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**STAKEHOLDER CONSULTATION PROCESS**

Stakeholder consultation was a core element in preparing this supplementary environmental impact statement (sEIS) for the Queensland Curtis LNG (QCLNG) Project. QGC reports that the consultation process used has complied with all:

- Commonwealth Government requirements
- Queensland Government requirements
- QGC Social Performance Policy requirements.

To meet the QCLNG Terms of Reference (ToR), QGC implemented a stakeholder consultation program for the seven-week public disclosure period of the QCLNG draft EIS (Saturday 29 August 2009 to Monday 19 October 2009). The program embodied the key elements of consultation completed by QGC to date in relation to the QCLNG Project, while working towards building long-term mutually beneficial relationships with stakeholders.

During the QCLNG draft EIS public disclosure period, QGC consulted directly with 805 stakeholders via 1,023 interactions. This consultation included:

- 49 face-to-face briefings involving 227 Queenslanders
- nine community information sessions with 201 Queenslanders attending these sessions
- more than 600 copies of the QCLNG Executive Summary sent to key stakeholders across Queensland and Australia
- a further 600 DVD copies of the full draft EIS provided to stakeholders across Queensland and Australia
- 35 full copies of the EIS were provided to government agencies and key stakeholders for assessment and access at 15 public display areas
- 3,140 project newsletters mailed directly to stakeholders which detailed the EIS disclosure and submission process
- a free-call 1800 number which received 96 calls requesting EIS information or one-on-one meetings with QGC representatives working on the QCLNG project
- two dedicated email addresses for stakeholders which received 44 emails requesting EIS information or one-on-one meetings with QGC representatives working on the QCLNG Project
- 10 fact sheets explaining key aspects of the QCLNG Project were prepared in response to feedback and questions from stakeholders and published on the QCLNG website
- 11 advertisements were placed in local, state and national newspapers advertising the QCLNG public disclosure process to potentially 1,886,701 people

- 6,148 people visited the QCLNG Project website with 21.61 per cent viewing and/or downloading components of the draft EIS
- access to the QGC offices in Gladstone, which were established on 17 March 2009 and are open to the public from 8.30am-4.00pm Monday to Friday.

QGC has consulted a broad range of stakeholder groups since the QCLNG Project was publicly announced, including high-level discussions with representatives of key government and government-owned corporations about the Project's major infrastructure requirements.

As part of the EIS assessment process, more than 3,000 stakeholders were consulted via face to face meetings, telephone polling and targeted mailouts. This consultation continues as the Project progresses through the assessment process and into detailed design.

QGC is committed to ensuring that stakeholder engagement continues throughout the life of the QCLNG Project. The company is committed to ensuring that the communities which have entrusted QGC with this development are involved in, and informed of, the Project's development.

#### 4.1

#### **STAKEHOLDERS**

To date, more than 6,000 stakeholders have been engaged and/or registered their interest in the QCLNG Project during the EIS process. The stakeholder list provided in *Volume 12* was compiled by initially reviewing interest groups active in the Project's study area and determining the interests of groups on a local, regional, state and national level. This list has since been updated to include those stakeholders who made a submission regarding the draft EIS and the issues that they raised.

Ongoing consultation and information sharing continues with a broad range of stakeholders and will continue throughout the life of the Project. These stakeholders include but are not limited to the:

- Australian Government departments and agencies
- Queensland Government departments and agencies
- affected regional councils
- local indigenous representatives
- landholders
- residents
- non-government organisations
- the broader community.

**4.1.1****Summary of Consultation Findings**

Consultation completed during the seven-week public disclosure period for the QCLNG EIS revealed different issues across the study areas for the Gas Fields, Pipeline and LNG Components (including shipping operations). A summary of these findings is presented below. Further information can be found in *Volume 12* of this supplementary EIS.

