

1**INTRODUCTION**

Consultation and public disclosure are core components of QGC's business. Consultation is a two-way discussion process between QGC and the Queensland Curtis LNG (QCLNG) project, and groups and individuals with a stake in the project. The purpose of consultation is to understand and manage issues that have the potential to affect both these stakeholders and the project.

Public disclosure means making information accessible to interested and affected parties, and includes a process to systematically disclose information to stakeholders as the project evolves. The public disclosure process for QCLNG was designed to ensure that all stakeholders have accurate and timely information about the project, its impacts and other aspects of interest, with a view to enhancing stakeholders' capacity to engage constructively and in an informed way.

1.1**APPROACH**

Consultation and disclosure about the QCLNG Project has contributed to the Environmental Impact Statement (EIS) process by raising the Project's profile with local communities and key stakeholders, and seeking their input to its development, assessment and mitigation strategies. The consultation program has been designed to meet the requirements of the Project's Terms of Reference (ToR), as provided by the Co-ordinator General, and QGC's Social Performance Standards. Its key objectives are to:

- inform stakeholders and interest groups about the Project, and provide regularly updated information
- explain the impact assessment and research methodology and provide an understanding of the regulatory approval process
- seek local information, an understanding of stakeholder concerns, and input to the assessment of project impacts and benefits
- develop mitigation strategies with cognisance to stakeholder views and objectives
- demonstrate how public input has influenced the EIS and its findings

QGC has adopted a consultation program aimed at building long-term, mutually beneficial relationships with stakeholders, and providing timely and readily accessible information. Consultation will be ongoing throughout the construction and operation phases of the QCLNG Project, as a critical element of the business. This will include stakeholder engagement in partnerships and further development of mitigation strategies.

The communities of Gladstone, Banana and Western Downs Local Government Areas (LGAs), and to a lesser extent North Burnett LGA, have been consulted in recent years on a number of significant infrastructure

projects either proposed or developed, including several coal seam gas (CSG) and LNG projects. In order to minimise consultation fatigue and confusion among stakeholders, a strategic approach to consultation for the QCLNG Project was undertaken, with multiple strategies employed to gain input from a wide variety of sources.

QGC has established a local office with a local consultation manager in Gladstone and will establish the same in the Western Downs region in the near future.

1.2

STAKEHOLDERS

QGC consulted with a broad range of stakeholder groups between August 2008 and July 2009. A summary of stakeholders is outlined in *Annex 12.1*.

By the end of June 2009 more than 3,000 stakeholders had been engaged during the EIS assessment process. This included:

- 189 face to face meetings with stakeholders
- a mailout to 2,200 potentially affected landholders in the gas field and pipeline component areas
- 321 face to face meetings with landholders regarding land access
- 132 face to face meetings with landholders regarding the EIS
- 108 face to face meeting with stakeholder in focus groups
- 82 telephone discussions with stakeholders, including 41 telephone discussions with landholders regarding the EIS
- 2,000 telephone discussions during telephone surveys
- 210 email responses to stakeholders
- 416 visitors to the QCLNG Gladstone office since its opening on 17 March 2009.

In addition, the Project website, www.qclng.com.au has registered 19,177 internet visitors since its inception on 19 June 2008. Visitors to the site have accessed a variety of Project information with 81,060 page views recorded.

All stakeholder feedback, both positive and negative, is recorded in QGC's consultation management system, known as *Consultation Manager*. This system allows QGC to effectively track stakeholders engaged, and ensures timely follow up of stakeholder enquiries.

Further details of consultation meetings are outlined in *Section 3*. A detailed list of stakeholders engaged is included in *Annex 12.1*. Key stakeholder groups included:

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- residents and community groups within the Gladstone, Banana and Western Downs local government areas
 - indigenous community representatives
 - landholders within the gas tenement and pipeline corridor areas
 - Gladstone, Western Downs, Banana and North Burnett councils
 - non-government organisations
 - Queensland Government Departments and Agencies
 - Commonwealth Government Departments and Agencies

Landholders identified as potentially affected by the Project have been contacted to ensure they are aware of the Project and were invited to participate in consultation. Meetings have also been held with landholders where priority exploration is required to negotiate land access. Identification of potentially affected land and consultation with landholders is an ongoing process, which will continue throughout the life of the Project.

A comprehensive consultation and negotiation program with indigenous communities was also conducted throughout the region. This included representatives of Traditional Owner (TO) groups and other indigenous groups in a process that integrates consultation on ethnographic connections, native title interests and cultural heritage, as well as the Project's benefits and social impacts with regards to indigenous people. This consultation is also ongoing.

1.3

QGC STANDARDS AND REGULATORY REQUIREMENTS

QGC is committed to providing mutual and sustainable benefits that meet both the business objectives and the needs of its communities, without compromising the ability of future generations to meet their own needs. The broad objectives of QGC's Social Performance Standards are to:

- build understanding and trust between QGC and Project stakeholders
- provide a fair and transparent process for communities to participate in the assessment and planning of the Project
- foster and encourage dialogue to inform and enhance design, assessment and mitigation of Project impacts, both positive and negative
- provide directly affected community members with the opportunity for negotiation and input in relation to anticipated Project impacts, both positive and negative
- ensure that businesses and the community remain informed and involved with each other throughout the life of the Project.

The consultation process outlined in this chapter describes the method used to systematically disclose information to stakeholders throughout the EIS process and future development phases of the Project. It was designed to

ensure that all stakeholders have accurate, timely information about the Project, its impacts and other aspects of interest, with a view to enhancing stakeholders' capacity to engage constructively and in an informed manner.

The Stakeholder Engagement Program has been implemented to fulfil the statutory requirements for consultation as a core component of environmental impact assessment activities under the *State Development and Public Works Organisations Act 1971 (Qld)*. This includes:

- information and consultation opportunities accompanying public exhibition of the draft ToR
- targeted consultation with stakeholders to support baseline assessment, impact assessment and mitigation strategy development
- consultation with affected and interested persons regarding their views on the Project and its impacts and benefits
- information and consultation opportunities during the public exhibition of the EIS
- review of and response to public and agency submissions following the public exhibition periods
- reporting of the consultation process and outcomes (this Volume).

This Volume will be revised to incorporate the results of the public exhibition of the draft EIS.

2

METHODOLOGY

Different stakeholders have different issues and expectations of the Project, and different capacities and desires for participating in consultation. The consultation program has been designed to reflect these requirements through the use of several communication channels and tools. The methodology used by the QCLNG Project involved six stages to facilitate and inform the EIS process, as outlined in *Table 12.2.1* and discussed in the following section.

