# CHAPTER 05

# Stakeholder Engagement

**GOWRIE TO HELIDON** ENVIRONMENTAL IMPACT STATEMENT

IR_1536

# Contents



# Figures



# Tables

# 5. Stakeholder engagement

## 5.1 Scope of chapter

Stakeholder and community consultation have informed the preparation of the Gowrie to Helidon Project's (the Project) draft environmental impact statement (EIS), including the development of a social impact statement (SIA).

The Australian Rail Track Corporation (ARTC) conducted consultation for the Project with affected and interested parties through a range of communication tools and consultation methods. including community workshops and as part of the SIA (refer Chapter 16: Social). Community and stakeholder feedback received has been considered by multi-disciplinary technical study teams as part of defining the Project's design and preparing the EIS. The next phases of consultation associated with the EIS process will build on these existing approaches and the outcomes of previous consultation.

A Consultation Report has been prepared for the Project, which is included in Appendix D: Community Consultation, providing further detail on the consultation undertaken to date, key issues raised and materials used to support consultation activities.

## 5.2 Terms of Reference

The Terms of Reference (ToR) describe the matters the proponent must address in the EIS for the Project. This chapter and Appendix D: Community Consultation have been prepared to meet the ToR requirements outlined in Table 5.1.

Appendix B: Terms of Reference Compliance Table provides a cross-reference for each ToR against relevant sections in this EIS.

**TABLE 5.1: TOR COMPLIANCE TABLE—STAKEHOLDER ENGAGEMENT**

| No | Terms of Reference requirements | Where addressed in the EIS |
|---|---|---|
| 7.7 | An appropriate public consultation program is essential to the impact assessment process. The proponent should consult with Local, State and Commonwealth government agencies, and potentially affected local communities. | Sections 5.4 and 5.5 describe the engagement activities undertaken in support of EIS development, with supporting detail provided in Appendix D: Community Consultation. |
| 7.8 | The EIS should describe the consultation that has taken place and how the responses from the community and agencies have been incorporated into the design and outcomes of the project. | Sections 5.4 and 5.5 summarises the consultation activities, with further detail provided in Sections 4 and 5 of Appendix D: Community Consultation, which describe the consultation activities that have taken place and the major themes that emerged from the consultation process. The outcomes from these activities are reported in Section 6 of Appendix D: Community Consultation, with cross-references to the relevant draft EIS sections where stakeholder feedback has informed or contributed to the development of design or mitigation measures. |
| 7.9 | Include, as an appendix, a public consultation report detailing how the public consultation plan was implemented, and the results of the implementation. | Appendix D: Community Consultation has been prepared to address this requirement. |
| 10.11 | Describe the following information about the proposed project:<br>(b) existing infrastructure and easements on the preferred alignment<br>(d) location, design and capacity of water supply, wastewater conveyance ad treatment, telecommunications, power generation, accommodation of site facilities and transmission infrastructure | Consultation with existing infrastructure asset owners and operators in the Project area was undertaken, as noted in Section 5.5 of this chapter and Section 4 and Section 6 of Appendix D: Community Consultation, to inform Project design as documented in Chapter 6: Project Description. |

| No | Terms of Reference requirements | Where addressed in the EIS |
|---|---|---|
| 11.21 | The economic and social impacts of the action, both positive and negative, must be summarised. Matters of interest should include:<br>(b) any public consultation activities undertaken, and their outcomes<br>(c) any consultation with indigenous stakeholders<br>(d) identification of affected parties and communities that may be affected and a description of the views of those parties and communities | Sections 5.4 to 5.6 describe the consultation activities that have taken place, with outcomes from these activities reported with cross-references to the EIS sections where stakeholder feedback has informed or contributed to the development of design or mitigation measures.<br>Further detail is provided in Chapter 16: Social, Chapter 17: Economics, and Chapter 18: Cultural Heritage. These matters are also outlined in Sections 4 to 6 of Appendix D: Community Consultation, Appendix Q: Social Impact Assessment and Appendix R: Economic Impact Assessment. |
| 11.69 | The EIS should describe the consultation that has taken place with landholders along the alignment regarding modelled potential impacts of the project on flooding. It should also include a discussion of how the results of consultation have been considered by the proponent in the EIS process. | Consultation with landholders regarding modelled potential impacts of the project on flooding is discussed in Section 5.7, and also Sections 4.4.8 and 6 of Appendix D: Community Consultation, Chapter 13: Surface Water and Hydrology and Appendix M: Hydrology and Flooding. |
| 11.73 | Describe the potential for impact on existing holders of resource tenures, including consideration to safety and resource sterilisation where appropriate. | Consultation with existing holders of resource tenure in the Project area was undertaken, as noted in Section 5.5, confirming the assessment documented in Chapter 8: Land Use and Tenure. See also Section 4 of Appendix D: Community Consultation. |
| 11.103 | All proposed measures must be in accordance with any relevant biosecurity surveillance or prevention program authorised under the *Biosecurity Act 2014* and any requirements of the VMA/PA. Mitigation measures should be developed in consultation with relevant agencies and local government (for example baiting programs). | Chapter 9: Land Resources and Chapter 11: Flora and Fauna provide information on the biosecurity risks relevant to the Project, along any mitigation measures that will be implemented in biosecurity management plans developed to complement existing state and local government biosecurity management plans. Chapter 23: Draft Outline Environmental Management Plan (Draft Outline EMP) identifies the requirements to engage with relevant agencies and local government in the development of the Project's biosecurity management plan. |
| 11.113 | Discuss and recommend how identified impacts will be mitigated. Mitigation strategies are to be prepared in close consultation with relevant transport authorities (including Local Government). | Section 5.5 outlines engagement with state and local government entities. Further detail is provided in Appendix D: Community Consultation, Sections 4, 5 and 6 regarding the approach taken to engage with the Department of Transport and Main Roads (DTMR), Queensland Rail (QR) and local government. Chapter 23: Draft Outline Environmental Management Plan and Chapter 19: Traffic, Transport and Access identify the proposed mitigation measures for potential transport network impacts. |

| No | Terms of Reference requirements | Where addressed in the EIS |
|---|---|---|
| 11.142 | A consultative and inclusive community and stakeholder engagement process should inform the baseline study, assessment of potential social impacts and development of appropriate mitigation measures and management plans. The engagement should commence at an early stage of the EIS process. It should include consultation with a broad range of stakeholder groups including affected landholders, local residents, community groups, traditional owners, state and local government agencies, and non-government organisations, local businesses and traditionally under-represented stakeholders (for example vulnerable groups, women, people with a disability, indigenous people and persons from diverse ethnic or linguistic backgrounds). | Section 5.4 outlines the consultation activities prior to the declaration of coordinated project status, with Sections 5.5 and 5.6 discussing consultation occurring for the EIS.<br>Section 5.3.4 details the range of project stakeholders that have been consulted.<br>Further detail is provided in Chapter 16: Social, Appendix D: Community Consultation (Sections 3, 4 and 5) and Appendix Q: Social Impact Assessment. |
| 11.143 | The community and stakeholder engagement process should be adequately described and documented in the EIS. This should include details such as stakeholders consulted and how and when they were consulted, principles and processes adopted, overview of the consultation program and key events, stakeholder feedback and issues raised (including the means by which these have been or will be addressed), and a statement of agreement/s reached, or to be negotiated, for impact mitigation and management. | This chapter and Appendix D: Community Consultation documents these requirements, with Appendix F: Proponent Commitments summarising key project commitments and the Social Impact Management Plan is in Appendix Q: Social Impact Assessment. |
| 11.154 | Outline any consultation undertaken with the relevant emergency management authorities, including the Local Disaster Management Group. | This is outlined in Section 5.3.4, Section 5.6 and Appendix D: Community Consultation, Sections 2.5 and 4.4.12.1. |

## 5.3 Methodology

ARTC's approach to consultation is critical to the successful delivery of the Inland Rail Program. Engaging with the community and key stakeholders develops and enhances awareness about the Project and also establishes two-way conversations. These conversations are key for identifying and reducing risks, optimising the route alignment, securing statutory approvals and minimising social and environmental impacts.

ARTC continues to undertake community consultation and stakeholder engagement about the Project. It is imperative that stakeholders have opportunities to detail their concerns, raise issues, provide historical information and receive Project updates from ARTC that are professional and timely. All consultation-related correspondence and feedback are formally recorded in ARTC's 'Consultation Manager', a software tool used for tracking engagement activities, feedback and outcomes, to ensure key issues and comments are captured and addressed.

'Active engagement' is one of five core values for ARTC Inland Rail Communications and Engagement Strategy and outlines three main objectives to ensure the successful delivery of Inland Rail within each community.

### 5.3.1 Goals

ARTC's goals for the stakeholder engagement are to:

- Build trust—ensure stakeholders are aware of the Project, design phases, timeframes and understand the fair mechanisms for input and consultation.
- Build credibility—ensure engagement is transparent, equitable, inclusive and iterative, with adequate opportunities for stakeholders to comment.
- Build visibility—create an ongoing dialogue with stakeholders and ensure appropriate information is escalated to the correct team for action.

### 5.3.2 Consultation plan objectives and strategies

In accordance with Section 3.1 of the ToR, a Consultation Plan was developed to guide consultation activities.

The Consultation Plan and strategies are detailed in Appendix D: Community Consultation and covers:

- Stakeholder identification and methods to engage them
- Types of engagement activities and their timing
- Integration of consultation activities with other EIS activities and the Project development process
- Consultation responsibilities
- Communication channels and protocols
- Process for recording information and providing feedback to stakeholders
- How results of consultation will be considered and integrated into the EIS process.

The consultation and engagement strategy summarised in Table 5.2 outlines the three goals and strategic aims to support the successful delivery of Inland Rail within each community. These goals inform all Project-related consultation approaches and activities.

**TABLE 5.2: CONSULTATION AND ENGAGEMENT STRATEGY FOR THE PROJECT**

| Goal | Strategy—how will this be achieved |
|---|---|
| Build trust | ▸ Ongoing, open engagement with affected landholders regarding field investigations, project process and the acquisition processes<br>▸ Demonstrate to communities how their feedback has been taken on board in the EIS to minimise impacts, address mitigations and be transparent with iterative changes by sharing design responses<br>▸ Regular engagement with stakeholders to ensure the conversation is advancing and action items are being closed out<br>▸ Initiating and maintaining open communication with the community on all aspects of the Project and the EIS<br>▸ Addressing all stakeholder issues through the EIS process and communications |
| Build credibility | ▸ Identify how Inland Rail can benefit the communities and work to deliver these benefits where possible<br>▸ Support and enhance positive impacts<br>▸ Decide on design and alignment elements requested by the community and then communicate the reasoning to the community<br>▸ Engage stakeholders and communities on the issues that are important to them, seek their input to validate models, and have technical experts who can explain what the data means<br>▸ Deliver on the commitments we make to the community in a timely and appropriate way |
| Build visibility | ▸ Have a presence on the ground in communities by establishing a local office in Gatton and by attending and sponsoring local events<br>▸ Go to the community—don't expect them to come to us<br>▸ Undertake a program of well-advertised consultation at times and venues that are suitable for the community<br>▸ Proactively work with community stakeholders to help identify potential social impacts and develop appropriate solutions and strategies to minimise negative impacts associated with the Project |

### 5.3.3 Consultation approach

#### 5.3.3.1 Overview

The consultation approach for the Project is guided by the International Association of Public Participation (IAP2) Core Principles (IAP2, 2013). The IAP2's Public Participation Spectrum is designed to assist defining the publics role in any community engagement program. It identifies five levels of participation: inform, consult, involve, collaborate and empower (refer Table 5.3). The level of stakeholder participation for the Project depends on the stakeholder group and technical constraints.

**TABLE 5.3: IAP2 PUBLIC PARTICIPATION SPECTRUM**

| IAP2 | Inform | Consult | Involve | Collaborate | Empower |
|---|---|---|---|---|---|
| Public participation goal | To provide the public with balanced and objective information to assist them in understanding the problems, alternatives or solutions | To obtain public feedback on analysis, alternatives and or decisions | To work directly with the public throughout the process to ensure public issues and concerns are consistently understood and considered | To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution | To place final decision making in the hands of the public |
| Promise to the public | We will keep you informed | We will keep you informed, listen, acknowledge concerns and provide feedback on how public input influences decisions | We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influences decisions | We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into decisions to the maximum extent possible | We will implement what you decide |

ARTC has created an ongoing and open dialogue with communities and stakeholders. ARTC set guidelines for behaviour and interactions with stakeholders and the community as follows:

- **Inclusive**—Stakeholders are consulted during the planning and design of the Project alignment. ARTC uses a wide range of channels to provide information and gather feedback, including community consultation committees, community based-information sessions, electronic and printed newsletters and an online presence through the Inland Rail website and social media channels.
- **Transparent**—Community engagement interactions are captured and documented in Consultation Manager to maintain a record of key issues, concerns and feedback. Documenting this information also provides the opportunity for information to be shared, discussed and addressed with ARTC.
- **Equitable**—Individuals and groups are included in the conversation with recognition and provisions are made for Traditional Owners, people with disabilities, youth and the elderly. Gender equity occurs and various socio-economic groups can participate.
- **Iterative**—Share the iterative phases of the Project and communicate these phases to stakeholders for feedback and response.

#### 5.3.3.2 Communication tools and activities

ARTC informed stakeholders, the community and industry groups using a range of communications tools, including community newsletters, electronic newsletters (e-news), letters, emails, works notification flyers, fact sheets, posters, presentations to community groups, social media and community feedback forms.

Stakeholders were consulted via one-on-one and small group meetings, information sessions, pop-up consultation stands, and a community survey.

This was supported by feedback mechanisms including an interactive map on the project website, 1800 telephone line, email address, social media platforms and feedback forms.

ARTC Inland Rail involved stakeholders in the design and EIS development through the community consultative committees (CCCs), one-on-one with landholders that enabled a two-way exchange of information.

In several situations, such as alignment development and when designing the road–rail interfaces, ARTC collaborated with stakeholders through workshops and meetings with landholders, councils and key stakeholders.

The Project has a diverse range of stakeholders with various levels of skills and experience in engaging with large-scale infrastructure projects. Engagement and communications for the Project have been tailored to meet the relevant stakeholder requirements.

For example, more technical information has been provided to CCCs and government agencies, while more simplified communications and graphics have been used for the general community. Landholder information has been tailored to be relevant to their property.

All consultation was recorded in a Project-specific Consultation Manager, a software tool and communication register to accurately track interactions with stakeholders and the wider community, including details of issues raised, and the response by ARTC, to ensure key issues or comments are captured and addressed (refer Section 5.3.5).

A combination of digital and traditional engagement tools have been used for the greatest reach. Digital tools used included: website, interactive map, social media, maps, videos, a project flythrough, graphics, and e-newsletters.

Traditional tools included: information sessions, letterbox drops, factsheets, maps, graphics, newsletters, meetings (group and individual), workshops, forums, phone calls, letters, newspaper advertising, television advertising, attending community events and shows. The CCC was formed to keep the community and industry informed about the Project and ensure their views were heard and addressed as projects progressed through the formal planning processes.

Each committee comprises members with a range of backgrounds and interests. The purpose of the committee was to:

- Facilitate broader community involvement in the Project
- Seek community feedback and input to Project outcomes
- Increase awareness and understanding for the project by providing communities with 'one-point of call' for Project information
- Act as a conduit between the Project team and the community to provide information or address issues and concerns.

Further details on these communication tools are provided in Appendix D: Community Consultation.

### 5.3.4 Project stakeholders

A stakeholder is defined as any individual, group of individuals, organisation or political entity with an interest in the outcome of a decision. They may be, or perceive that they may be, affected directly or indirectly by the outcome of a decision (IAP2, 2013). A preliminary stakeholder list was developed in 2014 from desktop research and analysis of existing information materials. This list was subject to ongoing refinement throughout the engagement process.

Stakeholders identified for the Project include Australian Government, Queensland Government, and local government representatives, potentially affected landholders, local businesses, industry bodies, environmental groups, community groups, education and training providers, media and nearby communities. Table 5.4 outlines the stakeholder groups at the time consultation was undertaken.

