

1

INTRODUCTION

Stakeholder consultation and public disclosure are core components of QGC's business. Since the commencement of the Queensland Curtis LNG (QCLNG) Project in August 2008, consultation has been an interactive discussion process between QGC, individuals and community groups with an interest in the Project. It has focused on making information accessible to interested and affected parties to ensure that all stakeholders have accurate and timely information about the Project's potential impacts and other aspects of interest, with the view to enhancing stakeholders' capacity to engage constructively and in an informed way.

To meet the QCLNG Terms of Reference (ToR), QGC implemented a seven-week stakeholder consultation program during the draft environmental impact statement (EIS) public disclosure period. The program was undertaken from Saturday 29 August 2009 to Monday 19 October 2009, and involved direct consultation with 805 stakeholders on 1,023 separate occasions.

Consultation took one or a combination of the following forms of communication:

- phone conversations, mostly through a 1800 number
- written communications via e-mail, feedback forms or mail (a personalised letter with specific EIS information)
- face-to-face dialogue at one of the 49 briefings, Gladstone's Port Open Day, and nine community information sessions held in:
 - the Gas Field study area (Dalby, Chinchilla, Miles, Tara)
 - the Pipeline study area (Eidsvold, Thangool, Biloela)
 - the LNG study area (Gladstone, Curtis Island).

Additionally, 6,148 people visited the QCLNG website registering 10,841 page views. More than 20 per cent (21.61 per cent) of people who visited the site viewed or downloaded components of the draft EIS.

The consultation program followed the approach, QGC standards and regulatory requirements as outlined in the draft EIS (*Volume 12*) and focused on providing directly affected, potentially affected and interested stakeholders with the opportunity to provide input in relation to anticipated Project impacts. The consultation process also served to develop mutually beneficial relationships with stakeholders.

QGC's consultation program has and continues to be based on transparent, open two-way dialogue. The views and opinions of all stakeholders have been considered throughout the EIS process, with the engineering team addressing many issues during the Project's detailed design phase.

Prior to the commencement of the public disclosure period, the following activities were completed:

- advertising the QCLNG public disclosure process to potentially 1,886,701 people
- distributing a newsletter providing information on the public disclosure process to 3,140 stakeholders
- communicating information on the QCLNG EIS public disclosure process to approximately 700 QGC employees and contractors.

Further details of consultation meetings are outlined in *Section 3*. A detailed list of stakeholders engaged in the EIS process is provided in *Annex 12.1* of the draft EIS.

All stakeholder feedback regarding QGC and QCLNG, both positive and negative, is recorded in QGC's consultation management system, known as *Consultation Manager*. This system allows QGC to effectively track the stakeholder engagement process, and ensures timely follow-up of stakeholder enquiries. During the public disclosure period, weekly consultation reports were provided to QGC internal audiences so emerging issues were identified and processes put in place to address these in the supplementary EIS (sEIS) as well as through current business practices.

QGC received 40 public submissions during the QCLNG draft EIS exhibition period. A summary of the consultation completed during the QCLNG public disclosure period, the submissions received and how QGC has addressed the submissions are detailed in this volume of the sEIS.

QGC is committed to providing mutual and sustainable benefits that meet both business objectives and the needs of its communities. To achieve this QGC recognises that it needs to build long-term, enduring relationships with communities potentially impacted by its current and future operations through interactive and ongoing consultation and engagement. As such QGC is in the process of developing a Community Consultation and Engagement Strategy. Further information on ongoing stakeholder consultation and engagement is detailed in *Section 5* of this volume.

2***RESPONSE TO SUBMISSIONS ON DRAFT EIS***

Details of submissions received during the draft EIS public disclosure period in relation to the Project's consultation process are presented in *Table 12.2.1*.

Some submissions expressed frustration with the amount of technical detail, or a lack of information about specific impacts in their community. Given the Project's complexity and the ongoing nature of field development planning, future consultation will include working through issues and impacts with stakeholders to ensure all parties have a detailed understanding of the Project's potential impacts, benefits and mitigation strategies.