2.1.1 Stage 1: Initial Advice and Pre-EIS Engagement (August 2008)

The Initial Advice Statement (IAS) describes the project in detail and was provided to the Queensland Government on 4 July 2008. The IAS is available on the Queensland Government's Department of Infrastructure and Planning website and the QCLNG Project website.

The Project's referrals to the Commonwealth Government under the *Environment Protection and Biodiversity Act 1999 (Cth) (EPBC Act)* are also available on the Department of Environment, Water, Heritage and the Arts (DEWHA) website. Notification of these documents to stakeholders was provided by QGC through the content and distribution of Newsletter 1, published on the QCLNG Project website and distributed at stakeholder meetings.

To enhance awareness, stakeholders were notified of the Project and the EIS process prior to the call for comment required under statutory regulations. This included a newsletter, the free call information line, website and email, meetings with Government and Council stakeholders, a community meeting on Curtis Island and meetings with community agencies. Feedback from this consultation assisted with preliminary impact scoping and in forming the methodology for the social and environmental impact assessment process.

2.1.2 Stage 2: Draft ToR (September to December 2008)

The purpose of Stage 2 was to build upon preliminary consultation and raise general community and stakeholder awareness of the Project and the EIS process. This provided a strong foundation for subsequent consultation activities, and supported the Coordinator General's exhibition of the draft ToR.

The draft ToR was on public display for six weeks (November 1 to December 12, 2008). This process satisfied the statutory requirements of the *State Development and Public Works Act 1971 (Qld)*.

The draft ToR was distributed to registered stakeholders, advertised in local, regional and national newspapers, and made available on the QCLNG Project and DIP websites. The QCLNG Project team facilitated this process further by distributing communications to key stakeholders and the broader public via the website, newsletters, briefings, fact sheets and invitations for submissions.

Outcomes of the ToR process and nominated government agency involvement are provided in *Section 4*.

Table 12.2.1 QCLNG Consultation and Communications Program

Stage	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
	IAS and pre-EIS Engagement	Draft ToR Exhibition	EIS Assessment	EIS Report Preparation	Public Display of EIS	Final EIS and Supplementary Report
Timeframe	Jul-Sep 2008	Oct -Dec 2008	Jan- Mar 2009	Apr- July 2009	Aug-Sept 2009	Sep- Dec 2009
Consultation Activities	<ul style="list-style-type: none"> Stakeholder identification Newsletter 1 Initial stakeholder meetings Website development Indigenous consultation 	<ul style="list-style-type: none"> Letter to Stakeholders Newsletter 2 Fact sheets Poster book Stakeholder meetings Agency briefings Website updates Indigeneous consultation 	<ul style="list-style-type: none"> Letter to Stakeholders Newsletter 3 Stakeholder meetings Open Gladstone Project Office Website updates Fact sheets Agency interviews Indigeneous consultation 	<ul style="list-style-type: none"> Stakeholder meetings Land holder consultation Website updates Indigeneous consultation 	<ul style="list-style-type: none"> Letters to Stakeholders Newsletter 4 Stakeholder briefing sessions Website updates Static information centres Media liaison Community information sessions 1800 number Email Indigeneous consultation 	<ul style="list-style-type: none"> Letter to Stakeholders Newsletter 5 Stakeholder meetings Website updates Media liaison Indigeneous consultation
Ongoing stakeholder consultation, monitoring and responding to feedback						
Regulatory Deliverables	Stakeholder Engagement Plan aligns with project ToR	IAS and draft ToR publicly available and participation encouraged	Final ToR publicly available on Project and DIP website	Prepare Consultation Report (<i>this document</i>) for Draft EIS	Prepare stakeholder feedback report for <i>Supplementary</i> EIS	Submission of <i>Supplementary Report</i> to Coordinator-General for final approval/ decision

2.1.3 Stage 3: EIS Assessment (January to March 2009)

The purpose of consultation during Stage 3 was to identify issues, impacts and values for consideration by the QGC, including the EIS and Design teams, and to assist in developing the baseline for impact assessment.

During this period, consultation was focused on more detailed discussions between stakeholders and the Project team, to aid the EIS and design processes in collecting, analysing and reporting all data related to impacts, benefits and opportunities. Refer to *Table 12.5.1 Key issues raised by stakeholders*

for an overview of key issues raised by stakeholders during Stage 3.

2.1.4 Stage 4: EIS Mitigation (April to July 2009)

Consultation activities during Stage 4 were intended to provide an opportunity for stakeholders with specific knowledge to contribute to the development of appropriate mitigation measures and have input to development of a monitoring framework. This stage also involved agreement on frameworks for ongoing dialogue during the construction and operation phases. Feedback received from stakeholders during this stage was considered in finalising the draft EIS document.

2.1.5 Stage 5: Public Display of the Draft EIS (August to September 2009)

The public display period for the draft EIS provides the main mechanism by which stakeholders and the general public can review and provide comment on the Project and its impacts and mitigation strategies. This stage of consultation is a key statutory requirement of the *State Development and Public Organisations Works Act 1971* (Qld.) and as such will be widely publicised at local, state, regional and national levels.

Stakeholders will be able to gain an appreciation of the potential opportunities and impacts of the Project and associated mitigation measures. All submissions received will be considered by the Coordinator-General and QGC as the Proponent of the QCLNG Project, and will assist in refining and finalising the EIS.

A project newsletter and public notices will be issued to encourage community members to review and comment on the draft EIS, while a series of stakeholder meetings and briefings will address specific areas of interest. Community information sessions will be provided in the following locations:

- Curtis Island
- Gladstone
- Boyne/Tannum
- Biloela

- Eidsvold
- Chinchilla
- Miles
- Dalby
- Tara.

Agency briefings will also be conducted in the Gladstone/Rockhampton and Western Downs/Toowoomba regions as part of the consideration of the draft EIS.

2.1.6 ***Stage 6: Final (Supplementary) EIS (September to December 2009)***

During this stage, ongoing consultation will be undertaken with a shift in focus towards detailed planning for consultation during the construction and operation phases. The EIS will then be submitted to the Coordinator General for a final decision on the Project's development. Stakeholders will be advised of the final EIS lodgement date and approvals being sought.

3**CONSULTATION AND COMMUNICATIONS ACTIVITIES**

Initial introductions and high-level discussions involving key representatives from government and government-owned corporations regarding the Project's major infrastructure requirements began in June 2008.

In August 2008, consultation with stakeholders in relation to the preparation of the EIS began in earnest, prior to display of the Project's draft ToR. Copies of communications materials used to support consultation activities are provided in *Annex 12.3*.

QGC consulted with a broad range of stakeholders between August 2008 and July 2009, including:

- potentially affected landholders
- Federal, State and Local Government authorities, agencies and locally elected representatives
- indigenous representatives, groups and organisations
- community organisations
- local industry groups
- local utility service providers
- environmental organisations (local, state and national)
- the broader community within the Gladstone, Banana and Western Downs local government areas.