**TABLE 5.4: PROJECT STAKEHOLDERS [1]**

| Type | Stakeholders |
|---|---|
| **Australian Government** | |
| Elected representatives | ▸ Deputy Prime Minister and Minister for Infrastructure, Transport and Regional Development and member for Riverina—The Honourable Michael McCormack MP<br>▸ Assistant Minister for Road Safety and Freight Transport and Member for Wright—The Honourable Scott Buchholz MP<br>▸ Member for Groom—The Honourable Garth Hamilton (former Federal member John McVeigh) |
| Government agencies | ▸ Department of Infrastructure, Transport, Regional Development and Communications<br>▸ Department of Agriculture, Water and the Environment (DAWE) formerly the Department of Environment and Energy<br>▸ Regional Development Australia<br>▸ National Transport Commission |

1 Names of departments and member of Parliament were correct at the time of writing.

| Type | Stakeholders |
|---|---|
| **Queensland Government** | |
| Elected representatives | ▸ Member for Condamine, Pat Weir MP<br>▸ Member for Lockyer, Jim McDonald MP<br>▸ Member for Toowoomba North, Trevor Watts MP<br>▸ Member for Toowoomba South, David Janetzki MP |
| Departmental Ministers | Minister for Transport and Main Roads and Member for Miller—The Honourable Mark Bailey MP |
| Other Queensland Government Departments | ▸ Coordinator-General<br>▸ Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (former Department of Aboriginal and Torres Strait Islander Partnerships)<br>▸ Department of Agriculture and Fisheries<br>▸ Department of Education<br>▸ Department of Employment, Small Business and Training<br>▸ Department of Environment and Science<br>▸ Department of Communities, Housing and Digital Economy (former Department of Housing and Public Works)<br>▸ Department of State Development, Infrastructure, Local Government and Planning (former Department of State Development, Tourism and Innovation)<br>▸ Queensland Police<br>▸ Department of Children, Youth Justice and Multicultural Affairs (former Department of Local Government, Racing and Multicultural Affairs)<br>▸ Department of Resources, Department of Regional Development, Manufacturing and Water and Department of Energy and Public Works (former Department of Natural Resources, Mines and Energy)<br>▸ Queensland Fire and Emergency Services<br>▸ Queensland Health<br>▸ The former Department of State Development, Manufacturing, Infrastructure and Planning (now the Department of State Development, Infrastructure, Local Government and Planning and the Department of Tourism, Innovation and Sport)<br>▸ Department of Transport and Main Roads<br>▸ Economic Development Queensland |
| Government Owned Corporations/ Organisations | ▸ Queensland Rail (QR)<br>▸ Queensland Electricity Transmission Corporation Limited (Powerlink Queensland)<br>▸ Energy Queensland Limited (formerly Ergon Energy and Energex)<br>▸ Queensland Bulk Water Supply Authority (trading as Seqwater) |
| **Local Government** | |
| Local government elected representatives | ▸ Toowoomba Regional Council (TRC) Mayor, Cr Paul Antonio<br>▸ Lockyer Valley Regional Council (LVRC) Mayor, Cr Tanya Milligan<br>▸ TRC Councilors<br>▸ LVRC Councilors<br>▸ Lockyer Valley Disaster Management Group and Lockyer Valley Disaster Coordination team |
| Local government officers | ▸ TRC officers and technical staff<br>▸ LVRC officers and technical staff |
| Regional Development Australia | ▸ Ipswich and West Moreton Inc<br>▸ Darling Downs and South West Inc |
| **Local communities** | |
| Directly Affected Landholders | Landholders located within both the permanent and temporary disturbance footprint, within the localities of Charlton, Gowrie Junction, Cranley (in tunnel), Mount Kynoch (in tunnel) and Mount Lofty within the Toowoomba Regional Council Local Government Area<br>Ballard (partly in tunnel), Withcott, Lockyer, Postmans Ridge, Helidon Spa and Helidon within the Lockyer Valley Regional Council Local Government Area |
| Indirectly Affected Landholders | Landholders that have the potential for change to existing conditions on their property as a result of the construction or the operation of the Project |

| Type | Stakeholders | |
|---|---|---|
| Local businesses | ▸ Australian Telecommunications Commission<br>▸ Birdsong Market Garden<br>▸ C & K Anderson Pty Ltd<br>▸ CJ NutraCon<br>▸ Combat Simulation Systems<br>▸ Dyno Nobel<br>▸ Gehrke Grains and Transport<br>▸ German Bake and Wurst House Helidon Spa<br>▸ Gowrie Landscape Supplies<br>▸ Gowrie One Stop Convenience Centre<br>▸ GW Racing<br>▸ Haymitch No 2 Pty Ltd<br>▸ Interlink Global Logistics Pty Ltd<br>▸ Klucks Investment<br>▸ Leetee Properties Pty Ltd<br>▸ Lockyer Valley Growers<br>▸ Lockyer Valley Water Users Forum | ▸ Loughlin Rural Pty Ltd<br>▸ Mitchell Helidon Pty Ltd<br>▸ New Hope Water Pty Ltd<br>▸ Nolans Transport<br>▸ Our Bird<br>▸ Primac Association Ltd<br>▸ Rhonzoa Pty Ltd<br>▸ Sanbeg Pty Ltd (Harlaxton Quarry)<br>▸ SEQ Catchments Limited<br>▸ Toowoomba Go Kart<br>▸ Varsity Property Pty Ltd<br>▸ Weis Investment Pty Ltd<br>▸ Withcott Aquatic Centre, Postmans Ridge<br>▸ Withcott Seedlings<br>▸ Withcott Town Centre (Business owners) |
| Tourism/Leisure operators | ▸ Southern Queensland Country Tourism | |
| Chambers of Commerce | ▸ Toowoomba Chamber of Commerce<br>▸ Lockyer Valley Chamber of Commerce and Industry<br>▸ Lockyer Better Business<br>▸ Chamber of Commerce and Industry Queensland | |
| Emergency and health providers | ▸ Queensland Police Service (QPS)<br>▸ Queensland Ambulance Service (QAS)<br>▸ Queensland Fire and Emergency Services (QFES)<br>▸ Queensland Rural Fire Services (e.g. Murphys Creek and Withcott Rural Fire Brigades) | ▸ Toowoomba Police Station<br>▸ Helidon Police Station<br>▸ Gatton Police Station<br>▸ Toowoomba Hospital (Darling Downs HHS)<br>▸ Baillie Henderson Hospital<br>▸ Darling Downs Hospital and Health Service Community Care Allied Health |
| Quarries | ▸ Quarry Products Pty Ltd (Harlaxton Quarry)<br>▸ Withcott Quarry (C&K Anderson) | |
| Utility service providers | ▸ APT Petroleum Pty Ltd (APA Group)<br>▸ Energy Qld<br>▸ Ergon Energy<br>▸ Powerlink<br>▸ TPG<br>▸ Telstra | ▸ Nextgen<br>▸ NBN<br>▸ Urban Utilities<br>▸ Optus<br>▸ New Acland Coal<br>▸ Essential Energy |
| Spoil and waste management providers (also refer Chapter 21: Waste and Resource Management and Appendix T: Spoil Management) | ▸ Toowoomba Waste Management Centre, along with other smaller landfills in the region<br>▸ Lockyer Valley waste management facilities (e.g. Gatton Landfill) | |
| Peak bodies | ▸ National Road Transport Association<br>▸ Queensland Transport and Logistics Council<br>▸ Australian Trucking Association<br>▸ Queensland Farmers Association | ▸ National Farmers Federation<br>▸ Agforce<br>▸ Queensland Resources Council<br>▸ Queensland Outdoor Recreation federation |

| Type | Stakeholders | |
|---|---|---|
| Resident associations | ▸ 150 of Rail in Toowoomba Committee<br>▸ Bicentennial National Trail (BNT) Withcott<br>▸ Bunya Scout Group Toowoomba<br>▸ CEDAR Centre<br>▸ CSQ<br>▸ Darling Downs Field Archers Inc<br>▸ Darling Downs Swimming Association<br>▸ Defence Housing Australia<br>▸ Downs Industry Schools Co-Operation (DISCO) Inc.<br>▸ Downlands College<br>▸ East Creek Community Centre<br>▸ Gateway Church Toowoomba<br>▸ Girl Guides Mount Lofty<br>▸ Gowrie Junction Progress Association<br>▸ Harlaxton Neighbourhood Centre<br>▸ Hear and Say Centre for Children<br>▸ Helidon and District Progress Association<br>▸ Helidon Cricket Club Inc<br>▸ Helidon Community Shed Association Inc<br>▸ Helidon RSL Sub-Branch Inc<br>▸ Inland Rail Implementation Group<br>▸ Inner Darling Downs Community Consultative Committee<br>▸ Lockyer Community Centre<br>▸ Lockyer Valley Community Activities Shed<br>▸ Lockyer Valley Community Consultative Committee<br>▸ Local Woodturning & Woodcrafter<br>▸ Lockwood Training and Development<br>▸ MinRes Training Institute<br>▸ Murphys Creek Progress Association | ▸ Postmans Ridge Pioneers Memorial Hall<br>▸ New Hope Church<br>▸ Rotary Club of East Toowoomba Inc<br>▸ Rotary Club of Toowoomba<br>▸ St Joseph's Parish Helidon<br>▸ Teen Challenge Care Ltd<br>▸ Tenancy Advice and Advocacy Service (Qld)<br>▸ The Scots School Albury<br>▸ Toowoomba Christian Fellowship<br>▸ Toowoomba and South West Housing Service Centre<br>▸ Toowoomba Community Health Centre<br>▸ Toowoomba Community Housing Service<br>▸ Toowoomba Horse Riding for the Disabled Ass. Inc. (RDAQ)<br>▸ Toowoomba Hospital (Darling Downs HHS)<br>▸ Toowoomba and South West Housing Service Centre<br>▸ Toowoomba Model Railway Club<br>▸ Toowoomba North Church of Christ<br>▸ Toowoomba Queensland Country Women's Association<br>▸ Toowoomba Visitor Information Centre<br>▸ UCL Australia<br>▸ University of the Third Age (U3A)<br>▸ Upper Lockyer/Withcott Country Women's Association<br>▸ Wilsonton Agricultural Environmental Education Centre<br>▸ Withcott Football Club Inc<br>▸ Yellow Bridge<br>▸ Youth and Community Learning Centre |
| Health and Housing Services | ▸ Toowoomba Community Housing Service<br>▸ Toowoomba Community Health Centre<br>▸ Toowoomba and South West Housing Service Centre | ▸ Lockyer Community Centre<br>▸ Lockyer Valley Community Activities Shed |

| Type | Stakeholders | |
|---|---|---|
| Environmental groups | ▸ Australian Rescue and Rehabilitation of Wildlife Association Inc (ARROW)<br>▸ Birdlife Australia (Southern Queensland Branch)<br>▸ Brisbane Region Environment Council<br>▸ Condamine Alliance<br>▸ Darling Downs Environment Council<br>▸ Lockyer Community Action Group Inc<br>▸ Native Plants Queensland<br>▸ Queensland Conservation Council<br>▸ Queensland Trust for Nature<br>▸ Drayton & Toowoomba Agricultural & Horticultural Society, Qld<br>▸ Australia Koala Foundation<br>▸ Australian Wildlife Conservancy<br>▸ SQ Landscapes<br>▸ Darling Downs Regional Organisation of Councils | ▸ Friends of the Escarpment Parks Toowoomba Inc.<br>▸ Healthy Catchments & Waterways<br>▸ Highfields and District Business Connection Incorporated Hope Australia (links to Condamine Catchments)<br>▸ Inglewood and Texas Landcare Association Inc<br>▸ Macintyre Valley Cotton Growers Association Inc.<br>▸ Murray Darling Association<br>▸ Murray-Darling Basin Authority<br>▸ Queensland Conservation Council<br>▸ RSPCA Queensland The Wilderness Society<br>▸ Toowoomba Bird Observers<br>▸ Landcare Group<br>▸ Wildlife Preservation Society of Queensland<br>▸ Wildlife's Welfare Carers Inc. |
| Historical Society | ▸ Transport Main Roads Heritage Centre<br>▸ Cobb+Co Museum | ▸ Toowoomba Historical Society<br>▸ The Toowoomba & Darling Downs Family History Society |
| Agriculture | ▸ Royal Agricultural Society of Queensland | |
| Native Title Claimants (Aboriginal Party) | ▸ Western Wakka Wakka<br>▸ Yuggera Ugarapul | |
| Universities, TAFE, schools—primary and secondary | ▸ Charlton State School<br>▸ Fairholme College<br>▸ Gowrie State School<br>▸ Harlaxton State School<br>▸ Harristown State School<br>▸ Helidon State School<br>▸ Highfields State School<br>▸ Highfields State Secondary College<br>▸ Holy Name Primary School<br>▸ Lockyer District High School<br>▸ Mary MacKillop Catholic School<br>▸ Mater Dei Primary, Newtown State<br>▸ Murphys Creek State School<br>▸ Our Lady of Lourdes Primary School Rockville Primary | ▸ St Mary's College<br>▸ St Saviours Primary School<br>▸ TAFE Queensland<br>▸ TAFE South West<br>▸ The Glennie School<br>▸ Toowoomba Anglican College<br>▸ Toowoomba Grammar<br>▸ Toowoomba East State School<br>▸ Toowoomba North State School<br>▸ Toowoomba South State School<br>▸ Toowoomba State High School<br>▸ Toowoomba West Special School<br>▸ University of Southern Queensland<br>▸ Withcott State School |
| Media | ▸ ABC Southern Queensland<br>▸ Toowoomba Chronicle<br>▸ Gatton Star<br>▸ The Courier Mail<br>▸ Highfields Herald<br>▸ WIN<br>▸ Channel 7 | ▸ The Brisbane Times<br>▸ The Courier Mail<br>▸ Queensland Times<br>▸ Queensland Country Life<br>▸ ABC Radio<br>▸ The Australian |

Table 8 of Appendix D: Community Consultation outlines stakeholder groups identified by the Project, their level of interest, specific topics of interest (issues, concerns and opportunities) and engagement tools used during the EIS development process and that will be used throughout the public notification period to reach stakeholders.

### 5.3.5 Stakeholder management database—Consultation Manager

Inland Rail maintains a secure stakeholder management database, Consultation Manager, to record all consultation undertaken as a part of the Project.

The database was established in mid-2014 for the Inland Rail Program and will continue to be maintained throughout the EIS process and into Project construction and operation. This central database is used to record stakeholder consultation and monitor and report on enquiries, issues and team responses across all ARTC operations and Inland Rail projects.

### 5.3.6 Integration with Draft EIS technical studies and assessments

Consultation has been undertaken with multiple stakeholders to share information and receive feedback on:

- Project updates and progress
- Technical study methodologies and findings
- Technical model validation and data collection
- Suggested mitigation and environmental management measures
- Project alignment
- Project delivery mechanisms.

Outcomes and feedback from stakeholder consultation have been addressed within the Draft EIS, helping inform technical study methodologies, technical model validation and data collection, mitigation and environmental management measures, route alignment and project delivery mechanisms. The consultation informed the assessments and allowed the Project to more accurately assess impacts and identify appropriate mitigation measures (refer Section 5.6).

## 5.4 Early stakeholder engagement activities

The broad public engagement process for the Project has been ongoing since 2016 with the initial objective to raise awareness of the Project and the approval process. Consultation for the development of the Project design and EIS process commenced in 2017, following the Project's declaration as a coordinated project (16 March 2017) and the release of the final ToR (9 August 2017).

However, public consultation was also undertaken as part of the wider Inland Rail Program between 2008 to 2015. A broad cross-section of stakeholders including, key government agencies, interest groups, landholders, businesses, and the local and regional communities were consulted as part of the wider program. The consultation outcomes and key themes of these studies were incorporated into the EIS consultation planning and outcomes, with further details provided in Appendix D: Community Consultation.

As part of the wider program a number of options were investigated through the Toowoomba Range, including the Gowrie to Grandchester future state transport corridor. The Grandchester future state transport corridor, was endorsed in 2015 by IRIG as the preferred route across the Toowoomba Range in part to mitigate issues raised by the Gowrie community on the alignment options. In addition, public consultation on the Grandchester future state transport corridor was undertaken prior to it being protected in 2005, providing additional information on the key themes relevant to the local communities and key stakeholders. Refer to Chapter 2: Project Rationale for a detailed discussion regarding the route alternatives.

Table 5.5 provides the early engagement activities undertaken as part of these studies and investigations.

**TABLE 5.5: EARLY STAKEHOLDER ENGAGEMENT ACTIVITIES**

| Objectives | Stakeholders | Outcome |
|---|---|---|
| **North South Rail Corridor Study (EY, 2006)** | | |
| Assess the adequacy of the existing Melbourne to Sydney to Brisbane rail corridor to meet future freight demand<br>Examine options for an enhanced, existing coastal route or alternative inland routes.<br>Identify a route that would deliver the best overall economic outcome. | ▸ Australian Government and Queensland Government departments<br>▸ Rail industry and potential rail providers<br>▸ Freight forwarders and other rail customers<br>▸ Regional stakeholders | The high level of cooperation by stakeholders enabled the then study team to compile a comprehensive view of industry perspectives backed by validated data, resulting in:<br>▸ Four broad alternatives being considered between Melbourne and Brisbane, ranging from a far western sub-corridor via western NSW through to a coastal sub-corridor via Sydney and the North Coast<br>▸ Identification of the far western sub-corridor (via Albury and Parkes) as having the lowest capital cost, fastest transit time and the best economic cost–benefit performance |
| **Melbourne Brisbane Inland Rail Alignment Study (IRAS) (ARTC, 2010)** | | |
| Build on work undertaken earlier in the North–South Rail Corridor Study<br>Determine route alignment within the far western sub-corridor<br>Provide a basis for evaluating private financing options for part or the entire Project | ▸ Rail customers<br>▸ Other stakeholders | ▸ Identification and assessment of alternatives within the far western sub-corridor that sought to minimise construction and operational costs and maximise the economic benefit, in particular, freight-user benefits flowing from operating cost savings, time savings and improved reliability<br>▸ Performance requirements for the railway were identified (service offering) and options were assessed against these criteria<br>▸ An implementation group was formed to further refine service offering needs and consider the options presented<br>▸ Recommended the Murphys Creek corridor for the Gowrie to Helidon section |
| **Inland Rail Implementation Group (IRIG, 2015)** | | |
| Prepare a 10-year delivery strategy and business case for Inland Rail | ▸ Australian and State Government departments<br>▸ Representatives for the transport and logistics industries<br>▸ Community and stakeholders | ▸ The Inland Rail service offering to the market was further refined—transit time, reliability, pricing and availability<br>▸ Recommended the adoption of the IRAS, with detailed consideration of three sections (Albury versus Shepperton, North Star to Toowoomba and Toowoomba Range)<br>▸ Following strong community and stakeholder input (March to 30 June 2014), roadshow meetings in Toowoomba (2 June 2015) and industry briefings in Toowoomba (August 2015) the IRIG recommended the Gowrie to Grandchester future State transport corridor (subject to minor modifications to be agreed with the Queensland Government) for the Gowrie to Helidon section |

| Objectives | Stakeholders | Outcome |
|---|---|---|
| **Inland Rail Program Business Case (ARTC, 2015a)** | | |
| Identify the problem and vision for the east coast corridor<br>Confirm the scope, opportunities and costs<br>Provide a 10-year delivery schedule<br>Present demand estimates<br>Analyse economic and financial implications<br>Identify governance arrangements to support the effective delivery of Inland Rail | ▸ Australian Government and State Government departments<br>▸ Community groups and stakeholders<br>▸ Environmental groups and stakeholders<br>▸ Media<br>▸ Business and industry | ▸ Consultation with market participants and other industry stakeholders has been undertaken to further develop the service offering and scope of the Inland Rail Program to ensure the infrastructure meets market needs, that is, meeting the priorities of freight customers<br>▸ Consultation with other stakeholders informed the identification of delivery opportunities and constraints |
| **Alignment Planning to Support Business Case** | | |
| Engagement with the supply chain and establishment of the need for Inland Rail as a freight alternative | ▸ Rail industry and potential rail providers<br>▸ Freight forwarders and other rail customers | ▸ Identification of third-party operational needs for existing and planned intermodal facilities for incorporation into Project design |
| **Gowrie to Grandchester Corridor Alignment (Queensland Rail and Queensland Transport 2003)** | | |
| In 2003, QR and Queensland Transport published a two-part study (Part 1 Helidon to Grandchester in 2002 and Part 2 Gowrie to Helidon in 2003) for a proposed high speed (up to 200 km/h) rail alignment between Gowrie and Grandchester through the Toowoomba Range | ▸ Australian Government and State Government departments<br>▸ Community groups and stakeholders<br>▸ Environmental groups and stakeholders | ▸ The preferred corridor identified in the 2003 study was subsequently protected under the *Transport Planning and Coordination Act 1994* by the Queensland Government in 2005 and is currently protected as a future state transport corridor<br>▸ Refer Chapter 2: Project Rationale for further details |
| **Early Project Engagement (ARTC)** | | |
| Identify and establish relationships with Project stakeholders<br>Determine formal processes for communications<br>Engagement with landholders to facilitate field studies and investigations<br>Undertake community information sessions to identify key concerns and issues<br>Define a preferred route for G2H to be taken through the formal planning and environmental approvals process (through a multi-criteria analysis) | ▸ Local government<br>▸ Landholders<br>▸ Community groups and stakeholders<br>▸ DTMR, local councils, local stakeholders | ▸ Preferred alignment between Gowrie to Helidon<br>▸ Stakeholders and their key issues and concerns were identified informing the development of consultation plans<br>▸ Commencement of field works to inform design |

## 5.5 EIS stakeholder engagement activities

Consultation activities were structured to support the development of the EIS and to provide multiple opportunities for both targeted stakeholders and the wider community to participate in the Project. Stakeholders have been engaged using a range of techniques, including presentations and briefings, newsletters, community information sessions, web-based material and face-to-face discussions. These engagements were supported by opportunities to provide feedback that included via comment forms, interactive mapping, workshops and Project-specific contact channels.

