



Appendix B  
Stakeholder Consultation Report



Ports Corporation of Queensland

**Port of Hay Point Capital  
Dredging Departure Path and  
Apron Areas Environmental  
Impact Statement**

Stakeholder Consultation Plan

November 2004



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# 1. Introduction

## 1.1 Purpose of this Document

The Ports Corporation of Queensland (PCQ) has commissioned GHD Pty Ltd to prepare the Port of Hay Point Capital Dredging Departure Path and Apron Areas Environmental Impact Statement (EIS).

This Stakeholder Consultation Plan identifies the communications and interactions proposed for the project. It has been developed by GHD in collaboration with PCQ, and builds on the broad consultation “framework” presented in the Draft Stakeholder Consultation Plan (June 2004).

Specifically, this document provides details of the following:

- » Identification of Key Stakeholders.
- » Media Protocol.
- » Risk and Issues Management Plan.
- » Consultation Action Plan.
- » Consultation Materials and Progress Reporting.

## 1.2 Aims of Consultation

Implementation of the Stakeholder Consultation Plan will aim to:

- » Raise awareness and understanding about the project.
- » Provide information on the project to the key stakeholders and other members of the community.
- » Seek stakeholder and community participation, input and feedback.
- » Incorporate stakeholder feedback into the development of the project.

Accordingly, the consultation process will be underpinned by the following goal:

*To facilitate the active participation of stakeholders and the community in the Project, whereby their ideas, views, issues, concerns and interests are taken into account, and the participants kept informed about how their input has influenced the development of the EIS.*

## 1.3 Consultation Management and Implementation

PCQ’s Project Manager for the EIS is **Simona Trimarchi**. Simona is responsible for the day-to-day management of the project on behalf of PCQ and is the key point of contact between PCQ and GHD Pty Ltd throughout the duration of the Study.

GHD’s study team will be managed by **Julie Keane**, who will report on a regular basis to the PCQ’s Project Manager, and will be the principal point of contact between PCQ and GHD Pty Ltd.



**Stephanie Oldroyd**, GHD's Consultation Coordinator, will manage the implementation of this Plan in consultation with Julie Keane. Stephanie will be the nominated Community Contact Officer for the project. All general community contact should be directed to Stephanie in the first instance.

Consultation support will be provided by **Rachael Crisp**, who will be responsible for maintaining the Stakeholder Contact & Issues Database.

Contact details for key members of the GHD consultation team are provided below.

**Table 1.1 – GHD Consultation Team**

<b>Contact</b>	<b>Role</b>	<b>Telephone</b>	<b>Fax</b>	<b>Email</b>
Julie Keane	GHD Study Manager	3316 3940	3316 3333	jkeane@ghd.com.au
Stephanie Oldroyd	Consultation Coordinator	3316 3522	3316 3333	soldroyd@ghd.com.au
Rachael Crisp	Consultation Support	3316 3743	3316 3333	rcrisp@ghd.com.au



## 2. Key Stakeholders

### 2.1 Stakeholder Identification

Key stakeholders (including interest groups) for this EIS will include:

- » Commonwealth approval agencies, including DEH and GBRMPA
- » State Government Departments, including EPA, DPIF, MSQ/QT and DSDI
- » Sarina Shire Council (elected representatives and officers)
- » Relevant elected representatives of State and Commonwealth Governments
- » Environment / conservation groups
- » Social / community / recreational fishing groups
- » Tourism industry and professional associations
- » Marine industry and professional associations
- » Industry
- » Media
- » General Community

A Stakeholder Contact & Issues Database will be established for this project, and kept up-to-date as the EIS progresses.

### 2.2 Likely Attitudes and Interest Levels

The anticipated attitudes and interest levels of different stakeholder groups are assessed in the table below, to assist with issues management. These are desktop assessment estimates only that have been developed by GHD.