3.1**PROJECT NEWSLETTERS**

Between July 2008 and August 2009, four project newsletters were distributed to stakeholders within the Project's study areas of Gladstone, Banana, North Burnett and Western Downs. The newsletters were also made available through QGC's Gladstone Office, regional councils, Capricornia Lodge on Curtis Island and Chamber of Commerce.

These project newsletters contain general information about the Project, specific details of the key EIS stages and feedback on topics of interest highlighted throughout the consultation process. These newsletters are also available on the Project website and include:

- *Newsletter 1*: Project and Proponent introduction (July 2008).
- *Newsletter 2*: Draft Terms of Reference and cover letter to stakeholders (October 2008).
- *Newsletter 3*: Project progress and update (March 2009).

Newsletters to be produced during the ensuing months are:

- *Newsletter 4*: EIS and SIA key findings (August 2009).
- *Newsletter 5*: Project update, Supplementary EIS and ongoing consultation (when Supplementary EIS is completed).

3.2

FACT SHEETS

Fact sheets have been developed in response to general enquiries and to provide an overview of the Project and its technical components. Ten fact sheets have been developed and are available on the Project website. They are distributed to stakeholders as requested and during general consultation. Fact sheets include:

- Project Overview
- LNG Shipping
- Air Quality
- LNG Safety
- Pipeline
- Coal Seam Gas (CSG)
- Environmental Impact Assessment (EIA)
- Liquefied Natural Gas (LNG)
- Working on the Project
- Methane Nile Eagle (transport vessel)

Additional fact sheets will be produced in response to stakeholder interest.

3.3

STAKEHOLDER MEETINGS

QGC's approach to stakeholder meetings has been to focus on more personal and small group meetings to maximise the opportunity for a full understanding of stakeholders' issues. Stakeholder meetings will be ongoing through the life of the Project. For more information refer to Section 6.

Between August 2008 and the end of June 2009, the QCLNG Project team conducted 321 face-to-face meetings, 210 email responses and 82 telephone discussions and posted written correspondence with individuals and organisations. These included:

- meetings with community and health service providers to discuss social infrastructure needs
- meetings with interested residents and landholders

- meetings with community groups to discuss local values, aspirations and impacts
- regular meetings with regional councils
- briefings and interviews with government agencies
- presentations and discussions with industry boards, schools and inter-agency forums.

The QCLNG Project team held a community information session on Curtis Island on November 8, 2008. The purpose of this information day (to which all property owners were invited by mail and through posters at the Capricornia Lodge) was to provide residents and interested members of the Curtis Island community with the opportunity to learn more about the Project, ask questions and raise their points of view directly with Project team members. Feedback received from this information day is provided in *Section 4.1.2*.

In addition, 2,200 landholders identified as potentially affected have been contacted to ensure they are aware of the project, its scope, potential impacts to their property and opportunities to speak with QGC representatives either over the phone, face to face or via email. All landholders in the Gas Field and Pipeline component study areas were mailed an EIS information kit which provided:

- information about the QCLNG Project
- description of QGC's proposed activities in the project study area
- a summary of land access arrangements
- description of potential impacts identified in the EIS process
- information on how to contact the proponent to comment on the Project's impacts and benefits.

The covering letter which accompanied the kits encouraged landholders to contact QGC via email or telephone to discuss the proposed Project, provide feedback on potential impacts and suggest mitigation measures.

As at the end of June 2008, 183 landholders had contacted QGC to discuss the Project, 132 of them requesting face to face meetings. Results of these discussions are summarised in *Section 4.1.2*.

Meetings have also been held with landholders where priority exploration is required to negotiate land access. To date 300 meetings for land access have been undertaken. Identification of potentially affected land and consultation with landholders is an ongoing process, which will continue throughout the life of the project.

The Project team has also conducted comprehensive discussions with indigenous communities throughout the region. This has included representatives of eight Traditional Owner groups in a process that integrated

consultation on ethnographic connections, native title interests, cultural heritage and the Project's benefits and social impacts.

QGC has established an office with a local consultation manager in Gladstone and will establish the same in the Western Downs region in the near future. The local offices will provide daily opportunity for contact with Project team members and serve as a base for community consultation. These offices will be open throughout the construction phase, with consultation functions integrated into QGC's regional offices during the operation phase.

3.4 COMMUNITY SURVEY AND FOCUS GROUPS

In November 2008, QGC engaged consultants UMR Research Pty Ltd to conduct community surveys and focus groups in the Project's investigation area, as well as in the major population centres of Brisbane and Sydney, in order to determine the extent of stakeholder awareness about the QCLNG Project, the Proponent and the coal seam gas/liquefied natural gas industry, and identify impacts and benefits.

Feedback from these surveys and focus groups is summarised in *Section 4.1.2* of this report. A summary of key findings is provided in *Volume 8, Appendix 8.2*. A total of 108 people participated in the focus group sessions and 1,000 people participated in phone interviews¹. The process included:

- 600 phone interviews and 36 participants in four focus groups in the Gladstone regional area, focusing on community values and project impacts and benefits
- 400 phone interviews and 36 participants in four focus groups in the Gas Field area, involving the communities of Toowoomba, Dalby, Miles and Chinchilla and focusing on community values and Project impacts and benefits.

3.5 POSTERS AND POSTER BOOKS

Poster books helped to facilitate community workshops, presentations and discussions about the Project with key stakeholder groups. Posters and poster books were printed in A1, A3 & A4 formats to provide details about: the Project, QGC and its parent company, Coal Seam Gas, Pipeline and Land Access, EIS, Social Impact Assessment (SIA), Air Quality, Terms of Reference, Consultation Program and Project Contacts. Posters are in continual use in the Gladstone Office, at stakeholder briefings, consultation meetings and negotiation meetings.

¹ These figures are in addition to the consultation figures outlined in *Section 1* of this report.

Maps outlining the investigation area and location of towns have also been produced to help focus stakeholder discussions on particular areas of interest. Poster books and maps relative to indigenous communities were also developed for use in consultation on cultural heritage and Project impacts and mitigation.

3.6 PROJECT WEBSITE AND EMAIL

The QCLNG Project website (www.qclng.com.au) was launched in June 2008 and has been promoted on all public communications such as newsletters and fact sheets. The website will remain active for the life of the Project. As at the end of June 2009, the website had registered 19,177 internet visitors since its inception on 19 June 2008. Visitors to the site have accessed a variety of project information with 81,060 page views recorded.