During the COVID pandemic, ARTC continued to engage with stakeholders but used different methods. In line with Inland Rail's COVIDSafe protocols, a number of meetings took place online (e.g. CCC, landholders etc.) while other electronic platforms were still active.

Table 5.6 describes the engagement activities undertaken for the Project. Sections 5.6 and 5.7 summarise key themes and concerns raised during EIS consultation by stakeholder type. Further details, including information about Queensland Government and local government meetings are provided in Appendix D: Community Consultation.

**TABLE 5.6: EIS STAKEHOLDER ENGAGEMENT ACTIVITIES AND TOOLS**

| Activity/Tool | Purpose |
|---|---|
| Formal briefings and meetings with elected representatives | ▸ Inform stakeholder representatives of the Project and the EIS process<br>▸ Gain an understanding of the issues and opportunities currently facing the electorates<br>▸ Identify the potential impacts, benefits and mitigation measures for the Project |
| Formal briefings and meetings with Australian Government departments and representatives | ▸ Inland Rail Program, and project-by-project updates<br>▸ EIS progress updates across projects<br>▸ Briefings to DAWE and discussions on Matters of National Environmental Significance protected under Commonwealth legislation relevant to Project<br>▸ |
| Inter-Departmental Committee/Queensland Project Coordination Group, Approvals, Benefits and Communities Committee | ▸ To provide a mechanism for program-level management personnel to discuss and coordinate strategic, operational, technical and interface aspects of the project<br>▸ Agency-only meetings to discuss progress and resourcing and workload and coordination between the agencies |
| Formal briefings and meetings with Queensland Government departments and representatives | ▸ Monthly Project progress meetings with the Office of the Coordinator-General<br>▸ State government agency Project progress briefings<br>▸ Discussion of technical assessment methodologies, results of investigations and potential mitigations<br>▸ Meetings and workshops with social service providers to identify key issues, discuss the methodology and recommendation for inclusion in the Social Impact Management Plan (SIMP) |
| Technical Working Group meetings—DTMR and QR | ▸ Technical Working Groups are regularly convened by Inland Rail and attended by Queensland Rail (QR) and DTMR. Topics discussed at the Technical Working Groups included progress of the design (e.g. track spacing, connections into the QR Network, and rail bridge over the Toowoomba Bypass), access to the existing rail corridor, the road network, property matters, geotechnical investigations, asset ownership, road–rail and rail–rail interfaces and progression of stakeholder engagement |
| Formal briefings and meetings with local government representatives of Toowoomba Regional Council | ▸ Report progress to council officers and elected representatives of the design and EIS process<br>▸ Facilitate the councils' input into the design development<br>▸ Gain an understanding of the environmental, planning and engineering constraints and opportunities relevant to the Project. Some of the key issues were impacts to the existing road networks and built infrastructure (e.g. rising sewer main) lessons learnt from the Toowoomba Second Range Crossing Project, water resources and socio-economic impacts and benefits such as local jobs<br>▸ Develop a working relationship with council officers to identify engineering, planning and environmental impacts, benefits and mitigation strategies during EIS development for implementation during construction and operational phases of the Project |
| Formal briefings and meetings with local government representatives of Lockyer Valley Regional Council | ▸ Report progress to council officers and elected representatives of the design and EIS process<br>▸ Facilitate the council's input into the design development<br>▸ Gain an understanding of the environmental, planning and engineering constraints and opportunities relevant to the Project. Some of the key issues were impacts to the existing road networks, visual amenity, lessons learnt from the Toowoomba Second Range Crossing Project, water resources and socio-economic impacts and benefits such as local jobs.<br>▸ Develop a working relationship with council officers to identify engineering, planning and environmental impacts, benefits and mitigation strategies during EIS development for implementation during construction and operational phases of the Project |

| Activity/Tool | Purpose |
|---|---|
| Technical Working Group meetings—TRC and LVRC | ▸ Monthly cross-discipline meetings to provide Project updates on design development, EIS progression and community consultation activities<br>▸ Project update and perceived impacts consultation with the Lockyer Valley Disaster Management Group (sits as function under LVRC)<br>▸ An overview of the findings of the EIS was presented to council representatives |
| Design interface meetings—TRC and LVRC | ▸ Fortnightly engineering- and design-focused discussions to identify where reference design impacts on local government infrastructure and to determine appropriate design solutions<br>▸ Input from council representatives on the reference design and key engineering outputs such hydrology and flooding studies (i.e. Appendix M: Flooding and Hydrology) and Appendix U: Traffic Impact Assessment |
| Inner Darling Downs and Lockyer Valley CCC meetings | Quarterly meeting (where applicable) with appointed local community representatives to:<br>▸ Ensure good working relationships and to promote information sharing between ARTC and local stakeholder groups/representatives<br>▸ Allow ARTC to inform the community about the Project, to seek community views on Project design and delivery, and to respond to matters raised by the community<br>▸ An overview of the EIS findings and the SIA process was presented at the CCC meetings |
| Targeted meetings, workshops and communications with a range of stakeholders<br>(Matters addressed included hydrology and flooding, flora and fauna, WildNet training, biosecurity, noise and vibration, social impact, landscape and visual amenity) | ▸ Gain an understanding of local knowledge to inform baseline data collection, validate modelling inputs, and support a robust impact assessment process<br>▸ Provide opportunities to discuss the Project in the context of these matters and how this information will be used |
| Community information sessions | ▸ To inform stakeholders about the design and EIS process, design of the Project and findings from EIS investigations<br>▸ Provide stakeholders with the opportunity to meet with and discuss the Project design and timing with the Project team, share local knowledge and feedback on the Project and discuss a range of environmental and socio-economic issues with technical specialists involved in drafting the EIS |
| Face-to-face landholder meetings (private, local businesses, tenure holders) | ▸ To inform landholders about potential impacts/changes conditions on their property as a result of the Project<br>▸ For landholder to share their concerns and receive information that is specifically based on their questions or concerns |
| Indigenous cultural heritage discussions, meetings and site walkovers<br>(Yuggera Ugarapul People and Western Wakka Wakka People) | ▸ Gain an understanding of local knowledge to inform baseline data collection to support a robust impact assessment process<br>▸ Drafting and agreement on Cultural Heritage Management Plans (CHMPs) to:<br>  ▸ Undertake cultural heritage surveys for the Project<br>  ▸ Include the Traditional Owners in assessment of the Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage<br>  ▸ Mitigate, manage and protect identified cultural heritage and objects in the disturbance footprint (rail corridor and ancillary infrastructure and developments), during the construction and operational phases of the Project |
| Non-Indigenous cultural heritage consultation | ▸ To identify any historic values that may not have been recorded in local, state or federal records |

| Activity/Tool | Purpose |
|---|---|
| SIA activities (refer Chapter 16: Social) | ▸ Ensure that SIA activities were compliant with the Office of the Coordinator-General's *Social Impact Assessment Guideline* (Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP) (2018d)<br>▸ Consult with government agencies and local governments to discuss the Project and opportunities for reginal skills development<br>▸ Identify community values in areas potentially affected by the Project and to seek community views on potential benefits and impacts from Project via community survey<br>▸ Undertake social infrastructure providers workshops to engage with locally based organisations about key community plans, services and infrastructure<br>▸ Engage with local businesses and chambers of commerce and industry to:<br>▸ obtain input for the preparation of the SIA, SIMP and EIS<br>▸ ensure the operational requirements were understood for design<br>▸ inform the local community about the project to enable business to position for construction of the Project |
| Meetings and discussions with utilities and infrastructure owners | ▸ Inform stakeholder representatives of the Project and the EIS process<br>▸ Identify extent of impacts on assets (i.e. clashes) and determine and agree on design response/treatment of potential conflicts<br>▸ Identify tenure and approvals processes required to facilitate any relocations or new connections to the Project |
| Meetings and discussions with gas/petroleum pipeline owners | ▸ Inform stakeholder representatives of the Project and the EIS process<br>▸ Identify extent of impacts on assets (i.e. clashes) and determine and agree on design response and treatment of potential conflicts |
| Email, free-call telephone, postal communications and interactive map | ▸ To provide the community with an easily accessible means of sourcing Project information and provide feedback, raise issues and discuss any concerns about the Project |
| Project display posters and Project factsheets | ▸ Inform stakeholder representatives of the Project and the EIS process<br>▸ Provide the community with technical Project information presented in a non-technical manner<br>▸ Generate discussion and questions on technical EIS content to promote stakeholder feedback, raise issues and discuss any concerns about the Project |
| Newsletters and e-newsletters | ▸ Inform stakeholders on Project updates and the EIS progress<br>▸ Notify stakeholders of CCC meetings and outcomes and timing of community drop-in sessions |
| Paid advertising | ▸ Notify stakeholders of CCC meetings and outcomes<br>▸ Notify stakeholders of community drop-in sessions |
| Project website | ▸ Inform stakeholders on Project updates and the EIS progress<br>▸ Provide access to Project information including factsheets, videos, alignment flythrough and interactive mapping |
| Feedback forms | ▸ Stakeholders attending community information sessions to provide feedback and additional information on the Project |
| Social media | ▸ Create targeted campaigns to inform stakeholders of community information sessions and to promote the release of new engagement tools (for example, interactive mapping) |
| Letters | ▸ Inform stakeholders with Project and EIS progress updates<br>▸ Inform landholders about potential impacts/changes conditions on their property as a result of the Project<br>▸ Invite landholders and local businesses to community information sessions<br>▸ Ensure landholders are aware of Project contact details |
| Interactive Map | ▸ Inform stakeholders of Project design features (bridges, road realignments, passing loops, level crossings and tunnel) and the interface of those features with the landscape and topographical features (watercourses, undulating terrain, existing infrastructure and townships)<br>▸ Provide a mechanism for stakeholders to provide specific comments and/or ask questions related to the Project (attached to a specific location) allowing the Project to provide direct feedback |

| Activity/Tool | Purpose |
|---|---|
| Landscape Visualisations and alignment flythrough | ▸ Inform stakeholders what the Project will look like in the existing landscape when it is operational |

Appendix D: Community Consultation provides further information about the engagement and consultation activities undertaken to inform the development of the EIS and Project design.

## 5.6 Key themes from consultation activities

Since June 2016, the Stakeholder Engagement Team recorded the consultation issues, queries, concerns and feedback raised by stakeholders and the wider community. The feedback on the Project was recorded in Consultation Manager, with the platform helping to identify major stakeholder themes across the Project, temporally and spatially. Although these themes were captured by various communication channels, predominantly they were captured via face to face, online, phone and email channels.

For the purpose of this report, the most frequent themes raised by stakeholders for the Project were exported from the Consultation Manager. The major themes represent the top seven frequent themes raised for the Project (environmental, property impacts, project management, project design, traffic and safety, social performance and community engagement).Table 5.7, Table 5.8 and Figure 5.1 describe the major themes ARTC has recorded as consultation issues, queries, concerns and feedback in Consultation Manager. These issues have been considered during the preparation of the EIS.

**TABLE 5.7: KEY THEMES AND TOPICS RAISED**

| Major theme raised | EIS topic | Enquiries |
|---|---|---|
| Environmental issues | Noise | ▸ Noise for both construction and operation<br>▸ Noise from elevated structures<br>▸ Ground-borne noise from the construction of the tunnel<br>▸ Cumulative impact from existing rail, Toowoomba Bypass and the Project on noise |
| | Vibration | ▸ Vibration during operation and construction |
| Environmental issues [continued] | Surface water and hydrology | ▸ Flooding impacts<br>▸ Contamination<br>▸ Drainage<br>▸ Access to waterways<br>▸ Water management including discharge (construction and operations)<br>▸ Surface water quality<br>▸ Approvals<br>▸ Construction water supply options |
| | Groundwater | ▸ Construction water<br>▸ Contamination (construction and operations)<br>▸ Impacts to bores (construction and operations)<br>▸ Water management including discharge (construction and operations)<br>▸ Water authorisations (construction and operations) |
| | Environmental management | ▸ Environmental management plan<br>▸ Field surveys<br>▸ EIS process<br>▸ Approvals<br>▸ Climate change (including bushfires)<br>▸ |
| | Landscape and visual amenity | ▸ Visual amenity during construction<br>▸ Visual amenity when railway is operational<br>▸ Light during operation and construction<br>▸ Signage |
| | Flora and fauna | ▸ Protecting threatened fauna<br>▸ Protecting threatened flora<br>▸ Biodiversity offsets<br>▸ Weed and pest control<br>▸ Vegetation clearing<br>▸ Connectivity, including fauna crossings |
| | Air quality | ▸ Dust for both construction and operation<br>▸ Odour<br>▸ Air quality from tunnel portals and the intermediate ventilation shaft |
| | Waste and resource management | ▸ Rubbish disposal<br>▸ Contaminated material<br>▸ Recycling<br>▸ Removal of spoil |
| | Cultural heritage | ▸ Indigenous heritage and non-Indigenous heritage impacts |
| | Land Resources | ▸ Land rehabilitation<br>▸ Sediment and erosion<br>▸ Contamination<br>▸ Spoil |

| Major theme raised | EIS topic | Enquiries |
|---|---|---|
| Property impacts | Stakeholder engagement—investigations | ▸ Land access requests with landholders<br>▸ Field investigations |
| | Land use and tenure | ▸ Land acquisition<br>▸ Property acquisition<br>▸ Perceived impacts on property value<br>▸ General property impacts<br>▸ Property compensation<br>▸ Fencing<br>▸ Property damage<br>▸ Impacts to agricultural activities<br>▸ Property rehabilitation<br>▸ Lease requests<br>▸ Harlaxton Quarry and the key resource area<br>▸ Native title |
| Project justification and process | Project rationale | ▸ Program funding<br>▸ ToR<br>▸ Project need<br>▸ Project timeframe<br>▸ Timing of activities |
| Project design | Project description | ▸ Proposed alignment<br>▸ Route selection<br>▸ Questions about the design (especially the tunnel)<br>▸ Passenger train operations<br>▸ Construction<br>▸ Easements<br>▸ Construction compound/laydown areas<br>▸ Pedestrian/cyclist impacts<br>▸ Change to social amenity<br>▸ Parks and public facilities<br>▸ Recoverable works |
| Traffic and safety | Traffic, transport and access | ▸ Rail operations including simultaneous operations of the QR alignment, train types and frequency<br>▸ Road-rail interfaces<br>▸ Traffic management—construction<br>▸ Level crossings<br>▸ Local road impacts (including changes to the road network)<br>▸ Connectivity during construction<br>▸ Traffic concerns (road and rail)<br>▸ Impact in traffic volumes<br>▸ Impact and increase of heavy vehicles on local roads<br>▸ Traffic safety<br>▸ Damage to local roads<br>▸ Access during construction and operation<br>▸ Impact and increase in travel time<br>▸ Parking impacts<br>▸ Changes to loading zones |

| Major theme raised | EIS topic | Enquiries |
|---|---|---|
| Social performance | Social and economics | ▸ Economic benefit to the region<br>▸ Economic cost to the region<br>▸ Social cost<br>▸ Health<br>▸ Contractor/employment opportunities<br>▸ Impact on local business<br>▸ Benefits of the Project<br>▸ Business opportunities<br>▸ Initiatives supporting community<br>▸ Workforce accommodation |
| Community engagement | Stakeholder engagement | ▸ Consultation process<br>▸ Request for further information |