QGC's response to submissions, including relevant sections within the EIS that address and/or clarify issues in more detail, is provided in *Table 12.2.1*.

Table 12.2.1 Responses to consultation-related submissions on the draft

Issue Raised	QCLNG Response	Relevant Submission(s)
Length of draft QCLNG EIS and time available to read and respond is not enough for community groups	<p>QGC recognises that the QCLNG EIS was a large and technical document. It was the result of 18 months of investigation and analysis by QGC and environmental consultants and specialists to meet the EIS terms of reference. QGC formally consulted on the draft QCLNG EIS for a seven-week period, the timing of which was determined by statutory authorities.</p> <p>As detailed in <i>Section 4 and 4.2</i> of this volume, QGC offered a number of briefing sessions to community groups, hosted community information sessions and responded to technical questions via telephone and email.</p> <p>To assist stakeholders in navigating the document, QGC provided stakeholders with the appropriate volume and chapter numbers upon request and designed the document to be as usable as possible.</p> <p>The content of the EIS will be used in ongoing consultation to develop a better understanding of issues and opportunities.</p>	25, 30
Coal seam gas extraction started without proper consultation with residents and before the QCLNG EIS process was completed	<p>QGC was floated on the Australian Stock Exchange in August 2000 and has been supplying the domestic gas market since July 2007.</p> <p>QGC currently operates in two main gas fields, Berwyndale South, which is centred on a QGC owned property Windibri, 20 km east of Condamine and Argyle-Kenya located 15 km east of the Berwyndale South gas field. QGC also operates the Condamine Power Station, 8 km east of Miles which utilises coal seam gas from the gas fields.</p> <p>As per the statutory requirements of the QCLNG terms of reference, consultation with stakeholders, including community residents and affected landholders regarding the QCLNG EIS began in July 2008. A series of consultation activities were completed prior to the completion of the draft EIS.</p> <p><i>Section 4.2</i> of this volume details the consultation completed for the statutory public disclosure period for the QCLNG EIS. Consultation that will be undertaken as the Project moves through environmental approval, construction and operation phases is detailed in <i>Sections 5.5 and 5.6</i> of this volume.</p>	12
QGC community consultation and communication processes have been inadequate in the past	<p>QGC community consultation and communication prior to the release of the QCLNG EIS focused on consultation with landholders via the land access and negotiation process for immediate exploration and gas extraction activities. QGC also provided support for communities through sponsorship and hosted events like Drama at the Gasfields.</p> <p>As per the statutory requirements of the QCLNG terms of reference, consultation with stakeholders, including communities, residents and affected landholders regarding the QCLNG EIS began in July 2008. A series of consultation activities were completed as detailed in <i>Volume 12</i> of the draft EIS.</p>	7

