or traffic and changes to scenic amenity. The Project will utilise a suite of environmental management plans as detailed in the revised draft EIS chapters to avoid and/or minimise environmental impacts. The Project will also maintain engagement with landowners near the Project footprint to ensure residents' concerns and experience of impacts are understood and considered in environmental management plan implementation.

Appendix K: Landscape and Visual Impact Assessment identifies the potential for potential technical non-compliances with *AS/NZS4282:2019 Control of obtrusive effects of outdoor lighting* (Standards Australia and Standards New Zealand, 2019), noting that this standard refers to fixed venues such as new sport stadiums and event facilities, rather than transient lighting sources, and the presence of potential screening vegetation may reduce this number. The contractor will consult with the owners of dwellings where non-compliance with the standard may occur to identify feasible and practical screening measures.

17.6.5.4 Impacts on community safety

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

ARTC will require the contractor to enforce a Code of Conduct and appropriate policies and procedures containing requirements for positive behaviours and respect for local residents and businesses applying to all contractor and Project personnel and will require adoption of a zero-tolerance policy relating to anti-social behaviour for all work sites and the non-resident workforce accommodation facilities.

ARTC will also engage the Project's CRG in discussion of welcome events in communities where non-resident workforce accommodation facilities would be located, to support relationship-building between the construction workforce and local residents.

ARTC will deliver communication strategies to ensure stakeholders know about construction traffic routes, peak construction periods, the Project's workforce conduct policies, and how to contact the Project in the event of any concerns. Road-rail safety campaigns will also be implemented prior to the Project's operation.

With respect to bushfire risks, further consultation with the QFES and local rural fire brigades will confirm the location of access tracks that may be affected by the Project's detailed design, and the actions required of the Project, in order to ensure firefighters' continued access to areas that they are currently able to service.

17.6.5.5 Community wellbeing

Measures outlined in the revised draft EIS chapters address avoidance or mitigation of environmental impacts such as noise, vibration, dust and changes to visual amenity that could otherwise affect quality of life or community wellbeing.

Measures outlined in previous sub-sections address specific impacts on community wellbeing including those relating to:

- ▶ Impacts on community facilities and services
- ▶ Environment qualities
- ▶ Mental health
- ▶ Emergency services
- ▶ Community safety.

Notwithstanding, while construction activities are occurring, the Project could impact on community values that support wellbeing including:

- ▶ In Yelarbon, impacts on amenity and character, due to construction noise, changes to visual amenity, increased traffic, and changes to the amenity of community facilities
- ▶ In Pampas, construction noise leading to stress or amenity impacts, and potential for noise impacts on community facilities
- ▶ In Brookstead, Yarranlea and Pittsworth, potential for construction activities to affect the amenity of residents who are closest to the rail corridor
- ▶ Impacts on social connections within and between communities due to temporary travel delays and land acquisitions, with potential to affect community cohesion.

The SIA has also identified Project opportunities such as job creation and business supply to the Project that will support community wellbeing. During operation, rail noise could impact on the amenity and character of areas through which the Project passes.

Following Project evaluation and where an approval is given, a Community Wellbeing Plan will be prepared to provide the framework for cooperation with key stakeholders in implementing mitigation and enhancement measures addressing quality of life and wellbeing. The timing for development of the Community Wellbeing Plan acknowledges that:

- ▶ The Project's detailed design may change the location or nature of impacts requiring mitigation
- ▶ Stakeholders need the opportunity to understand specific impacts before they can confirm priorities for implementation
- ▶ Councils and communities have a range of interests in responding to Inland Rail, with time needed to consider local priorities
- ▶ ARTC is unable to make further financial commitments until the Project is evaluated.

The contractor will be responsible for the development of the Community Wellbeing Plan as it relates to their scope of work, and the contractor is responsible for direct consultation with community and stakeholders to identify initiatives that support community wellbeing and align to the Project's objectives. Development of the Community Wellbeing Plan will consider the opportunities identified by ARTC in its engagement with TRC and GRC to date.

ARTC and/or the contractor will enable the involvement of vulnerable community members in Project engagement and social investment opportunities, by encouraging and supporting the participation of Indigenous community members, local seniors, young people, people with disability and migrants in Project engagement, through targeted information to community groups, inclusive messaging and broadly accessible engagement opportunities.

ARTC will be responsible for submitting the Project's Community Wellbeing Plan for the Coordinator-General's approval, at least three months prior to the start of construction.

ARTC and the contractor, along with councils, government agencies and community organisations, will have a role in implementation, with consultation required to confirm the respective responsibilities of stakeholders for delivery of initiatives. For example, the Project could fund implementation of placemaking initiatives or community facility upgrades, with long-term maintenance the responsibility of other stakeholders.

The Community Wellbeing Plan will outline the details of community development and social investment programs to be implemented as part of the Project. The Community Wellbeing Plan will include:

- ▶ Objectives and key performance indicators, drawing on the objectives and outcomes identified in the SIMP
- ▶ Relevant measures identified in the SIMP, including:
 - ▶ measures to ensure that the level of service provided by existing social services and facilities to the local community is not reduced (e.g. Sections 17.6.5.1 and 17.6.5.7)
 - ▶ partnership supporting provision of mental health support services in local communities (Section 17.6.5.2)
 - ▶ emergency response arrangements and management measures in cooperation with emergency service providers, with respect to day-to-day demands on police and emergency services, and Project-related incidents, as described in Section 17.6.5.7
 - ▶ supplementation of local services to address any increase in demand for individual and community support services as a result of the Project, to be identified through consultation with DTATSIPCA
- ▶ Initiatives to support community wellbeing through support for local amenity, character, cohesion and community development, identified in consultation with TRC, GRC, DD&WM PHN, DTATSIPCA, Traditional Owners and community members
- ▶ Responsibilities for implementation
- ▶ A monitoring and reporting protocol, including consultative arrangements with key stakeholders to support implementation and monitoring.

ARTC has commenced consultation with GRC and TRC with respect to projects that would offset amenity impacts in the towns of Yelarbon, Pittsworth, Southbrook and Brookstead where the close co-location of Project infrastructure with town boundaries could affect amenity. ARTC has also commenced consultation with Traditional Owners regarding initiatives that could be considered as part of the Community Wellbeing Plan.

To support development of this plan and related local stakeholder engagement, ARTC has also commissioned an independent survey of community wellbeing and quality of life metrics ('Living in Place') to understand community values, and experiences and priorities to enhance local liveability. This survey, or an equivalent community survey, will be conducted prior to construction commencing, and then annually during construction.

Preliminary consultation has identified a range of potential initiatives to support community wellbeing for consideration with stakeholders, including:

- ▶ Mental health promotion and support, including Indigenous-specific programs designed in cooperation with Traditional Owners
- ▶ Cooperation and/or support for recreational initiatives, such as developing running tracks beside the train line within the Toowoomba LGA
- ▶ Cooperation and/or support for tourism initiatives in and around Millmerran and Pittsworth
- ▶ Placemaking initiatives to offset impacts on local character, e.g. interpretive signage, treatment of temporary hoardings, park or streetscape upgrades, and/or supporting rural localities and towns to upgrade their entrance statements. Examples include priorities identified by the Yelarbon CCC including:
 - ▶ upgrading the QR-owned park opposite the Oasis Hotel
 - ▶ a project between GRC and the Yelarbon Men's Shed to restore an old shed at the Yelarbon Silos carpark with town memorabilia, and/or provide a public toilet
 - ▶ community art and sign-posting sites of significance
 - ▶ stations of exercise equipment/ playground equipment around the Yelarbon Lagoon
- ▶ Projects such as community events, arts and cultural programs, or skills training for volunteers and community organisations that would support community cohesion and resilience
- ▶ Support for the Gowrie Junction Multi-Purpose Community Facility
- ▶ Support for or partnership with TRC's Skills Hub
- ▶ Potential for ARTC to support Indigenous Business Month (completed in 2021)
- ▶ Support for social enterprises in Toowoomba to be involved in Project supply
- ▶ Opportunities to partner with migrant/refugee support organisations to upskill their clients for work readiness.

Initiatives to support community wellbeing that are agreed with stakeholders will be delivered via ARTC's Community Sponsorship and Donations program (for minor works), direct Project funding, and/or partnerships with councils, Traditional Owners, community organisations or government agencies.

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

During operation, the Project will be managed as part of the Inland Rail Program, in accordance with applicable standards to protect health, safety and amenity as discussed in Section 17.6.1.4, and in accordance with the stakeholder engagement provisions in Section 17.6.2.6. Additional measures addressing community wellbeing and health during the operations stage are not proposed.

17.6.5.6 COVID-19 management

ARTC's COVIDSafe Plan and management responses to the COVID-19 pandemic have been informed by close monitoring of guidance provided by various health authorities and industry bodies on controlling the spread of COVID-19 and ensuring workplaces remain COVIDSafe. Similarly, contractors with capacity to bid for Inland Rail projects will have established COVIDSafe plans and systems.

In accordance with ARTC's COVIDSafe Plan, provisions for the Project will include:

- ▶ Compliance with government directives on COVID-19 and cooperation with Queensland Health when required
- ▶ Development and maintenance of a COVIDSafe hazard and risk control system for the Project
- ▶ Compliance with ARTC's COVID-19 Management procedure
- ▶ Control measures, as appropriate, including:
 - ▶ use of the Safe Work Australia COVIDSafe Checklist at each Project site
 - ▶ a Fitness for Work Policy that addresses COVID-19
 - ▶ vaccination evidence and rapid antigen testing for staff and visitors
 - ▶ travel protocols
 - ▶ social distancing as required by Queensland Health
 - ▶ signage and communications
- ▶ Provision of information to Project personnel on COVID-19, social distancing, self-isolation, hygiene, and the availability of mental health support
- ▶ Identification of local businesses who can provide thorough cleaning and disinfection if required.

17.6.5.7 Management measures

Table 17-39 provides the objectives, outcomes and measures to mitigate impacts on community health and wellbeing.

TABLE 17-39 HEALTH AND WELLBEING MEASURES

Category	Description
Objective	<ul style="list-style-type: none"> ▶ Minimise and, where possible, avoid impacts that may affect community wellbeing, including mental health ▶ Provide a framework for communication with social infrastructure providers and government agencies to minimise Project impacts on social infrastructure ▶ Maximise communication and co-operation with local stakeholders to address social impacts ▶ Include a focus on vulnerable community members in Project engagement and social investment
Outcomes	<ul style="list-style-type: none"> ▶ Construction noise impacts on the amenity of schools, churches and community facilities are managed with the aim of achieving compliance with the adopted construction noise and vibration criteria, and in accordance with the facility-specific mitigation measures agreed with the owners of affected facilities ▶ Mitigation measures for noise impacts on homes are selected in consultation with the homes' owners ▶ Social investments by ARTC and the contractor offset impacts on amenity, character and cohesion, and leave lasting amenity enhancements in potentially impacted communities ▶ The Project has a strong traffic safety management record, including specific management measures for school bus routes ▶ Mental health services in the SIA study area are supported to maintain adequacy for any increased demand resulting from the Project ▶ Consultation with Queensland Health, DTATSIPCA, QAS, QPS and QFES enables planning for increased/changing service demands and cooperative responses
ARTC measures	<ul style="list-style-type: none"> ▶ Development of a Community Wellbeing Plan to support cooperation with key stakeholders to implement mitigation measures addressing impacts on quality of life as the result of impacts on amenity, character, cultural landscapes, cohesion or connectivity ▶ Consultation with QPS, QAS and QFES during the detailed design process to understand scope/size of the Project and potential flash points to ensure appropriate emergency vehicle access is provided across the rail corridor ▶ ARTC attendance at Local Disaster Management Group and District Management Group meetings during construction ▶ ARTC will employ, or require its contractor to provide access to, paramedic/s and provide medical and workplace health and safety services, including health promotion programs and access to GP services, for employees residing in the non-resident workforce accommodation facilities ▶ ARTC will review emergency response procedures annually during construction and the first three years of operation ▶ Engagement with government agencies to develop protocols, confirm the detail of mitigation impacts on social infrastructure and joint response arrangements with Department of Education, Queensland Health, QPS, QAS and QFES ▶ Continue to implement the mental health partnership to provide access to mental health support ▶ ARTC will continue to work with all tiers of government and landowners regarding the provision of sustainable water sourcing and water allocations/ entitlements.