A Project email address (info@qclng.com.au) was launched in June 2008 and has been advertised on all public materials, resulting in approximately 200 emails, mostly queries about potential business and employment opportunities. This email address will remain active for the life of the Project. In addition, another email address (community@ggc.com.au) has been established for consultation activities, to allow for more effective monitoring.

3.7 PROJECT FREECALL NUMBER

The QCLNG Project established a free call number (1800 030 443) in June 2008 and has been advertised on all public materials such as newsletters and fact sheets. 83 enquiries have been received to date, mostly requests to be registered on the information distribution database and/or people seeking information about potential business and employment opportunities. This is in addition to the separate direct enquiries. This Free call number will remain active throughout construction and operation of the Project.

3.8 PROJECT TEAM CONTACTS

A Project Office opened in Gladstone in 2008 with the appointment of a Gladstone Manager. A project office will be established in the gas field in the near future. The purpose of the local offices is to build robust and meaningful relationships on the ground and to give local stakeholders and community members direct access to Project team members. Both offices will provide static displays, Project documentation and an employment and training register. To date, 416 people have visited the QCLNG Gladstone Office since opening on 17 March 2009 (as at end June 2009).

To ensure stakeholders have access to a Project team member as required, contact details are provided on all external publications including presentation packs, newsletters, fact sheets and correspondence.

4 SUMMARY OF CONSULTATION FINDINGS

4.1 LNG STAKEHOLDERS – GLADSTONE LGA

Key findings of consultations are summarised below and discussed in detail in *Volume 8 (Social, Cultural Heritage and Economic Impact Assessment)*.

Section 5 (below) provides a list of stakeholder issues and where they are discussed in the EIS.

4.1.1 GLADSTONE REGION

Key issues have been raised in relation to:

- opportunities for employment and training
- impacts of population growth and worker needs on social infrastructure
- impacts on marine and intertidal areas from construction and shipping
- access to recreational and commercial fishing and boating areas in Gladstone Harbour and around Curtis Island
- safety, risks and hazards of the LNG industry in relation to shipping movements and frequency, potential for explosions and gas leakage
- location of construction camps and management of an associated transient workforce
- air quality and emissions impacts
- the need for co-ordination to ensure local infrastructure can cope with project demands
- potential effect on housing availability and affordability
- the desire for an emphasis to be placed on local procurement opportunities
- potential for an increase in crime and substance abuse resulting from an influx of transient workers during the construction phase
- request for appropriate partnership opportunities to be developed and implemented in collaboration with community groups and associations (incorporating social and environmental programs)
- the location and impacts of the gas pipeline (and bridge being considered by the Queensland Government) from the mainland to Curtis Island
- water volumes to be used and produced (negative impacts and benefits).

The community of Gladstone has displayed some sentiment that the management of industrial growth and development in the area is unco-ordinated, and that further development could cause a decline in social and environmental values. This was evident in views expressed during the consultation activities, in community and media reports and survey data.

However, there is broad acknowledgement among stakeholders consulted that the Project will bring significant economic and social benefits. Most expressed general support for the QCLNG Project if it is managed well.

QGC consulted with recreational groups that might be affected by the Project, including Gladstone Sports Fishing Association, the Boyne Tannum HookUp Fishing Committee and Gladstone & District Sports Foundation Trust. Key issues identified included:

- the social and economic value of recreational boating and fishing to Gladstone and its region
- the need to ensure water traffic and shipping during the construction phase respects local activities and use of the harbour
- the need to work with local organisations to ensure safe access for all harbour users.

4.1.2 Summary of survey and focus group results – Gladstone region

In November 2008, QGC engaged consultants UMR Research Pty Ltd. to conduct community surveys and focus groups in the LNG investigation area. This included four qualitative focus groups, with a total of 36 participants, as well as 600 phone interviews with people over the age of 18 and living within a 20 km radius of the Gladstone CBD.

Consultation found that Gladstone residents were generally optimistic about their town, but were uncertain about the cumulative impact of multiple possible projects. They believed Gladstone offered a good lifestyle, with job opportunities and a healthy sense of community. However, people were concerned about the growing population placing pressure on housing affordability, air pollution and health services.

While QGC and BG Group was generally unknown, most people had heard of QCLNG. Of those consulted, half responded positively, one-third were unsure and one-fifth were negative about the Project and its impact on Gladstone. Many believed the Project would be positive for the economy and job opportunities.

Negative responses were generally from those under financial pressure, in particular people concerned about housing affordability and the environment.

The summary report of the Community Survey is provided in *Volume 8 Appendix B*.

4.1.3 Curtis Island

On 8 November 2008, the QCLNG Project held a community information session attended by 19 Curtis Island residents. They expressed their views on a variety of environmental and social concerns should an LNG precinct be developed. Particular concerns were raised in relation to:

- protecting the Island's wildlife and habitats
- potential impact on air quality
- the potential for bushfires sparked by flaring or other LNG Facility operations
- the impact on the marine environment from dredging by Gladstone Port Cooperation (GPC)
- access for recreational and commercial fishermen in Gladstone Harbour and around Curtis Island
- the safety and security risks of LNG shipping
- the need to protect against changes to the existing community lifestyle and values on the Island during the construction and operation phases.

Some participants expressed a desire for improvements to infrastructure on the island (e.g. power) however this was not a unanimous view. Employment opportunities were considered a positive for the community's youth in particular.

Feedback from stakeholders and the community about the QCLNG Project engagement approach (low key, personal, frequent and with appropriate technical expertise) was complimentary.

Likewise, establishment of the QCLNG Gladstone Office was seen as a positive step in the Project's overall development and commitment to working with the community.

Further detailed information regarding consultation inputs is contained in *Volume 8: Social Impact Assessment*.

4.2 GAS FIELD STAKEHOLDERS – WESTERN DOWNS LGA

QGC is establishing relationships with community members in the towns of Dalby, Miles, Tara, Kogan, Condamine and Chinchilla. The consultation demands on communities, and in particular landholders has increased as a consequence of the number of proposed and existing projects in this area.

The growth in CSG exploration and associated water production is presenting new challenges for community members in understanding the industry, the potential opportunities, impacts and differences from traditional coal projects.

However, in general community members welcomed the Project, provided that the social and environmental impacts were adequately managed.

Key matters raised by community members in relation to the Project and in general have included:

- the production of associated water and potential impacts on town aquifers and water supplies, including cumulative impacts of multiple projects in the area
- the potential for beneficial use of associated water
- the impact of evaporative ponds, the volume of salt produced and the potential risk of wind dispersing salt from these ponds
- impact of gas extraction activities on current and long-term land use and access
- concern regarding the appropriate treatment and consultation with affected landholders
- housing affordability and the potential for the Project to constrict housing availability
- the impact of population changes in the area was perceived as both positive (increased viability of towns) and negative (stretching community services).
- the impact on roads and traffic safety including heavy vehicle traffic and damage to roads
- a strong desire that the local community receive social investment benefits from the Project
- a request for local procurement as a priority by QCG to support the Project
- the need for local training and recruitment strategies to ensure locals benefit from QCLNG Project jobs
- cumulative impacts of current and possible multiple projects
- loss of community values

Further detailed information regarding consultation inputs and project responses is contained in *Volume 8*.