Issue Raised	QCLNG Response	Relevant Submission(s)
<p>The gas field community information sessions were inadequate as:</p> <ul style="list-style-type: none"> • sessions were not appropriately advertised • there was not enough time between receiving notification of the sessions and the actual sessions • the times of the sessions were unreasonable • the session focused on small group or one-on-one discussions and did not involve a public forum • there was not enough opportunity to speak to QGC staff • questions by Tara residents were not answered by project representatives. 	<p>The QCLNG EIS public disclosure process was designed to be informative and transparent, and to provide affected and interested stakeholders with up-to-date information on the Project, impacts and mitigation strategies proposed in the draft EIS.</p> <p>As detailed in <i>Section 4</i> of this volume, community stakeholders were informed of the statutory process and community information sessions using a number of communication tools. Advertisements were placed in local, regional, state and national newspapers and more than 3,000 newsletters sent to QGC stakeholder and landholder databases. The newsletter provided an overview of the EIS process and informed stakeholders how they could find out more information regarding the QCLNG EIS. <i>Section 3</i> and <i>4.1</i> details the timing of these communication tools.</p> <p>In the Gas Field, QGC held four community information sessions focused on the QCLNG EIS. As detailed in <i>Section 4.2.1</i> of this volume, locations were chosen based on available and appropriate community facilities, population distribution and QGC landholder and local government area boundaries. In the Gas Field these locations were Dalby, Chinchilla, Tara and Miles. Times were chosen to meet the various needs of stakeholders. Therefore, two sessions were held at night and two during the day. Dates and times were also chosen to not coincide with major community events.</p> <p>As detailed in <i>Section 4.2.1</i> of this volume, the QCLNG EIS public disclosure process used techniques which focused on promoting a two-way dialogue between Project technical experts and community stakeholders. As such, community information sessions involved face-to-face dialogue with stakeholders either in small groups or one-on-one. This facilitated in-depth discussion about specific EIS issues as they related to individual stakeholders. This would not have been possible through a public forum as stakeholders may have felt uncomfortable sharing their concerns in a very public manner. Individual and small group consultation provided both stakeholders and QGC with detailed information which has shaped the content of the sEIS.</p> <p>Community information sessions ran for a two-and-a-half hour period, whereby stakeholders could arrive or leave at any time during the period and access a number of technical representatives from QGC. In Tara, the community information session ran for three hours. Each session had between 12 and 15 QGC technical representatives who wrote or were directly involved in compiling various sections of the draft EIS. In the Gas Field, this included experts on Associated Water, land access, environment, health and safety and social issues. QGC representatives answered questions as they related to the draft EIS. If stakeholder questions related to an issue that was not detailed in the draft EIS, the enquiry was noted and information provided at a later date.</p> <p>It is acknowledged that the extensive scope of the draft EIS makes it difficult to assimilate, and QGC is committed to ongoing consultation about mitigation strategies. QGC continues to receive and respond to feedback from stakeholders on the draft EIS and other operational issues. <i>Sections 5.5 and 5.6</i> of this volume details the ongoing consultation that will be undertaken as the project moves through the approval, construction and operational phases.</p>	<p>7, 9</p>

Issue Raised	QCLNG Response	Relevant Submission(s)
QGC's land access process is confusing and intimidating to landholders	<p>QGC has developed a land access and negotiation process to meet the requirements of the <i>Petroleum and Gas (Production and Safety) Act 2004</i> and to build long-term relationships with affected landholders.</p> <p>QGC's land access consultants work with landholders to help them understand the land access requirements for early site investigations, and discuss compensation should QGC wish to undertake coal seam gas extraction activities. During this process landholders are advised that independent assistance can be obtained through the Department of Mines and Energy and Legal Aid.</p> <p>QGC welcomes feedback from landholders regarding the land access process. Feedback from landholders obtained during the QCLNG EIS consultation has already resulted in some changes to QGC land access systems and processes. QGC is currently appointing additional land access staff to address increased activity in the gas fields.</p> <p>QGC will continue to work with landholders now and into the future to improve land access processes and systems.</p>	7
The advertising for the QGC draft terms of reference was inadequate.	<p>The draft QCLNG EIS Terms of Reference were advertised from November 8 – December 12, 2008. The process was initiated by the Co-ordinator General and involved a five-week statutory consultation period. As per legislative requirements, official advertisements were placed by the Co-ordinator General in <i>The Australian</i> and <i>Courier-Mail</i>. At QGC's request the Co-ordinator General also placed advertisements in the <i>Gladstone Observer</i> and <i>Dalby Herald</i> (Saturday issues).</p> <p>The official advertising was part of a wider consultation process which included a newsletter mail-out to individuals and groups on QGC stakeholder and landholder database. Individual consultation sessions were also undertaken with indigenous stakeholders, non-government organisations, environmental groups, government owned corporations, local industry bodies and various levels of government.</p>	9