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Noise or access impacts on schools	Affected schools including Yelarbon and Brookstead State Schools Department of Education	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will consult with Department of Education and affected schools to: <ul style="list-style-type: none"> ▶ confirm the location of the Project alignment, road-realignments and associated laydown areas and access tracks ▶ describe the construction schedule and the nature of road–rail interface treatments, temporary disruptions to traffic, any disruptions to school bus routes and traffic management measures e.g. supervised crossings, traffic flow and speed control measures or relocation of pedestrian pathways ▶ conduct an audit of the affected schools and consult the Department of Education to determine in-corridor or at-property treatments to mitigate operational rail noise impacts in relation to Brookstead State School, e.g. façade treatments, fence treatments or air conditioning ▶ confirm all relevant school bus services to enable consultation with the operators ▶ identify any specific considerations (e.g. off-campus sports or activities) that should be considered in the Project's RUMP and Traffic Management Plan ▶ agree the communication process between ARTC and school communities during the construction works stage 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ commence implementation of management measures relating to schools as agreed during the detailed design stage ▶ Ensure that all schools and community facilities in the potentially impacted communities are aware of the construction program, and are provided with regular updates about road closures and roadworks ▶ Engage with schools in response to any complaints regarding construction impacts on amenity (e.g. dust), and work with them to find satisfactory solutions

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Noise or access impacts on community facilities	Owner/managers/trustees of affected community facilities including Pittsworth and District Assembly of God/Harvest Life Church, Yelarbon & District Soldiers Memorial Hall, Pampas Memorial Hall and Pampas RFB	<ul style="list-style-type: none"> ▶ ARTC will avoid direct impacts to the Yelarbon rest stop and park that are adjacent to the current rail alignment ▶ ARTC will encourage community facility managers to apply for sponsorship/donations to support facility enhancements ▶ ARTC and/or the contractor will engage with the owners or managers/trustees of Pittsworth and District Assembly of God/Harvest Life Church in Pittsworth, Yelarbon & District Soldiers Memorial Hall, Yelarbon Fire Station, Brookstead Community Hall, the Pampas Memorial Hall and the Pampas RFB to explain noise impacts during construction and operation, and where noise levels would exceed the relevant criteria, agree property-specific mitigation measures to reduce or avoid noise impacts. Subject to consultation mitigation measures could include architectural treatments, or fencing ▶ ARTC and/or the contractor will engage with the Pampas Memorial Hall committee and the Pampas RFB to understand their access requirements and plan to minimise any interruptions to access to the Gore Highway 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will implement noise mitigation measures agreed with the owners/managers of Pittsworth and District Assembly of God/Harvest Life Church in Pittsworth, the Yelarbon & District Soldiers Memorial Hall, the Pampas Memorial Hall, Yelarbon Scouts Hall and Pampas RFB ▶ ARTC will encourage community facility managers to apply for sponsorship/donations to support facility enhancements ▶ The contractor will provide information about the construction program to all community facilities in the potentially impacted communities, including regular updates ▶ The contractor will engage with facility managers in response to any complaints regarding construction impacts on amenity (e.g. dust), and work with them to find satisfactory solutions

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Increased demand for emergency services	QPS, QAS and QFES, Pampas RFB, Queensland Health, DD&WM PHN, Toowoomba and Goondiwindi Local Disaster Management Groups	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will engage with QPS, QAS and QFES in: <ul style="list-style-type: none"> ▶ understanding the scope of the Project and potential flash points to ensure appropriate emergency access is provided across the corridor ▶ development of emergency response plan for construction, including measures to mitigate impacts on emergency service response times, and coordinated responses and communication in the event of accidents and other emergencies ▶ notifying QPS, QAS, QFES and SES of changes to the road network and construction activities, and orienting them to the non-resident workforce accommodation facilities and management protocols ▶ confirming management measures for dangerous goods transport ▶ confirmation of the location of access tracks that may be affected by the Project's detailed design, and actions required to ensure firefighters' continued access to areas that they are currently able to service ▶ development of cooperative arrangements, to ensure effective communication and cooperation in emergency responses ▶ The contractor will consult with Toowoomba and Goondiwindi local disaster management groups regarding planning for emergency response and recovery during construction ▶ The contractor will provide early advice about early works and construction activities, construction schedule, the number/nature of vehicles and plant to be used, construction hours and construction personnel numbers to Queensland Health, the DD&WM PHN, QPS, QFES, QAS and SES services in the SIA study area, to enable forward planning for any service adjustments that may be required 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ provide emergency access points across the alignment and communicate this information to QPS, QFES, QAS and SES officers servicing in the Toowoomba and Goondiwindi LGAs ▶ provide regular updates to QPS, QAS and QFES about construction activities, the construction schedule, the Project's activities and travel routes, and construction personnel numbers, and ensure any safety or service access issues are identified and addressed ▶ provide a forward schedule for construction activities requiring oversized vehicle escorts to police services and all emergency services bases ▶ maintain regular liaison meetings during the construction works stage to review co-operative arrangements and ensure any safety or service access issues are identified and addressed ▶ attend local disaster management group and district management group meetings ▶ undertake joint training and response exercises with QPS, QFES, QAS to build capacity for Project-associated incident management ▶ as part of planning for operation, consider the arrangement of materials on carriages of good transported in relation to hazard risk reduction ▶ Engage with emergency services providers to plan for the operations stage, including provision of ready access to train schedules for QPS, QFES, QAS, and a protocol defining appropriate and coordinated responses and communication in the event of accidents and other emergencies ▶ undertake annual review of the emergency response procedures during construction

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Increased demand for health services	DDHHS, DD&WM PHN, local health service providers and residents	<ul style="list-style-type: none"> ▶ To reduce demands on local services during construction, ARTC or its contractor will: <ul style="list-style-type: none"> ▶ provide advance notice of the construction program and scheduled workforce build up to the DDHHS and the DD&WM PHN, to enable forward planning for any service adjustments that may be required ▶ plan for workforce access to paramedic services from the commencement of construction, to manage minor health issues at non-resident workforce accommodation facilities and major worksites, and develop health and wellbeing programs focused on physical and mental health. ▶ develop, maintain and implement COVIDSafe hazard and risk control system and management practices for the Project ▶ engage with air evacuation services to confirm commercial arrangements for provision of evacuation services between work sites and hospitals 	<ul style="list-style-type: none"> ▶ The contractor will: <ul style="list-style-type: none"> ▶ provide access to paramedic services ▶ provide workplace health and safety services including health promotion programs ▶ ensure personnel are made aware of the need to attend to routine health issues while they are off roster, minimising use of local health services ▶ encourage use of telehealth appointments with their own health practitioners, where appropriate ▶ enable delivery of onsite mental health programs ▶ implement COVIDSafe hazard and risk control system and management practices for the Project ▶ As part of quarterly consultation with Queensland Health, ARTC will monitor impacts on local health services ▶ If undue strain on local health services is identified to be attributable to the Project, ARTC will work with Queensland Health and DD&WM PHN to implement appropriate measures that may include funding additional health services and programs at non-resident workforce accommodation facilities, or contract arrangements with local or remote health service providers
Potential for increased demand on community services	DTATSIPCA, ARTC and community organisations	<ul style="list-style-type: none"> ▶ ARTC will: <ul style="list-style-type: none"> ▶ continue its Community Sponsorship and Donations Program, which provides grants to community organisations that offer services and manage community facilities ▶ continue its mental health partnership delivering service support in potentially affected communities ▶ consult with community advisory networks (representing health, emergency and education services) in planning the Project's investments in community projects ▶ consult with DTATSIPCA to identify any Project-related stresses on local services and, if stresses on services are identified, enable a cooperative response to community needs between DTATSIPCA, ARTC and community organisations 	<ul style="list-style-type: none"> ▶ The contractor will: <ul style="list-style-type: none"> ▶ ensure that community services and facilities in the potentially impacted communities are aware of the construction program, and are provided with regular updates about road closures and roadworks, to allow community members to plan their travel to minimise delays ▶ consult with DTATSIPCA annually to identify any Project-related stresses on local services and, if stresses on services are identified, enable a cooperative response to community needs between DTATSIPCA, ARTC and community organisations ▶ meet with GRC and TRC to involve them in monitoring SIMP outcomes, as detailed in Section 17.6.7, and in developing any corrective actions to minimise impacts on emergency services

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Impacts on community wellbeing due to changes to amenity, character, cohesion or environmental qualities	Yelarbon, Millmerran, Inglewood, Pittsworth, Brookstead, Pampas, Gowrie and Southbrook communities	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will work with GRC, TRC, community members and stakeholders in the Yelarbon, Inglewood, Millmerran, Pampas Brookstead, Pittsworth, Southbrook and Gowrie Junction communities to develop a Community Wellbeing Plan that identifies projects to increase opportunities for community participation, and focuses on community amenity, cohesion and character (Section 17.6.5.5) ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ establish consultative arrangements that are accessible to all residents living near the Project footprint ▶ provide information to communities about how noise, dust and traffic delays from the Project will be minimised ▶ develop targeted rail and road safety programs, including a traffic demand management campaign to inform community members on the proposed construction activities, effects on the local road network, construction traffic routes, workforce conduct policies and how to contact Project personnel in the event of any concerns, for delivery to local schools, local young people and communities in the SIA study area ▶ implement the Complaints Handling Management Procedure and the contractor's complaints management procedure (Section 17.6.2.4) ▶ ARTC is sponsoring independent monitoring of community values and experiences of liveability, cohesion, wellbeing and related local issues, to support further engagement with local stakeholders ▶ ARTC will provide funding through the Community Sponsorships and Donations Program to community organisations in potentially impacted communities that can facilitate activities, events and networks that support town amenity, community cohesion and sense of place 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ implement the CEMP, including measures addressing impacts on landscape and visual amenity values, noise mitigation, air quality management and traffic management, to minimise impacts on community amenity and character ▶ deliver communications strategies in the SIA study area regarding construction traffic routes, construction activities and sites, the Project's workforce conduct policies, and how to contact the Project in the event of any concerns ▶ ARTC and/or the contractor will enable the involvement of vulnerable community members in Project engagement and social investment opportunities, by: <ul style="list-style-type: none"> ▶ encouraging and supporting the participation of Indigenous community members, local seniors, young people, people with disability and migrants in Project engagement, through targeted information to community groups, inclusive messaging and broadly accessible information ▶ consulting with existing local and regional networks that involve vulnerable community members, to enable the involvement of community members in social investment (e.g. Community Sponsorship and Donations process and Community Wellbeing Plan initiatives) ▶ Pending agreement with TRC/GRC as appropriate and the results of engagement with local community members, ARTC and/or the contractor will provide enhanced planting and habitat creation to benefit the local community and support health and wellbeing, for example streetscape strategies within the vicinity of the Project alignment and street tree planting within the settlements of Yelarbon, Brookstead and Pittsworth

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
		<ul style="list-style-type: none"> ▶ ARTC will continue to work with all tiers of government and landowners regarding the provision of sustainable water sourcing and water allocations/ entitlements 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will engage with GRC, TRC and potentially impacted communities to identify and implement or support initiatives to: <ul style="list-style-type: none"> ▶ deliver community development programs with residents near the Project footprint and in potentially impacted communities, including community events and activities to support community cohesion ▶ mitigate changes to local amenity and character, e.g. through upgrades to parks, streetscapes and/or community facilities ▶ contribute to Yelarbon streetscape projects initiated by the Yelarbon community, e.g. through planting and other measures to be agreed with GRC ▶ ARTC and/or the contractor will implement targeted rail and road safety programs, including a traffic demand management campaign ▶ ARTC will ensure that the contractor has appropriate complaints mechanisms that ensure fast and effective resolution to any issues experienced ▶ An independent Community Relations Monitor will facilitate discussions between ARTC, the contractor and affected entities about mitigation measures as required by either ARTC or the affected entity ▶ ARTC or the contractor will provide air quality monitoring mechanisms (e.g. dust deposition gauges or testing of water tanks) if residents living adjacent to the Project footprint identify health concerns regarding dust ▶ Complaints about issues such as noise, dust or lighting will be investigated and mitigated through reasonable and practicable measures if not compliant with the regulatory requirements and ARTC's environmental management plans.