**FIGURE 5.1: MAJOR CONSULTATION THEMES**

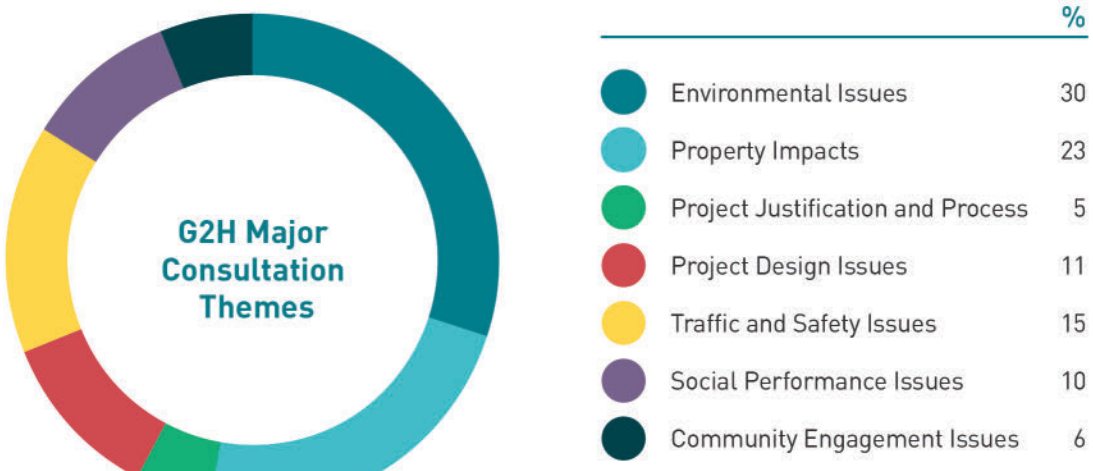

**TABLE 5.8: PROJECT KEY THEMES RAISED DURING CONSULTATION BY STAKEHOLDER GROUP**

| Theme | Australian Government | Queensland Government | TRC | LVRC | Directly affected landholders | Indirectly affected landholders | Local businesses | Emergency and health providers | Utility service providers and pipeline operators | Indigenous groups and representatives | Business and industry groups | Community groups | Environmental groups | Education and training | Inner Darling Downs and Lockyer Valley CCC | Landfill operators | Seqwater |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Environmental** | | | | | | | | | | | | | | | | | |
| Noise (construction and operation) | | x | x | x | x | x | x | x | | x | x | x | x | x | x | | |
| Noise from elevated structures | | x | x | x | x | x | | | | | | x | | | x | | |
| Ground-borne noise from the construction of the tunnel | | x | x | x | x | x | | | | | | x | | | x | | |
| Cumulative impact from existing rail, Toowoomba Bypass and the Project on noise | | x | x | x | x | x | | | | | | | | | x | | |
| Vibration (construction and operation) | | x | x | x | x | x | x | x | x | x | x | x | x | x | x | | |
| **Surface water and hydrology** | | | | | | | | | | | | | | | | | |
| Flooding impacts | x | x | x | x | x | x | x | x | | | | x | x | | x | | |
| Contamination | | x | | | | | | | | | | | x | | | | |
| Drainage | | | x | x | x | x | x | | | | x | x | x | | x | | |
| Access to waterways | | x | x | x | x | x | x | | | | | | x | | | | |
| Water management including discharge (construction and operations) | | x | x | x | x | x | x | | | | | | x | | | | |
| Surface water quality | | x | x | x | x | | | | | | | | x | | | | |
| Approvals | | x | | | | | | | | | | | | | | | |
| Construction water supply options | | | | | | | | | | | | | | | | | x |
| **Groundwater** | | | | | | | | | | | | | | | | | |
| Construction water | x | x | x | x | x | | | | | | | x | x | | x | | |
| Contamination (construction and operations) | | x | x | x | x | | | | | | | x | x | | x | | |
| Impacts to bores (construction and operations) | | x | x | x | x | | | | | | | x | x | | x | | |
| Water management including discharge (construction and operations) | | x | x | x | x | x | x | | | | | | x | | | | |
| Water authorisations (construction and operations) | x | | | | | | | | | | | | | | | | |

| Theme | Australian Government | Queensland Government | TRC | LVRC | Directly affected landholders | Indirectly affected landholders | Local businesses | Emergency and health providers | Utility service providers and pipeline operators | Indigenous groups and representatives | Business and industry groups | Community groups | Environmental groups | Education and training | Inner Darling Downs and Lockyer Valley CCC | Landfill operators | Seqwater |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Environmental management** | | | | | | | | | | | | | | | | | |
| Environmental management plan | | x | x | x | x | | | | | | | | x | | | | |
| Field surveys | | x | x | x | x | x | x | | | | | x | x | | x | | |
| EIS process | x | x | x | x | x | x | x | x | x | x | x | x | x | | x | x | |
| Approvals | x | x | x | x | x | x | | | | | | x | x | | x | | |
| Climate change (including bushfires) | | x | x | x | x | x | | | | | | x | x | | x | | |
| **Landscape and visual amenity** | | | | | | | | | | | | | | | | | |
| Visual amenity (construction and operational) | | x | x | x | x | x | x | | | | x | x | | | x | | |
| Light during operation and construction | | x | x | x | x | x | | | | | | x | | | x | | |
| Signage | | x | x | x | | | | | | | x | | | | | | |
| **Flora and fauna** | | | | | | | | | | | | | | | | | |
| Protecting threatened fauna | x | x | x | x | x | x | | | | x | | x | x | | x | | |
| Protecting threatened flora | x | x | x | x | x | x | | | | x | | x | x | | x | | |
| Environmental (biodiversity) offsets | x | x | x | x | x | x | | | | | | | | | | | |
| Weed and pest control | x | x | x | x | x | x | | | | x | | | x | | x | x | |
| Vegetation clearing | x | x | x | x | x | x | | | | | | | x | | x | | |
| Connectivity, including fauna crossing | x | x | x | x | x | x | | | | | | | x | | x | | |
| **Air quality** | | | | | | | | | | | | | | | | | |
| Dust (construction and operation) | | | x | x | x | x | x | | | | | x | x | | x | | |
| Odour | | | x | x | x | x | x | | | | | x | | | x | | |
| Air quality from tunnel portals and the intermediate ventilation shaft | | x | x | x | x | x | | | | | | x | | | x | | |
| **Waste and resource management** | | | | | | | | | | | | | | | | | |
| Rubbish disposal | | | x | x | | | | | | | | | | | | x | |
| Contaminated material | | | x | x | x | | | | | | x | | | | | | |

| Theme | Australian Government | Queensland Government | TRC | LVRC | Directly affected landholders | Indirectly affected landholders | Local businesses | Emergency and health providers | Utility service providers and pipeline operators | Indigenous groups and representatives | Business and industry groups | Community groups | Environmental groups | Education and training | Inner Darling Downs and Lockyer Valley CCC | Landfill operators | Seqwater |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Recycling | | | | | | | | | | | | x | x | | x | | |
| Removal of spoil | | | x | x | x | x | | | | | x | x | | | x | x | |
| **Cultural heritage** | | | | | | | | | | | | | | | | | |
| Indigenous heritage and non-Indigenous heritage impacts | | x | x | x | x | x | | | | x | x | x | | | x | | |
| **Land resources** | | | | | | | | | | | | | | | | | |
| Land rehabilitation | | x | x | x | | | | | | x | | x | x | | x | x | |
| Sediment and erosion | | x | x | x | | | | | | x | | x | x | | x | x | |
| Contamination | | x | x | x | | | | | | x | | x | x | | x | x | |
| Spoil | | x | x | x | | | | | | x | | x | x | | x | x | |
| **Property** | | | | | | | | | | | | | | | | | |
| **Stakeholder engagement investigations** | | | | | | | | | | | | | | | | | |
| Land access requests with landholders | | x | x | x | x | x | x | | | x | | | | | x | | |
| Field investigations | | x | x | x | x | x | | | | | | | | | x | | |
| **Land use and tenure** | | | | | | | | | | | | | | | | | |
| Land acquisition | | x | x | x | x | x | x | | | | | | | | x | | |
| Property acquisition | | x | x | x | x | x | x | | | | | | | | x | | |
| Perceived impacts on property value | | | | | x | x | | | | | | | | | x | x | |
| General property impacts | | | | | x | x | x | | | | | | | | x | x | |
| Property compensation | | x | x | x | x | x | x | | | | | | | | x | | |
| Fencing | | | x | x | x | x | | | | | | | | | x | | |
| Property damage | | | | | x | x | | | | | | | | | x | | |
| Impacts to agricultural activities | | | | | x | x | | | | | | x | | | x | x | |
| Property rehabilitation | | | | | x | x | | | | | | | | | | | |
| Lease requests | | | | | x | x | | | | | | | | | | | |

| Theme | Australian Government | Queensland Government | TRC | LVRC | Directly affected landholders | Indirectly affected landholders | Local businesses | Emergency and health providers | Utility service providers and pipeline operators | Indigenous groups and representatives | Business and industry groups | Community groups | Environmental groups | Education and training | Inner Darling Downs and Lockyer Valley CCC | Landfill operators | Seqwater |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Harlaxton Quarry and the key resource area | | x | x | | x | | | | | | | | | | | | |
| Native title | | x | | | x | | | | | x | | | | | | | |
| **Project justification and process** | | | | | | | | | | | | | | | | | |
| Program funding | | x | x | x | | | | | | | | | | | | x | |
| ToR | x | x | x | x | x | x | x | | | x | x | x | x | | x | x | |
| Project need | x | x | x | x | x | x | x | x | | x | x | x | x | x | x | x | |
| Project timeframe | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | |
| Timing of activities | | x | x | x | x | x | x | x | x | x | x | x | | | x | x | |
| Project design | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | | |
| Project description | | x | x | x | x | x | x | x | x | x | x | x | x | x | x | | |
| **Project design** | | | | | | | | | | | | | | | | | |
| Proposed alignment | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | |
| Route selection | x | x | x | x | x | x | x | x | x | x | x | x | x | | x | x | |
| Questions about the design (especially the tunnel) | | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x |
| Passenger train operations | | x | x | x | x | x | x | x | | | x | x | | x | x | x | |
| Construction | | | x | x | x | x | x | x | x | | | | | | x | x | |
| Easements | | | x | x | x | | | | x | | | | | | x | x | |
| Construction compounds/laydown areas | | x | x | x | x | | | | | | | x | | | x | | |
| Pedestrian/cyclist impacts | | x | x | x | x | | | | | | | x | | | x | | |
| Change to social amenity | | x | x | x | x | x | | | | | | x | | | x | | |
| Parks and public facilities | | x | x | x | | | | | | | | x | x | | x | | |
| Recoverable works | | x | x | x | | | | | x | | | | | | | | |

| Theme | Australian Government | Queensland Government | TRC | LVRC | Directly affected landholders | Indirectly affected landholders | Local businesses | Emergency and health providers | Utility service providers and pipeline operators | Indigenous groups and representatives | Business and industry groups | Community groups | Environmental groups | Education and training | Inner Darling Downs and Lockyer Valley CCC | Landfill operators | Seqwater |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Traffic and safety** | | | | | | | | | | | | | | | | | |
| **Traffic, transport and access** | | | | | | | | | | | | | | | | | |
| Rail operations including simultaneous operations of the QR alignment, train types and frequency | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x |
| Road-rail interfaces | | x | x | x | x | x | x | x | | | | | | x | x | x | |
| Traffic management—construction | | x | x | x | x | x | x | x | | | | | | x | x | x | |
| Level crossings | | x | x | x | x | x | x | x | | | | x | | x | x | x | |
| Local road impacts (including changes to the road network) | | x | x | x | x | x | x | x | x | | | x | | x | x | x | |
| Connectivity during construction | | x | | | | | | x | x | | | x | | | | x | |
| Traffic concerns | | | x | x | x | x | x | | | | | x | | | x | x | |
| Impact in traffic volumes | | | x | x | x | | x | | | | | x | | | x | x | |
| Impact and increase of heavy vehicles on local roads | | | x | x | x | x | | | | | | x | | | x | x | |
| Traffic safety (road and rail) | | x | x | x | x | x | x | x | x | | x | x | | | x | x | |
| Damage to local roads | | | x | x | | | | | | | | x | | | | x | |
| Access during construction and operation | | | | | x | x | | | | | | x | | | | x | |
| Impact and increase in travel time | | | x | x | x | x | x | | | | | x | | | | | |
| Parking impacts | | | x | x | | | | | | | | | | | | | |
| **Social performance** | | | | | | | | | | | | | | | | | |
| **Social and economics** | | | | | | | | | | | | | | | | | |
| Economic benefit to the region | | | x | x | | | | | | | x | x | | | x | x | |
| Economic cost to the region | | | | | | | | | | | | | | | | | |
| Social cost | | | x | x | | | x | | | x | | x | | | x | x | |
| Health | | x | | | | | | x | | | | x | | | x | x | |
| Contractor/employment opportunities | | | x | x | | | | | | | x | | | | x | x | |
| Impact on local business | | | x | x | | | | | | | x | x | | x | x | x | |

| Theme | Australian Government | Queensland Government | TRC | LVRC | Directly affected landholders | Indirectly affected landholders | Local businesses | Emergency and health providers | Utility service providers and pipeline operators | Indigenous groups and representatives | Business and industry groups | Community groups | Environmental groups | Education and training | Inner Darling Downs and Lockyer Valley CCC | Landfill operators | Seqwater |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Benefits of the Project | x | x | x | x | | | x | | | | | x | | | x | x | |
| Business opportunities | | | | | | | | | | | x | | | | | x | |
| Initiatives supporting community | | | | | | | | | | | | | | | | | |
| Workforce accommodation | | | x | | | | | | | | | | | | | | |
| **Community engagement** | | | | | | | | | | | | | | | | | |
| Stakeholder engagement | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x |
| Consultation process | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x | x |
| Request for further information | | | x | x | x | x | x | x | | | x | | x | | x | x | |

## 5.7 Consultation outcomes

Feedback from stakeholder consultation have been addressed within the EIS. Feedback has informed technical study methodologies, technical model validation and data collection, the development of mitigation and environmental management measures, refinement of route alignment, road network solutions and Project delivery mechanisms.

Table 5.9 presents the major themes and issues as identified by different stakeholder groups during consultation. This information is based on feedback received from selected stakeholders (who participated in consultation activities) and is not intended to be representative of all stakeholders listed in Table 5.4. The table illustrates that several major themes and issues are of relevance not only at a landholder level but at the community level and at a government level.

Stakeholder engagement activities have resulted in the following information being considered in the development of the Project design and mitigation measures included during the development of the EIS, as identified in Table 5.10.