Issue Raised	QCLNG Response	Relevant Submission(s)
QGC's stakeholder database is inadequate	<p>QGC uses a stakeholder database system known as <i>Consultation Manager</i> to hold all stakeholder details. <i>Section 5.3.1</i> of this volume details how the database was used to disseminate information regarding the draft EIS and public disclosure process. Some mail was returned to QGC after newsletter mail-outs and response, stakeholder details were verified at community information sessions and entered in <i>Consultation Manager</i> accordingly.</p> <p>QGC maintains a landholder database which manages the contact details of all landholders in QGC tenement areas. This submission was received from a landholder who had initially experienced issues with receiving landholder information prior to the release of the draft EIS. QGC organised a face-to-face appointment with the submitter prior to the release of the draft EIS to discuss the Project, potential impacts and mitigation strategies.</p> <p>QGC has improved the information sources used to collate information for the landholder database. QGC utilises the Queensland Valuation and Sales System (QVAS) database to identify landholders. This database enables the user to access Queensland property and sales information. QGC also uses White Pages and an online information system known as CITEC to regularly update landholder contact details.</p> <p>QGC has implemented systems to update <i>Consultation Manager</i> on a quarterly basis and encourages stakeholders to contact QGC should their contact details change.</p>	7
Need for QGC to engage with relevant statutory authorities to develop various environmental and social plans	QGC has engaged with relevant local authorities and departmental agencies in accordance with regulatory requirements (refer to <i>Section 5.1</i>) and will continue with this process for the life of the Project where appropriate.	33, 14
Proponents of underground coal gasification projects were not included as affected persons or interested stakeholders in <i>Annex 12.1</i> of the draft QCLNG EIS	<p>QGC has engaged holders of exploration and production mineral resources tenure in relation to the location of Project infrastructure, including the Gas Transmission Pipeline.</p> <p>QGC will continue to consult with the holders of overlapping coal tenures who are exploring or seeking to develop coal resources or underground coal gasification as per the provisions in Queensland petroleum and mineral resources legislation.</p> <p>QGC is also represented on the Industry Consultative Committee established by the Queensland Government's underground coal gasification policy, which provides a future forum for engagement with companies pursuing underground coal gasification projects in the Surat Basin.</p>	39

3 METHODOLOGY

Issues, expectations and the capacity and desire to participate in consultation vary among stakeholders. QGC has designed a six-stage consultation and communications program to reflect these requirements and to facilitate and inform the EIS process. This process is outlined in *Table 12.3.1*. Stages 5 and 6 are discussed in detail below.

3.1 STAGE 5: PUBLIC DISCLOSURE OF THE DRAFT QCLNG EIS (AUGUST TO OCTOBER 2009)

The consultation completed as part of the public disclosure of the draft EIS was a key statutory requirement of the *State Development and Public Organisations Works Act 1971* (Qld). The consultation provided the main mechanism by which stakeholders and the general public could review and provide comment on the draft EIS, potential impacts and proposed mitigation strategies.

3.2 STAGE 6: FINAL (SUPPLEMENTARY) EIS (SEPTEMBER 2009 –JANUARY 2010)

During this stage, consultation will be focused on two areas: (1) responding to stakeholder EIS submissions, and (2) developing stakeholder and community relationships for ongoing consultation activities to be undertaken during the construction and operation phases of the QCLNG Project. The latter will involve regular consultation and communication and advising stakeholders of the final EIS lodgement date and approvals being sought. Acknowledgment letters will be sent to submitters as a part of the process.

Table 12.3.1 QCLNG Consultation and Communications Program

Stage	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
	Initial Advice Statement (IAS) and pre-EIS Engagement	Draft ToR Disclosure	EIS Assessment	EIS Report Preparation	Public Disclosure of the draft EIS	Supplementary EIS
Timeframe	July-September 2008	October-December 2008	January-March 2009	April-July 2009	August-October 2009	September 2009-January 2010
Consultation Activities	Stakeholder identification Newsletter 1 Initial stakeholder meetings Website development Indigenous consultation	Letter to Stakeholders Newsletter 2 Fact sheets Poster book Stakeholder meetings Agency briefings Website updates Indigenous consultation	Letter to Stakeholders Newsletter 3 Stakeholder meetings Open Gladstone Project Office Website updates Fact sheets Agency interviews Indigenous consultation	Stakeholder meetings Landholder consultation Website updates Indigenous consultation	Letters to Stakeholders Newsletter 4 Stakeholder briefing sessions Website updates Static information centres Media liaison Community information sessions 1800 number Email Indigenous consultation	Letter to Stakeholders Stakeholder meetings Website updates Media liaison Indigenous consultation 1800 number Email
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 (this document) for Draft EIS	Prepare stakeholder feedback report for Draft Supplementary EIS	Submission of Supplementary Report to Co-ordinator-General for final approval/ decision

4**COMMUNICATION AND CONSULTATION ACTIVITIES**

QGC has consulted with a broad range of stakeholder groups since the inception of the QCLNG Project. More than 3,000 stakeholders were consulted during from August 2008 and July 2009 and a summary of this activity is outlined in *Volume 12* of the draft EIS.