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Potential for construction or operational noise to affect sleep	Sensitive receptors	<ul style="list-style-type: none"> ▶ Sensitive receivers located on land within the Project's permanent footprint would be acquired to enable construction of Project. ▶ The contractor will: <ul style="list-style-type: none"> ▶ develop a Noise and Vibration Management Plan as part of the CEMP ▶ confirm the proximity of sensitive receptors to the finalised location of laydown areas and other construction facilities, and re-assess the predicted noise and vibration levels from these activities ▶ communicate the results of refined construction noise and vibration modelling and noise mitigation measures to the owners and occupants of sensitive receptors ▶ investigate rail noise barriers at relevant locations, including at Brookstead, Yelarbon and Pittsworth ▶ The Project's detailed design will aim to achieve the operational noise and vibration criteria identified by the noise and vibration assessment 	<ul style="list-style-type: none"> ▶ ARTC and the contractor will: <ul style="list-style-type: none"> ▶ implement the Noise and Vibration Management Plan with the aim of achieving compliance with adopted construction noise and vibration criteria ▶ provide regular information to residents and occupants within an appropriate distance from the Project footprint to enable them to understand the likely nature, extent and duration of noise and vibration impacts during construction, including construction progress and upcoming activities, particularly when noisy, potentially dusty or vibration-generating activities are planned ▶ provide details of the contractor's and ARTC's complaints handling management procedure to residents to enable them to notify the Project of issues during construction, and seek resolution of their complaint ▶ In consultation with landowners, ARTC and the contractor will confirm noise mitigation measures for properties where noise exceedances during operation are predicted, and implement feasible and reasonable measures to reduce operational railway noise impacts including at-property measures such as architectural property treatments and upgrades to property fencing, investigated in consultation with affected landowners ▶ ARTC will maintain the availability of its Complaints Handling Management Procedure during the Project's operation
Lighting impacts	Owners of dwellings where lighting impacts may occur during construction or operation	<ul style="list-style-type: none"> ▶ Works during detailed design such as additional surveys, that would result in lighting impacts are not anticipated 	<ul style="list-style-type: none"> ▶ ARTC and the contractor will comply with approved hours of work as described in Chapter 5: Project Description. Work outside the approved hours of work will only be undertaken where consultation with the local community has been undertaken, including consideration of light attenuation measures in consultation with potentially impacted landowners ▶ The contractor/ARTC will consult with the owners of dwellings where non-compliance with <i>ASNZS4282:2019 Control of Obtrusive Effects of Outdoor Lighting</i> may occur during operation to identify and implement feasible and practical screening measures.

Impacts addressed	Stakeholders	Detailed design	Pre-construction and early works, and construction works
Stress or anxiety affecting mental health	Directly impacted landowners, other community members, DDHHS, Queensland Health, DD&WM PHN	<ul style="list-style-type: none"> ▶ ARTC has established a Program-wide mental health partnership with independent specialist services to support the mental wellbeing of community members in impacted communities ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ disseminate accurate, transparent and accessible information about the Project to the community, including information about the land acquisition process and mitigation of impacts ▶ continue consultation with landowners whose properties are directly affected by the Project footprint or by the potential for increased flooding, to identify management measures that will reduce impacts on the use and amenity of their properties, and the safety of humans and stock ▶ establish and maintain a monitoring program of changes to levels of physical, mental and social wellbeing in the community in cooperation with the councils, DDHHS and/or DD&WM PHN, including independent monitoring sponsored by ARTC ▶ provide training for Inland Rail staff working with impacted landowners and their families regarding mental health and referral to services 	<ul style="list-style-type: none"> ▶ ARTC will: <ul style="list-style-type: none"> ▶ continue to implement the mental health partnership to provide access to mental health support (and referral as required) for local residents ▶ engage proactively with Queensland Health and QPS to ensure they are well informed about the Project and are aware of additional resources that may be available through the Project to support mental health in the affected communities ▶ work with the DD&WM PHN in refining its mental health partnership projects to be delivered within the SIA study area ▶ as part of pre-operational communication strategies, provide accurate information to potentially impacted communities about wait times at level crossings, to reduce potential for stress

17.6.6 Local business and industry

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

17.6.6.1 Impacts on farms and agribusinesses

The Project will require acquisition of agricultural land that may affect the operation of farms, including loss of productive land, disturbances to farm infrastructure, such as fences, sheds, dams and bores, and changes to cross-corridor connectivity. Impacts such as severance or loss of land area may affect the operations of these businesses, and therefore farmers' or business owners' livelihoods. This will be considered in the terms of the land acquisition and compensation agreements, and through property-specific management measures developed in consultation with landowners.

Land acquisition for the Project would result in the loss or relocation of grazing operations, a cropping farm, transport businesses and a welding business acquired. This would be disruptive and may be distressing for some landowners. Compensation for the loss of premises and associated costs, as specified in the AL Act, will be payable. Based on ARTC's consultation with landowners, ARTC does not currently anticipate land acquisition that would result in the closure or relocation of any businesses in the Goondiwindi LGA.

ARTC will undertake ongoing cooperation with all directly impacted landowners to minimise impacts associated with the Project. ARTC is also consulting with landowners whose land is located adjacent to the Project footprint, to identify and address any impacts on property access, the potential for noise impacts or changes to cross-corridor connectivity, including the potential for cumulative environmental impacts on properties. This will include regular engagement to identify any unexpected impacts on agricultural operations, to support identification and implementation of any corrective actions required.

In response to stakeholder inputs, the Project has incorporated the Millmerran Alternative Alignment, which avoids impacts on DA Hall and Co infrastructure and their piggery, poultry and egg farm operations, which are large local employers.

ARTC also consulted with the owners of the Yarranbrook (Whetstone), D M Fletcher (Bringalily), R Sydney and KM Stevens (Millwood) and Tandrielle feedlots, to refine the Project footprint to minimise impacts on the feedlots' infrastructure and operations. This included extensive engagement regarding the Project alignment along Millmerran-Inglewood Road. As a result, impacts on employment opportunities associated with these businesses are expected to be negligible.

GrainCorp has sites along the Project corridor at Yelarbon and Brookstead, with the corridor skirting the GrainCorp site at Yarranlea. The revised reference design includes connecting to existing sidings at GrainCorp silos, which will facilitate faster transport of grain to market.

ARTC will work with individual landowners to accommodate the continuation of current property management activities and access across properties, where possible, in the detailed design and construction methodology. Individual property treatments will be developed in consultation with landowners/occupants, with respect to the management of construction on, or immediately adjacent to, private properties. The treatments will detail any required adjustments to fencing, access, farm infrastructure connectivity or relation of impacted structures, as required. The revised reference design also specifically addresses impacts on key GrainCorp silos and feedlots that are closely related to local farms' supply chains.

An independent Community Relations Monitor will be appointed to facilitate discussions between the ARTC, the contractor and directly affected stakeholders about mitigation measures.

The preceding measures will reduce the potential for business operations to be significantly disrupted or reduced and would therefore minimise impacts on farmers' livelihoods or the availability of farm employment. There may be potential for the loss of employment for farm workers but this is unquantifiable.

17.6.6.2 Impacts on town-based and tourism businesses

During construction, impacts on the amenity of or access to businesses would be managed through the measures outlined in the relevant revised draft EIS chapters (e.g. noise and vibration management measures, traffic management measures, and regular communication between ARTC and affected stakeholders). There is potential for construction noise or operational noise to impact on the amenity of businesses in the towns of Yelarbon, Brookstead, and Pittsworth, principally retail and hospitality businesses. There is little potential to affect the amenity of business in other town centres. ARTC will consult with businesses within towns where construction noise or traffic disruptions could affect their amenity and consider their feedback in finalising plans for works near their businesses. Where nightworks are proposed, the contractor will consult nearby businesses who may be affected prior to works occurring, and consider any specific needs they identify, e.g. high occupation or visitation periods. Engagement with Yelarbon, Inglewood and Millmerran businesses will also be undertaken to enable them to gauge the need to increase their offerings in relation to personnel's potential expenditure with local businesses.

During operation, exceedances of railway noise criteria could be experienced at Yelarbon Post Office, Brookstead Post Office, two buildings with office usage in Brookstead, and one building with office usage in Yelarbon. While noise barriers are expected to mitigate noise exceedances, ARTC will engage with potentially impacted businesses to consider at-property noise mitigation treatments if noise exceedances at business are expected.

ARTC will also consult with businesses along the Project footprint where property accesses or road connections may be disrupted or exceedances of noise criteria are expected, to explain the result of EIS studies, as relevant, and work with business operators to reduce the potential for impacts on their amenity.

When the detailed design is confirmed, ARTC will consult with tourism-related businesses located within 10 km of the Project to ensure there is a shared understanding of how roadworks, changes to the road network or noise/vibration may affect tourism-related businesses. Temporary access arrangements supporting road access to tourism sites and major events will be agreed with DTMR and local councils as is the standard approach normally adopted by linear transport projects. If consultation indicates the potential for road works or other construction activities to deter tourists, ARTC will work with local chambers of commerce, tourist information centres, and the Goondiwindi and Toowoomba regional councils to develop a strategy to support tourism marketing campaigns to benefit affected tourism businesses.

ARTC has engaged with DAF to confirm their requirements and potential impacts of the Project on State forest resources and is working with DAF to mitigate impacts on forestry operations. ARTC will also consult with the QBA and DAF regarding maintenance of honey producers' access to the State forest while Project construction is active in the Bringalily and Whetstone State Forests.

Vary Agricultural Services is located south of Brookstead, adjacent to the Project footprint, providing bulk transport services, including a weighbridge, which are sensitive to vibrations. The Project will further investigate the potential for impacts based on weighbridge plans, to identify and implement detailed design and construction management measures to avoid impacts on the weighbridge's operation. ARTC will also incorporate dust management procedures and biosecurity (weed management) practices during construction to minimise the potential for any contamination impact.

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

17.6.6.3 Local and Indigenous business participation

In accordance with the *Australian Jobs Act 2013* (Cth), ARTC has prepared an AIP Plan for the Inland Rail Program, which identifies how Australian entities, particularly businesses operating within the Goondiwindi, Toowoomba and nearby LGAs, will be provided full, fair and reasonable opportunity to bid to supply goods and services to the Project. ARTC is also committed to ensuring that Indigenous businesses, including those operating within the SIA study area, are identified and encouraged to participate in the Project's supply chain.

In recognition of stakeholders' expectations, and to ensure local business benefit from the Project, ARTC has developed subgroups to further categorise and define the geographical boundaries of what constitutes local, as discussed in Section 17.6.3.1, and will report on local supplier participation from within the Goondiwindi and Toowoomba LGAs, as well as at regional, State and national level.

The majority of supply opportunities for businesses will be with the construction contractors and their supply chains, not directly with ARTC. Tenderers for Project construction will be made aware of the need to engage local businesses and be required to ensure they have a full, fair and reasonable opportunity to tender.

The Project's procurement process for the construction contract will enable competitive negotiation of local procurement targets, scoring contractors' local and Indigenous labour strategies in the tender assessment criteria, and incentivising the contractors to maximise local benefits. Inland Rail's tender assessment criteria will include local and First Nations participation as a key element of all construction tender assessments.

As discussed in Section 17.5.5.5, the Project will ascribe to:

- ▶ A minimum benchmark of 3.0 per cent Indigenous procurement, i.e. at least 3.0 per cent of the value of the contractor's Australian supply chain must be subcontracted to Indigenous enterprises, on average, over the initial term of the contract
- ▶ An aspirational target of 15.0 per cent of the value of Project procurement to be spent with businesses that are located within the SIA study area.

ARTC and its construction contractor will agree on the actions/initiatives the contractor will deliver to maximise local and Indigenous businesses participation. This will take into account legal and commercial requirements, as well as local business capability, capacity and interest in participation. ARTC will request its contractor to consider criteria including that 'local businesses' are those trading from a street address located in near the Project footprint or region.

In evaluating the contractor's initiatives, ARTC will also consider the aspirational target identified in the Queensland Procurement Policy (Department of Energy and Public Works, 2021) to source at least 30 per cent of procurement by value from Queensland small and medium enterprises.

ARTC expects all contractors on Inland Rail to demonstrate the same level of commitment to providing local and Indigenous businesses and social enterprises with the opportunity to compete for work. Upholding this supply chain commitment supports ARTC's social licence to operate.

ARTC is engaging with the contractors regarding acceptable standards for subcontracting, and will also work with small businesses to provide information about how to engage with major contractors.

Sustainable Procurement Policy

ARTC will implement Inland Rail's Sustainable Procurement Policy (available at inlandrail.artc.com.au/inland-rail-sustainable-procurement-policy/) for the Project. The Sustainable Procurement Policy aims to maximise the involvement of businesses, and includes a focus on building local businesses' capacity, to increase the number of businesses in the SIA study area that can successfully compete for Project supply opportunities.

Inland Rail is committed to working with current and future suppliers to achieve:

- ▶ Targets, capability development and transferrable skills pathways for local and Indigenous businesses, individuals and social enterprises
- ▶ Maximised opportunities for procurement from local and Indigenous businesses and social enterprises across the Inland Rail Program and projects
- ▶ Cultural understanding and positive engagement with Traditional Owners
- ▶ An Infrastructure Sustainability Council of Australia Program performance rating using current industry rating tools
- ▶ Incorporation of 'total cost ownership' and 'life cycle cost' considerations in relevant tenders
- ▶ Innovation and implementation of technologies, processes and options that significantly reduce water, energy and waste during detailed design, construction works and operations stages
- ▶ Quality data management practices and reporting of outcomes.

The Sustainable Procurement Policy commits that environmental, community and economic considerations will be embedded in the procurement process and ARTC will, wherever possible:

- ▶ Require suppliers to provide details of their environmental and sustainability policies, and implementation, during the tender process
- ▶ Apply sustainability metrics to the evaluation of tenders received (environmental, social and economic considerations)
- ▶ Choose suppliers and products with demonstrable positive environmental and social impacts
- ▶ Support procurement from local and Indigenous businesses and suppliers
- ▶ Procure products and encourage our suppliers to procure products that have recognised environmental labels or are from sustainable supply chains
- ▶ Commit to continuous improvements by reviewing procurement outcomes, and reviewing and updating the policy and appropriate procedures
- ▶ Communicate the policy to the public.