**Table 1 Desktop Assessment of Stakeholder Attitudes and Interest Levels**

Stakeholder / Group	Likely Attitude	Likely Level Of Interest
<b><i>Elected Representatives:</i></b>		
» Local	C	M
» State	C	M
» Commonwealth	C	M
<b><i>Government Departments and Agencies:</i></b>		
» Maritime Safety Queensland / Queensland Transport	C	M-L
» Commonwealth Department of Environment & Heritage	VC	H
» Great Barrier Reef Marine Park Authority	S	H
» Queensland Department of State Development & Innovation	C	H



Stakeholder / Group	Likely Attitude	Likely Level Of Interest
» Queensland Environmental Protection Agency	C	H
» Queensland Department of Primary Industries & Fisheries	C	M
» Queensland Department of Natural Resources & Mines	NC	M
» Sarina Shire Council	C	M
<b><i>Business, Industry and Tourism Interest Groups:</i></b>		
» BM Alliance Coal Operations Pty Ltd (BMA), Prime Infrastructure (DBCT) Management Pty Ltd	S	M
» Local Chambers of Commerce	C	L
<b><i>Environmental Interest Groups:</i></b>		
» Mackay Turtle Watch	VC	H
» Mackay Environmental Centre	VC	H
<b><i>Social / Community Interest / Fishing Groups:</i></b>		
» Port of Hay Point Community Reference Group	C	H
» Local Progress Associations (Louisa Creek, Half Tide, Salonika)	C	M
» Central Queensland Land Council Aboriginal Corporation	C	M
» Sunfish Recreational Fishing	C	L
» Queensland Commercial Fishermen's Organisation	NC	L
<b><i>Marine Industry and Professional Associations:</i></b>		
» Mackay Marine Advisory Group (LMAC)	C	H
» Mackay-Whitsunday Regional Consultative Committee	C	M
<b><i>Media:</i></b>		
» Local	I	M
» State / Regional	NC	L
» National	NC	L
<b><i>Other Stakeholders:</i></b>		
» The General Community	C	L – M

**Table Legend:**

**Likely Attitude**

<b>VC</b>	Very Concerned
<b>C</b>	Concerned
<b>I</b>	Indifferent / Undecided
<b>NC</b>	Not Concerned
<b>S</b>	Supportive

**Level of Concern**

<b>H</b>	High
<b>M</b>	Medium
<b>L</b>	Low



### 3. Media Protocol

The media will be an effective avenue for:

- » raising community awareness of the EIS;
- » informing the community about progress of the EIS; and
- » advertising opportunities to participate in the EIS process.

The key contact and spokesperson for media liaison associated with the EIS will be Gary Campbell, PCQ's Manager Corporate Relations. All communication with the media should occur through Gary, unless he delegates this role to another party.

GHD will not communicate directly with the media on this project, unless this is done so with the expressed permission of PCQ.

This Protocol will be adhered to in terms of review, approval and release of all media-related material.

PCQ may also want to give consideration to the preparation of media releases at key project milestones and the conduct of media briefings, to get certain messages across to the public and project stakeholders. GHD will assist PCQ with this process, as required.



## 4. Risk and Issues Management Plan

The Risk and Issues Management Plan will aim to ensure that potential adverse media coverage and public reaction are identified in advance and well managed, with opportunities that arise, being capitalised upon.

Potential and perceived risks and issues associated with the project are identified below, together with suggested actions to manage these risks.

**Table 2 Preliminary List of Risks and Issues**

Ref	Risk / Issue	Action
1	Real and perceived impacts on marine turtles, particularly associated with local environmental groups.	<p>Communication of known potential impacts on turtles and how these will be managed through the Environmental Management Plan.</p> <p>Communication of knowledge in relation to the specific sensitive periods:</p> <ul style="list-style-type: none"><li>» mating</li><li>» nesting</li><li>» hatching</li></ul> <p>And how the project could impact on each of these sensitive periods</p>
2	Real and perceived impacts on marine mammals.	<p>Communication of known potential impacts on marine mammals, particularly whales, and how these will be managed through the Environmental Management Plan.</p> <p>Communication of knowledge in relation to the specific sensitive periods:</p> <ul style="list-style-type: none"><li>» migration</li><li>» resting</li></ul> <p>And how the project could impact on each of these sensitive periods.</p> <p>Clear communication that the scope of work will not include any blasting or similar activities known to have an impact on marine mammals.</p>
3	Perceived increase in land-based activities by local communities and association with existing environmental issues associated with the land based activities.	<p>Clear messages that define the project scope.</p> <p>Maintain communication with BMA and Prime Infrastructure to ensure consistency in messages associated with each project.</p>



<b>Ref</b>	<b>Risk / Issue</b>	<b>Action</b>
4	Perceived and real increased shipping in GBRMPA and potential for associated impacts.	Communication of the project shipping increases. Communication of PCQ's / MSQ's established management processes already in place to manage shipping risks.
5	Real and perceived impacts associated with dredging in GBRWHA.	Close liaison with GBRMPA staff and communications reflecting ongoing processes of assessment and management. Support for agencies such as DPIF in relation to the definition of real potential for risks based on the known habitat to be impacted.
6	Confusion with associated BMA and Prime projects.	Clear messages that define the project scope. Ensure consistency in references to the project. Maintain communication with BMA and Prime to ensure consistency in messages associated with each project.