Key stakeholder groups consulted during this period include:

- affected stakeholders including landholders and traditional owners
- residents and community groups within the Gladstone, Banana, Western Downs and North Burnett local government areas
- Gladstone, Western Downs, North Burnett, Banana, Maranoa and Toowoomba regional councils
- non-government organisations of regional, state and/or national significance
- Queensland government departments and agencies
- Commonwealth government departments and agencies
- interested stakeholders.

Outcomes of consultation with the above stakeholders during the public disclosure period are discussed in *Section 5*.

4.1**COMMUNICATION ACTIVITIES**

The communication tools used immediately before and during the draft EIS public disclosure period were focused on providing stakeholders with information about the Project, and EIS methodology, outcomes and associated mitigation strategies. Information on EIS timeframes and the public notification period was also provided.

4.1.1**Key Communication Documents**

The main communication documents used throughout the EIS public disclosure period were DVD copies of the draft EIS, hard copies of the Executive Summary, and an EIS slideshow presentation which was formulated using the Project's key messages document and the *QGC News* newsletter.

Stakeholders involved in briefings with the QCLNG EIS team during the public disclosure period were provided with copies of the Executive Summary, the draft EIS and a tailored presentation. As per the QCLNG EIS ToR, QGC organised for a number of public venues to house full copies of the draft EIS (either paper or electronic) which stakeholders could view in their own time during the public disclosure period. These venues are listed in *Table 12.4.1* below.

Table 12.4.1 Public Venues Displaying the QCLNG Draft EIS

Location	Details
Chinchilla	Dalby Regional Council Customer Service Centre, 80-86 Heeney Street
Dalby	Dalby Regional Council, 107 Drayton Street
Miles	Dalby Regional Council Customer Service Centre, 29 Dawson Street
Wandoan	Wandoan Library, 6 Henderson Road
Tara	Dalby Regional Council Customer Service Centre, 19 Fry Street
Eidsvold	Eidsvold Library, 36 Moreton Street
Roma	Roma Community Arts Centre, 38-44 Hawthorne Street
Monto	Monto Library, 50 Newton Street
Biloela	Biloela Library, corner of Grevillea and Milton Streets
Calliope	Calliope Library, Don Cameron Drive
Boyne Island	Boyne Island Library, corner of Wyndham and Hayes Avenues
Gladstone	Queensland Curtis LNG Project Office, 172 Goondoon Street
Brisbane	State Library of Queensland, Cultural Centre, Stanley Place, South Bank
Brisbane	QGC Headquarters, 275 George Street
Australian Capital Territory	Department of Environment, Water, Heritage and the Arts Central Library, Ground Floor, John Gorton Building, King Edward Terrace, Parkes

4.1.2 **Media Release**

A media release (see *Appendix 12.1*) regarding the public disclosure of the Project's draft EIS was provided to metropolitan and regional radio, newspaper and television media outlets on August 28, 2009. This release resulted in business-focused and community-focused stories. *Chinchilla News*, *Dalby Herald*, *Gladstone Observer* and *ABC Capricornia* ran stories providing details of the draft EIS release and community information sessions. This form of communication provided another means of informing the public in the Gas Field and LNG study areas.

4.1.3 **Advertising**

The Co-ordinator General informed the general public of the release of the QCLNG draft EIS, including a list of public locations displaying the document, through an advertisement in the *Courier-Mail* and *The Australian* on August 29, 2009.