Articulation of commitments through supply chain

A key requirement in delivering on the Inland Rail Program's approach is to ensure that ARTC commitments cascade through the supply chain and contractors understand their requirements.

ARTC will work with its various service providers, consultants and contractors in their implementation of the AIP Plan. As part of implementing the AIP Plan, ARTC expects that its contractor and operators will:

- ▶ Ensure that measures made within the Inland Rail AIP Plan are implemented by the supply chain
- ▶ Prepare an Industry Participation Plan during the tender stage for implementation during construction
- ▶ Implement a clear and efficient process for businesses to source information about the Project and potential supply opportunities, and to register their interest
- ▶ Ensure all procurement entities have a detailed understanding of business capability/capacity of the study area and region before seeking bids to supply
- ▶ Ensure design specifications take account of Australian standards and, where international standards will be used, provide avenues for Australian entities to identify how they can comply
- ▶ Adopt a policy that all purchases will include consideration of at least one competitive local and/or Indigenous business, where local/Indigenous businesses have proven capability
- ▶ Include local and Indigenous content criterion and clauses in Project procurement processes and contract documents
- ▶ Report on local and Indigenous industry participation outcomes.

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

Construction contractors and their supply chains are contractually obligated to periodically report to ARTC on their achievement against local and Indigenous business participation targets and implementation of actions/initiatives. The contractor will be required to demonstrate compliance with the Inland Rail AIP Plan and *Australian Jobs Act 2013* (Cth) requirements. Contractors will also be required to prepare and submit to ARTC an AIP Compliance Report every three months in the format prescribed by the AIP authority.

17.6.6.4 Capability building with local and Indigenous businesses

The SIA study area and adjacent LGAs have significant existing capacity for involvement in major construction projects; however, ARTC acknowledges that small businesses need time to upskill and prepare to tender for major projects, and has started preparing local businesses to tender for the Project.

Inland Rail's AIP Plan and Sustainable Procurement Strategy will maximise the involvement of businesses with existing capability, and include a focus on building local businesses' capability, to increase the number of businesses in the SIA study area that can successfully compete for Project supply opportunities. This will increase employment opportunities for workers and jobseekers in the SIA study area.

Delivery of ARTC's Business Capability Development Program provides local and Indigenous small-to-medium enterprises and social enterprises located along the Inland Rail alignment with access to workshops, presentations and mentoring support aimed at improving their understanding of how to supply to Inland Rail. The program helps businesses:

- ▶ Prepare a business capability statement
- ▶ Create a business profile on Industry Capability Network Gateway and register their interest in supply opportunities
- ▶ Improve their approach to tendering
- ▶ Understand health, safety and environment requirements
- ▶ Effectively manage their contracts.

Early business capability development available to businesses in the SIA study area has included:

- ▶ From September to December 2020, ARTC conducted eight workshops on developing capability statements, including two workshops in Toowoomba (one specific to Indigenous business), and two workshops in Goondiwindi. Despite being widely promoted, a planned workshop in Millmerran did not proceed due to no responses being received. In all, the eight workshops included 114 participants representing 100 businesses, including 19 Indigenous businesses and eight social enterprises
- ▶ One-on-one mentoring has been made available over several months to participants of business capability workshops
- ▶ Free business sustainability webinars are available online at any time, to help suppliers build sustainability capacity and be more competitive
- ▶ Four workshops within the SIA study area (in Goondiwindi, Inglewood, Pittsworth and Toowoomba) during September and October 2022 in partnership with Industry Capability Network Queensland, to provide businesses with an understanding of how to communicate information about their business to buyers from major projects and register their interest in supply opportunities.

ARTC also participated in a working group planning the National Launch of Indigenous Business Month in Toowoomba and Roma in October 2021, in cooperation with stakeholders, including DSDILGP and DSDATSIP. This included an official launch, networking events, a 'Meet the Buyers' event, a showcase of Indigenous businesses and an Indigenous Artisans Market staged throughout the month.

ARTC is working with Traditional Owners to ensure that they and other Indigenous community members benefit from Project employment and business supply opportunities, which to date has included:

- ▶ Information exchange regarding Indigenous businesses and the supplies and skills that the contractor require
- ▶ A capacity-building workshop to assist Indigenous businesses to understand supply opportunities and contractors' requirements, and develop capability statements
- ▶ Support for a Youth Summit in Goondiwindi to communicate information about the Project and employment opportunities to young people
- ▶ Facilitating a two-day workshop with BNTAC, including discussion of Project supply requirements and the availability of capacity-building programs through ARTC and other agencies
- ▶ Facilitating a meeting between BNTAC and the contractor at the commencement of their relationship.

ARTC is also:

- ▶ Engaging with DESBT and DSDILGP to identify programs that will support individuals and Indigenous businesses to be ready for opportunities associated with supply of goods, services, materials and labour to Inland Rail projects
- ▶ Engaging with DSDILGP and the Industry Capability Network to collaborate on business capacity development in the SIA study area to prepare small-to-medium businesses to participate in major projects, including Inland Rail
- ▶ Working with DITRDCA to align Project initiatives with DITRDCA regional development initiatives
- ▶ Planning to collaborate with DSDILGP – Regional Economic Development South prior to Project evaluation, to support industry capability development and post-Project evaluation businesses engagement.

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

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

Local and Indigenous business participation will be tracked and reported as part of the SIMP annual report.

17.6.6.5 Business and industry opportunities development

The Inland Rail Program is a nationally significant transport initiative and will provide a high-capacity freight link between Melbourne and Brisbane through regional Australia to better connect cities, farms and mines via ports to domestic and international markets.

The Inland Rail Business Case (ARTC, 2015) identified several benefits that would support regional economic development, including improved linkages and reduced distances travelled within the national freight network; improved access to and from regional markets; and reduced rail costs. It will also allow for improved reliability and greater certainty for freight travelling between Melbourne and Brisbane and anywhere within the Inland Rail alignment.

To assist regional businesses to prepare for Inland Rail once construction is complete, ARTC Interstate Network has a dedicated Business Development Manager to work with potential customers, rail freight owners, terminal owners and industry stakeholders. The Business Development Manager acts as a conduit to ARTC to support businesses as they consider rail solutions for their operations, and has a dual focus: to explain and inform businesses how Inland Rail and ARTC's network will work, and to work with businesses and industry one-on-one, to understand where there may be opportunities to put freight on rail when Inland Rail is operational.

The Inland Rail Business Case (*Ibid.*) notes that Inland Rail would be a catalyst for complementary supply chain investments, including fleet upgrades, new metropolitan and regional terminals, and integrated freight precincts, as well as the potential for creation of new and expanded regional industries. The Project may act as a significant catalyst for development within the SIA study area in relation to rail-dependent industries, movement of agricultural commodities and/or support industries associated with transport, freight handling, warehousing and logistics.

17.6.6.6 Management measures

Table 17-40 provides the objectives, outcomes, performance management measures and management measures for mitigation of impacts on businesses and ensuring local and Indigenous business participation in the Project.

TABLE 17-40 LOCAL BUSINESS AND INDUSTRY MANAGEMENT MEASURES

Category	Description
Objective	<ul style="list-style-type: none"> ▶ Minimise impacts on farming, agribusiness, tourism businesses and businesses in towns ▶ Maximise local awareness of the Project's supply opportunities and build relationships with local businesses to support their involvement in the Project ▶ Provide the framework for full, fair, and reasonable opportunity for local, regional and Indigenous businesses to participate in the supply chain and integrate this framework in construction tender requirements and contracts
Outcomes	<ul style="list-style-type: none"> ▶ Property-specific management measures agreed with landowners and business owners to minimise impacts on agricultural businesses, including farms and grazing operations ▶ Impacts of changes to traffic conditions, amenity or accommodation access on tourism businesses are identified and minimised where possible ▶ Businesses in the SIA study area are provided full, fair and reasonable opportunity to bid to supply goods and services to the Project, including non-resident workforce accommodation facilities. The Project engages Indigenous businesses in its construction supply chain ▶ Any cumulative labour draw impacts on local business are identified to enable refinements to recruitment or training strategies
ARTC	<ul style="list-style-type: none"> ▶ The Project will ascribe to an aspirational target of 15.0 per cent of the value of Project procurement to be spent with businesses that are located within the SIA study area ▶ Project planning and procurement will be guided by a minimum benchmark of 3.0 per cent of the value of Project procurement to be spent with Indigenous businesses ▶ Disturbance/loss of agricultural activities or access to infrastructure (e.g. groundwater bores or irrigation infrastructure), and options to access areas within properties will be investigated in consultation with impacted landowners during the detailed design process ▶ Prior to construction activities that could impact on access to water, alternative measures for stock access to watering points are to be finalised with the landowner and implemented ▶ Implementation of an AIP Plan focusing on opportunities for involvement by local business in construction and operation of the Project that involves identifying businesses within 125 km of the Project with potential capacity to supply the construction works stage, and engagement with local business to identify opportunities to develop and promote local business participation ▶ Engagement with DESBT and DSDILGP to develop business capacity-building strategies ▶ ARTC will continue to engage with TSBE, chambers of commerce and local business groups/associations ▶ ARTC will consider providing the Local Content Report to the Australian Industry and Skills Committee when developed ▶ Implementation of ARTC's Sustainable Procurement Policy ▶ Indigenous participation and local participation are included as key elements of construction tender assessments ▶ ARTC will work with government stakeholders and local and Indigenous businesses to: <ul style="list-style-type: none"> ▶ build businesses' capacity to participate in the Project's supply chain through business development, mentoring and pre-qualification projects ▶ support Indigenous businesses to ensure they are prepared for, and provided with, opportunities to participate ▶ link training and development programs with other projects and local industries to provide the greatest regional benefit

Impacts addressed	Stakeholders	Detailed design	Construction works
Impacts on agricultural businesses, including closure of private roads, land acquisition and disruption to land use or infrastructure	Directly impacted landowners and nearby agricultural businesses	<ul style="list-style-type: none"> ▶ Impacts such as severance or loss of land area that may affect the operations of businesses, and therefore livelihoods, will be considered by the constructing authority in the terms of the acquisition agreements ▶ ARTC will refer business owners whose operations would cease or be relocated as a result of Project land acquisition to business support or community support services if they indicate the need for assistance in adjusting to the changes resulting from land acquisition for the Project ▶ ARTC and/or the contractor will work with directly affected landowners to develop property-specific measures to mitigate potential impacts on farm and business operations, e.g.: <ul style="list-style-type: none"> ▶ minimise disturbance/loss of agricultural activities ▶ minimise limitations on access to infrastructure ▶ appropriate property access and options to access areas within properties that would be severed, including alternative measures for stock access to watering points ▶ cooperative strategies that will reduce impacts on productivity and connectivity, including the design of level crossings on private roads ▶ ARTC and/or the contractor will consult with landowners and ensure an appropriate level of access is maintained for agricultural businesses across and between properties directly affected by the Project to minimise impacts on the movement of stock, water, produce and equipment ▶ The contractor will consult with stakeholders (including landowners/occupants) prior to construction in support of appropriate approvals and agreements for the extraction of water ▶ The construction approach for Project components within the existing rail corridor will be confirmed through discussion with QR and other key stakeholders including GrainCorp to minimise impacts on grain haulage by rail ▶ ARTC or the contractor will engage with Vary Agricultural Services regarding specific management measures to mitigate any vibration impacts on Vary's weighbridge and/or air quality impacts ▶ ARTC will incorporate dust management procedures and weed management practices during construction to minimise the potential for dust from Project works to contaminate Vary Agricultural Services' products ▶ Where drawdown impacts are anticipated in bores that would not otherwise be decommissioned by the Project, ARTC will engage with each licensed user to determine and agree an appropriate mitigation approach 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will maintain regular engagement with landowners and other business owners adjacent to the Project footprint (at least quarterly during the first year of construction or as agreed with landowners) to: <ul style="list-style-type: none"> ▶ monitor the effectiveness of environmental and social impact mitigation measures ▶ identify any unexpected impacts on agricultural operations, to support identification and implementation of any corrective actions required ▶ The contractor will provide regular Project updates that forecast road works, road realignments and closures, and explain alternative routes, to enable farmers and other businesses to plan their travel to minimise disruptions ▶ Where private water sources are utilised for construction purposes, monitoring will be undertaken during extraction to ensure volumes and conditions stipulated by license requirements and/or private landowner agreements are met.