## 5. Stakeholder Consultation Action Plan

### 5.1 Key Activities

The Draft Stakeholder Consultation Plan (2004) identified the key consultation activities proposed as part of the EIS. These are confirmed below, together with implementation details.

#### 5.1.1 Phase 1 – Establish Key Communication Tools and Protocols

##### (a) *Stakeholder Contact and Issues Database*

A MicroSoft Access database will be established for recording of the contact details for stakeholders and issues raised during the EIS. The database will register details of an individual stakeholder, stakeholder group, an item of correspondence, a follow-up action to that correspondence and an “issue” logged against that correspondence.

In summary, it will comprise three components:

- » **Contact Database:**
  - Purpose: To record the name, address and contact details for all stakeholders.
  - Management: The Contact Database, which will form the mailing list for the project, will be updated regularly to include all individuals and groups who participate.
- » **Submissions Register:**
  - Purpose: To record details of all individual submissions (written, email and verbal) received by the study team.
  - Management: All submissions will be recorded in the register. A standard letter of acknowledgement will be sent to all respondents who lodge a submission (refer to Appendix A).
- » **Issues Database:**
  - Purpose: To summarise and record the issues, concerns and comments made during the project.
  - Management: It will be updated regularly when comments and submissions are received, and will be used to report on issues according to subject matter. Issues will be categorised for assessment and reporting purposes, as follows, with this list be expanded as required):
    - turtles
    - marine mammals
    - water quality
    - land-based activities.



**(b) Reply Paid Address**

A reply paid postal address will be established for the life of the project, as follows:

*Port of Hay Point Capital Dredging EIS  
Reply Paid 668  
GHD Pty Ltd  
GPO Box 668  
Brisbane QLD 4001*

This address will provide a central point for the receipt of all regular mail by GHD, to ensure efficiency and prevent the loss of correspondence. Each correspondence will be logged in the contacts database.

**(c) Email Address**

A project-specific email address will also be established for the life of the EIS, as follows:

[PortOfHayPointCapitalDredging@ghd.com.au](mailto:PortOfHayPointCapitalDredging@ghd.com.au)

It will allow for stakeholder submissions and enquiries to be lodged in an electronic format with the study team. The email link will be displayed on the PCQ and GHD websites. It will also be promoted in other consultation materials and media features. E-mails will be delivered direct to the Consultation Coordinator and addressed within 24 hours of receipt.

**(d) Telephone Hotline**

A dedicated 1800 free-call hotline will be established to respond to inquiries relating to the project and to receive comments for the duration of the EIS. The hotline will be promoted through newsletters, public notices, media releases and at the Public Display.

GHD will manage the hotline, which will involve the following tasks:

- » All verbal communications with stakeholders will be recorded by GHD's Community Consultation administration using a standard "record of discussion" form, and filed in the Stakeholder Contact & Issues Database.
- » The hotline will have a message bank available for after hours contact.
- » Standard responses to common issues and requests will be developed in cooperation with PCQ's Project Manager.
- » Issues and requests that cannot be dealt with by the GHD study team will be referred to PCQ's Project Manager for a response within 24 hours.

**5.1.2 Phase 2 – Information Dissemination and Stakeholder Feedback**

**(a) Project Webpage**

GHD's website ([www.ghd.com.au](http://www.ghd.com.au)) is a key mechanism for interested persons to access information about the project. A specific webpage for the Port of Hay Point Capital Dredging EIS will be established, featuring a project overview, study team



contact details, critical dates, answers to frequently asked questions, together with downloadable versions of consultation matters (eg. newsletters, media releases) – an example of the webpage's content and format is provided in Appendix B.