QGC ran a quarter page, full-colour advertisement in newspapers in and surrounding the QCLNG study areas (see *Appendix 12.1*). The advertisements ran on the highest-circulating day for each local newspaper. The advertisement provided a brief overview of the Project, and invited the public to either contact QGC regarding the Project or speak to QGC representatives at the community information sessions. *Table 12.4.2* provides an overview of the advertising schedule and projected reach of these advertisements.

Table 12.4.2 Public Disclosure Advertising of the Draft EIS

Newspaper	Readership/Circulation	Advertising Date	Study Areas Reached
<i>The Australian</i>	876,000 readership	August 29, 2009	All
<i>The Courier-Mail</i>	800,000 readership	August 29, 2009	All
<i>Koori Mail</i>	90,000 readership per fortnight	August 31, 2009	All study areas
<i>Toowoomba Chronicle</i>	63,000 readership	August 29, 2009	Gas Field
<i>Chinchilla News</i>	4,161 circulation	September 3, 2009	Gas Field
<i>Northern Downs News</i>	6,000 circulation	September 3, 2009	Gas Field
<i>Dalby Herald</i>	2,527 circulation	September 4, 2009	Gas Field
<i>Roma Western Star</i>	2,458 circulation	September 4, 2009	Gas Field
<i>Central Telegraph</i>	3,595 circulation	September 4, 2009	Pipeline
<i>Gladstone Observer</i>	16,000 readership	August 29, 2009	LNG
<i>Gladstone News</i>	18,500 circulation	August 31, 2009	LNG

4.1.4 QGC News Newsletter

A newsletter entitled *QGC News* was developed for the EIS public disclosure period (see *Appendix 12.1*). It included an update on the QCLNG Project and QGC activities as well as information on EIS public disclosure, the submission process and community information sessions. It also contained a feedback form which gave stakeholders the opportunity to provide additional feedback on the Project (see *Appendix 12.1*).

The newsletter was mailed to 3,140 stakeholders on the QGC stakeholder database on 27 August 2009. The QGC stakeholder database holds contact details of potentially affected stakeholders in the study area, including landholders and traditional owner groups, government representatives and departments as well as other stakeholders who are interested in and/or impacted by the Project. These include local, regional or national community groups, business groups, environmental groups, non-governmental organisations, and educational facilities.

The newsletter was also provided to all QGC employees and contractors and made available at community information sessions.

4.1.5 Websites

Two websites, www.qclng.com.au and www.qgc.com.au provided stakeholders with access to the draft EIS and public disclosure information. The Project website (www.qclng.com.au) was the site on which all EIS information was displayed including a full copy of the EIS, *QGC News* newsletter and community information session information. It also contained links to the Department of Infrastructure and Planning website, and provided information on how stakeholders could prepare and submit an EIS submission. The business website (www.qgc.com.au) provides a link to the Project website on its home page.

During the seven-week public disclosure period 6,148 people visited the QCLNG website registering 10,841 page views. 21.61 per cent of people viewed or downloaded components of the EIS. Of the people who visited the website, 57.74 per cent were new visitors.

4.1.6 Employee Communications

QGC employees play a vital role in disseminating information about the business to the various stakeholders through formal, organised and/or informal consultation activities. To ensure all QGC employees were informed about the QCLNG Project and the draft EIS public disclosure, a presentation and the *QGC News* newsletter were given to all employees at QGC Town Hall meetings. Approximately 500 employees attended the Brisbane meeting on 29 August 2009 while another 200 attended the Windibri meeting, in the gas fields, on 2 September 2009. An announcement of the EIS public disclosure was also included in the employee newsletter, *The Energy*, on 28 August

2009. The draft EIS Executive Summary was available on QGC's internal computer network.

4.2 CONSULTATION ACTIVITIES

Consultation activities have provided an effective means by which QGC can inform communities and key stakeholders about the Project and associated impacts and benefits. The consultation process is a vehicle for stakeholder feedback and input into the Project as well as a conduit to developing long-term, enduring relationships between QCLNG and stakeholders.