Impacts addressed	Stakeholders	Detailed design	Construction works
Impacts of changes to traffic conditions, amenity or accommodation access on tourism businesses	Owners of hotels, motels, cabin and van parks, cafes, bed and breakfasts, farm visit establishments, chambers of commerce, tourism associations	<ul style="list-style-type: none"> ▶ The Project will engage with businesses in the towns of Yelarbon, Brookstead and Pittsworth regarding potential for construction noise exceedances, interruption to business access or other impacts that may affect their trade, and consider their feedback in planning construction activities in these locations ▶ Where nightworks are proposed in Yelarbon, Pittsworth or Brookstead, ARTC and/or the contractor will communicate with nearby businesses who may be affected (as identified in Appendix X: Social Impact Assessment (Section 7.5.2)) prior to works occurring, and consider any specific needs they identify, e.g. high occupation or visitation periods ▶ Measures to minimise adverse impacts on tourism businesses include: <ul style="list-style-type: none"> ▶ the Project footprint's avoidance of town centres, with the exception of Yelarbon, which is already located on the rail corridor ▶ environmental management plans that support effective traffic management, noise management and air quality ▶ provision of accommodation for non-resident workers to avoid displacing tourists from local accommodation ▶ consideration of tourism businesses as sensitive noise receptors and provision of noise mitigation measures (where triggered) ▶ ARTC and/or the contractor will consult with the Project's CRG, local chambers of commerce, tourism associations and tourism service providers in or near potentially impacted communities to: <ul style="list-style-type: none"> ▶ explain the mitigation measures that will mitigate impacts on amenity or road connections ▶ identify any additional, feasible strategies that would reduce or offset impacts on connectivity or scenic amenity during construction and/or operation ▶ discuss relevant supply chain development to support Project construction ▶ identify the timing for major community events in potentially impacted communities that require consideration in the construction schedule with respect to noisy works or traffic disruption, and consult with DTMR and GRC/TRC as relevant regarding temporary road access requirements to identify measures that will reduce any impacts on event participants 	<ul style="list-style-type: none"> ▶ The contractor will: <ul style="list-style-type: none"> ▶ maintain regular engagement with local businesses to monitor the effectiveness of environmental management plans and strategies, and identify any corrective measures to improve amenity or connectivity for businesses ▶ endeavour to schedule construction activities with consideration to any potential traffic or noise impacts on major event venues ▶ implement strategies to reduce or offset impacts on connectivity or scenic amenity during construction and/or operation ▶ work with local chambers of commerce, tourist information centres and the Goondiwindi and Toowoomba regional councils to implement a strategy to mitigate potential impacts on tourism visitation through support for tourism marketing campaigns targeting potentially impacted communities and/or other projects agreed with stakeholders ▶ subject to stakeholder consultation as part of developing the Community Wellbeing Plan, implement other initiatives that would support tourism, including placemaking initiatives, cooperation and/or support for tourism initiatives such as trail development, and potential for workforce accommodation facilities to leave legacy values that would increase amenity and tourism potential

Impacts addressed	Stakeholders	Detailed design	Construction works
		<ul style="list-style-type: none"> ▶ Working with local chambers of commerce, tourist information centres and the Goondiwindi and Toowoomba regional councils, ARTC and/or the contractor will develop a strategy to ensure that potential impacts on tourism visitation are mitigated through support for tourism marketing campaigns targeting potentially impacted communities and/or other projects agreed with stakeholders 	
Traffic or amenity/use impacts on other businesses	Yelarbon business owners, Brookstead business owners, agricultural business owners adjacent to the Project footprint, potentially businesses in towns near the temporary project footprint	<ul style="list-style-type: none"> ▶ Where alternative access arrangements are required to maintain access to services and businesses during construction, these will be developed in consultation with relevant landowners/occupants ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ engage with businesses that may experience noise exceedances, dust or disruptions to access to the business during construction or operation, to develop and implement feasible and effective mitigation measures to reduce impacts ▶ work with DAF to assist them to plan for early harvesting to maintain timber supply, ensure adequate access for bushfire management and forestry haul routes are maintained, and ensure lessee requirements are considered in the detailed design process ▶ consult with the QBA and DAF regarding maintenance of honey producers' access to the State forest while Project construction is active in the Bringalily and Whetstone State Forests 	<ul style="list-style-type: none"> ▶ The contractor will maintain regular engagement (at least quarterly) with Yelarbon business owners and agricultural business owners adjacent to the Project footprint during the first year of construction or as agreed with business owners) to monitor the effectiveness of environmental and social impact mitigation measures, and identify any unexpected impacts on agricultural operations that may affect employment opportunities, to support identification and implementation of any corrective actions required ▶ The contractor will maintain communication strategies (e.g. websites, newsletter or project updates) to support awareness of changes to traffic conditions that may affect business access
Local and regional businesses' involvement in Project supply	Business in the SIA study area	<ul style="list-style-type: none"> ▶ Inland Rail's AIP Plan and Sustainable Procurement Strategy will maximise the involvement of businesses with existing capacity, and include a focus on building local businesses' capacity, to increase the number of businesses in the SIA study area that can successfully compete for Project supply opportunities ▶ The Project will ascribe to an aspirational target of 15.0 per cent of the value of Project procurement to be spent with businesses that are located within the SIA study area ▶ ARTC will consider aspirational targets identified in the Queensland Procurement Policy in evaluating contractor's targets, including: <ul style="list-style-type: none"> ▶ procurement with Aboriginal and Torres Strait Islander businesses to 3 per cent of addressable spend ▶ sourcing at least 30 per cent of procurement by value from Queensland small and medium enterprises 	<ul style="list-style-type: none"> ▶ The Project will report on local and regional supplier participation as described in Section 17.6.7 including: <ul style="list-style-type: none"> ▶ SIA Study Area: LGAs that the alignment directly passes through (Toowoomba and Goondiwindi LGAs), with a particular focus on communities located near the alignment ▶ Region: LGAs outside the SIA study area, but within 125 km radius of the SIA study area ▶ The contractor will: <ul style="list-style-type: none"> ▶ Continue consultation with local and regional businesses to ensure they have access to current information about the Project ▶ Implement a clear and efficient process for businesses to source information about the Project and potential supply opportunities, and to register their interest

Impacts addressed	Stakeholders	Detailed design	Construction works
		<ul style="list-style-type: none"> ▶ ARTC will: <ul style="list-style-type: none"> ▶ consult with the DSDILP—Regional Economic Development South to support industry capability development regarding businesses engagement ▶ require the inclusion of local and Indigenous content criterion and clauses in Project procurement processes and contract documents ▶ ensure tenderers for construction contracts set appropriate targets to utilise local and Indigenous businesses ▶ request its contractor to consider criteria, including that 'local businesses' are those trading from a street address located in the SIA study area ▶ in consultation with councils, identify and invite the participation of social enterprises in business capacity-building programs ▶ receive and transfer to the contractor lists of small local suppliers supplied by councils ▶ engage with businesses in Yelarbon, Inglewood and Millmerran to enable them to gauge the need to increase or diversify their service offering to benefit from proximity to non-resident workforce accommodation facilities ▶ provide local business briefings in Goondiwindi, Yelarbon, Inglewood, Pittsworth, Millmerran and Toowoomba, to promote supply opportunities ahead of the construction works stage, and provide information about how to engage with major contractors and how to protect their rights ▶ continue to engage with DSDILGP, TSBE and the Industry Capability Network to collaborate on business capacity development in the SIA study area to prepare small-to-medium businesses participate in major projects ▶ continue to engage with DITRDCA to align Project initiatives with DITRDCA regional development initiatives ▶ ARTC and/or the contractor will liaise with the following stakeholders to identify local business capacities relevant to the Project's supply chain: <ul style="list-style-type: none"> ▶ GRC and TRC, including seeking council lists of local suppliers ▶ DITRDCA Regional Development Australia ▶ TSBE and chambers of commerce in the Goondiwindi and Toowoomba LGAs ▶ Aboriginal parties (Bigambul People, Western Wakka Wakka People and others as identified) ▶ DTATSIPCA 	<ul style="list-style-type: none"> ▶ Implement capacity building strategies identified in cooperation with stakeholders during the detailed design/pre-construction and early works stage ▶ Promote government services and programs which are available to businesses considering investment in related projects ▶ Ensure that tendering opportunities for supplies and services to non-resident workforce accommodation facilities are made available to local businesses ▶ Monitor and report on involvement of local businesses in line with AIP Plan requirements and ARTC's Sustainable Procurement Policy (Section 17.6.6.3)

Impacts addressed	Stakeholders	Detailed design	Construction works
		<ul style="list-style-type: none"> ▶ The contractor will: <ul style="list-style-type: none"> ▶ communicate pre-qualification requirements to businesses in the Goondiwindi and Toowoomba LGAs to allow local and regional businesses to achieve the relevant requirements ▶ engage with major contractors as part of contractual processes regarding acceptable standards for subcontracting, and inclusion of local and regional businesses in tendering opportunities ▶ provide a clear and efficient process for businesses to seek information about opportunities and register their interest in Project supply 	
Indigenous businesses' involvement in Project supply	Indigenous businesses, Traditional Owners, DTATSIPCA	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will: <ul style="list-style-type: none"> ▶ complete a scan of Indigenous businesses in the SIA study area that could service the Project ▶ engage with DTATSIPCA, Traditional Owners and Indigenous businesses to identify businesses that have capacity for involvement in the supply chain or would benefit from capacity-building programs ▶ develop an Indigenous business register for use by the contractor ▶ cooperate with BNTAC and DTATSIPCA to identify Traditional Owner and local Indigenous businesses who could be invited to participate in capacity-building programs ▶ invite Indigenous businesses to participate in business community briefings ▶ in consultation with DTATSIPCA and DESBT, develop a capacity-building program for Indigenous businesses who wish to tender for Project opportunities 	<ul style="list-style-type: none"> ▶ ARTC and/or the contractor will deliver the Indigenous business capacity-building programs and supply chain involvement initiatives agreed during the detailed design/pre-construction and early works stage ▶ Indigenous and local business participation will be monitored and reported as part of the SIMP annual report.

17.6.7 Social Impact Management Plan monitoring, review and reporting

The purpose of SIMP monitoring is to:

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

This subsection describes the SIMP monitoring framework, stakeholder involvement in monitoring, and SIMP reviews and reporting.

17.6.7.1 Monitoring framework

Table 17-41 provides the SIMP monitoring framework and includes:

- ▶ Impacts addressed
- ▶ Desired outcomes and performance measures
- ▶ Monitoring mechanisms
- ▶ Monitoring frequency during construction.

As detailed in Table 17-41, monitoring and reporting will be a joint responsibility between ARTC and contractor, with the contractor to collect data to report on the delivery and outcomes of each sub-plan.

17.6.7.2 Stakeholder involvement in monitoring

Proposed roles for councils in SIMP implementation and monitoring include:

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

Proposed roles for CRG members in monitoring include:

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

17.6.7.3 Reporting

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

SIMP implementation will be reported to the CRG at each meeting and a report against performance measures will be presented to the CRG, TRC and GRC annually during construction.

A report to the Coordinator-General on SIMP implementation will be prepared annually.

17.6.7.4 Social Impact Management Plan review

ARTC will analyse updates to the ABS 2021 Census of Population and Housing data and relevant datasets, such as the NSC's Small Area Labour Market data and SQM Research's housing market data, to identify any changes in key indicators (e.g. dwelling numbers, workforce availability and housing conditions), to provide the basis for assessing changes of relevance to social impacts and benefits. The terms of this data review will be agreed with the Coordinator-General prior to commencement of pre-construction and early works.

ARTC will review the SIMP annually during the construction works stage and, where necessary update it based on monitoring results, including stakeholder feedback. This will include a process for reviewing social impact management and benefit enhancement measures to assess whether they are still appropriate, and whether any new issues or initiatives have emerged that should be included in ongoing mitigation measures and/or monitoring.

Annual SIMP reviews will include consultation with TRC, GRC and the Project's CRG. Reports on the annual SIMP review will be provided to the Coordinator-General, TRC, GRC and the Project's CRG during the construction works stage, including performance against the SIMP and any changes to the SIMP as a result of the review. A review of the SIMP and its implementation will be undertaken by an independent third party at the end of Year 1 of construction and prior to commissioning the Project. These reviews will include consultation with councils, landowners adjacent to the Project footprint, community members and Queensland Government agencies. The independent SIMP reviews will identify the effectiveness of SIMP strategies, and any changes that need to be made to the SIMP to ensure ongoing effectiveness.

The monitoring program will be reviewed prior to operations, revised to recognise the completion of construction and implemented as relevant for the operations stage.

The SIMP for operations (as outlined in Section 17.6.1.4) will be developed during the final year of construction and will be implemented during the first three years of operation. The SIMP will be reviewed annually during the first three years of operations, including consultation with TRC and GRC. Any need for a SIMP following Year 3 of operations will be identified in consultation with the Coordinator-General.

Community and stakeholder engagement strategies will be reviewed and if necessary updated on an annual basis during the first three years of operations.