The project's webpage will be updated four (4) times, coinciding with key milestones as follows:

<b>Webpage Focus</b>	<b>Indicative Timing / Milestone</b>
Project Overview	» Project Commencement
Project Overview and Options for Stakeholder Involvement	» Notification of Draft Terms of Reference (TOR).
Progress Report on EIS Process and Stakeholder Involvement	» Finalisation of TOR and commencement of EIS studies.
Call for Public Comment	» Announcement of Public Display of EIS.

### **(b) Newsletters**

Three (3) newsletters will be prepared and used to provide information on the EIS and report on its progress. They will include details of the mechanisms available for the community and stakeholders to contact the study team – an example is provided in Appendix C. Each newsletter will include a reply-paid feedback form to assist stakeholders and the community to be able to make submissions and provide comments at each stage of the process. Major issues from feedback will then be summarised in the following newsletter.

Copies of Newsletter 1 will be delivered to each household in the Louisa Creek, Half Tide and Salonika areas via a letterbox drop. Future newsletters may also be distributed following an assessment of the local communities attitudes to the project.

Newsletters will also be provided to relevant elected representatives.

The newsletters will be released at key milestones. The proposed focus of each newsletter is briefly outlined below:

- » Newsletter 1 – Project Commencement / release of Draft ToR / Description of Project
- » Newsletter 2 – Finalisation of ToR and commencement of EIS studies.
- » Newsletter 3 – Announce public display of Draft EIS and call for comment

### **(c) Community Reference Group**

GHD's involvement in the Port of Hay Point Community Reference Group process will be determined by PCQ, as required.

### **5.1.3 Phase 3 – Public Display**

One public display is proposed to be held at the completion of the Draft EIS for thirty (30) business days. Depending on the level of stakeholder interest it may opportune to



include a staffed display for one day enabling one-on-one consultation about the project for interested person/s to discuss specific issues with members of the study team.

#### 5.1.4 Stakeholder Briefings

It is proposed to conduct a briefing with each of the key stakeholders following release of the Draft EIS, during the public display period. This will involve a presentation and information session. Table 3 provides an outline of the stakeholders and briefing details.

**Table 3 Briefing details**

Stakeholder	Briefing Details
Commonwealth Department of the Environment & Heritage	Presentation in Canberra to representatives from the EPBC Approvals and Sea Dumping Approvals sections of the Department.
Great Barrier Reef Marine Park Authority	Presentation in Canberra in conjunction with DEH.
Queensland Department of State Development & Innovation	Presentation in Brisbane
Queensland Environmental Protection Agency	Presentation in Brisbane and Rockhampton
Queensland Department of Primary Industries & Fisheries	Presentation in Cairns
Queensland Department of Natural Resources & Mines	Presentation in Cairns
Maritime Safety Queensland / Queensland Transport	Presentation in Mackay
Sarina Shire Council	Presentation to Council in Sarina
Port of Hay Point Technical Advisory Consultative Committee	Presentation at the Port
Traditional Owner Representatives	Presentation to both the Yuibera and Wiri #2 groups in Mackay.

#### 5.1.5 Other Activities

It is anticipated that a number of other consultation activities may arise throughout the duration of the project. GHD's role will be determined by PCQ, as required.

## 5.2 Implementation and Timing

The implementation of Stakeholder Consultation Plan for this project will be conducted in accordance with the Action Plan in Table 5.1, which specifies actions, responsibilities and indicative timing.



The consultation schedule will be reviewed on a monthly basis coinciding with the preparation of Progress Reports to PCQ's Project Manager.