**TABLE 5.9: DIVISION OF KEY CONSULTATION TOPICS BY STAKEHOLDER AND ENGAGEMENT TOOLS USED**

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Reference design, including changes to road networks | ▸ Affected landholders<br>▸ Wider community<br>▸ Gowrie Junction residents<br>▸ Gowrie Junction Progress Association<br>▸ TRC<br>▸ DTMR<br>▸ QR | Gowrie Junction | ▸ Existing Gowrie Junction level crossing which is widely accepted as unsafe – proposed removal of the existing level crossing to be replaced by the grade separation with the bridge over the railway line<br>▸ Western tunnel portal location and associated environmental impacts (noise, vibration, air quality, visual amenity)<br>▸ Laydown area in Gowrie Junction including traffic and environmental impacts associated<br>▸ Road closures, realignments, upgrades and road access (e.g. Krienke Road, Gowrie Junction Road, Morris Street, Paulsens Road)<br>▸ Environmental and health issues associated with grade separation structure including noise, vibration, air quality<br>▸ Economic issues including improved infrastructure<br>▸ Social impacts, including visual amenity, property value<br>▸ Engagement and trust including commitment to timeframes<br>▸ Impact of the proposed grade separation bridge on local traffic<br>▸ Local business (petrol station, landscape business) requires improved access as dependent on traffic flow through for business<br>▸ Concept and reference design in relation to the existing rail corridor<br>▸ Proposed permanent stockpile | ▸ TRC/DTMR/QR technical meetings<br>▸ Community meetings<br>▸ Letters<br>▸ One-on-one meetings<br>▸ Community consultation sessions<br>▸ Visualisations<br>▸ Interactive map<br>▸ Flythrough video<br>▸ CCC meetings and presentations<br>▸ Newsletters<br>▸ Hydrology and noise workshops<br>▸ Tunnel workshop<br>▸ Community consultation session<br>▸ Community drop-in sessions in Gowrie Junction |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| | ▸ InterLinkSQ<br>▸ DTMR<br>▸ QR<br>▸ TRC<br>▸ Affected landholders | Charlton–Gowrie | ▸ InterLinkSQ location and interface with the Project and the West Moreton System (Western Line)<br>▸ Cumulative impacts on utilities, rail and road interface, property, future construction and operational impacts | ▸ One-on-one meetings with InterLinkSQ<br>▸ DTMR/QR technical meetings<br>▸ TRC technical meetings<br>▸ Letters<br>▸ One-on-one meetings<br>▸ Community consultation sessions<br>▸ Technical meetings with public utility providers |
| Reference design, including changes to road networks | ▸ Affected landholders<br>▸ Wider community<br>▸ LVRC | East tunnel portal area<br>Jones Road, Ballard | ▸ Eastern tunnel portal location and associated environmental impacts (noise, vibration, air quality, visual amenity)<br>▸ Cultural heritage<br>▸ Noise and vibration impacts<br>▸ Reference design and alignment options | ▸ Letters<br>▸ One-on-one meetings<br>▸ Community consultation sessions<br>▸ Newsletters<br>▸ Fact sheets<br>▸ Letters<br>▸ Noise and vibration workshops<br>▸ Tunnel workshop<br>▸ Visualisations<br>▸ Interactive map<br>▸ Flythrough video<br>▸ CCC meetings<br>▸ Community consultation sessions |
| | | Withcott Seedlings<br>Squires Road residents<br>Ashlands Drive residents | ▸ Impact on the operations of Withcott Seedlings<br>▸ Reference design alignment proximity to residential houses<br>▸ Elevated structure | ▸ MCA examining options to minimise impacts<br>▸ Fact sheets<br>▸ One-on-one meetings<br>▸ Street meeting<br>▸ Letters<br>▸ Letterbox drop<br>▸ Meetings with local businesses<br>▸ Meetings and workshops with LVRC<br>▸ Noise workshop with directly affected landholders<br>▸ Community consultation sessions |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| | ▸ Squires Road residents<br>▸ Murphys Creek residents<br>▸ LVRC | Postmans Ridge | ▸ Impact of elevated structure to the back of Squires Road properties | ▸ Technical meetings with LVRC<br>▸ One-on-one meetings<br>▸ Letterbox drop<br>▸ Door knocking<br>▸ Calling cards<br>▸ Flyers<br>▸ Newsletter<br>▸ Community consultation sessions |
| Reference design, including changes to road networks [continued] | ▸ Ashlands Drive residents<br>▸ LVRC | Helidon Spa | ▸ Proximity of rail structure and impact of future operations to residential houses | ▸ Direct one-on-one meeting with the Ashlands Drive residents<br>▸ Letters<br>▸ Noise workshop<br>▸ Community consultation sessions |
| | ▸ Landholders and businesses in Helidon along the Airforce Road | Helidon | ▸ Need to know the exact alignment impacts on Airforce Road<br>▸ Dangerous goods transport—need for high turning cycle to enter the driveways and properties along the Airforce Road | ▸ Letters<br>▸ One-on-one meetings<br>▸ Newsletters<br>▸ Fact sheets<br>▸ Hydrology and noise workshop<br>▸ Community consultation sessions |
| Reference design alignment/ route | ▸ Affected landholders and businesses<br>▸ LVRC<br>▸ QR | Cattos Road, Helidon | ▸ Current alignment embankment is impacting landholder's access, requiring a section of Cattos Road to be closed<br>▸ Proximity to the residential house<br>▸ Localised level crossing access impacted | ▸ Letters<br>▸ One-on-one meetings<br>▸ LVRC technical meeting<br>▸ DTMR/QR engagement via technical group meetings<br>▸ Community consultation sessions |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Land access and tenure | ▸ TRC<br>▸ LVRC<br>▸ DTMR<br>▸ QR<br>▸ Directly and indirectly affected landholders<br>▸ New neighbours<br>▸ Wider community<br>▸ Local businesses (e.g. landscape business in Gowrie Junction)<br>▸ Public utility providers | Project alignment | ▸ Construction of Inland Rail may impact access to private and public property | ▸ Project newsletter<br>▸ Inland Rail website<br>▸ One-on-one meetings with stakeholders<br>▸ Technical meetings with Councils and relevant agencies<br>▸ Technical meetings with public utility providers<br>▸ Workshop with key stakeholders and impacted landholders<br>▸ Workshop with directly impacted landholders – exceedances<br>▸ Community consultation sessions<br>▸ Fact sheets |
| Flooding, stormwater and drainage impacts | ▸ Gowrie Junction<br>▸ Six Mile Creek Helidon Spa and Helidon residents<br>▸ Directly impacted landholders<br>▸ Indirectly impacted landholders<br>▸ DTMR<br>▸ QR<br>▸ LVRC<br>▸ TRC<br>▸ Gowrie Junction Progress Association<br>▸ Murphys Creek Progress Association | ▸ Gowrie Junction area around the proposed InterLinkSQ location<br>▸ Gowrie Junction<br>▸ Six Mile Creek<br>▸ Airforce Road, Helidon | ▸ Flooding is a major concern in the area given the 2011 and 2013 flood events (impacted Gowrie Creek and Lockyer Creek catchments)<br>▸ Flood modelling indicates that there may be changes to flows and impacts to number of properties<br>▸ ARTC to prepare a Flood Design Report in accordance with the relevant condition requirements which will include consultation with local councils, Office of Environment and Heritage and impacted stakeholders<br>▸ The report is to be reviewed by an independent hydrologist, and a copy is publicly available on the Inland Rail website, and provided to Toowoomba and Lockyer Valley Regional Council, Parkes Shire Council and relevant agencies<br>▸ Where impacts on flooding are above those limits identified in the EIS and as they arise, ARTC will engage with impacted landholders to develop suitable mitigation measures as outlined in the Flood Design Report | ▸ One-on-one meetings with stakeholders and directly affected landholders (exceedances)<br>▸ Technical meetings with Councils and relevant agencies where applicable reviewing the flooding technical report and design<br>▸ Workshop with key stakeholders and impacted landholders<br>▸ Workshop with directly impacted landholders – exceedances<br>▸ Community consultation sessions<br>▸ CCC meetings<br>▸ Workshop with affected landholders to discuss flooding and get inputs into the flood model calibration<br>▸ RFIs to TRC, LVRC and DTMR regarding flood markers and design<br>▸ Factsheets |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Bridges and viaducts | ▸ Local community and stakeholders in Gowrie Junction, Withcott, Ballard, Six Mile Creek, Murphys Creek and Helidon<br>▸ Local community on Prince Henry Heights, Blue Mountain Heights, Harlaxton, Rangeville, Mt Kynoch<br>▸ TRC<br>▸ LVRC<br>▸ DTMR<br>▸ QR | ▸ Gowrie Junction<br>▸ Ballard<br>▸ Withcott<br>▸ Lockyer<br>▸ Six Mile Creek<br>▸ Postmans Ridge<br>▸ Helidon Spa | ▸ Visual amenity<br>▸ Property impacts<br>▸ Rail and road interface locations | ▸ Visual communications including flythrough and interactive map information<br>▸ Project description videos<br>▸ Visualisation images<br>▸ Three dimensional visualisations<br>▸ Community meetings<br>▸ One-on-one meetings with affected landholders<br>▸ Community consultation sessions<br>▸ Newsletters<br>▸ Fact sheets<br>▸ Posters<br>▸ Large scale printed maps |
| Tunnel including the intermediate ventilation shaft | ▸ Wider community<br>▸ Gowrie Junction Progress Association<br>▸ Gowrie Junction residents—along Morris Road<br>▸ Volumetrically impacted landholders and businesses (e.g. Mount Kynoch—impact on property value, noise and vibration related)<br>▸ DTMR and QR<br>▸ DRDMW and DES<br>▸ QFES | ▸ 6.2 km length from Gowrie Junction via Cranely and Mount Kynoch to Ballard near Mt Kynoch<br>▸ Wider community | ▸ Tunnel specifications<br>▸ Noise and vibration impacts during construction<br>▸ Noise and vibration impacts during operations<br>▸ Air quality impacts<br>▸ Visual amenity of the portals and the buildings<br>▸ How will the tunnel impact current and future land use<br>▸ Subsidence<br>▸ Quarry operations<br>▸ Groundwater<br>▸ Spoil management and reuse<br>▸ Emergency access and management | ▸ Visual communications including flythrough and interactive map information<br>▸ Meetings with landholders and businesses<br>▸ Public consultation re: ventilation shaft<br>▸ TRC technical meetings<br>▸ TRC councillors briefings<br>▸ Environmental groups briefings<br>▸ Gowrie Junction Progress Group briefing<br>▸ Community consultation sessions<br>▸ Workshop with directly impacted (volumetric) landholders<br>▸ 3D visualisation—website and media<br>▸ Project description video<br>▸ Fact sheets<br>▸ CCC meetings<br>▸ Technical meetings with DRDMW and DES<br>▸ Technical meetings and input into design from QFES |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Level crossing, Gowrie Junction | ▸ Gowrie Junction residents<br>▸ Directly affected landholders<br>▸ TRC<br>▸ DTMR<br>▸ QR<br>▸ Industry<br>▸ Wider community | Gowrie Junction rail crossing | ▸ Existing level crossing is widely deemed as unsafe due to the misaligned roads in place<br>▸ Transport network directly impacted by the Project<br>▸ Use of the level crossing during construction<br>▸ Use of the existing under pass under the existing rail corridor between East Paulsens Road and Morris Road<br>▸ Grade separation for Gowrie Junction proposed as alternative | ▸ TRC technical meetings<br>▸ DTMR/QR technical meetings<br>▸ CCC presentations<br>▸ Presentation to TRC councillors and officers<br>▸ Meetings with directly impacted landholders<br>▸ Project description video<br>▸ Fact sheet<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Newsletter<br>▸ Community consultation sessions<br>▸ Social media |
| Rail interfaces | ▸ TRC<br>▸ LVRC<br>▸ DTMR/QR<br>▸ Affected landholders | ▸ Charlton and Gowrie Junction<br>▸ Cranley and Ballard<br>▸ Lockyer Creek | ▸ Grade separation proposed over the Main Line at Helidon<br>▸ Project tunnels under the Western Line and the Main Line<br>▸ Heritage listing of the Main Line<br>▸ Existing operations can be undertake autonomously during construction and operations of the Project (e.g. 6.5 m spacing proposed )<br>▸ Impacts to existing rail infrastructure, with the design allowing for relocation and/or reestablishment of any existing rail infrastructure (e.g. signalling, equipment road maintenance access roads)<br>▸ Impacts to maintenance and current rail operations during construction<br>▸ Tenure arrangements<br>▸ Safety systems and traffic control | ▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Fact sheet<br>▸ Meetings with landholders<br>▸ DTMR/QR technical meetings<br>▸ TRC technical meetings<br>▸ Community consultation sessions<br>▸ CCC presentations<br>▸ Newsletters |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Rail and road intersections (State controlled roads) | ▸ Wider community<br>▸ TRC<br>▸ LVRC<br>▸ DTMR/QR<br>▸ Affected landholders<br>▸ Local businesses<br>▸ Industry | ▸ New England Highway<br>▸ Murphys Creek Road<br>▸ Toowoomba Bypass | ▸ Grade separations proposals<br>▸ Future proofing of Boundary Street western ramp connectivity<br>▸ Impact to Toowoomba Bypass, including the proposed rail over road bridge | ▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Fact sheet<br>▸ Meetings with landholders<br>▸ DTMR/QR technical meetings<br>▸ Community consultation sessions<br>▸ Newsletters |
| Rail and road intersections (local controlled roads) | ▸ Wider community<br>▸ TRC<br>▸ LVRC<br>▸ DTMR/QR<br>▸ Affected landholders<br>▸ Local businesses<br>▸ Industry | ▸ Paulsens Road<br>▸ Morris Road<br>▸ Wallens Road<br>▸ Jones Road<br>▸ Gittins Road<br>▸ Hodges Road<br>▸ Postmans Ridge Road<br>▸ Cattos Road<br>▸ Snelling Road<br>▸ Airforce Road<br>▸ Unformed gazetted roads | ▸ Future of the Morris Road (i.e. proposed to be closed)<br>▸ Grade separation over Morris Road, the Western Line, Pauslens Road and Gowie Creek (i.e. realignment of Gowrie Junction Road)<br>▸ Future of the underpass linking East Paulsens Road to Morris Road<br>▸ Wallens Road proposed access to impacted landholders<br>▸ Hodges Road usage and future outcome/access<br>▸ Snelling Road access | ▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Fact sheet<br>▸ Meetings with landholders<br>▸ TRC and LVRC technical meetings<br>▸ DTMR/QR technical meetings<br>▸ CCC meetings<br>▸ Community consultation sessions<br>▸ Newsletters |
| Services/utilities | ▸ Public utility providers<br>▸ TRC<br>▸ LVRC<br>▸ DTMR<br>▸ QR<br>▸ New Hope Water<br>▸ Queensland Urban Utilities<br>▸ Directly affected landholders | Project alignment | ▸ Roma Brisbane Gas Pipeline is traversed by the proposed rail alignment (three locations) and associated access tracks<br>▸ Powerlink transmission line<br>▸ Telecommunication services and powerline interfaces<br>▸ Water pipelines (e.g. raw water and sewer) including services within existing road reserves such as Morris Road<br>▸ Ensuring access during construction and operations<br>▸ Cumulative impact associated with the Project and InterLinkSQ<br>▸ Disruption to local services during construction | ▸ Public utility providers technical meetings<br>▸ TRC/LVRC technical meetings and review of design deliverables<br>▸ DTMR/QR technical meetings<br>▸ Interlink SQ technical meetings<br>▸ Meetings with affected landholders |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Operations | ▸ Wider community<br>▸ TRC<br>▸ InterLinkSQ<br>▸ DTMR<br>▸ QR<br>▸ Directly affected landholders | Gowrie Junction section—QR interface<br>Toowoomba tunnel western tunnel portal | ▸ Number of planned trains<br>▸ Air quality impacts associated with the operations<br>▸ Noise and vibration impacts associated with the train movements<br>▸ Will the railway infrastructure support the future proofing for the passenger line? | ▸ Technical meetings and workshops with TRC<br>▸ Gowrie Progress Association meetings<br>▸ Noise workshops<br>▸ Landholder meetings<br>▸ CCC presentations<br>▸ Community consultation sessions<br>▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Fact sheet |
| | ▸ Community<br>▸ LVRC<br>▸ Directly affected landholders | ▸ Toowoomba tunnel eastern portal<br>▸ Withcott to Helidon | ▸ Number of trains per day planned to travel through this section of the alignment<br>▸ Noise and vibration impact associated with the operations<br>▸ Cumulative impacts from noise and vibration impact associated with the operations and the Toowoomba Bypass<br>▸ Air quality impacts associated with the operations<br>▸ Measures to mitigate impacts from noise and air quality | ▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Project description videos<br>▸ Fact sheet<br>▸ Technical meetings and workshops with LVRC<br>▸ Community consultation sessions<br>▸ CCC presentations |
| | ▸ DTMR<br>▸ QR | QR interface | ▸ Enabling works<br>▸ Operational modelling<br>▸ Simultaneous operations<br>▸ Integrated schedule<br>▸ Signalling<br>▸ Third-party access | ▸ DTMR/QR interface meetings and workshops |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Train length, type and frequency | ▸ Wider community<br>▸ LVRC<br>▸ TRC<br>▸ Directly affected landholders<br>▸ DTMR<br>▸ QR | Project alignment | ▸ Length of trains by meters<br>▸ Number of trains per day<br>▸ Number of trains at night<br>▸ Type of trains (e.g. coal trains)<br>▸ Simultaneous operations on the Inland Rail and the QR networks at Gowrie | ▸ Website updates<br>▸ Interactive map<br>▸ Project description videos<br>▸ Technical meetings and workshops with LVRC and TRC<br>▸ Technical meetings and workshops with DTMR and QR<br>▸ Community consultation sessions<br>▸ CCC |
| Passing/ crossing loops | ▸ Wider community<br>▸ Affected landholders<br>▸ TRC<br>▸ LVRC<br>▸ DTMR/QR | ▸ Gowrie Junction<br>▸ Eastern tunnel portal<br>▸ Postmans Ridge | ▸ Exact crossing loop locations<br>▸ Will the crossing loop in this section be contained in the existing rail corridor or will the easement need to be widened? | ▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Project description videos<br>▸ One-on-one meetings with affected landholders<br>▸ CCC presentations<br>▸ Technical meetings<br>▸ Fact sheets<br>▸ Community consultation sessions<br>▸ Newsletters |
| Train speeds | ▸ Wider community<br>▸ LV CCC | Project alignment | ▸ Speed of trains entering tunnel<br>▸ Proposed speed for the viaducts<br>▸ Length of time trains will idle on crossing loops | ▸ Website updates<br>▸ Interactive map<br>▸ Project description videos<br>▸ CCC meetings<br>▸ Community consultation sessions |
| Construction traffic | ▸ Wider community<br>▸ Affected landholders<br>▸ TRC<br>▸ LVRC<br>▸ DTMR/QR | Project alignment | ▸ Impact of increased traffic during construction, including heavy and oversize vehicles can create unsafe road environments | ▸ Technical meeting with LVRC and TRC<br>▸ Community consultation sessions<br>▸ One-on-one meetings |
| Temporary land use and access | ▸ Affected landholders<br>▸ TRC<br>▸ LVRC<br>▸ DTMR | Project alignment | ▸ Private land access need during the construction including laydown areas and access roads<br>▸ Consultation process with impacted landholders | ▸ One-on-one meetings<br>▸ Community consultation sessions<br>▸ Fact sheets<br>▸ Newsletters |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Property impacts engagement process | ▸ Affected landholders | Project alignment | ▸ Impacts on property values, property plans and future economic position of affected residents<br>▸ Potential severance and fragmentation | ▸ One-on-one meetings<br>▸ Property fact sheet<br>▸ Community consultation sessions |
| Topography, geology and soils | ▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC<br>▸ DTMR | Project alignment | ▸ Example of Toowoomba Second Range Crossing project construction issues<br>▸ Erosion risks<br>▸ Track grade<br>▸ Landslips | ▸ Website updates<br>▸ Flythrough video<br>▸ Interactive map<br>▸ Project description videos<br>▸ Community consultation sessions<br>▸ |
| Contaminated land | ▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC<br>▸ QR<br>▸ DTMR | Project alignment | ▸ Existing rail corridor<br>▸ Toowoomba Waste Management Centre<br>▸ Unexploded ordnance | ▸ Website updates<br>▸ Interactive map<br>▸ One-on-one meetings with affected landholders<br>▸ Community consultation sessions<br>▸ CCC presentations |
| Groundwater | ▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC<br>▸ DRDMW<br>▸ DES | Project alignment | ▸ Direct and indirect impact on existing bores<br>▸ Sampling methodology<br>▸ Water quality<br>▸ Potential impacts on current groundwater resources, including water allocations and licenses<br>▸ Toowoomba Second Range Crossing project impact on groundwater mentioned by local landholders<br>▸ Impact of the tunnel activities on groundwater resources during construction and operations, including legislative requirements, modelling, impacts and mitigations measures | ▸ Website updates<br>▸ Interactive map<br>▸ Fact sheets<br>▸ One-on-one meetings with affected landholders<br>▸ CCC presentations<br>▸ Workshops<br>▸ Community consultation sessions<br>▸ Technical meetings with DES and DRDMW |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Vegetation | ▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC | Project alignment | ▸ General impacts<br>▸ The Project will potentially impact vegetation of state and local significance<br>▸ Rehabilitation | ▸ Website updates<br>▸ Interactive map<br>▸ Fact sheets<br>▸ One-on-one meetings with affected landholders<br>▸ CCC presentations<br>▸ Community consultation sessions<br>▸ Technical meetings |
| Surface water | ▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC<br>▸ Seqwater<br>▸ DES and DRDMW | Project alignment | ▸ General impacts<br>▸ Construction water | ▸ Website updates<br>▸ Interactive map<br>▸ Fact sheets<br>▸ One-on-one meetings with affected landholders<br>▸ Workshops<br>▸ Community consultation sessions<br>▸ Technical meetings |
| Water quality | ▸ Affected landholders<br>▸ Environmental groups<br>▸ DES and DRDMW | Project alignment | ▸ General impacts<br>▸ Discharge of treated water into the surrounding receiving environment | ▸ Website updates<br>▸ Interactive map<br>▸ Fact sheets<br>▸ One-on-one meetings with affected landholders<br>▸ Workshops<br>▸ Community consultation sessions<br>▸ Technical meetings |
| Air quality, climate and climatic trends | ▸ Affected landholders<br>▸ Environmental groups<br>▸ Gowrie Junction Progress Association<br>▸ Gowrie Junction residents<br>▸ Cranley businesses<br>▸ TRC<br>▸ LVRC | Project alignment | ▸ Air quality measurements and methodology used<br>▸ Air quality from the tunnel portals and the intermediate ventilation shaft<br>▸ Air quality impacts due to climate patterns | ▸ Website updates<br>▸ Interactive map<br>▸ Fact sheets<br>▸ One-on-one meetings with affected landholders<br>▸ Community consultation sessions |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Visual impact | ▸ Affected landholders<br>▸ Environmental groups<br>▸ Gowrie Junction residents<br>▸ Gowrie Junction Progress Association<br>▸ Withcott, Ballard and Helidon elevated structures including viaducts<br>▸ Murphys Creek Progress Association<br>▸ Squires Rd residents<br>▸ Ashlands Drive residents<br>▸ TRC<br>▸ LVRC | Project alignment | ▸ View of the proposed grade separation bridge in Gowrie Junction<br>▸ View of the western portal<br>▸ View of the bridge in Murphys Creek Road<br>▸ View of the Six Mile Creek Viaduct<br>▸ View of the Toowoomba tunnel portals | ▸ Website updates<br>▸ Interactive map<br>▸ Fact sheets<br>▸ Existing/after visualisation viewpoint image posters<br>▸ 3D visualisation of Toowoomba tunnel available on Inland Rail website<br>▸ 3D visualisation of Six Mile Creek viaduct available on Inland Rail website<br>▸ Community consultation sessions<br>▸ CCC presentations<br>▸ TRC councilors' briefings |
| Noise | ▸ Affected landholders<br>▸ Gowrie Junction Progress Association<br>▸ Environmental groups<br>▸ Gowrie Junction residents<br>▸ Cranley and Mount Kynoch residents (tunnel specific)<br>▸ Mt Kynoch residents<br>▸ Postmans Ridge residents<br>▸ TRC<br>▸ LVRC<br>▸ Gowrie State School<br>▸ Baillie Henderson Hospital | Project alignment | ▸ Noise impacts associated with the operations of the railway lune<br>▸ Noise impacts associated with the construction of the Project, including the tunnel<br>▸ Mitigations for noise levels if there are exceedances | ▸ One-on-one meetings<br>▸ Noise and vibration workshops (e.g. with affected landholders)<br>▸ Newsletters<br>▸ Fact sheet<br>▸ Website updates<br>▸ Door knocking and visits by appointment<br>▸ Community consultation sessions |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Vibration | ▸ Project alignment<br>▸ Gowrie Junction residents<br>▸ Cranley and Mount Kynoch residents (tunnel specific)<br>▸ Postmans Ridge residents | Project alignment | ▸ Vibration from operations and construction<br>▸ Mitigations for vibration levels if there are exceedances | ▸ Community consultation sessions<br>▸ CCC presentations<br>▸ Meetings with affected landholders<br>▸ Noise and vibration workshops (e.g. with affected landholders)<br>▸ Fact sheet |
| Aboriginal cultural heritage | ▸ Western Wakka Wakka People<br>▸ Yuggera Ugarapul People<br>▸ Indigenous people<br>▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC | Project alignment | ▸ Impact on the Indigenous peoples connection to country<br>▸ Impact on sites and places of cultural significance | ▸ Meetings<br>▸ Fact sheet<br>▸ Website update<br>▸ Social media<br>▸ Community consultation sessions |
| European cultural heritage | ▸ Heritage and community groups<br>▸ Affected landholders<br>▸ Environmental groups | Project alignment | ▸ Impact on sites and places of cultural significance | ▸ Meetings<br>▸ Fact sheet<br>▸ Website update<br>▸ Social media<br>▸ RFI to QR<br>▸ Community consultation sessions |
| Social impact | ▸ Wider community<br>▸ Business<br>▸ TRC<br>▸ LVRC<br>▸ Chamber of Commerce Toowoomba and Lockyer Valley<br>▸ Affected landholders<br>▸ Government agencies | Project alignment | ▸ Potential opportunity for a maintenance depot in Gatton or in Lockyer Valley<br>▸ Visual amenity and future livability impact on Lockyer Valley<br>▸ Tourism impacts and opportunities for Lockyer Valley | ▸ Meetings<br>▸ Fact sheet<br>▸ Website update<br>▸ Social media<br>▸ Community consultation sessions<br>▸ Meetings with TRC and LVRC<br>▸ Community sponsorships<br>▸ SIA consultation including community surveys<br>▸ Community consultation sessions |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| Economic | ▸ Wider community<br>▸ Business<br>▸ TRC<br>▸ LVRC<br>▸ Chamber of Commerce Toowoomba and Lockyer Valley<br>▸ Affected landholders | Project alignment | ▸ Employment and supplier opportunities for community and businesses in TRC and LVRC local area<br>▸ Future opportunities for business in TRC and LVRC areas | ▸ Meetings and workshops with government agencies, chamber of commerce and Government agencies<br>▸ Meetings with local businesses<br>▸ Community consultation sessions<br>▸ Fact sheet |
| Flora and fauna | ▸ Affected landholders<br>▸ Environmental groups<br>▸ Wider community | Project alignment | ▸ Impacts of climate change on flora and fauna and the railway more generally<br>▸ Wildlife protection during the construction and operations<br>▸ Fauna passages provision | ▸ Flora and fauna workshops<br>▸ Website updates<br>▸ Fact sheets<br>▸ Meetings with affected landholders<br>▸ Community consultation sessions |
| Waste and resources | ▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC<br>▸ DTMR | Project alignment | ▸ Waste and resources impacts | ▸ Website<br>▸ Technical meetings with TRC/LVRC<br>▸ Meetings with waste providers<br>▸ Meetings with affected landholders<br>▸ Community consultation sessions |
| Biosecurity | ▸ Affected landholders<br>▸ Withcott Seedlings<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC<br>▸ DAF | Project alignment | ▸ Mitigation actions | ▸ Meetings with affected landholders<br>▸ Community consultation sessions<br>▸ Fact sheet<br>▸ Newsletter |
| Odour | ▸ Wider community<br>▸ Affected landholders<br>▸ Environmental groups<br>▸ TRC<br>▸ LVRC | Project alignment | ▸ General impacts | ▸ Meetings with affected landholders<br>▸ Technical meetings<br>▸ Community consultation sessions |