TABLE 17-41 SOCIAL MONITORING FRAMEWORK

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Community and stakeholder engagement				
Impacts of land acquisition and severance on property use or amenity Land acquisition resulting in need to relocate Cumulative impacts on cultural landscapes	Community and stakeholder relationships facilitate information sharing to support implementation of mitigation measures and adaptive management of social impacts	<ul style="list-style-type: none"> ▶ Property-specific measures to minimise impacts on properties are satisfactory to the majority of landowners ▶ Landowners and tenants who need to move from within the Project footprint have access to support from Project staff, Department of Housing and/or community organisations, as required ▶ Project personnel are provided with cultural heritage awareness training ▶ CRG and council insights workshop on annual Living in Place survey or equivalent community survey findings ▶ Mitigation measures are refined where necessary in response to stakeholder feedback 	<ul style="list-style-type: none"> ▶ ARTC and the contractor will engage with directly impacted landowners to seek feedback on the effectiveness of management measures, for example, impacts on farm infrastructure ▶ Community Relations Monitor will facilitate discussions between the ARTC, the contractor and affected stakeholders about mitigation measures and record the outcomes ▶ Records of stakeholder consultation will be maintained to ensure issues and trends are identified, and to record Project responses to stakeholder inputs ▶ Living in Place Survey or equivalent community survey 	<p>Monthly monitoring of stakeholder records, six-monthly reporting to CRG, during detailed design/pre-construction and early works, and construction works stages</p> <p>Annual community survey</p>
Impacts such as noise, dust or traffic increases affecting amenity near the Project footprint Impacts on local character Concerns about property value	Community engagement and communication strategies enable cooperative and respectful relationships between ARTC, the contractor, construction personnel and community members, supporting effective management of impacts on amenity, e.g. noise, dust or changes to traffic volumes	<ul style="list-style-type: none"> ▶ Key management plans such as the CEMP and SIMP are available to community members to support understanding of management commitments ▶ CRG feedback confirms ARTC has engendered positive relationships with community members, including ease of access to Project personnel and satisfactory responses to queries and complaints ▶ Number of complaints about Project impacts, and percentage of complainants who are satisfied with the complaint resolution outcomes ▶ Stakeholder engagement strategies are modified to address feedback 	<ul style="list-style-type: none"> ▶ CRG Chair will request feedback about stakeholder engagement and relationships as a regular item at CRG meetings ▶ Complaints register will be monitored to enable identification and reporting of complaints and their resolution, with information on complaints and actions taken to resolve complaints provided to the Community Relations Monitor on a monthly basis ▶ Record of revisions to stakeholder engagement plan maintained, annually 	<p>Monthly monitoring of complaints register, monthly reports to the Community Relations Monitor</p> <p>Six-monthly public reporting</p>

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
<p>Concern about property values</p> <p>Disruptions to the traffic network and increased travel times</p> <p>Uncertainty and stress about potential impacts on amenity</p>	<p>Community members have access to information and support to assist adaptation to changes resulting from the Project</p>	<ul style="list-style-type: none"> ▶ Project personnel are readily available to provide information and answer to give more certainty about the extent and duration of environmental impacts ▶ Information about construction activities, traffic changes and environmental management measures is available through multiple communication channels ▶ Mental health partnership is maintained during the construction works stage to support ease of local access to mental health support services ▶ CRG and council insights workshop on annual Living in Place (or equivalent community survey) 	<ul style="list-style-type: none"> ▶ CRG Chair will request CRG feedback about stakeholders' access to timely and sufficient information about the Project and management measures ▶ ARTC and contractor's records of stakeholder consultation confirm that support was provided to landowners needing to relocate, where required ▶ Living in Place Survey or equivalent community survey 	<p>Quarterly</p> <p>Annual survey</p>
<p>Impacts on community cohesion and resilience (<i>also health and wellbeing</i>)</p> <p>Potential to exacerbate disadvantage</p>	<p>Initiatives identified through stakeholder engagement have demonstrated benefits for local communities, and offset impacts on amenity, character and cohesion</p>	<ul style="list-style-type: none"> ▶ Landowners who need to move from within the Project footprint have access to support, if required ▶ The Project develops and implements a Community Wellbeing Plan focusing on potentially impacted communities, prepared in consultation with these communities and GRC and TRC ▶ Number of community projects and community-supported Project initiatives delivered in SIA study area ▶ Community members indicate support for positive impacts on amenity, character and cohesion 	<ul style="list-style-type: none"> ▶ Delivery of the Community Wellbeing Plan will be monitored by the contractor and reported at each CRG meeting ▶ ARTC and contractor records of partnership agreements for community projects will identify desired outcomes agreed with partners and community support for the Project ▶ Feedback from council/ community/ government partners about the delivery and effectiveness of initiatives will be sought on an annual basis ▶ ARTC will undertake an annual, independent survey of liveability and cohesion indicators in cooperation with GRC and TRC 	<p>Six monthly</p>
<p>Any impacts</p>	<p>Stakeholder issues and grievances are identified, evaluated, addressed and recorded</p>	<ul style="list-style-type: none"> ▶ ARTC responds to complaints from community members as per the ARTC Complaints Management System ▶ A majority of complainants are satisfied with the resolution of their complaints 	<ul style="list-style-type: none"> ▶ Monitoring and reporting to CRG on complaints and their resolution 	<p>Monthly monitoring, reported to CRG meetings</p>

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Workforce management				
Local employment opportunities	The construction workforce includes personnel living within 125 km of the Project, with a particular focus on providing opportunities for residents in potentially impacted communities	<ul style="list-style-type: none"> ▶ Number and percentage of Project construction personnel from the SIA study area, in line with targets agreed between ARTC and the contractor, aspiring to a benchmark of 15% local employment from within the SIA study area 	<ul style="list-style-type: none"> ▶ The contractor will maintain a construction employment register recording employees' postcodes ▶ The contractor will report progress towards agreed targets to ARTC on a six monthly basis ▶ ARTC will provide GRC and TRC with regular access to local employment numbers ▶ Employment numbers will be reported as part of each annual SIMP report 	Number and percentage of local employees monitored quarterly in line with targets
Indigenous employment opportunities	Bigambul People, Western Wakka Wakka People and other local Indigenous people have access to targeted training opportunities to improve their employment prospects	<ul style="list-style-type: none"> ▶ Number and percentage of Indigenous people involved in Project construction employment (including accommodation village services) in line with targets agreed between ARTC and the contractor, having regard to the minimum benchmark of 4% Indigenous participation in the workforce ▶ The contractor will engage with Traditional Owner groups and Indigenous community organisations in support of maintaining pathways to Project employment for Indigenous people 	<ul style="list-style-type: none"> ▶ The contractor will maintain a construction employment register identifying employees and contractors' Indigenous identification, by agreement with personnel ▶ The contractor and/or ARTC will maintain regular (at least quarterly) engagement with BNTAC, Western Wakka Wakka People and other Endorsed Aboriginal parties during the construction works stage 	Number and percentage of Indigenous employees monitored quarterly, in line with minimum benchmark
Training and development opportunities	Training partnerships as part of the Inland Rail Skills Academy and the contractor's training programs strengthen workforce capacity for Project employment and other industries, and assist to minimise labour draw	<ul style="list-style-type: none"> ▶ Number of trainees and apprentices employed by the Project ▶ Number of Indigenous people and people from the SIA study area involved in training opportunities facilitated by Inland Rail Skills Academy and/or the contractor ▶ Traineeship completion/retention rate 	<ul style="list-style-type: none"> ▶ The contractor will maintain a trainee and apprenticeship register and report to ARTC six monthly ▶ Training partners will keep records and make them available to ARTC ▶ The contractor and/or ARTC will maintain engagement with GRC and TRC to seek feedback in labour draw 	Six monthly

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Workforce behaviour/community safety	Project personnel behave with respect and courtesy towards residents, landowners and motorists	<ul style="list-style-type: none"> ▶ Community values, experience of sense of community, feeling safe, and social cohesion remain stable or improve over time ▶ Community feedback on workforce behaviour provided through CRG indicates that Project personnel's behaviour is respectful and courteous to local residents ▶ Number of substantiated complaints regarding workforce behaviour 	<ul style="list-style-type: none"> ▶ ARTC will commission the Living in Place Survey or equivalent community survey. The contractor will maintain a complaints register from the commencement of pre-construction, including personnel/driving behaviour as a category ▶ The CRG Chair will invite CRG feedback on interactions with Project personnel at each meeting ▶ The contractor will liaise with local police in Millmerran, Inglewood and Yelarbon on a quarterly basis, or as agreed with police, to confirm that acceptable standards of workforce behaviour are achieved 	Annual survey Complaints register monitored monthly, and reported to CRG meetings
Workforce wellbeing	Workplace health is supported, and accidents are minimised through a strong workforce safety culture	<ul style="list-style-type: none"> ▶ Lost Time Incident rate in comparison to relevant national standard 	<ul style="list-style-type: none"> ▶ The contractor will maintain work health and safety records 	Monthly
Employment in other industries	Impacts on agricultural and tourism employment opportunities are minimised	<ul style="list-style-type: none"> ▶ Management measures for agricultural properties are implemented in accordance with agreements with landowners to minimise impacts on employment capacity ▶ Project personnel's use of hotel/motel occupancy is planned to avoid displacement of tourists/event visitors 	<ul style="list-style-type: none"> ▶ Community Relations Monitor will facilitate discussions between ARTC, the contractor and affected landowners of businesses about mitigation measures and seek feedback on their satisfaction with management measures ▶ <i>See also below regarding short-term accommodation usage</i> 	Six monthly
Contribution to skills shortages	Labour draw from other businesses is monitored to enable corrective action if required	<ul style="list-style-type: none"> ▶ Contractor's training strategies and Inland Rail training partnerships target labour and skills shortages ▶ Corrective action in response to council feedback, e.g. widening the recruitment network to other regions 	<ul style="list-style-type: none"> ▶ Engagement with CSQ, councils and business organisations regarding labour and skills availability 	Quarterly during the first two years of construction (beyond workforce peak) then six monthly

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Housing and accommodation				
Potential impacts on local housing and accommodation access	Sufficient workforce accommodation is provided for all non-resident personnel to minimise use of local housing and accommodation	<ul style="list-style-type: none"> ▶ The capacity of non-resident workforce accommodation facilities is sufficient to accommodate all non-resident personnel 	<ul style="list-style-type: none"> ▶ The contractor will maintain a register of the number of accommodation facility beds, the number and percentage of Project personnel requiring accommodation, and the occupancy rate of non-resident workforce accommodation facilities ▶ The use of any other accommodation (e.g. local hotels or motels) will be monitored through engagement with the relevant private accommodation providers, from the commencement of pre-construction and early works 	Quarterly
Potential impacts on local housing access, Project-specific or cumulative	Project personnel use of rental housing avoids impacts on the affordability or availability of rental housing in potentially impacted communities	<ul style="list-style-type: none"> ▶ Community access to affordable rental housing remains stable with existing (pre-Project construction) conditions levels or improves over time, with no issues attributed to Inland Rail ▶ No increase in people seeking public/affordable housing is attributable to Project ▶ Avoiding Project use of rental housing within postcodes in the SIA study area that have rental vacancy rates less than 2.5 per cent ▶ No causal relationship between Project use of rental housing and reduced vacancy rates/ increased average median rents in potentially impacted communities, averaged over six months 	<ul style="list-style-type: none"> ▶ The contractor will maintain a register of personnel's accommodation usage and monitor Pricerfinder/Corelogic/SQM Research data on rental vacancy rates and rental prices, from the commencement of pre-construction and early works ▶ The contractor will consult with GRC, TRC and Department of Housing to identify any changes in the number of people seeking affordable/social housing that is correlated with Project use of housing (to investigate whether there is a causal link) ▶ ARTC will undertake an annual community survey that includes questions about access to housing The Contractor will monitor Pricerfinder/Corelogic/SQM Research data on rental vacancy rates and rental price trends 	<p>Monthly register of accommodation usage (Project-provided facilities and other accommodation)</p> <p>Annual survey</p> <p>Quarterly during first two years of construction (beyond workforce peak)</p>
Potential to displace other short-term accommodation users	Project personnel's use of local short-term accommodation benefits accommodation providers, without displacing tourism uses	<ul style="list-style-type: none"> ▶ Number of nights booked in local short-term accommodation for Project personnel ▶ Hotel/motel operators report Project demand has not precluded adequate capacity for tourism and event trade during the construction period 	<ul style="list-style-type: none"> ▶ The contractor will engage with local tourism accommodation operators, chambers of commerce, TSBE, TRC and GRC to monitor occupancy rates and gauge any effects on tourism/event visitor access to accommodation, to enable corrective action in the AMP if required 	Quarterly during first two years of construction (beyond workforce peak)