**Table 4 Stakeholder Consultation Action Plan**

Ref	Activity	GHD Role	PCQ Role	Target Date / Milestone
<b>Phase 1 – Establish Key Communication Tools and Protocols</b>				
1	Start-up of Consultation Program	<ul style="list-style-type: none"> <li>» Submit Stakeholder Consultation Plan to PCQ for review and approval.</li> <li>» Amend Plan as required.</li> </ul>	<ul style="list-style-type: none"> <li>» Approve Stakeholder Consultation Plan and Media Protocol arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>» October 2004</li> </ul>
2	Stakeholder Scan	<ul style="list-style-type: none"> <li>» Compile project mailing list – conduct “stakeholder scan” to identify key interest groups and individuals likely to have an interest in the project.</li> </ul>	<ul style="list-style-type: none"> <li>» Assist in identification of all relevant stakeholders required to be consulted during the project.</li> <li>» Provision of contact details to GHD.</li> </ul>	<ul style="list-style-type: none"> <li>» November 2004</li> </ul>
3	Stakeholder Contact and Issues Database	<ul style="list-style-type: none"> <li>» Establish and maintain:                             <ul style="list-style-type: none"> <li>» <i>Database of contacts for use in dissemination of information pertaining to the EIS; and</i></li> <li>» <i>Database for recording issues / responses from project stakeholders and the general community.</i></li> </ul> </li> <li>» Advise PCQ of issues for their attention.</li> </ul>	<ul style="list-style-type: none"> <li>» Nil</li> <li>» PCQ to provide stakeholder response with 24 hours.</li> </ul>	<ul style="list-style-type: none"> <li>» October 2004 (ongoing)</li> <li>» As required.</li> </ul>
4	1800 Free-call Telephone Hotline	<ul style="list-style-type: none"> <li>» Establish and maintain dedicated telephone hotline, based in GHD’s Brisbane office.</li> <li>» Prepare standard form for recording stakeholder comments.</li> <li>» Record all comments received in Issues Database.</li> </ul>	<ul style="list-style-type: none"> <li>» Nil</li> </ul>	<ul style="list-style-type: none"> <li>» 2004 (ongoing)</li> </ul>
5	Email Address	<ul style="list-style-type: none"> <li>» Establish and maintain a project-specific email address for the life of the EIS.</li> </ul>	<ul style="list-style-type: none"> <li>» Establish email link for the project on PCQ website.</li> </ul>	<ul style="list-style-type: none"> <li>» October 2004 (ongoing)</li> </ul>
6	Reply Paid Postal Address	<ul style="list-style-type: none"> <li>» Establish and maintain a project-specific reply paid address for the life of the EIS.</li> </ul>	<ul style="list-style-type: none"> <li>» Nil</li> </ul>	<ul style="list-style-type: none"> <li>» October 2004 (ongoing)</li> </ul>

Ref	Activity	GHD Role	PCQ Role	Target Date / Milestone
9	GHD Website Feature	<ul style="list-style-type: none"> <li>» Prepare a draft webpage feature to provide information on the EIS, and mechanisms for stakeholder involvement.</li> <li>» Update webpage at key project milestones: <ul style="list-style-type: none"> <li>» <i>Notification of Draft TOR</i></li> <li>» <i>Finalisation of TOR and commencement of EIS studies</i></li> <li>» <i>Public Display of Draft EIS</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>» Advise on preferred content and layout of webpage feature.</li> <li>» Review and approval draft webpage features.</li> </ul>	<ul style="list-style-type: none"> <li>» November 2004</li> <li>» October/November 2004</li> <li>» April 2005</li> <li>» August 2005</li> </ul>
<b>Phase 2 – Information Dissemination and Stakeholder Feedback</b>				
10	Notification of Draft TOR	<ul style="list-style-type: none"> <li>» Prepare Public Notification in conjunction with State Development project manager and submit for approval by PCQ.</li> </ul>	<ul style="list-style-type: none"> <li>» Review and approval</li> </ul>	<ul style="list-style-type: none"> <li>» November 2004</li> </ul>
11	Newsletter No. 1 – Notification of Draft TOR	<ul style="list-style-type: none"> <li>» Prepare Newsletter No. 1, to provide information on: <ul style="list-style-type: none"> <li>» <i>Project overview and schedule; and</i></li> <li>» <i>Options for stakeholder involvement.</i></li> </ul> </li> <li>» Organise distribution to individuals / groups on project mailing list (ie. Stakeholder Contact &amp; Issues Database).</li> </ul>	<ul style="list-style-type: none"> <li>» Advise on preferred content and layout of Newsletter No. 1.</li> <li>» Review and approve Newsletter No. 1.</li> </ul>	<ul style="list-style-type: none"> <li>» November 2004</li> </ul>
12	Newsletter No. 2 – Finalisation of TOR and Commencement of EIS studies	<ul style="list-style-type: none"> <li>» Prepare Newsletter No. 2, to provide information on: <ul style="list-style-type: none"> <li>» <i>Project progress report; and</i></li> <li>» <i>Details of stakeholder feedback received to date.</i></li> </ul> </li> <li>» Organise distribution to individuals / groups on project mailing list.</li> </ul>	<ul style="list-style-type: none"> <li>» Advise on preferred content and layout of Newsletter No. 2.</li> <li>» Review and approve Newsletter No. 2.</li> </ul>	<ul style="list-style-type: none"> <li>» June 2005</li> </ul>