| EIS topic | Stakeholder | Section of Project | Detailed issues | Engagement tools |
|---|---|---|---|---|
| EIS process | ▸ All stakeholder groups | Project alignment | ▸ Timelines<br>▸ Process during the draft EIS public consultation phase? | ▸ Community consultation process poster<br>▸ CCC meetings<br>▸ Newsletter<br>▸ Letters<br>▸ Fact sheet |

**TABLE 5.10: EIS CONSULTATION OUTCOMES**

| Topic | EIS response |
|---|---|
| **Project description and design** | |
| Strong interest in passenger rail in addition to freight | ▸ While the Project is specifically designed for freight trains, it does not preclude the use of the track at a future date by a passenger service. The current design (and EIS assessment) accommodates the existing QR narrow-gauge rail line, which runs passenger trains including the Westlander on the QR West Moreton System. Inland Rail is an open access rail alignment and passenger services can use the alignment; however, the trains would need to meet the tunnel design requirements.<br>▸ The Project design does not consider the construction of a high-speed dedicated passenger rail line, which was the original intent of the Gowrie to Grandchester future state transport corridor, to be delivered by DTMR. Given that the Project accommodates a single dual-gauge track and includes significant infrastructure such as the 6.24 km tunnel and large viaducts, the provision of passenger tracks being co-located along the entire Project length at a future date is unlikely. Refer Chapter 6: Project Description. |
| Impacts on services/utilities | ▸ Specific design measures to avoid or minimise impacts with proactive and early engagement with service providers already undertaken to determine optimal and practical solutions (e.g. protection or relocation, legislative requirements and approvals, roles and responsibilities). These discussions will be ongoing throughout the detail design and, where applicable, construction and operation.<br>▸ Enabling work activities will be undertaken by the utility providers independent of the EIS in accordance with the utility provider approval process and governing legislation (e.g. Powerlink's upgrade to existing transmission lines).<br>▸ Land acquisition process by the construction authority under the A*cquisition of Land Act 1967* and the *Land Act 1994.*<br>▸ Refer Chapter 8: Land Use and Tenure and Chapter 23: Outline EMP |
| Alignment | ▸ The Project has aimed to align with the Gowrie to Grandchester future state transport corridor; however, some deviations are required to meet ARTC's basis of design requirements and/or in response to existing or proposed land use (e.g. Withcott Seedlings and InterLinkSQ).<br>▸ The alignment has been co-located with the existing West Moreton System to minimise impacts on existing land uses.<br>▸ ARTC Inland Rail sought to minimise impacts by aligning the rail corridor with existing infrastructure and property boundaries, where possible.<br>▸ ARTC Inland Rail worked collaboratively with DIRDC to share information about the study area and reference design selection.<br>▸ The disturbance footprint will be further refined during detailed design to a size that is required to safely construct, operate and maintain the Project, while minimising land acquisition, severance and disruption to land use, tenure and transport networks.<br>▸ Additional properties may also be acquired, such as in locations where certain impacts cannot be avoided or appropriately mitigated, or where acquisition is agreed with affected landholders.<br>▸ Where impacts cannot be avoided, they will be carefully managed and mitigated. ARTC will continue to consult with landholders and utility providers and landholders. Specific mitigation measures for each individual or company will be identified to reduce impacts to acceptable levels.<br>▸ The process for route identification is discussed in Chapter 2: Project Rationale. |

| Topic | EIS response |
|---|---|
| Water management | ▸ An estimate of construction water supply requirements is included in Chapter 6: Project Description.<br>▸ A number of options have been considered with the intent to minimise impacts on all water users. The preference is to use recycled water or capture and reuse water from the construction of the tunnel.<br>▸ Requirements and sources of construction water will be finalised as the construction approach is refined during the detailed design. Construction water supply options, as commercial considerations such as transport costs, water access costs may vary depending on the water source, land access, climatic conditions and other water user requirements.<br>▸ Groundwater ingress during the construction will be treated onsite during construction and reused. Where the water cannot be reused, it will be discharged to the surrounding environment in accordance with relevant conditions and/or approvals.<br>▸ Groundwater ingress during the operations will be treated onsite and discharged to the surrounding environment in accordance with relevant conditions and/or approvals.<br>▸ All the relevant water authorisation under the *Water Act 2000* (Qld) will be sought, with Inland Rail to also provide measures to address any impairments during construction and operations on existing water users.<br>▸ Refer Chapter 6: Project Description and Chapter 13: Surface Water and Hydrology |
| **Cultural heritage** | |
| Impact on the Indigenous peoples connection to country<br>Impact on sites and places of cultural significance | ▸ Cultural heritage management plans ((CLH017009)) have been executed with the Yuggera Ugarapul People and the Western Wakka Wakka People and were subsequently approved under the *Aboriginal Cultural Heritage Act 2003* in 2018.<br>▸ Walk-throughs by the Aboriginal Parties are currently ongoing.<br>▸ European cultural heritage assessment undertaken to identify heritage places of national, state or local significance.<br>▸ Site inspections to identity places of heritage within and near the Project footprint.<br>▸ Details on the findings of the cultural heritage survey is provided in Appendix S: Non-Indigenous Cultural Heritage and Chapter 18: Cultural Heritage. |
| Provisions for managing the accidental discovery of cultural material (including burials) and definition of a documentation process to record cultural heritage finds | ▸ CHMPs were agreed providing future stages of the Project with a process for:<br>  ▸ Undertaking cultural heritage surveys for the Project<br>  ▸ Including relevant Traditional Owners in assessing Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage<br>  ▸ Mitigating, managing and protecting identified cultural heritage and objects during both construction and operational phases of the Project<br>▸ Chapter 23: Draft Outline Environmental Management Plan of the EIS also outlines the proposed mitigation and management measures for cultural heritage. A Heritage Management Sub-plan will be developed and will detail the mitigation and management measures to be implemented during construction in relation to cultural heritage. It Is expected to include requirements for record keeping. This includes for unexpected finds.<br>▸ Technical findings from the cultural heritage impact assessment are presented in Chapter 18: Cultural Heritage. |
| **Economics** | |
| Stakeholders in the project region would like to see economic opportunities and benefits beyond construction of the project, such as intermodals, decrease in freight costs for local products, opportunities for local road freight transport providers to take freight to intermodals | Chapter 2: Project Rationale presents a wide range of economic opportunities and benefits that are likely to eventuate with the delivery of Inland Rail.<br>An economic impact assessment for the Project has been undertaken. The impact assessment also looked at the economic impact of all the Queensland projects on the Queensland economy and the local government areas relevant to these projects. The economic impact assessment is provided in Appendix R: Economic Impact Assessment.<br>Appendix Q: Social Impact Assessment includes a Workforce Management Action Plan as part of the SIMP, and also includes measures around procurement, skills development etc. |

| Topic | EIS response |
|---|---|
| Compliance with the Economic Impact Assessment Guideline | The Economic Impact Assessment (refer Appendix R: Economic Impact Assessment) was prepared in line with the Coordinator-General's Economic Impact Assessment Guideline (April 2017). |
| Long-term strategies to create employment and upskill people in region<br>Visibility and implementation of life skill requirements for the Project | ▸ Appendix Q: Social Impact Assessment includes a Workforce Management Action Plan as part of the SIMP. The objective of this action plan is to enable residents to access employment opportunities created by the Project. Strategies include:<br>▸ engaging local workers from the Project region<br>▸ ensuring that contractors encourage employment, training and skills development opportunities by:<br>– identifying skills required in the building, construction, equipment and services fabrication and supply, maintenance, operation and support to the Inland Rail Program<br>– arranging training and qualification arrangements to meet the needs of skills development to support all phases of the Inland Rail Program<br>– ensuring training and qualifications systems meet the requirements of the National Standards Framework<br>▸ developing the Inland Rail Skills Academy, which provides:<br>– scholarship opportunities at USQ for students along the alignment<br>– STEM programs in local schools<br>– opportunities for student placements or work experience on Inland Rail projects<br>▸ providing a clear and efficient process for people to seek information about employment opportunities and register their interest<br>▸ working with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs<br>▸ working with key partners to link training and development programs with other projects and local industries to provide the greatest regional benefit<br>▸ working with schools and local training providers to provide appropriate training<br>▸ working with the Australian Government and the Queensland Government to provide long-term outcomes through training, mentoring and other support programs<br>▸ providing a workplace that is inclusive and values the contributions of Aboriginal and Torres Strait Islander employees. |

| Topic | EIS response |
|---|---|
| **Flora and fauna** | |
| Impacts on threatened species such as koala | ▸ Ecological surveys are ongoing and will inform the future design and mitigation measures required for the Project.<br>▸ Impacts to Koalas and their habitats, were assessed as part of the EIS, with the technical findings presented in Chapter 11: Flora and Fauna, Appendix I: Terrestrial and Aquatic Ecology and Appendix J: Matters of National Environmental Significance.<br>▸ Koalas and their habitat have been observed within the flora and fauna study area, including the disturbance footprint.<br>▸ Several design measures have been incorporated into the Project to minimise potential impacts, for example:<br>  ▸ The Project includes a tunnel and over 6 km of viaducts which will assist in maintaining connectivity across the rail corridor in a state significant biodiversity corridor<br>  ▸ Further discussions are required with DTMR to ensure that any fauna-friendly design measure complement the existing measure implement on the Toowoomba Bypass<br>  ▸ Avoiding locating and/or minimising Project works within nationally and regionally protected areas, as well as habitat for critically endangered, endangered and vulnerable flora and fauna species, critically endangered and endangered TECs and riparian vegetation.<br>▸ Additionally, several mitigation measures for Koalas and their habitats. along with other threatened species are proposed for implementation in future phases of the Project to further mitigate impacts (refer Chapter 23: Draft Outline Environmental Management Plan).<br>▸ Aside from avoidance and impact minimisation, the application of additional mitigation measures was not likely to significantly reduce impacts associated with the loss of vegetation through clearing/removal, resulting in a residual impact to the species.<br>▸ Impacts to the Koala will be required to be offset under the either the *EPBC Act Offsets Policy* or the *Queensland Environmental Offsets Policy 2017* (refer Appendix Y: ARTC Offset Strategy). |
| Concerns regarding the need to maintain connectivity of wildlife corridors and habitat preservation<br>The potential to achieve best practice in maintaining wildlife corridor connectivity | ▸ Chapter 11: Flora and Fauna identifies proposed mitigations in design to optimise residual fauna habitat connectivity.<br>▸ Consideration of current distribution of pest species, an assessment of how the Project could influence the spread of these species and the mitigation measures the Project will implement to manage this risk.<br>▸ The Project includes a tunnel and over 6 km of viaducts that will assist in maintaining connectivity across the rail corridor in a state significant biodiversity corridor during construction and operations.<br>▸ Further discussions are required with DTMR to ensure that any fauna-friendly design measure complement the existing measure implement on the Toowoomba Bypass.<br>▸ Watercourses such as Gowrie Creek, Oaky Creek, Six Mile Creek and Lockyer Creek will all be bridged.<br>▸ Chapter 9: Land Resources, Chapter 11: Flora and Fauna and Chapter 23: Draft Outline Environmental Management Plan nominate proposed mitigation measures to minimise the risk of biosecurity hazards and identify statutory management requirements for fire ant management. |

| Topic | EIS response |
|---|---|
| **Hazard and risk** | |
| Access to Toowoomba Range Tunnel in the case of emergency | ▸ The railway tunnel in the Toowoomba Range has been designed considering risk associated with emergency situations/incidents (i.e. wildlife, tunnel subsidence, inundation of the tracks and structural failure may trap trains and railway personnel inside the tunnel). The design of the tunnel:<br>▸ QFES has been consulted and the design has considered access requirements and other safety measures recommended by QFES:<br>▸ Incorporates fire and life-safety mitigation measures, to ensure appropriate facilities. These mitigation measures include limiting the amount of combustible materials used in construction, providing fire detection systems, preventing derailed trains from entering the tunnel, and preventing trains that are on fire from stopping in the tunnel. The fire and life-safety controls for the tunnel will include detailed design fire resistance level (load bearing elements to achieve 120-minute structural adequacy when exposed to the Rijkswaterstaat temperature time curve, while non-load bearing elements are to achieve Fire Resistance Level of -/120/120, safety equipment and devices, such as emergency phones, emergency exits, emergency lighting, fire doors, hydrants and extinguishers<br>▸ Based on geotechnical assessment and detailed ground modelling, parameters such as space proofing, cross section, structure, design life and tunnel linings will meet the requirement of Australian Standards and ensures emergency access is managed through a Project Access Strategy. Access for emergency vehicles during construction will be discussed with services providers in developing the strategy. If construction phase emergency access is affected, the rail maintenance access road may be used by emergency vehicles. Multiple access points into and out of the rail corridor will be provided. This access will consider access for three pumpers, one rescue/incident control appliance, one urban rescue tender and one urban hazmat medium in the event of a major train tunnel incident<br>▸ Refer Chapter 20: Hazard and Risk. |
| **Land use and tenure** | |
| Impact on property values | ▸ ARTC's community engagement and social investment programs will pay careful attention to communicating with residents to identify amenity, lifestyle, cohesion and other quality-of-life concerns, and to work with them to address these concerns. ARTC's investments in local communities focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits, such as access to jobs and training, are shared. This would help potentially affected communities adapt to Project-related changes and build their resilience to change.<br>▸ Landholders' concerns about the Project's potential to change property values are acknowledged; however, assessment of the likelihood and magnitude of change is not possible given the individual circumstances of properties, other market drivers, the variability of Project impacts, and payment of compensation where there is a land requirement for the project. As such, the likelihood and quantum of the Project's impacts on property values cannot be conclusively assessed; however, some residents near the EIS Investigation Corridor will experience stress and anxiety as a result of the Project.<br>▸ ARTC will continue to provide clear information about environmental management and approval conditions, which, over time, may increase investor/buyer comfort.<br>▸ Refer Chapter 16: Social and Appendix Q: Social Impact Assessment for further detail. |