4.2.1

Summary of survey and focus group results – CSG fields

In November 2008, QGC engaged consultants UMR Research Pty LTD to conduct community surveys and focus groups in the CSG investigation area. Focus groups, with between seven and nine people per group, were held in Chinchilla, Murilla (Miles), Dalby and Toowoomba. In addition, 400 phone interviews were conducted with people over the age of 18 and resident in the region (100 across each of the towns of Chinchilla, Miles, Dalby and Toowoomba).

It was found that people are happy with life in their area and are very positive about the natural gas industry's contribution to their region. However, they are concerned about the quality of roads, a lack of access to medical facilities and cost of living pressures including housing affordability.

Consultation has also demonstrated that people have a degree of awareness about gas exploration and gas companies in the region, but knew little of the QCLNG Project. Nevertheless, there was a strong expectation that the Project will have a positive effect on local communities, including more jobs and support for local businesses and community groups.

Factors felt by those consulted to have a negative impact on the region include giving gas explorers unlimited access to farm land, damage to local roads as a result of industrial equipment being transported, and an overall decrease in housing affordability.

The economic impact of the Gas Field component is addressed in *Volume 8 Chapter 10*.

4.3 PIPELINE STAKEHOLDERS – BANANA AND NORTH BURNETT LGA

The corridor for the Pipeline Component of the QCLNG Project will pass nearest to the towns of Miles, in Western Downs LGA, Cracow, Thangool and Biloela in the Banana LGA and Eidsvold in North Burnett LGA. As Queensland's corridors for pipelines, water infrastructure and transport roads are developed, stakeholder concerns are focused on the impacts associated with the use of agricultural and grazing land and access to suitable water.

Key issues raised by community members included:

- cumulative impacts on the community should construction of the Export Pipeline occur at the same time as major maintenance programs at other mining projects in the area
- trucking impacts during the construction phase in relation to pedestrians and in particular the safety of school students, as both schools in Biloela are located on the Dawson Highway
- local procurement and employment opportunities being balanced against the impacts of draining local services and industry employment
- location of the pipeline route and construction camp sites
- impacts on local roads from heavy haulage trucks during the construction phase of the Project.

Further detailed information regarding consultation inputs is contained in *Volume 8: Social Impact Assessment*.

4.4 CONSULTATION WITH INDIGENOUS STAKEHOLDERS

QGC has established relationships with Traditional Owners, indigenous communities and organisations throughout the Project investigation area.

The program has involved four concurrent strands of consultation focusing on cultural heritage, Native Title and Indigenous Land Use Agreements (ILUA)

negotiations, and processes to support indigenous communities' participation in the Environmental and Social Impact Assessment and mitigation processes, and development of a cross-industry employment and training program.

The following Native Title claimant groups with interests in the Project area have been identified to underpin this SIA, and Cultural Heritage management (under the Native Title Act 1993):

- Wulli Wulli/Djaku-nde Jangerie Jangerie
- Gangulu
- Wakka Wakka
- Port Curtis Coral Coast (an amalgamated claim of 4 previously registered claims, being Gooreng Gooreng, Bailai, Taribelung Bunda and Gurang)
- Iman
- Mandandanje
- Bigambul
- BCJMY (a combined ILUA group, inclusive of Western Wakka Wakka, Barunggam, Yiman, Cobbe Cobbe and Jarowair, which are previous individual claimant groups).

QGC is consulting with all these groups, both because of the Project's commitment to inclusivity as consistent with the ILUA provisions of the *Native Title Act 1993*, and also because members from each of these groups reside in the Project area.

A summary of these consultation strands is provided below, with more detailed discussions in *Volume 8: Part A Chapter 7*.

4.4.1 Cultural Heritage

QGC is committed to working closely with indigenous communities to ensure cultural sensitivities relating to the Project are duly considered and managed during the planning, construction and operation phases. This will be guided by the development and implementation of a Cultural Heritage Management Plan (CHMP) under the Aboriginal Cultural Heritage Act 2000 with the relevant parties for the various areas.

The relationships established and information gathered from meetings (including broad family meetings) during negotiations for the ILUA contributed to the development of the Cultural Heritage chapter (*Volume 8 Chapter 9*).

4.4.2 Native Title

The Project is negotiating Indigenous ILUAs with the relevant TOs. The proposed benefits package attached to the ILUAs also addresses historical indigenous people.

The nature of the offer currently under consideration by the native title parties is focused on delivering long-term benefits to help address the social disadvantage of indigenous people in the Project area, rather than the traditional approach of a one-off payment for impact to Country.

4.4.3 Social Impact Assessment

Consultation for the SIA for indigenous people included meetings with TOs, other community members, indigenous community services and government agencies. The results are discussed in detail in *Volume 8 Part A Chapter 7*.

As a result of consultation, policies and strategies are being developed to facilitate indigenous participation in the Project, including opportunities for direct employment and for indigenous businesses.

QGC is committed to ensuring these desired social outcomes are fully appreciated by all parties tendering for contracting packages. QGC has appointed an Indigenous Relations Manager to actively champion the long-term involvement of indigenous stakeholders. QGC will continue to work closely with indigenous communities to ensure cultural sensitivities relating to the Project are duly considered and managed. Indigenous groups and associations involved in the EIS consultation program are listed in *Annex 12.1 - Stakeholder List*.

4.4.4 Cross-Industry Traineeship Pilot Program

QGC participates in a CSG industry-wide pilot program of traineeships aimed at schools throughout the major regional centres of the Surat Basin, designed to develop indigenous youth skills sets relevant to the gas industry. Development of this pilot program has been in consultation with the major secondary schools in the area.

QGC's hope is that the pilot program will be a foundation for the development of an expanded skills-based traineeship program.

4.5 AFFECTED LANDOWNERS

QGC has been holding land access discussions with relevant landholders within the study area of the gas fields and along the export pipeline route since June 2008. This process will continue as potentially affected properties are identified.

The Project may potentially impact about 2,100 landholders in the Gas Field component, and 117 landholders in the Pipeline Component. QGC is in regular consultation with landholders to keep them informed of Project activities and timing, to allow for any concerns to be raised. All other landholders in the Gas Field tenement areas have received an information kit and landholders permanently residing in the immediate area have been invited

to meet with Project representatives. Consultation with these landholders is well advanced and will be reported in further detail upon completion.