Ref	Activity	GHD Role	PCQ Role	Target Date / Milestone
<b>Phase 3 – Draft EIS / Public Notification</b>				
12	Public Display of Draft EIS	<ul style="list-style-type: none"> <li>» Prepare public display materials.</li> <li>» Staffing of the display at set times.</li> </ul>	<ul style="list-style-type: none"> <li>» Organise venues and equipment.</li> <li>» Attendance of relevant PCQ staff to assist, as required.</li> </ul>	» August 2005
13	Newsletter No. 3 – Finalisation of EIS studies	<ul style="list-style-type: none"> <li>» Prepare Newsletter No. 3, to provide information on: <ul style="list-style-type: none"> <li>» <i>EIS findings and recommendations</i></li> <li>» <i>Arrangements for public display</i></li> <li>» <i>Call for public submissions</i></li> </ul> </li> <li>» Organise distribution to individuals / groups on project mailing list.</li> </ul>	<ul style="list-style-type: none"> <li>» Advise on preferred content and layout of Newsletter No. 3.</li> <li>» Review and approve Newsletter No. 3.</li> </ul>	» August 2005
14	Public Notice No. 2	<ul style="list-style-type: none"> <li>» Prepare text for public notice and submit to <i>The Daily Mercury</i> and <i>The Courier Mail</i> for publication, to advise on release of the Draft EIS.</li> </ul>	<ul style="list-style-type: none"> <li>» Review and approve</li> </ul>	» August 2005
<b>Other / Miscellaneous Consultation Activities</b>				
15	Media Releases	<ul style="list-style-type: none"> <li>» Prepare text for media releases updating study progress and stakeholder involvement, as required.</li> </ul>	<ul style="list-style-type: none"> <li>» Advise on content and timing of media releases.</li> </ul>	» As required.
16	Media Briefings	<ul style="list-style-type: none"> <li>» GHD's role to be determined, as required.</li> </ul>	<ul style="list-style-type: none"> <li>» PCQ to coordinate.</li> </ul>	» TBA
17	Community Reference Group	<ul style="list-style-type: none"> <li>» GHD's role to be determined, as required.</li> </ul>	<ul style="list-style-type: none"> <li>» PCQ to coordinate.</li> </ul>	» TBA
<b>Stakeholder Briefings</b>				
17	Briefings	<ul style="list-style-type: none"> <li>» Prepare presentation for briefings</li> </ul>	<ul style="list-style-type: none"> <li>» Advise on content and timing of presentation</li> </ul>	» July / August 2005



## 6. Consultation Materials and Reporting

### 6.1 Consultation Materials

GHD will seek approval of the PCQ Project Manager on the content, presentation and format of all consultation materials to be used for the EIS.

### 6.2 Deliverables and Progress Reporting

#### 6.2.1 Consultation Reports

Consultation Reports will be submitted to PCQ, following key milestones in the EIS process, as follows:

1. Finalisation of the Terms of Reference.
2. Completion of Public Display of Draft EIS.

Each Consultation Report will identify and assess comments, issues and concerns expressed by stakeholders in response to the EIS.

#### 6.2.2 Progress Reports

Apart from ongoing verbal communication with PCQ's Project Manager, brief written monthly progress reports will be prepared by the GHD Consultation Coordinator, with input from other study team members as appropriate.

These reports will provide an overview of the stakeholder consultation activities completed to date, issues in need of resolution, and any assistance required from PCQ or others (eg. to secure information).



Appendix A  
**Letter of Acknowledgement**



Appendix B  
Example of Webpage Feature



Appendix C  
Community Consultation Database  
Contacts List



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#### **Document Status**

Rev No.	Author	Reviewer		Approved for Issue		
		Name	Signature	Name	Signature	Date
0	SO	JAK		JAK		26/10/04
1	KS	JAK		JAK		4/11/04
2	JAK			JAK		24/06/05