| Topic | EIS response |
|---|---|
| Acquisition or severance of properties may fragment land parcels and impact on connectivity between land parcels | ▸ Consultation with affected landholders and communities has been central to understanding individual property operational arrangements and the potential for project impacts. ARTC is meeting with all affected landholders and those adjacent to the Project to understand their specific needs and concerns, and to provide information to help property owners identify their options for impact mitigation, management or offset.<br>▸ The Project was designed to use the Gowrie to Grandchester future state transport corridor where possible, to minimise the extent of 'new' properties to be acquired. Where land is required outside of the Gowrie to Grandchester future state transport corridor, the corridor will be amended in consultation with DTMR, which will require acquisition of private properties and roads reserves.<br>▸ Any additional land required for the Project will mostly be acquired through a compulsory land acquisition process, also known as land resumption. The land resumption process will only start when the Project is approved and all or part of a property is identified as being directly affected by the proposed works. Properties will be acquired either in full or in part, where feasible, determined in consultation with affected landholders, considering factors such as land parcel size, the effect of the alignment on the property, land use and the property's operability following construction. Where part severance of land occurs and the landholder wishes to retain ownership, ARTC will continue to work with landholders to maintain access to their property and mitigate impacts on operation e.g. adding a culvert to facilitate movement of cattle.<br>▸ If land is only required for the construction phase of the Project, where possible, this land will be leased from landholders who will receive a financial benefit.<br>▸ Land resumption processes, excluding state land, in Queensland are undertaken under the *Acquisition of Land Act 1967*, which sets out the process for acquisition and the assessment of compensation. Landholders will be entitled to claim compensation for the acquisition of an interest in land in accordance with the Act.<br>▸ Refer Chapter 8: Land Use and Tenure, Chapter 16: Social and Appendix Q: Social Impact Assessment for further detail. |
| Potential impacts on existing pipelines | ▸ The Project design adopted a risk-based approach to assessment of utilities and pipelines, with consideration of the asset location, project design at the clash (cut or fill), time, cost and operational requirements (access).<br>▸ Refer Chapter 8: Land Use and Tenure and Chapter 23: Outline EMP. |
| Questions around timing, process, valuations and extent of required land acquisition | ▸ Inland Rail developed and distributed information about the acquisition process via the website, factsheet, CCC, information sessions and landholder meetings.<br>▸ ARTC Inland Rail kept the community informed of the alignment development and actively sought feedback about individual requirements in relation to irrigation, water licences, livestock movements, local road usage, private crossing requirements, hydrology, existing infrastructure and land use. This information was considered in the design process where possible to minimise impacts.<br>▸ Inland Rail promoted the TMR acquisition factsheet to assist educate potentially affected landholders.<br>▸ Inland Rail assessed early acquisition requested in line with the Inland Rail Early Acquisition policy.<br>▸ Refer Chapter 8: Land Use and Tenure. |
| Maintaining legal access to property | ▸ Legal access to properties has been retained, where possible, when determining appropriate solutions for the road–rail interface point. ARTC has consulted with landholders to ensure suitable property access is maintained.<br>▸ Further consultation with DTMR, QR, TRC, LVRC and the local community will inform the location and preferred treatment for each road–rail interface.<br>▸ A Traffic Management Plan will be developed as part of the CEMP. Management measures will address each identified issue. Affected landholders and businesses will be notified of any changes to traffic and access during construction. A Rail Maintenance Access Road Strategy has been developed as a part of the design to provide emergency service vehicle access to the rail corridor during construction and operation.<br>▸ Technical findings from the traffic impact assessment are presented in Chapter 19: Traffic, Transport and Access of the EIS. |

| Topic | EIS response |
|---|---|
| Implications of property severance on farming activity<br>Impacts to fertile and prime farming lands and property | ▸ Where loss of agricultural land was unable to be avoided, the horizontal alignment considered placement of the rail corridor so that it traverses around or as close as possible to property boundaries to reduce potential fragmentation and sterilisation to Class A land, Class B land and land. Intensive livestock operations, including feedlots and poultry farms, have also been avoided where possible.<br>▸ Where the permanent operational disturbance footprint is unable to avoid the severance of agricultural land and enterprises due to the partial acquisition of a property, acquisition will be investigated in consultation with landholders. The consideration of partial or full acquisition of these properties will be determined on a case-by-case basis, and consultation with individual landholders will determine if the agricultural enterprise can remain viable.<br>▸ ARTC will continue to work with directly affected landholders to develop and implement property specific measures to mitigate impacts on properties that could affect agricultural enterprises. This will inform development of the detailed design and Construction Environmental Management Plan.<br>▸ Refer to Chapter 8: Land Use and Tenure. |
| Small lots created as a result of the Project | ▸ Chapter 8: Land Use and Tenure of the EIS includes an assessment of the Project's compliance with the State Planning Policy (SPP) and relevant state interests. Management measures taken to maintain property lot sizes include:<br>▸ Design will use the existing Gowrie to Grandchester future state transport corridor and the Project will be co-located with existing road infrastructure where possible, minimising the need to develop land not previously disturbed for transport infrastructure<br>▸ The overall disturbance of construction areas will be limited, where possible<br>▸ Intensive livestock operations, including feedlots and poultry farms, will be avoided, where possible<br>▸ Compensation will be provided where the Project requires permanent acquisition of properties. Where only part of a land parcel is acquired, compensation for the severance of the resumed land and the impact on the remaining land, may also apply<br>▸ Detailed management measures to reduce land use impacts on individual properties and land users will be developed in consultation with the individual landholders during the detailed design and property acquisition negotiations<br>▸ Individual property management agreements will be developed in consultation with landholders for managing construction on or immediately adjacent to private properties. These agreements will detail any adjustments to fencing, access, farm infrastructure, and relocation of any impacted structures.<br>▸ Refer Chapter 8: Land Use and Tenure. |
| **Landscape and visual amenity** | |
| The amenity of properties near the Project may be impacted by changes to scenic character | ▸ Technical findings from the landscape and visual impact assessment are presented in Chapter 10: Landscape and Visual Amenity and Appendix H: Landscape and Visual Impact Assessment.<br>▸ Visualisations were developed and made publicly available to assist the community understand the visual impact of the Project.<br>▸ The key landscape and visual impacts of the Project relate to the removal of vegetation, the raising of embankments and creation of new rail bridges.<br>▸ There are few visual receptors with the landscape comprising isolated farmsteads on large private farms. However, there are some settlements within the potential viewshed of the Project including Six Mile Creek, Postmans Ridge, Murphys Creek Road.<br>▸ There are few visual receptors with the landscape comprising isolated farmsteads on large private farms. However, there are some settlements within the potential viewshed of the Project including Gowrie Junction, Mt Kynoch, Blue Mountains, and Harlaxton.<br>▸ To better communicate the potential landscape and visual amenity impacts, before and after visualisations of the Project were developed for multiple locations to illustrate the potential impact of the operational rail line on views. These visualisations were included in a Project newsletter, e-news, website, posters used during community drop-in sessions, were presented and discussed at CCC meetings, and are included in the EIS. |

| Topic | EIS response |
|---|---|
| **Noise and vibration** | |
| Landholders were interested in the frequency, volume, size and speed of freight rail traffic on the new line and the associated operational noise impacts<br>This was particularly relevant to existing townships where the proposed alignment goes directly adjacent, e.g. Gowrie Junction | ▸ Noise monitoring and modelling were carried out as part of the EIS development.<br>▸ The results of the modelling and potential mitigation strategies were shared with sensitive receptors prior to the final draft of the EIS.<br>▸ The noise impacts from the operational railway will be verified in the first six months of operations and the treatments will be agreed with the relevant landholder or community.<br>▸ Inland Rail will continue to engage with the community about noise and noise mitigation throughout detailed design, construction and operational phases of the Project in line with the recommendations in Chapter 15: Noise and Vibration. |
| Construction and operational noise exceedances and the management of those exceedances | ▸ Technical findings from the construction noise and vibration impact assessment are presented in Chapter 15: Noise and Vibration and Appendix O: Construction Noise and Vibration.<br>▸ The assessment identified the greatest construction noise impact is that of earthworks and rail civil works, but the impact will be dependent on actual timings and duration of Project works.<br>▸ Specific noise management and mitigation measures will be detailed in the Construction Noise and Vibration Sub-Plan and are likely to include the following:<br>  ▸ ongoing community consultation with regards to construction traffic management<br>  ▸ training of construction site workers<br>  ▸ use of temporary noise barriers<br>  ▸ monitoring<br>  ▸ appropriate selection and maintenance of equipment<br>  ▸ scheduling of work for less sensitive time periods<br>  ▸ situating plant in less noise sensitive locations<br>  ▸ construction traffic management<br>  ▸ respite periods.<br>▸ Technical findings from the operational railway noise and vibration impact assessment are presented in Chapter 15: Noise and Vibration and Appendix P: Operational Railway Noise and Vibration. The assessment:<br>  ▸ Identified that majority of the impacted properties are isolated landholdings dispersed along both sides of the alignment<br>  ▸ Concluded that, based on the predicted noise levels and the remoteness of the sensitive receptors, feasible and reasonable measures to reduce railway noise impacts are expected to be limited to property controls such as architectural property treatments and upgrades to property fencing<br>  ▸ ARTC will continue to engage with stakeholders whose properties may experience noise impacts, to ensure impacts on amenity is clearly explained and, where relevant, to obtain inputs to the development of property-specific mitigation strategies. This includes residential and businesses. |

| Topic | EIS response |
|---|---|
| Noise impacts that may affect residential amenity for extended periods during construction | ▸ Chapter 15: Noise and Vibration, Chapter 16: Social, Appendix O: Construction Noise and Vibration and Appendix Q: Social Impact Assessment address this matter.<br>▸ The Project will consult with all residents adjacent to and within 250m of Project works, before and during construction to:<br>  ▸ Identify any specific household concerns (e.g. the presence of children or seniors)<br>  ▸ Provide advance warning of the construction schedule and sequence (e.g. how long specific activities will take), and any disruptions to access or services<br>  ▸ Describe the nature and causes of noise and vibrations<br>  ▸ Advise on how long construction work will be heard or seen for each property<br>  ▸ Provide 24-hour contact details for construction managers.<br>▸ ARTC will continue to consult with adjacent property owners to identify sensitivities and potential mitigations for consideration in the Construction Environmental Management Plan. |
| Noise impacts that may affect residential amenity during operations | ▸ Chapter 15: Noise and Vibration, Chapter 16: Social, Appendix O: Construction Noise and Vibration, Appendix P: Operational Railway Noise and Vibration and Appendix Q: Social Impact Assessment of the EIS address this matter.<br>▸ During operations, noise would result from locomotives and from the track, while in some areas train horns would also be used. Where the train track is on an embankment or a bridge, noise may carry longer distances.<br>▸ Vibration impacts from railway operations are not expected to occur further than 25 m from the outer rail line, which is typically within the rail corridor. The ground-borne noise assessment criteria from surface railway operations may be triggered where receptors are within 50 m of the outer rail line. At this distance the noise environment is expected to be dominated by airborne noise, which would mask the ground-borne noise content.<br>▸ ARTC's community engagement and social investment programs will identify amenity, lifestyle, cohesion and other quality of life concerns, and work with residents to address these concerns. ARTC's investments in local communities will focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits from the Project are shared (such as access to jobs and training). This investment will help potentially affected communities to adapt to Project-related changes and build their resilience to change.<br>▸ ARTC will engage with people whose properties may experience noise impacts, to ensure the potential impact on amenity is clearly explained, and where relevant, to obtain residents' inputs to the development of property-specific mitigation strategies. |
| **Social** | |
| Integration and consideration of social and environmental matters into SIA | ▸ Chapter 16: Social and Appendix Q: Social Impact Assessment considers the changes to the biophysical environment, infrastructure or land use that may result in social impacts including amenity, health, safety or sense of place, informed by the technical studies and investigations included in the EIS. |
| SIA commensurate with nature and scale of Project and identification of social impacts and benefits for the communities affected by the Project | ▸ The social impact assessment and associated SIMP (refer Chapter 16: Social and Appendix Q: Social Impact Assessment) have been drafted in consideration of the context, nature and scale of the Project, having been conducted in accordance with the ToR and the Coordinator-General's SIA Guideline. |

| Topic | EIS response |
|---|---|
| Assessment of impacts and opportunities for local industry to participate in potential procurement and supply opportunities | ▸ Impacts and opportunities for local industry to participate in procurement and supply are considered in Chapter 16: Social and Appendix Q: Social Impact Assessment. The assessment notes:<br>▸▸ Local and regional businesses will benefit from the construction phase of the Project, with opportunities to supply the Project with fuels, equipment, borrow and quarried material, and services including fencing, electrical installation, rehabilitation, landscaping, maintenance and trades services<br>▸▸ Local transport or logistics businesses may also have opportunities to service the construction phase<br>▸▸ The Project's local supply arrangements will provide an opportunity to develop and grow local businesses, with some possible benefits in nearby communities, but with greater regional benefits<br>▸▸ Expanded construction activity will support additional flow-on demand and additional spending by the construction workforce and, therefore, business trading levels in the region.<br>▸ The SIMP includes a local business and industry action plan to manage impacts and increase benefits. |
| Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network and, potentially, community conflict | ▸ Community cohesion is considered in Chapter 16: Social and Appendix Q: Social Impact Assessment.<br>▸ The Project was assessed as potentially impacting on community and stakeholder values to varying degrees and in varying locations, bringing changes to amenity and lifestyle, sense of community and place and, potentially, to community cohesion.<br>▸ ARTC's community engagement and social investment programs address amenity, lifestyle, cohesion and other quality of life concerns. ARTC's investments in local communities focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits, such as access to jobs and training, are shared. This would help potentially affected communities to adapt to Project-related changes and build their resilience to change. |
| Additional demands on local health, police and emergency services associated with the construction phase are likely | ▸ Increased demand on health, police and emergency services is considered in Chapter 16: Social and Appendix Q: Social Impact Assessment. It notes:<br>▸▸ The workforce during construction may generate an increase in demand for health and ambulance services. For the most part, this would involve minor injuries and illness attended to by local GPs and health services, and that most of workers' healthcare needs would be taken care of by their local doctors or allied health service providers. Personnel requiring emergency treatment would be sent to the Toowoomba or Gatton Hospital<br>▸▸ Consultation is required before the construction phase to ensure Queensland health services are aware of the construction program and workforce ramp-up, to enable planning for any minor upgrades to services that may be required. Employment of paramedic staff at major work sites (such as laydown areas and bridge construction sites) will also reduce minor demands on local services.<br>▸ Measures to reduce the impacts of Project construction on emergency services include:<br>▸▸ Early advice to providers about pre-construction works, the construction schedule, the number and nature of vehicles and plant to be used, construction hours and construction personnel numbers<br>▸▸ A forward schedule for Project activities requiring oversized-vehicle escorts to police in all emergency services bases<br>▸▸ Early engagement with police and emergency services to develop co-operative mechanisms and protocols for emergency responses.<br>▸ Regular co-operation with police and emergency services providers to plan for the operational phase. |

| Topic | EIS response |
|---|---|
| Assessment of impacts and opportunities for local industry to participate in potential procurement and supply opportunities | ▸ Impacts and opportunities for local industry to participate in procurement and supply are considered in Chapter 16: Social and Appendix Q: Social Impact Assessment. The assessment notes:<br>▸▸ Local and regional businesses will benefit from the construction phase of the Project, with opportunities to supply the Project with fuels, equipment, borrow and quarried material, and services including fencing, electrical installation, rehabilitation, landscaping, maintenance and trades services<br>▸▸ Local transport or logistics businesses may also have opportunities to service the construction phase<br>▸▸ The Project's local supply arrangements will provide an opportunity to develop and grow local businesses, with some possible benefits in nearby communities, but with greater regional benefits<br>▸▸ Expanded construction activity will support additional flow-on demand and additional spending by the construction workforce and, therefore, business trading levels in the region.<br>▸ The SIMP includes for a local business and industry action plan to manage impacts and increase benefits. |
| Opportunities for Project construction employment for residents in the local region | ▸ Opportunities for employment during construction for residents in the local region is assessed in Chapter 16: Social, Chapter 17: Economics, Appendix Q: Social Impact Assessment and Appendix R: Economic Impact Assessment.<br>▸ As the construction workforce is expected to be drawn primarily from communities within the Project region and nearby LGAs, employment benefits would extend to construction industry workers across the region. The availability of long periods of employment in Project construction is likely to be a positive opportunity for those personnel and their families.<br>▸ The Project's construction phase is an important source of potential training and career pathway development for people in the Project region.<br>▸ ARTC has a strong commitment to training local and Indigenous people. Training pathways and creating opportunities for the development of skilled local and Indigenous people will be achieved by working with:<br>▸▸ Schools and local training providers, to provide appropriate training<br>▸▸ Aboriginal community networks, to encourage applications and increase the number of Indigenous people applying for jobs<br>▸▸ Key partners, to link training and development programs with other projects and local industries to provide the greatest regional benefit.<br>▸ Australian Government and the Queensland Government to provide long-term outcomes through training, mentoring and other support programs. |
| **Air quality** | |
| Coal residue in water tanks and local air quality (areas outside townships) Toowoomba Range Tunnel ventilation portals | ▸ Toowoomba Range Tunnel portals were considered as sensitive receptors for the air quality impact assessment.<br>▸ Surfaces that lead to potable water tanks in the vicinity of the alignment were considered as sensitive receptors for the air quality impact assessment.<br>▸ Quantitative dispersion modelling assessment was undertaken of operational emissions associated with freight rail movements, including prediction of pollutant water concentrations in rainwater tanks.<br>▸ The assessment concluded that the highest predicted pollutant concentrations for water tanks was compared with the Australian Drinking Water Guideline values. Compliance is predicted for all pollutants by a significant margin.<br>▸ Refer Chapter 12: Air Quality. |