Consultation with landowners, both directly and indirectly, will continue to form a core component of QGC's overall engagement program for the life of the Project. See *Volume 8, Chapter 4* for detailed analysis and mitigation strategies.

4.5.1 Pipeline Stakeholders

Consultation with landholders in the Pipeline Component has identified the following key issues:

- the need to manage land use impacts, including on residential and agricultural uses during the construction phase
- the need to manage the spread of weeds
- viable use of land above the pipeline for primary production
- access control (who is on the property doing what)
- the need for the pipeline to avoid residential areas and other areas used for social purposes
- overload as a result of the number of projects being proposed or developed in the region
- fair compensation
- potential impacts on cropping, grazing or forestry
- future constraints on surrounding land.

The results are discussed in detail in *Volume 8 Chapter 5*.

4.5.2 Gas Field Stakeholders

Consultation with landholders in the Gas Field Component identified concerns on the following key issues:

- inability to plan for the future due to uncertainty of field development plan
- destruction of prime agricultural land
- impact to land (contamination of soil, compaction of soil, changes in water courses)
- impacts on current and future land use and access
- bio-security (including weed and cattle disease transfer)
- construction impacts (noise, dust, safety, access management)
- operational impacts (noise, dust, safety, access management, light)
- loss of security and privacy
- constraints to cropping or grazing activities

- fragmentation or loss of agricultural land
- removal of irrigation systems and impact on water aquifers and bores
- safety of project infrastructure
- land devaluation
- loss of local employees to the LNG industry.

The results are discussed in detail in *Volume 8: Chapter 5*.

4.6 COMMUNITY AND ENVIRONMENTAL ORGANISATIONS

4.6.1 Environmental Organisations

QGC has undertaken consultations with local and state-based non-Government organisations (NGOs) throughout the EIS process. In general, LNG is not considered by NGOs as a priority industry of concern (compared with other extractive and energy industries).

A list of NGO stakeholders consulted is provided in *Annex 12.1 – Stakeholder List*. Key issues raised by NGOs include:

- impacts on fauna and flora, particularly in relation to The Narrows and the Great Barrier Reef
- dredging impacts and location of spoil
- pipeline impacts on unique fauna and flora habitats
- impacts to good quality agricultural land
- impact to groundwater
- cumulative impacts of current and potential future development
- bridge infrastructure and ease of public access to Curtis Island, which was seen by some as a positive and some as a negative impact.
- potential opportunities to develop partnerships and joint offset programs
- potential opportunities associated with water volumes.

4.6.2 Community and Cultural Service Providers

The Project consulted with a variety of community, health and education service providers. A full list is provided in *Annex 12.1 – Stakeholder List*.

Key issues raised by these groups included:

- the pressure of population growth on services and facilities without commensurate funding
- the demands of fly-in/fly-out (FIFO) arrangements on families and thus services and facilities

- the effect of housing stress on local families
- the need to upgrade infrastructure to meet community needs as well as offset increased demands
- the need for a co-ordinated approach to multiple cumulative project demands.
- the potential affect to traditional community values

More details of the key issues are contained in *Volume 8*:

Historical societies and museums at Banana, Calliope River, Chinchilla, Gladstone, Juandah, Miles, Miriam Vale and Taroom were also consulted in the preparation of *Volume 8: Chapter 9*, which details the outcomes.

4.6.3 Business and industry groups

A variety of business and industry groups were consulted in a series of face to face meetings. A full list is provided in *Annex 12.1 – Stakeholder List*.

Key issues identified included:

- the fluctuating nature of labour availability in the Project areas due to start-ups and completions
- the potential for LNG and CSG development to draw staff from local businesses and services
- the benefits to business and industry groups of QGC investment in the region
- the need to work with local businesses to position them for supply and partnership opportunities as part of the Project.

These issues are addressed in *Volume 8*.

The Project is registering local equipment supply businesses in a *Consultation Manager* Stakeholder Database. This list will be provided to the Project's key contractors at the appropriate time. QGC is also registered with the Industry Capability Network ICN, which is assisting the EPC contractor in sourcing appropriate potential bidders for future contracts.

4.7 CONSULTATION WITH GOVERNMENT AUTHORITIES

The Project team has liaised with relevant government departments and agencies at the local, state and federal levels to ensure that the EIS, technical reports and Project design meet agency and statutory requirements. Engagement activities have included face-to-face briefings, telephone conversations and written correspondence.

4.7.1 Commonwealth Government

Project briefings have been held with Commonwealth departments and agencies. Key areas of interest for these stakeholders have related to:

- emissions trading including carbon pollution reduction scheme
- LNG shipping, safety and emergency response planning and procedures
- dredging
- employment opportunities
- general environmental and social impacts and mitigation measures.

The Commonwealth Government plays a key role in reviewing and approving the EIS under the *Environmental Protection and Biodiversity Act 1999 (Cth)* (EPBC Act). QGC will continue to liaise with relevant Commonwealth stakeholders on an as-needs basis throughout the life of the Project.

4.7.2 Queensland Government

QGC has consulted a wide cross section of stakeholders associated with the Queensland Government’s departments, agencies and services (as outlined in *Annex 12.1*). The Queensland Government plays an important role in regulating the daily operations of the LNG industry in Queensland. As such, QGC will continue to work closely with relevant representatives to ensure commitments agreed to following the EIS process are executed in good faith and upheld to the highest standard.

As part of the formal consultation process, an Initial Advice Statement (IAS) and application for the Project was lodged with the Department of Infrastructure and Planning (DIP) on July 4, 2008. The IAS provided an overview of the Project, the planning framework and potential environmental issues. DIP distributed this report to relevant agencies for their feedback and input regarding matters to be addressed in the EIS. Thirteen (13) submissions were received from government agencies and the general public, which resulted in a refinement of the draft ToR.