During the seven-week draft EIS public disclosure period, QGC directly consulted with 805 individual stakeholders. As *Figure 12.4.1* demonstrates, 40 per cent of stakeholders consulted were those potentially directly impacted by QCLNG project activities (i.e. landholders and traditional owners) while 84 per cent of all stakeholders consulted either resided in or lived near the Project study area. A number of tools were employed to consult with stakeholders, with 55 per cent of all consultation being conducted face-to-face (see *Figure 12.4.2*).

Figure 12.4.1 Stakeholders Consulted During the Draft EIS Public Disclosure Period

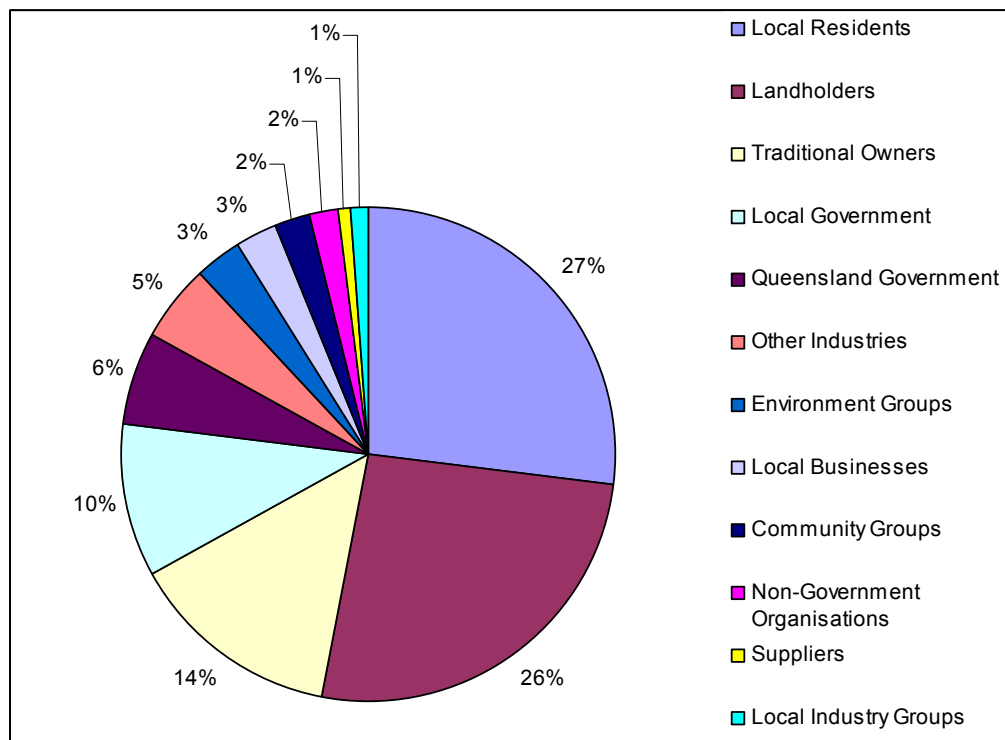
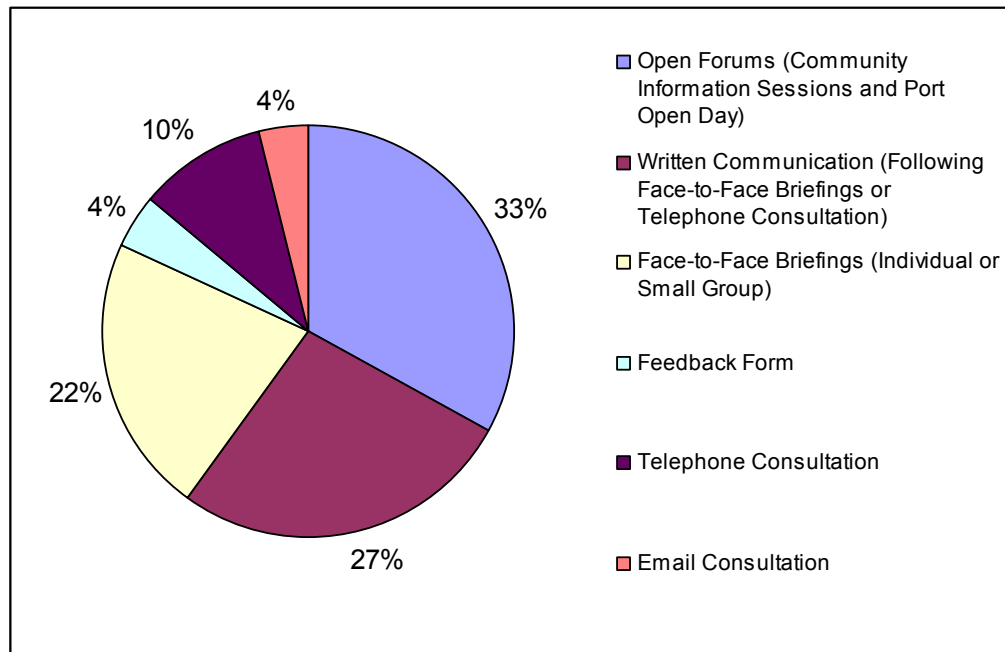