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Non-resident workforce accommodation facility impacts on local amenity	Non-resident workforce accommodation facilities avoid impacts on the amenity of nearby landowners or towns	<ul style="list-style-type: none"> ▶ Number of complaints about the operation of non-resident workforce accommodation affecting local amenity or use of community facilities ▶ Stakeholder feedback indicates that accommodation facility management is appropriate and responsive to any issues that arise 	<ul style="list-style-type: none"> ▶ The contractor/accommodation provider will liaise quarterly with GRC, TRC and landowners adjacent to accommodation facilities to identify and address any issues arising ▶ The contractor will maintain a complaints register, including amenity impacts as a category 	Quarterly liaison with GRC, TRC and landowners Monthly monitoring of complaints register
Concern about community safety or local values	Non-resident workforce accommodation facility guests behave with respect for community safety and community values	<ul style="list-style-type: none"> ▶ Number of complaints about non-resident workforce accommodation guests' behaviour 	<ul style="list-style-type: none"> ▶ The contractor will maintain a complaints register including personnel/driving behaviour as a category 	Monthly monitoring of complaints register
Opportunity for local employment and local supply as part of accommodation facility operation	Non-resident workforce accommodation facilities offer business and employment benefits to local communities	<ul style="list-style-type: none"> ▶ Number of people from SIA study area employed in non-resident workforce accommodation facilities ▶ Number of businesses in Inglewood, Yelarbon and Millmerran involved in provision of services and supplies to non-resident workforce accommodation facilities 	<ul style="list-style-type: none"> ▶ The contractor/accommodation provider will maintain employment and supplier registers that identify the postcodes of employees and businesses supplying the facilities 	Quarterly
Health and community wellbeing				
Noise or access impacts on schools and community facilities	Noise impacts on the amenity of schools, churches and community facilities are managed with the aim of achieving compliance with the adopted noise and vibration criteria, and in accordance with the facility-specific mitigation measures agreed with the owners of affected facilities	<ul style="list-style-type: none"> ▶ The Project is managed in accordance with the approved construction noise criterion for critical facilities ▶ Noise barriers achieve compliance with <i>Transport Noise Management Code of Practice—Interim Guideline: Operational Railway Noise and Vibration</i> (DTMR, 2019c) 	<ul style="list-style-type: none"> ▶ Monitoring of noise impacts will be provided as per the Noise and Vibration Management Plan ▶ The contractor will monitor noise complaints monthly, which will in turn inform Noise and Vibration Management Plan implementation ▶ The contractor and/or ARTC will seek feedback from the Department of Education and the owners of noise-affected facilities regarding the effectiveness of noise mitigation measures, to enable adaptive management of noise impacts 	Quarterly feedback sought while construction activities are within 1 km of schools and facilities

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Impacts of noise on lifestyles/sleep	Mitigation measures for noise impacts on homes are selected in consultation with the homes' owners	<ul style="list-style-type: none"> ▶ Construction noise mitigation measures generally achieve the adopted construction noise and vibration criteria ▶ Where community complaints indicate that noise levels are unacceptable, alternate/additional noise mitigation measures will be investigated and implemented where reasonable and practical ▶ The number of noise complaints (relative to the number of receptors in different areas) reduces over time due to adaptive management of construction activities 	<ul style="list-style-type: none"> ▶ The contractor will maintain a complaints register from the commencement of pre-construction and early works ▶ Complaints register will include construction noise and vibration as a category and will be monitored to enable identification and reporting of complaints and their resolution 	Monthly monitoring of complaints, six-monthly reporting
Potential for increased demand on community services Impacts on community wellbeing due to changes to amenity, character, cohesion or environmental qualities	Social investments by ARTC and the contractor offset impacts on amenity, character and cohesion, and leave lasting amenity enhancements in potentially impacted communities	<ul style="list-style-type: none"> ▶ Community experience of social cohesion and sense of community is stable or improves over time ▶ Delivery of agreed Community Wellbeing Plan initiatives during construction contributes to community cohesion and local amenity ▶ ARTC and contractor records of partnership and agreements for community projects identify desired outcomes and community support for the Project ▶ Value of cash and in-kind contributions made to local organisations is recorded 	<ul style="list-style-type: none"> ▶ Living in Place survey or equivalent community survey of liveability and cohesion indicators in the Toowoomba and Goondiwindi LGAs ▶ ARTC records its sponsorships, donations and partnerships and the purposes they achieve ▶ Feedback from council/ community/ government partners about the delivery and effectiveness of initiatives will be sought an annual basis 	Annual survey Feedback from councils sought annually
Impacts on community/traffic safety	The Project has a strong traffic safety management record, including specific management measures for school bus routes	<ul style="list-style-type: none"> ▶ The number of traffic accidents involving Project sites/vehicles is minimised ▶ School bus operators confirm suitability of CEMP, including Traffic Management Plan measures relevant to school bus routes 	<ul style="list-style-type: none"> ▶ The contractor will engage with Department of Education and school bus operators to seek feedback on construction traffic management measures ▶ The contractor will engage with QPS to review and seek feedback on any traffic accidents ▶ The contractor will monitor work health and safety records monthly 	Quarterly, as relevant to specific school bus routes

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Stress or anxiety affecting mental health	Mental health services in the SIA study area are supported to maintain adequacy for any increased demand resulting from the Project	<ul style="list-style-type: none"> ▶ Community self-rates their physical, mental and social wellbeing at levels comparable to Queensland average; rates remain stable with pre-Project construction levels or improve over time ▶ Mental health services provided through the partnership with DD&WM PHN provides access to support services and referral for residents experiencing stress or anxiety in relation to the Project ▶ The number of people accessing mental health services due to Project-related changes or impacts declines during the construction works stage 	<ul style="list-style-type: none"> ▶ ARTC will undertake Living in Place or an equivalent community survey ▶ ARTC will monitor use of mental health services by people identifying Inland Rail as the reason, through DD&WM PHN and in liaison with Queensland Health 	Annual survey Quarterly
Increased demands for health and emergency services	Consultation with Queensland Health, DTATSIPCA, QAS, QPS and QFES enables planning for increased/changing service demands and cooperative responses	<ul style="list-style-type: none"> ▶ Health, police and emergency services report that ARTC's advice on workforce ramp-up and cooperative agreements with ARTC are adequate to support planned responses ▶ ARTC and/or the contractor cooperate with health, police and emergency services throughout the construction period to address any unanticipated or emerging issues resulting from the Project's construction activities, traffic or service demands 	<ul style="list-style-type: none"> ▶ The contractor will undertake quarterly consultation with Queensland Health during the Project's construction (or as agreed with Queensland Health from time to time) to monitor impacts on local health services ▶ Queensland Health, QPS, QAS and QFES feedback on unanticipated or emerging issues resulting from the Project's construction activities, traffic or service demands will be sought and considered in reviewing the SIMP as relevant 	Annual Survey Quarterly during the first two years of construction (to workforce peak)
Local business and industry				
Impacts on agricultural businesses, including closure of private roads, land acquisition and disruption to land use or infrastructure	Property-specific management measures agreed with landowners and business owners minimise impacts on agricultural businesses including farms and grazing operations	<ul style="list-style-type: none"> ▶ Engagement with directly impacted landowners and business owners indicates agreed management measures are generally satisfactory to avoid or minimise the potential for decreases in agricultural employment related to Project impacts 	<ul style="list-style-type: none"> ▶ Regular engagement (to schedules agreed with landowners) to monitor the effectiveness of management measures and if necessary, undertake any corrective actions to address impacts on farm employment levels, from the commencement of pre-construction and early works 	Quarterly

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Impacts of changes to traffic conditions, amenity or accommodation access on tourism businesses	Impacts of changes to traffic conditions, amenity or accommodation access on tourism businesses are identified and minimised where possible	<ul style="list-style-type: none"> ▶ Community values and experience of road congestion and connectivity remains stable or improves over time ▶ Stakeholder feedback indicates that tourism visitation rates are not adversely impacted by the Project ▶ Tourism promotional strategies are supported if Project impacts on visitation are confirmed 	<ul style="list-style-type: none"> ▶ Living in Place Survey or equivalent community survey ▶ Cooperation with GRC, TRC and TSBE ▶ Engagement with Southern Queensland Country to monitor tourism visitation on a quarterly basis during the first two years of construction 	<p>Quarterly consultation</p> <p>Annual survey</p>
Local and regional businesses' involvement in Project supply	Businesses in the SIA study area are provided full, fair and reasonable opportunity to bid to supply goods and services to the Project, including non-resident workforce accommodation facilities	<ul style="list-style-type: none"> ▶ Number and value of contracts with businesses located in the Goondiwindi and Toowoomba LGAs as a percentage of all supply contracts for the Project, having regard to the aspiration for 15.0 % of average Project spend to be within the SIA study area ▶ Number of businesses located in the Goondiwindi and Toowoomba LGAs invited to bid to supply goods or services to the Project ▶ Number and value of contracts with businesses operating within the SIA study area supplying the non-resident workforce facilities (as a percentage of all contracts for the non-resident workforce facilities) 	<ul style="list-style-type: none"> ▶ The contractor will maintain a supplier register that identifies the business street address from where goods or services have been supplied ▶ The contractor will submit to ARTC each month a report that identifies all business participation contract commitments and expenditure during the month ▶ Procurement records for non-resident workforce accommodation facilities will identify suppliers by name, location and scope of work ▶ Engagement with local stakeholders including council and chambers of commerce to discuss and receive feedback on industry participation initiatives and procurement outcomes 	Monthly and quarterly data monitoring
Indigenous businesses are provided full, fair and reasonable opportunity to bid to supply goods and services to the Project	The Project engages Indigenous businesses in its construction supply chain	<ul style="list-style-type: none"> ▶ Number and value of contracts with Indigenous businesses based in the Goondiwindi and Toowoomba LGAs, as a percentage of all supply contracts for the Project, having regard to the aspiration for 3% of average Project spend to be with Indigenous businesses 	<ul style="list-style-type: none"> ▶ Contractor's supplier register ▶ Procurement records 	Quarterly

Impacts/benefits addressed	Outcomes	Performance measures	Mechanisms	Monitoring frequency during construction
Draw of labour from local businesses	Any cumulative labour draw impacts on local business are identified to enable refinements to recruitment or training strategies	<ul style="list-style-type: none"> ▶ ARTC monitors labour draw from local business and initiates corrective actions to recruitment and/or training strategies if labour draw is identified as affecting local businesses 	<ul style="list-style-type: none"> ▶ Engagement with GRC, TRC, TSBE and chambers of commerce to identify any Project exacerbation of skills or labour shortages 	Engagement with councils as part of regular meeting schedules, quarterly monitoring with business associations during first two years of construction

17.7 Residual impact

The expected significance of residual risks to social values were identified in Table 17-29 (Section 17.5.6). Residual risks of moderate or major consequence are shown in Table 17-42, along with measures to address the residual risks. These measures are included in SIMP sub-plans. The monitoring strategy provided in Section 17.6.7 will enable evaluation of SIMP measures' effectiveness, to identify any need for revision of these measures.