- Gas Field study area
  - social impacts including the need for social investment, income and employment and procurement opportunities for locals, the impact of housing including construction camps and the management of health services, social infrastructure and community values in response to an increased population
  - Associated Water impacts including salinity, groundwater levels, groundwater quality and the impact of reverse osmosis plants
  - Associated Water beneficial use options
  - transport impacts including concerns about the increase in traffic volume and frequency; dust and noise impacts resulting from transportation of pipelines and the impact to local road pavements
  - the uncertainty of the Gas Field footprint
  - land use impacts including the uncertainty of land use, potential impact to business and lifestyle, impact to good quality agricultural land and overland flow and property devaluation
  - physical environment impacts were fixed on the potential for dust and noise to be generated by construction and operation, air quality and erosion
  - cumulative impacts including the overall impact of the number of coal seam gas proponents with particular reference to social, Associated Water, land use and access and transport impacts
  - Project benefits
  - land access impacts including concerns regarding access management, compensation, land maintenance, impact to business and lifestyle and the potential transfer of weeds and disease
  - terrestrial ecology impacts including flora and fauna
  - uncertainty of the Collection Header footprint
  - indigenous issues including cultural heritage and housing impacts
  - safety risks and hazards including gas leakage, QGC personnel driving habits and the risk of explosion.
- Pipeline study area
  - social impacts including housing during construction, construction camps, the need for improved social infrastructure; partnerships and

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- social investment, education and training, local employment and procurement opportunities
  - indigenous issues including employment and training for indigenous people, cultural heritage, partnership opportunities between QGC and organisations and the management of the pipeline footprint on country
  - land access impacts including compensation; adequate land maintenance; alterations to current land use and the need to control weed transfer, especially during construction
  - transport impacts including the increase in traffic volume and frequency; dust and noise impacts resulting from transportation of pipelines during construction and the subsequent impact to local road pavements
  - land use impacts including the need for quality rehabilitation and the impact of pipeline construction to agricultural and grazing land
  - the uncertainty of the pipeline footprint
  - infrastructure impacts including concerns related to the potential impact to roads during construction
  - safety risks and hazards including concern about the potential for explosion or gas leakage from the Pipeline and general pipeline integrity
  - Project benefits
  - physical environment impacts including the impacts of construction dust on land use and noise on lifestyle
  - the need for a common infrastructure corridor to decrease impact to land use and local infrastructure
  - the cumulative impacts of a number of CSG proponents' pipelines on land use and access, housing and transport
  - construction impact to native flora.
- LNG study area
    - social impacts with a focus on housing, including construction camps, health, social infrastructure, community values, partnerships and local procurement opportunities
    - coastal environment concerns included potential social and environmental impacts focused on coastal erosion, dredging, fishing, sedimentation and siltation
    - indigenous issues centred on cultural heritage management of country, impacts to the coastal environment including marine flora and fauna and the management of social impacts
    - safety risks and hazards related to LNG shipping and accidental release of LNG

- physical environment concerns regarding the potential impacts on air quality from the LNG facility, oil pollution from LNG shipping as well as noise, waste and water management related to construction and operation of the facility
- marine ecology including the potential impacts to marine flora and fauna associated with the Project's development
- infrastructure impacts focused on concerns regarding the airport, bridge, common infrastructure corridor and roads
- the cumulative impacts of LNG development on community social issues, the coastal environment, safety risks and hazards, the physical environment, marine ecology, infrastructure and transport
- transport impacts focused on the potential for traffic frequency and volume to increase, especially during construction of the LNG Facility and pipeline
- Project benefits including employment and training, local procurement and improved social infrastructure
- potential impacts from pipeline construction in relations to transportation, marine ecology and the coastal environment.

## **4.2**

### **SUMMARY**

Although some submissions on the QCLNG draft EIS commented on the public consultation process and its effectiveness, others praised QGC's success in explaining highly complex technical issues and impacts through two-way dialogue between stakeholders and key Project team members.

Early engagement through open and transparent dialogue with Project stakeholders and communities that started as part of the EIS process, will continue. This will allow issues and concerns raised by stakeholders to be proactively addressed through design, mitigation and management measures throughout the Project's life.

QGC will build on the consultation undertaken for this EIS by continuing, in the course of its activities and operations, to enhance the relationships already established with stakeholders. This will help ensure that any development as part of the QCLNG Project is environmentally acceptable.