Key government agencies and contacts, as specified through the ToR engagement process, are outlined in *Table 12.4.1*, and the complete list of stakeholders who submitted feedback is provided as *Annex 12.2*. Comments have been addressed throughout the EIS

Table 12.4.1 Key Queensland Government Agencies

Governmental Agency		Contact Person
Environmental Agency (EPA)	Protection	Stuart Cameron, Director of Assessment Area, Environmental Services Division Elizabeth Dunlop, Environmental Officer, Petroleum and Gas Unit
Dept of Communities (Central West)		Eric Boardman, Regional Planner
Dept of Housing		Mark Wall, Acting Director, Private Housing Support

Governmental Agency	Contact Person
Dept of Health	Dylan Walker, Senior Environmental Health Advisor, Environmental Health Branch Paul Florian, Director Environmental Health Virgil Kelk, Director Environmental Health, Toowoomba Tracey Evans, Acting Director Community Health, Chinchilla
Qld Police	Virginia Nelson, Senior Sergeant, Gladstone Police -
Dept Main Roads	Simon Ross, Main Roads Rockhampton District Office Brent McLean, Development Impacts Branch
Dept Natural Resources & Water	Tracey Beath, Senior Natural Resource Officer
Queensland Transport (Maritime Safety)	Jim Huggett, Director Maritime Services Branch Captain Mike Lutz, Regional Harbour Master Gladstone
Queensland Transport (Rail, Ports & Freight)	Greg Hollands, Senior Advisor, Coal and Mineral Transport
Gladstone Ports Corporation	Sarah Hunter, Planning Officer
Gladstone Regional Council	Russell Schuler, Director Strategic Planning Andrew Kearns, Director Statutory Planning
Toowoomba Regional Council	Jo Molin, Director Strategic Services
Western Downs Regional Council	Mayor Ray Brown

4.7.3

Gladstone Port Corporation

The Department of Infrastructure and Planning (DIP) has taken a lead role in forming a working group comprising Gladstone Ports Corporation (GPC), QGC and Santos to manage the development of LNG facilities and associated infrastructure. To date, 40 meetings have been held and these will continue on a regular basis until agreement is reached on the most appropriate design concept.

QGC is also in regular (monthly) discussions with GPC, Maritime Safety Queensland (MSQ) and other LNG industry proponents in order to develop appropriate shipping protocols. Navigational simulation work has been conducted, influenced by the availability of relevant hydrodynamic modelling data and the ability to access the simulation facility, of which only a few are suitable in the world. Navigation simulations are integral to setting the alignment of shipping channels and swing basins.

QGC is liaising with GPC on port capacity modelling to assess how LNG shipping will integrate with existing and other future shipping trades. The simulations and port capacity modelling are both taken into account in the setting of LNG shipping rules for Gladstone Harbour, along with transit speeds, tug escorts and other ship-handling matters. Hosted by QGC, these discussions are co-ordinated by GPC in collaboration with MSQ. The preparation of the EIS by GPC for a Dredging Strategy is an area where QGC has sought to provide resources, studies and management assistance in order to meet the QCLNG Project schedule.

4.7.4***Local Government***

QGC has provided local representatives of Gladstone, Western Downs, Banana and North Burnett councils with a number of project briefings and presentations.

Key issues identified by Gladstone Regional Council included:

- impacts from shipping
- recreational access to Gladstone Harbour
- impacts of temporary workers camps
- local procurement and employment
- dredging of Gladstone Harbour
- housing affordability and availability
- impact on social infrastructure
- the need for social investment
- cumulative impacts of current and potential future projects
- management of temporary workers camps

Key issues identified by Western Downs Regional Council included:

- the potential impact to traditional community values
- land use and the treatment of landholders
- housing affordability and availability
- impact to roads and road users from increased traffic
- management and beneficial use of Associated Water
- the need for social investment
- cumulative impacts of current and potential future projects
- impacts from population change and/or fluctuations
- impacts of temporary workers camps
- local procurement and employment
- waste management

Key issues identified by Banana and North Burnett Regional Councils included:

- need for appropriate land management
- cumulative impacts of pipeline corridors from different proponents
- impact to roads during construction
- need for local employment and social investment

QGC will continue to work closely with regional councils to ensure project benefits are maximised and mitigation measures are implemented to minimise any associated adverse impacts.

5

EIS RESPONSES TO STAKEHOLDER INPUT

Fifteen key themes have been highlighted by stakeholders engaged as part of the Project’s EIS consultation and communications program. These issues are outlined in *Table 12.5.1* and have been addressed under the appropriate sections of the EIS. Implications for project design, issues assessment and mitigation measures are also provided under the sections referenced in this table.

Table 12.5.1 Key issues raised by stakeholders

Key Issues	Description of Issue	Section Reference in EIS: impact description & QGC response
Associated Water	Associated Water production, use and storage (potential negatives and benefits) Groundwater usage and impacts Management of salt extraction and disposal associated with assorted water	<i>Volume 2: Chapter 7</i> <i>Volume 3: Ch 10 & 11</i> <i>Volume 9</i>
Coastal Environment	Dredging and potential build up of silt and sedimentation Erosion Access to fishing and boating areas (exclusion zones)	<i>Volume 2 : Ch 15</i> <i>Volume 5 : Ch 8 & 11</i> <i>Volume 6</i> <i>Volume 8 : Ch 6</i> <i>Volume 11</i>
Cumulative Impacts	Climate change Other LNG developments Specific QCLNG Project contributions (e.g. level of emissions) Other industry developments	<i>Volume 1: Chapter 2</i> <i>Volume 3: Ch 18</i> <i>Volume 4: Ch 17</i> <i>Volume 5: Ch 19</i> <i>Volume 6: Ch 9</i> <i>Volume 7</i>
Engagement/ Consultation Process	Faith in EIS approval process Information requests Preferred methods of consultation	<i>Volume 1: Ch 4</i>
European Cultural Heritage	Rural townships Buildings Recreational areas	<i>Volume 8: Ch 9</i>
Global Concerns and Considerations	Impact on climate change Reliance on access to cheap energy sources and extractive industries Economic impacts	<i>Volume 3:Ch2</i> <i>Volume 4: Ch 2</i> <i>Volume 5: Ch 2</i> <i>Volume 7</i> <i>Volume 8: Ch 10</i>
Indigenous Values	Health Community values and cultural heritage Native Title complexities Income and employment challenges Education and training challenges Importance of marine flora Opportunities for establishing partnerships Challenges with crime and substance abuse Challenges with housing access Opportunities and need for local procurement	<i>Volume 8:</i>
Infrastructure	Impact of flare (visual and risk), Port impacts (dredging, access to fishing areas)	<i>Volume 2</i> <i>Volume 3 : Ch 5 & 14</i>