TABLE 17-42 POTENTIAL RESIDUAL IMPACTS OF MODERATE OR MAJOR CONSEQUENCE

Potential residual impact	Measures to address residual impacts
Landowners and others living near the Project footprint may experience stress or anxiety about the Project's impacts on property use or severance, amenity, flooding and/or environmental qualities, with potential to affect wellbeing. This includes the potential residual impact of landowner levels of satisfaction with compensation arrangements or the effectiveness of agreed property-specific mitigation measures	<ul style="list-style-type: none"> ▶ ARTC will work with directly impacted landowners to address their specific concerns about impacts on properties or amenity, and facilitate access to support if required ▶ The Project will maintain open, honest and timely communication with stakeholders who may experience Project impacts, and consider their feedback in reviewing and refining environmental management measures ▶ ARTC will monitor the promotion and uptake of mental health services in cooperation with the PHNs, and of community support services in cooperation with DTATSIPCA, to allow adjustment of support strategies if this is required ▶ ARTC will sponsor an independent survey of community self-reported rates of physical, mental and social wellbeing to support engagement with local stakeholders
Exposure to construction noise or vibration may affect the wellbeing and/or lifestyle of households near the Project footprint. The impacts of track construction would be transitory, but laydown areas or bridge construction sites have potential for longer lasting impacts	<ul style="list-style-type: none"> ▶ The Project's independent Environmental Monitor and Community Relations Monitor will provide feedback to ARTC on the effectiveness of environmental management measures as indicated by stakeholder engagement ▶ The Project will implement a range of community information and engagement strategies as outlined in Section 17.6.2 to advise residents about potential impacts, and will provide a complaints handling procedure to receive and address complaints ▶ The Project will communicate with residents within 500 m of laydown and bridge construction sites and monitor complaints from residents in these areas ▶ If complaints indicate that impacts are affecting households' wellbeing, corrective actions will be implemented as part of the CEMP
The Project will change local character in areas nearest to the Project footprint through changes to the landscape, intensifying the rail corridor in brownfield sections, and introducing a rail corridor to the landscape in the greenfield sections, along with a new noise source. The prospect of permanent changes to local character particularly in greenfield sections of the rail corridor may cause residents' distress. Rail noise may also alter sense of place	<ul style="list-style-type: none"> ▶ ARTC will ensure the availability of regular, timely and accessible information to enable local residents to understand and where necessary adjust to changes resulting from the Project ▶ ARTC will sponsor independent monitoring of community values and experiences of liveability in the Toowoomba LGA and Goondiwindi LGA ▶ The Project will engage with GRC, TRC and local communities to identify and implement initiatives to offset changes to local character
Landowners have anxiety about the potential for property values to decrease as a result of the Project's impacts, e.g. noise, severance and amenity issues. There is uncertainty about the Project's potential impacts on property values, which would be differential based on factors relating to the Project and other economic factors	<ul style="list-style-type: none"> ▶ The Project's CEMP and associated plans will detail management measures to avoid or reduce construction environmental impacts, which if not mitigated, could otherwise affect the amenity or use of properties, and consequently perceptions of property values ▶ ARTC will provide access to the information about the Project's environmental management measures and Project conditions of approval, and the Project's compliance with approval conditions, via the Inland Rail webpage to enable informed decisions about property purchases

Potential residual impact	Measures to address residual impacts
The amenity of residents in Yelarbon, Brookstead, Pittsworth, Southbrook, Pampas and Yarranlea may be affected by rail noise and changes to scenic character. Gowrie Mountain residents may also experience rail noise and changes to views	<ul style="list-style-type: none"> ▶ The SIMP and Draft Outline Environmental Management Plan include provision for adaptive management and corrective actions ▶ The Project will monitor the effectiveness of environmental management measures through engagement with the CRG and consider the CRG's feedback in reviewing management measures ▶ If complaints about rail noise indicate that the Project is causing unacceptable noise levels, ARTC will investigate and implement measures to address the cause of concern
If not mitigated, rail noise levels that exceed Project noise criteria have the potential to affect the sleep and stress levels of residents near the Project footprint, and therefore their wellbeing	<ul style="list-style-type: none"> ▶ Chapter 16: Noise and Vibration outlines the measures to be implemented to reduce rail noise ▶ If complaints about rail noise indicate that community concern about railway noise, ARTC will investigate and where non-compliance with Project approval conditions is identified, implement measures to address the cause of concern
Accessibility for emergency service vehicles may be impeded at level crossings when encountering a passing train	<ul style="list-style-type: none"> ▶ ARTC will work with emergency services to develop communication protocols supporting Project responses (such as provision of alternative access across the rail corridor) and enabling services to plan around interruptions
The Project could increase the risk of road/rail accidents, and increased risk of rail-based fatalities	<ul style="list-style-type: none"> ▶ Measures to address hazards and risks to safety are provided in Chapter 21: Hazard and Risk ▶ Arrangements with QPS, QAS and QFES will enable cooperative responses to any incidents and monitoring of any specific safety risks to enable corrective action. ▶ The Project will continue its cooperation with QPS, QAS and QFES during operations to monitor and mitigate any hazards or risks to safety
There is potential for proposed major projects to lead to cumulative demands on the construction labour force, causing labour to be drawn from other businesses and industries	<ul style="list-style-type: none"> ▶ Monitoring cumulative impacts and the effectiveness of SIMP measures in cooperation with stakeholders, and where required, refining mitigation measures to maintain or enhance their effectiveness

17.8 Conclusions and summary of social impacts

17.8.1 Overview

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

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

This section summarises:

- ▶ The potential social impacts during the Project's construction and operation
- ▶ The effects of changes to the Project's reference design and construction schedule since the draft EIS was prepared
- ▶ Distributional equity (the effect of differing impacts across groups, areas and time)
- ▶ Project benefits
- ▶ Residual social impacts.

The Project has potential to result in the following social impacts.

17.8.2 Summary of social impacts

17.8.2.1 Construction

During the construction works stage, the Project's potential social impacts include:

- ▶ Effects on Indigenous cultural landscapes or heritage values, by adding additional infrastructure to natural and rural landscapes, potentially affecting feelings of connection to Country
- ▶ Land acquisition with some households to relocate from within the Project footprint; however the number may change following consultation between the DTMR and directly impacted landowners
- ▶ Stress and anxiety related to the property acquisition process and/or fears about Project impacts on property use and amenity, environmental qualities, or potential for changes to flooding risks
- ▶ Anxiety regarding the potential for property values to decrease as a result of Project impacts (e.g. noise and visual amenity factors), with any changes to property values variable depending on actual or perceived impacts, as well as factors unrelated to the Project
- ▶ Noise, dust and increased traffic related to construction activities and sites may affect residential amenity, while works are near homes and businesses, with any impacts resulting from laydown areas and bridge construction sites lasting for longer periods
- ▶ Construction activities and sites may impact on local character
- ▶ Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network and/or, potentially, community conflict
- ▶ Potential for noise from construction activities to exceed the relevant criterion at some schools, which could impact on the learning environment of the schools
- ▶ Potential for construction noise impacts on community facilities in a number of locations
- ▶ Potential for construction noise to affect the amenity of non-residential uses, including hotels, shops, a motel and a club
- ▶ Potential to affect tourism visitation levels, if tourists are deterred by road works or construction works
- ▶ Potential for impacts on town character is possible with the location of the Project's non-resident workforce accommodation facility near Millmerran, Inglewood and Yelarbon. These facilities are proposed to be largely self-sufficient, but workers may access shops or hotels while they are staying locally
- ▶ While the Project will provide access to paramedic or equivalent medical response services, and will encourage workers to use telehealth services, some additional non-resident demand on local health services is anticipated. The nature of demand on health services may also differ due to the younger demographic of the workforce.
- ▶ Potential for impacts on rental housing availability in Goondiwindi, Millmerran, Pittsworth, Inglewood and/or Toowoomba, if workforce accommodation facility demands are not managed
- ▶ Impacts on the use and management of agricultural land, including severance of land parcels, intrusion on farm infrastructure, temporary disruptions to access to landholdings, impacts on water access. For example, disruption to dams, groundwater bores or pipelines, and impacts to on-farm and off-farm movements including the ability to move machinery, stock and supplies across the corridor
- ▶ Based on ARTC consultation to date, acquisition of land currently accommodating three cattle grazing properties, two transport businesses, one welding business, and one cropping farm, all of which are located between Millmerran and Athol. No businesses in the Goondiwindi LGA were identified as likely to relocate or close as the result of land acquisition for the Project's construction and operations.
- ▶ Construction labour demand may contribute to shortages in specific trades and labour, including farm labourers and tradespeople, particularly if a number of major projects are constructed during the same period.

17.8.2.2 Operation

Impacts of the Project's operation as part of the Inland Rail Program include:

- ▶ Level crossings will result in periodic disruptions to traffic, including potential to delay emergency vehicles
- ▶ The quiet rural amenity of properties near the Project may be impacted by rail freight noise and changes to scenic amenity
- ▶ Changes to landowners' movements across properties and across the corridor that commenced during the construction works stage will continue
- ▶ Potential for rail noise to affect the learning environment at a school
- ▶ Potential for rail noise to affect the amenity and use of community facilities
- ▶ The presence of a freight rail line may increase the risk of road/rail accidents and rail fatalities, resulting in social impacts for individuals, families, communities and rail staff
- ▶ Buildings that are impacted by changes in peak water levels under the 1% AEP event that exceed the flood impact objectives include dwellings, a shed and grain silos. Changes to flooding patterns may affect feelings of security, the amenity of homes, and the use and condition of sheds, silos and other infrastructure on affected properties.

17.8.2.3 Effect of Project refinements in the revised reference design

The Project's revised reference design has the following social outcomes:

- ▶ The removal of road rail crossings in favour of provision of alternative accesses and grade-separated crossings will decrease the potential for road–rail interface accidents, and also decrease traffic delays due to passing trains
- ▶ Replacement of seven passive level crossings with active level crossings will improve safety for motorists and other road users
- ▶ Reconsideration of embankment heights and grades will potentially reduce impacts on scenic views
- ▶ Provision of the pedestrian crossing in Yelarbon will enable north–south connectivity in the town
- ▶ The connectivity of impacted stock routes will be improved
- ▶ Impacts on DA Hall and Co's intensive agribusiness operations and their current and future employment levels will be avoided
- ▶ The potential for a non-resident workforce accommodation facility to impact on amenity or traffic patterns in the Turallin area is removed, with alternative uses (e.g. a laydown area or plant nursery) likely to have lesser impacts.

Changes to negative social impacts as the result of design refinements include:

- ▶ One additional landowner affected by partial property acquisition as the result of the Alternative Millmerran Alignment
- ▶ Potential for Whetstone MDC to affect the amenity of landowners in this vicinity during the Project pre-construction and early works, and the construction works stages, requiring measures to mitigate potential noise impacts and impacts on visual amenity.

The optimised construction schedule has resulted in a decrease in the average construction workforce from 400 to 383 personnel, and a decrease in the peak workforce from 950 to approximately 900 personnel. The decrease in the peak workforce number would result in a small decrease in the anticipated demand for health and emergency services. Non-resident workforce accommodation facilities with a total combined capacity of up to 900 beds are proposed, so the capacity of non-resident workforce accommodation facilities would exceed the peak number of non-resident personnel.

In conclusion, the net effect of changes in the revised reference design and the optimised schedule appears to be positive for social outcomes and did not require additional mitigation measures. The mitigation measures in the revised draft EIS are considered adequate.

17.8.2.4 Distributional equity

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

Distributional equity considerations for the Project include:

- ▶ 116 individual landowners affected by land acquisition for the Project, representing up to 200 private properties
- ▶ Some households within the Project footprint may need to relocate
- ▶ The operations and management of farms and agribusinesses could be affected while landowners adjust to land acquisition impacts; however, there is potential for long-term benefits of improved access to national and international markets
- ▶ Residents living near the Project footprint would experience noise, travel delays and changes to local character during construction
- ▶ Residents in the SIA study area would have access to the Project's training and employment opportunities
- ▶ The Project's local supply arrangements will be experienced as an opportunity to develop and grow local businesses
- ▶ The Project will introduce a significant freight route through rural areas with potential for rail noise to affect amenity in proximity to the rail corridor
- ▶ The Project will contribute to regional, State and national economic development, with potential to catalyse improved employment and business opportunities in the SIA study area.

Communities in the SIA study area have experienced long periods of severe drought, and repeated floods, with effects on landowners' mental health and financial wellbeing, community resilience and business vitality. The COVID-19 pandemic response has also affected local and regional employment opportunities, and other factors such as business vitality and mental health. It is therefore particularly important that the Project's impacts are minimised and benefits for local communities are maximised. It is also important for ARTC to support monitoring of a broader understanding of changes and influencing factors on its host communities' physical, mental, social and financial wellbeing, social cohesion and economic prosperity, as will be implemented through the Independent Living in Place survey or equivalent community survey to be conducted annually during Project construction.

17.8.2.5 Project benefits

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

Potential Project benefits and opportunities during construction include:

- ▶ Employment for up to a peak of 900 personnel during construction, including local people and groups that are disadvantaged in the labour market
- ▶ Opportunities for Traditional Owners to work on Country
- ▶ Opportunities for local and regional businesses to participate in the Project's construction supply chain
- ▶ An increase in opportunities for Indigenous business with regards to capacity building and supply to the Project
- ▶ Opportunities for businesses (particularly in Yelarbon, Inglewood and Millmerran) to benefit from increased trade from workers and non-resident workforce accommodation service providers
- ▶ Training and career pathway development for young people, Indigenous people and unemployed people
- ▶ Financial benefits for landowners who lease or sell land to the Project for use during construction
- ▶ Community facility upgrades as part of Community Wellbeing Plan delivery
- ▶ Council access to the Living in Place survey results, a shared and independent community planning resource that will monitor change in community values and priorities, to support councils to plan for and prioritise liveability and wellbeing.

Longer-term, Project benefits include:

- ▶ An improvement in telecommunications capacity and digital connectivity for residents and businesses near the Project corridor
- ▶ Reduced freight truck movements on local and State road networks
- ▶ Improvements to the safety of road-rail interfaces on the existing brownfield rail corridor of some 71.2 km
- ▶ Facilitation of faster transport of grain from the region to markets via sidings to GrainCorp facilities
- ▶ Catalysing further development of industrial precincts infrastructure in Toowoomba, and potential for development of rail-associated industry in Goondiwindi
- ▶ Facilitating the development of intermodal facilities, which will sustain employment and business activity for the long term
- ▶ Direct permanent employment for approximately 10 to 15 people, with employment growth also catalysed by Project-related business development
- ▶ Potential for legacy values from Project investments in local communities.