| Topic | EIS response |
|---|---|
| Tunnel ventilation | ▸ The proposed details of the Toowoomba Range Tunnel ventilation requirements are in Chapter 6: Project Description with the air quality assessment in Chapter 12: Air Quality.<br>▸ The intermediate ventilation shaft is required to draw in air as part of the tunnel ventilation system.<br>▸ Quantitative dispersion modelling assessment was undertaken of operational emissions associated with freight rail movements and from the tunnel portals.<br>▸ The assessment concluded that the highest predicted pollutant concentrations were below adopted air quality goals at all sensitive receptors (with veneering applied to coal trains—consistent with current practices along the QR West Morton System rail corridor). |
| **Groundwater** | |
| Location of groundwater bores<br>Potential uses for construction water | ▸ Initial project discussions with landholders included bore identification, to enable the Project team to understand the potential for impacts to current uses if access to bores is affected as a result of construction. A number of landholders were also consulted as part of the groundwater investigations.<br>▸ Groundwater modelling is being undertaken in consultation with DRDMW to predict impacts for the construction and operation of the tunnel on the underlying aquafers, bore owners and groundwater-dependent ecosystems. Consultation with DRDMW will be ongoing on this matter given the complexity of the groundwater resources in the area and the overarching legislation guiding water authorisations and mitigation of impacts to all water users (refer Chapter 3: Project Approvals and Chapter 14: Groundwater)<br>▸ ARTC will seek approval under the *Water Act 2000* to interfere with groundwater and surface water resources during consecution and operations.<br>▸ Once detailed design has occurred, further consultation will be undertaken with landholders including DTMR to confirm locations, use and quality of bores within the disturbance footprint.<br>▸ As per Chapter 14: Groundwater, further liaison will occur with all potentially affected landholders to ensure that potential damage to, destruction of, or loss of access to, all bores is addressed. Chapter 14: Groundwater also outlines other proposed mitigation measures relevant to private groundwater bores.<br>▸ In addition, and in accordance with the construction water hierarchy outlined in Chapter 13: Surface Water and Hydrology, other landholders may be consulted about the potential use of their bores or other private water sources for construction purposes, if required. Confirmation of private water sources that will be made available to the Project by landholders will be covered under private agreement and where applicable relevant water authorisations.<br>▸ Refer Chapter 14: Groundwater. |

| Topic | EIS response |
|---|---|
| **Surface water and hydrology** | |
| Changes to flooding patterns and debris from flood events impacting the alignment and/or properties | ▸ The Project seeks to avoid impacts by incorporating the following into design:<br>  ▸ The Project has been designed to achieve the hydraulic design criteria including:<br>  ▸ 50-year design life for formation and embankment performance<br>  ▸ Track drainage ensures that the performance of the formation and track is not affected by water<br>  ▸ Earthworks designed to ensure that the rail formation is not overtopped during a 1% AEP flood event<br>  ▸ Embankment cross section can sustain flood levels up to the 1% AEP<br>  ▸ Bridges are designed to withstand flood events up to and including a 1 in 2,000 AEP event<br>  ▸ The tunnel portals have a 1:10,000 AEP flood immunity, which is part of the reason the alignment moves outside of the Gowrie to Grandchester future state transport corridor east of the eastern tunnel portal (i.e. the original western tunnel portal location did not meet this requirement and was redesigned to meet the basis of design)<br>  ▸ Where possible, the Project uses existing rail corridors to avoid introducing a new linear infrastructure corridor across floodplains. For the Project, this is limited to the section near Gowrie Junction, with the remainder of the alignment in greenfield areas.<br>▸ The Project incorporates bridge and culvert structures to maintain existing flow paths and flood flow distributions.<br>▸ Bridge and culvert structures have been located and sized to avoid increases in peak water levels, velocities and/or duration of inundation, and changes flow distribution in accordance with the flood impact objectives.<br>▸ Progressive refinement of bridge extents and culvert banks (number of barrels and dimensions) has been undertaken as the Project design has evolved. This refinement process has considered engineering requirements as well as progressive feedback from stakeholders to achieve acceptable outcomes that address the flood impact objectives.<br>▸ Scour and erosion protection measures have been incorporated into the design in areas determined to be at risk, such as around culvert headwalls, drainage discharge pathways and bridge abutments.<br>▸ A climate change assessment has been incorporated into the design of cross-drainage structures for the Project in accordance with the Australian Rainfall and Runoff Guidelines for the 1% AEP design event, to determine the sensitivity of the design, and associated impacts, to the potential increase in rainfall intensity.<br>▸ Identification of flood-sensitive receptors and engagement with stakeholders to determine acceptable design outcomes.<br>▸ Consultation with stakeholders, including landholders, was undertaken at key stages, including validation of the performance of the modelling in replicating experienced historical flood events and presentation of the design outcomes and impacts on properties and infrastructure.<br>▸ Refer Chapter: 13: Surface Water and Hydrology. |
| Changes to flooding patterns and debris from flood events impacting the alignment and/or properties | ▸ In addition to the comprehensive consultation, exercise has been undertaken to provide the community with detailed information and certainty around the flood modelling and the Project design. In future stages, ARTC will:<br>  ▸ Continue to work with landholders concerned with hydrology and flooding throughout the detailed design, construction and operational phases of the Project<br>  ▸ Continue to work with directly impacted landholders affected by the alignment throughout the detailed design, construction and operational phases of the Project<br>  ▸ Continue to work with local councils and state government departments throughout the detailed design, construction and operational phases of the Project.<br>▸ Refer Chapter: 13: Surface Water and Hydrology. |

| Topic | EIS response |
|---|---|
| **Traffic, transport and access** | |
| Maintaining access for emergency services and to properties is a concern to the community. The community is sharing information about how they currently use the existing road network and where they currently experience safety concerns | ▸ An extensive information gathering campaign was undertaken to for the proposed grade separation and removal of the level crossing In Gowrie Junction.<br>▸ The local roads design took into account feedback from the local community and users of the wider road network where topography, legislation, safety and costings permitted.<br>▸ Refer Chapter 19: Traffic, Transport and Access. |
| Pressure on local roads due to construction and then subsequent operations | ▸ The operational performance of public roads was assessed in the traffic, transport and access study area was assessed.<br>▸ Chapter 19: Traffic, Transport and Access discusses potential impacts, and identification of proposed mitigation measures for the construction and operational phases of the Project.<br>▸ Proposed construction mitigation measures are also identified in Chapter 23: Draft Outline Environmental Management Plan. |
| Impacts to local road network, road design standards, cycling and connectivity, level crossings and grade separations | ▸ Access across the transport network has been considered in the assessments. The EIS discusses the proposed alterations to the local road network in Chapter 19: Traffic, Transport and Access.<br>▸ ARTC has been able to identify suitable road access alternatives for all formed roads (impacted during construction and operation) in consultation with emergency services, landholders, local governments and DTMR road–rail interfaces will be assessed on a case-by-case basis for design purposes, considering current and future usage, location relative to other crossings and the road and rail geometry at the crossing location. |
| Impacts to existing QR operations (current traffic for freight, coal and passengers) and access for maintenance and operation of QR infrastructure | ▸ ARTC has minimised impacts to existing operations as much as practicable and has maintained access, where required.<br>▸ Refer Chapter 19: Traffic, Transport and Access. |
| Construction impacts to the local road network | ▸ The EIS provides an assessment of construction traffic on the local road network in Chapter 19: Traffic, Transport and Access and Chapter 6: Project Description. The planned approach to mitigating traffic impacts is also discussed in Chapter 19: Traffic, Transport and Access and in Chapter 23: Draft Outline Environmental Management Plan.<br>▸ The assessment has been completed in accordance with the ToR and assesses the traffic and transport impacts of the Project, detailing the potential impacts on the surrounding road networks from the movement of materials, workforce and equipment during the construction and operational phases of the Project. Findings include:<br>▸ During construction:<br>– The impact is expected to be minimal as the high percentage of construction traffic is a function of low existing traffic volume.<br>– Certain sections will generate construction-related traffic volumes that may potentially impact the levels. For such a short duration of impact, it is not expected that the Project will generate a need to upgrade the local road network, but adequate traffic and road use management strategies and mitigation measures will be required. Appropriate management plans will be developed before construction starts. |

| Topic | EIS response |
|---|---|
| Road realignment, potential closures:<br>Airforce Road, Helidon<br>Wallens Rd proposed closure and realignment<br>Closure of Morris Rd and proposed grade separation in Gowrie Junction<br>Proposed removal of Gowrie Junction level crossing | ▸ Appropriate road–rail interfaces will be assessed on a case-by-case basis considering current and future usage of the existing asset, its location relative to other crossings and the road and rail geometry. In developing proposed treatments, ARTC has considered State and national guidelines and strategies.<br>▸ Further consultation with DTMR, local governments and the local community will inform the location and preferred treatment for each road–rail interface.<br>▸ Proposed road realignments and level crossings are discussed in Chapter 6: Project Description and Chapter 19: Traffic, Transport and Access. |
| Road rail intersections | ▸ All State-controlled roads to be grade separated.<br>▸ Majority of the local road rail interfaces involve grade separation.<br>▸ Road closures are required for some unformed gazetted roads.<br>▸ A number of changes to the local road network are required to facilitate the Project. The changes are generally within the existing road reserves, though some private land will need to be acquired.<br>▸ Temporary impacts to roads during constriction, including use of local roads as haulage routes.<br>▸ Details are provided in Chapter 6: Project Description and Appendix U: Traffic Impact Assessment. |
| Impacts to Morris Road | ▸ The Project is within the Gowrie to Grandchester future state transport corridor where it intersects Morris Road, resulting in an 800 m section of the road being closed. No level crossings are proposed due to the presence of a crossing loop at this location.<br>▸ ARTC have facilitated this road closure in design through a number of local road network changes, with these changes presented and discussed with TRC, local residents and the wider community. Refer Chapter 6: Project Description, Chapter 19: Traffic, Transport and Access and Appendix U: Traffic Impact Assessment.<br>▸ Construction works on roads with road–rail interfaces will comply with the asset owner's approved safety requirements and temporary works procedures. The highest standard complied with will be DTMR's Manual of Uniform Traffic Control Devices (DTMR, 2019).<br>▸ Further consultation with TRC and the local community will continue into detailed design on this matter, including the timing of the works and measures to maintain connectivity now and into the future. |
| Impacts to Airforce Road and Cattos Road | ▸ Cattos Road and Airforce Road intersection will be closed as a result of the Project, with an alternative access point provided to the north linking back to the existing occupational crossing on QR's Main Line.<br>▸ The Project is not expected to alter the Airforce Road.<br>▸ Changes to the road network has been considered in the assessments contained in Chapter 8: Land Use and Tenure, Chapter 19: Traffic, Transport and Access and Appendix U: Traffic Impact Assessment.<br>▸ Further consultation is required with LVRC, business using the Helidon Hills area (e.g. quarries and Queensland Magazine Reserve) and the local landholder. |

| Topic | EIS response |
|---|---|
| General access | ▸ Access across the transport network has been considered in the assessments contained in Chapter 8: Land Use and Tenure, Chapter 19: Traffic, Transport and Access and Appendix U: Traffic Impact Assessment.<br>▸ ARTC has been able to identify suitable road access for all formed roads (impacted during construction and operation) in consultation with emergency services, landholders, local governments and DTMR.<br>▸ A Rail Maintenance Access Road strategy has been developed as a part of the design for emergency service vehicles access to the rail corridor during construction and operation.<br>▸ Where legal access to a property is permanently affected and a property has no other legal means of access, alternative access to and from a public road will be provided to an equivalent standard, where feasible and practicable. This is especially relevant to residents along Gowrie Junction Road and Cattos Road.<br>▸ Where an alternative access is not feasible or practicable, and a property is left without access to a public road, negotiations will be undertaken with the landholder to acquire the property in accordance with the land acquisition legislation and regulatory requirement.<br>▸ Road–rail interfaces will be assessed on a case-by-case basis for design purposes, considering current and future usage, location relative to other crossings and the road and rail geometry at the crossing location. |
| Preference for level crossing locations and treatments—preference for no level crossings | ▸ No level-crossing treatments are proposed for the Project with all road rail treatments involving grade separations or road closures and realignments. This is in line with the *Queensland Level Crossing Strategy* (DTMR, 2012) and the Office of the National Rail Safety Regulator (2019) *ONRSR Policy Level Crossings*.<br>▸ Changes to the road network are discussed and considered in Chapter 6: Project Description, Chapter 19: Traffic, Transport and Access and Appendix U: Traffic Impact Assessment. The changes to the road network have been discussed with DTMR, TRC and LVRC, though resolution of the proposed changes is not likely to occur until detailed design.<br>▸ For public road–rail crossings, ARTC will continue to consult with DTMR, TRC and LVRC about preferred road–rail interface treatments, working with road managers to understand the local environment and gather information on future development plans, to inform the design.<br>▸ The Project also proposes to eliminate an existing level crossing on the West Moreton System at Gowrie, with preference for a road over rail grade separation. This is in with the level crossing strategies at a national, state and local government level. Further consultation is required with QR the rail manager, TRC and the wider community.<br>▸ The appropriate road–rail interface treatment has been assessed on a case-by-case basis for design purposes, with consideration given to current and future usage of the existing asset, its location relative to other crossings of the rail corridor and the road and rail geometry at the crossing location.<br>▸ In the development of the proposed treatments, ARTC has also taken into consideration State and national guidelines and strategies. Both the Office of the National Railway Safety Regulator and DTMR have policies that focus on avoiding building any new level crossings or minimising any proposal to construct a public level crossing on a new rail line.<br>▸ Further consultation with DTMR, QR, local governments and the local community will inform the location and preferred treatment for each road–rail interface, along with the elimination of the existing level crossing. |

| Topic | EIS response |
|---|---|
| **Spoil and waste management** | |
| Spoil management | ▸ ARTC is proposing to manage excess material from the Project in the rail corridor, including a permanent stockpile at the western tunnel portal (refer Chapter 6: Project Description).<br>▸ ARTC has consulted with TRC about the potential for the material to be used at the Toowoomba Waste Management Centre and the proposed Charlton Athletic Precinct, noting that the landfills do not have capacity to accept the material as spoil.<br>▸ ARTC will further investigate opportunities for the reuse of the material by the Project (e.g. basalt from the tunnel may be reused as capping material) or on the adjacent Inland Rail projects.<br>▸ Appendix T: Spoil Management Strategy outlines measures to manage spoil as a result of the Project, including specifications for the materials reuse and what material may need to be disposed of and how. |

## 5.8 Future consultation with stakeholders

### 5.8.1 During public display of the EIS

After the draft EIS has been accepted by the Coordinator-General, it will be placed on public exhibition for at least 30 days, or as determined by the Coordinator-General.

The Coordinator-General will place public notice advertisements in local newspapers with details about:

- timing of the submission period
- how to make submissions on the draft EIS.

ARTC will support this public exhibition period by undertaking the following consultation activities:

- Providing a link on ARTC's website to the Office of the Coordinator-General website where the EIS is available
- Providing information about the public submission period and submission requirements on ARTC's website
- Producing and distributing a letter to publicise the release of the draft EIS, providing information on the public submission process and how to make submissions
- Emailing key stakeholders registered on the Project's database about the draft EIS and submission period
- Conducting agency briefings, CCC meetings and community information sessions to present findings of the draft EIS.

A communication plan has been created in preparation for the EIS consultation with the community and stakeholders. To effectively communicate the findings of the draft EIS, and encourage community engagement, the following list of consultation mechanisms will be used:

- ARTC website—consultation locations and link to submission page
- Letters and newsletters to impacted and affected communities
- Social media posts—submission release date
- E-newsletter to 350+ stakeholders in the Project database
- Schedule public information sessions for community feedback
- Identify venues for EIS collateral with Office of Coordinator-General
- Print and distribute the Office of Coordinator-General's 'Have your say' factsheets for public consultation.

### 5.8.2 Following public display of the EIS

Following completion of the public display period for the draft EIS, all stakeholder and community feedback will be reviewed and addressed by ARTC as directed by the Coordinator-General.

ARTC will provide updates about the progress and status of the Project through the Project website.

Consultation with the community and key stakeholders will be ongoing in the lead up to, and during, construction. The consultation activities will ensure:

- The community and stakeholders have a high level of awareness of all processes and advanced notice of activities associated with the construction phase
- Proposed mitigation and management measures identified in the EIS requiring engagement with and where applicable agreement from landholders or other stakeholders are clearly defined and articulated, rights and responsibilities are confirmed and that the measures are implemented appropriately and that there is a clear pathway to manage complaints or issue
- Accurate and accessible information is made available. This will be important for the tunnelling activities where the excavation rate is slow with the work estimated to take in excess of three years.
- A timely response is given to issues and concerns raised by the community
- Feedback from the community is encouraged
- Opportunities for input are provided
- Local business is provided with opportunities to participate in the Project.

The 1800 phone number and email address will continue during construction, with a 24-hour construction response line. Targeted consultation methods, such as letters, notifications, signage and face-to-face communications, will continue. The Inland Rail website and social media platforms will also include updates on the progress of the Project. A Community Reference Group (CRG) will be established for the duration of construction, in place of the current CCCs. Project representatives will meet regularly with the CRG with the purpose of providing timely, open advice, representation of community issues and concerns arising from the works.

### 5.8.3 Ongoing complaints management

A complaints management procedure will be implemented during construction and defined in the construction environmental management plan (CEMP).

The complaints management procedure will include:

- Contact details for a 24-hour Project response line and email address for ongoing stakeholder contact throughout the construction phase
- Accurate public information signs while work is in progress
- Staging of works, developed in consultation with stakeholder groups, to minimise disruption and impacts to community activities and functions
- Management of complaints, specifically:
  - Details of all complaints received will be recorded
  - Verbal and written responses describing what action will be taken will be provided to the complainant
  - Time limits for response (unless the complainant agrees otherwise).

## 5.9 Conclusion

This chapter provides a summary of the consultation process undertaken by ARTC for the Project (refer Appendix D: Community Consultation). The chapter addresses the ToR requirements by describing the consultation that has taken place and how the responses from community, stakeholders and agencies have been incorporated into the design, proposed mitigation and management measures and outcomes of the Project.

The consultation process has been inclusive, consulting with a broad range of stakeholder groups, including affected landholders, residents, community groups, Traditional Owners, state and local government agencies, and non-government organisations, local businesses, asset owners, resource tenure holders and traditionally underrepresented stakeholders.

Over the course of developing the EIS, consultation activities have involved the use of a variety of tools and communication methods including face-to-face meetings, community information sessions, CCC meetings and presentations, government briefings, technical advisory groups, social media, interactive mapping and visualisations.

Communication materials supported the consultation activities, provided stakeholders with information and generated awareness. These materials helped to create a two-way flow of information between ARTC and stakeholders, creating opportunities to discuss, capture and record feedback via a centralised database.

These activities helped to highlight issues and identify potential Project impacts and benefits and was also used to develop the EIS, informing technical study methodologies, technical model validation and data collection, mitigation and environmental management measures, as well as informing future consultation processes.