Key Issues	Description of Issue	Section Reference in EIS: impact description & QGC response
	Barge (exclusion zones)	<i>Volume 4 : Ch 5 & 13</i>
	Jetty (access, exclusion zone)	<i>Volume 5: Ch 5, 14-16 & 18</i>
	Roads (location of new roads and upgrades)	<i>Volume 6</i>
	Bridge (impact of construction and operations, potential increased public access to Curtis Island)	
	Provision of infrastructure to meet future industry growth	
Land	Proponent and contractor management of access to properties in Construction phase and monitoring during Operation	<i>Volume 3: Ch 4 & 5</i> <i>Volume 4: Ch 4 & 5</i> <i>Volume 5: Ch 4 & 5</i>
	Effect on agricultural land (future use)	<i>Volume 8</i>
	Access to available land for development (i.e. on Curtis Island), Native Title	
Marine Ecology	Impact on fish, turtle and dugong spawning areas	<i>Volume 5: Ch 8</i> <i>Volume 6</i>
	Flora and fauna	<i>Volume 11</i>
Physical Environment	Dust	<i>Volume 3: Ch 12</i> <i>Volume 4: Ch 11</i> <i>Volume 5: Ch 12</i> <i>Volume 7</i>
	Air quality	<i>Volume 3: Ch 12</i> <i>Volume 4: Ch 11</i> <i>Volume 5: Ch 12</i> <i>Volume 7</i>
	Emissions	<i>Volume 3: Ch 12</i> <i>Volume 4: Ch 11</i> <i>Volume 5: Ch 12</i> <i>Volume 7</i>
	Noise and vibration	<i>Volume 4: Ch 11</i> <i>Volume 5: Ch 12</i> <i>Volume 7</i>
	Groundwater usage	<i>Volume 3: Ch 10</i> <i>Volume 4: Ch 10</i> <i>Volume 5: Ch 13</i>
	Oil pollution	<i>Volume 5: Ch 17 & 18</i>
	Solid waste disposal	<i>Volume 3: Ch 16</i> <i>Volume 4: Ch 15 & 17</i>
Terrestrial Ecology	Impact on fauna and flora	<i>Volume 3: Ch 7</i> <i>Volume 4: Ch 7</i> <i>Volume 5: Ch 7</i> <i>Volume 9</i> <i>Volume 10</i> <i>Volume 11</i>
	Potential for vegetation offsets	

Key Issues	Description of Issue	Section Reference in EIS: impact description & QGC response
Safety, Risks and Hazards	Gas leak	<i>Volume 3 : Ch 17</i>
	Shipping movements and safety	<i>Volume 4 : Ch 16</i>
	Explosions	<i>Volume 5 : Ch 18</i>
	Road safety	<i>Volume 3 : Ch 12 & 14</i>
	Pipeline safety	<i>Volume 11</i>
Social	Impact of construction camps on local communities	<i>Volume 8</i>
	Need for education and training	<i>Volume 8</i>
	Housing	
	Local procurement opportunities	
	Perception of powerlessness	
	Potential impact on recreational and fishing access to Curtis Island and The Narrows	
	Social amenities	
	Crime and substance abuse	
	Health, income and employment	
	Opportunities for partnerships	
	Impact of demographic change (FIFO workforce), Impact on social infrastructures	
Transport	Barge movements (frequency)	<i>Volume 2: Ch 7,8,9, 12,13,14,16</i>
	Vehicle traffic dust	
	Road wear and tear	<i>Volume 9</i>
	Increase in heavy vehicle traffic	<i>Volume 10</i>
	Increase in general vehicle traffic	<i>Volume 4: Ch 11 & 13</i>
	LNG tanker movements (frequency)	<i>Volume 5: Ch 12, 14 & 15</i>
	Transportation of LNG	<i>Volume 6</i>
	Access to dock facilities	<i>Volume 9</i> <i>Volume 10</i> <i>Volume 11</i>

6

ONGOING ENGAGEMENT

QGC acknowledges the value of ongoing engagement for community and environmental wellbeing and for the Project's successful and sustainable operation.

Contractors appointed for the Construction phase of the Project and subsequent operational teams will be required to meet QGC's Social Performance Standards (including for consultation) in order to minimise impacts on local communities and contribute to the delivery of project benefits. These standards will form part of QGC's induction program and reflect the Project's Social Performance Plans.

As outlined in *Section 2*, the QCLNG Project team will undertake a comprehensive consultation program during the public exhibition of the draft EIS. This will include, but is not limited to:

- issue of public notices in local, regional and state newspapers to promote awareness and encourage feedback
- issue of newsletters to all stakeholders and through community outlets
- community information sessions throughout the study area
- individual and group meetings
- responses to email, phone and written enquiries.

In reviewing public and agency submissions, the QCLNG Project team will identify issues to be addressed in the Supplementary EIS and subsequent phases.

Planning for future engagement is discussed in *Volume 8 Chapter 8*.

QGC will continue to work closely with key stakeholders such as the Queensland Government, regional councils and the GPC to ensure infrastructure requirements for the Project are located, designed and constructed in the most appropriate way.

The important roles that communities play in servicing the Project's operational requirements – and in attracting and retaining a skilled workforce - are also acknowledged and will be addressed by the Social Performance Plan.

Consultation and communications will continue in order to build on existing relationships and establish new ones, and will be developed and refined to suit the needs of the Project and stakeholder interests for each phase of development.

7

GRIEVANCE PROCEDURE

In line with QGC's social performance standards, QCLNG will implement a community feedback procedure throughout the project development, construction and operation phases of QCLNG. This feedback procedure captures both positive and negative input (i.e. grievances) and details the process which all feedback must be handled.

QCLNG's Community Feedback Procedure focuses on appropriate, efficient and timely response to community feedback to ensure QCLNG meets the following business principles:

- Establishing and maintaining effective relationships with interested and affected stakeholders;
- Avoiding or minimising the negative impact of our activities; and
- Creating and delivering on opportunities to enhance benefits to society.

Stakeholders can provide feedback (including complaints, concerns and grievances) via the following mechanisms:

- To a QGC employee
- Via the QCLNG offices in Gladstone and Western Downs regions
- To a toll free Number, 1800 030 443
- Email: community@qgc.com.au

All feedback and necessary follow-up will be recorded in a database known as *Consultation Manager*. In cases of negative feedback (including incidents and grievances) the Project will respond within 24 hours after the initial complaint was made. The Project will subsequently investigate the incident and/or grievance and will inform stakeholders of outcomes throughout the process.

Should a stakeholder not be satisfied with the resolution provided by QGC following the initial investigation process, they may choose to work with a third party to come to a satisfactory resolution. In this instance, QGC would encourage the stakeholder to seek the services of an independent mediator to work with both parties. A dispute resolution service is available through Queensland Department of Justice,

Information regarding stakeholder feedback mechanisms will be published prominently on all external printed and digital communications including newsletters, fact sheets and external websites.

Information will also be printed on a business card to be provided to employees and contractors to deliver personally to stakeholders during meetings and/or property visits. The card will also be inserted into information packs similar to the process currently used for EIS consultation purposes.

8***CONCLUSION***

Early engagement with Project stakeholders and communities as part of the EIS process has and will continue to allow issues and concerns raised by stakeholders to be proactively addressed through design, mitigation and management measures.

Stakeholder consultation during the Assessment phase has provided valuable knowledge and information about environmental, social and economic issues relevant to the areas in which QGC proposes to operate.

Ongoing engagement will be required to further develop mitigation measures, form partnerships for implementation and to monitor the Project's environmental and social performance.