Figure 12.4.2 QCLNG EIS Public Disclosure Consultation Tools



4.2.1 Open Forums

QGC held nine community information sessions and participated in one community event during the draft EIS public disclosure period.

4.2.1.1 Community Information Sessions

Details of where community information sessions were held in the Gas Field, Pipeline and LNG study is provided in *Table 12.4.3*.

Table 12.4.3 Community Information Session Locations

Location	Venue	Date	Study Area
Chinchilla	Chinchilla RSL and Memorial Club	Wednesday 9 September 2009, 5.30pm - 8.00pm	Gas Field
Miles	Leichhardt Centre	Thursday 10 September 2009, 11.00am - 1.30pm	Gas Field
Dalby	Dalby RSL Memorial Club	Thursday 10 September 2009, 5.30pm - 8.00pm	Gas Field
Tara	Tara Memorial Soldiers Hall	11 September 2009, 10.00am - 12.30pm	Gas Field
Eidsvold	Community Hall	Friday 18 September 2009, 12.00pm - 2.30pm	Pipeline
Biloela	Civic Centre	Saturday 19 September 2009, 9.00am - 11.30am	Pipeline

Location	Venue	Date	Study Area
Thangool	Red Steer Hotel	Tuesday 6 October 2009, 6.30pm – 8.30pm	Pipeline
Gladstone	QCLNG Project Office	Thursday 3 September 2009, 5.30pm – 8.00pm	LNG
Curtis Island	Capricornia Lodge	Saturday 5 September 2009, 10.00am – 12.30pm	LNG

Venues for the information sessions were selected based on their capacity to cater for a large number of attendees and level accessibility for stakeholders, relevant to population distribution in the study areas and local government boundaries. Times were chosen to cater for the different availability times of stakeholders. In the Gas Field study area two community sessions were held during daytime hours and another two were held at night. Stakeholders were informed of the information sessions through a range of communication tools as detailed in *Section 4.1*.

The format of the community information sessions was based on a relaxed “open house” style of consultation. Stakeholders attending could either collect Project information to read in their own time and/or discuss specific concerns individually or in small groups with QGC personnel. Between seven and 14 QGC personnel were in attendance at every community information session. They included key technical experts who were able to provide detailed information to address specific issues regarding the EIS.

The format encouraged interactive dialogue between stakeholders and QGC personnel. Stakeholders could express their views freely to QGC representatives who responded to individual issues with in-depth information. Consultation notes were entered into *Consultation Manager* after each session and communicated to Project staff in the form of weekly consultation reports. Information sessions generally ran for 2.5 to three hours.

A total of 201 stakeholders attended the community information sessions, with the Gladstone, Tara, Chinchilla and Thangool sessions being the most widely attended. Of stakeholders who attended the sessions, 88 per cent resided locally, while 31 per cent of all attendees represented landholders who could be directly impacted by the QCLNG Project. The types of stakeholder groups present at the sessions are illustrated in *Figure 12.4.3*.

Figure 12.4.3 Stakeholder Groups Represented at Community Information Sessions.

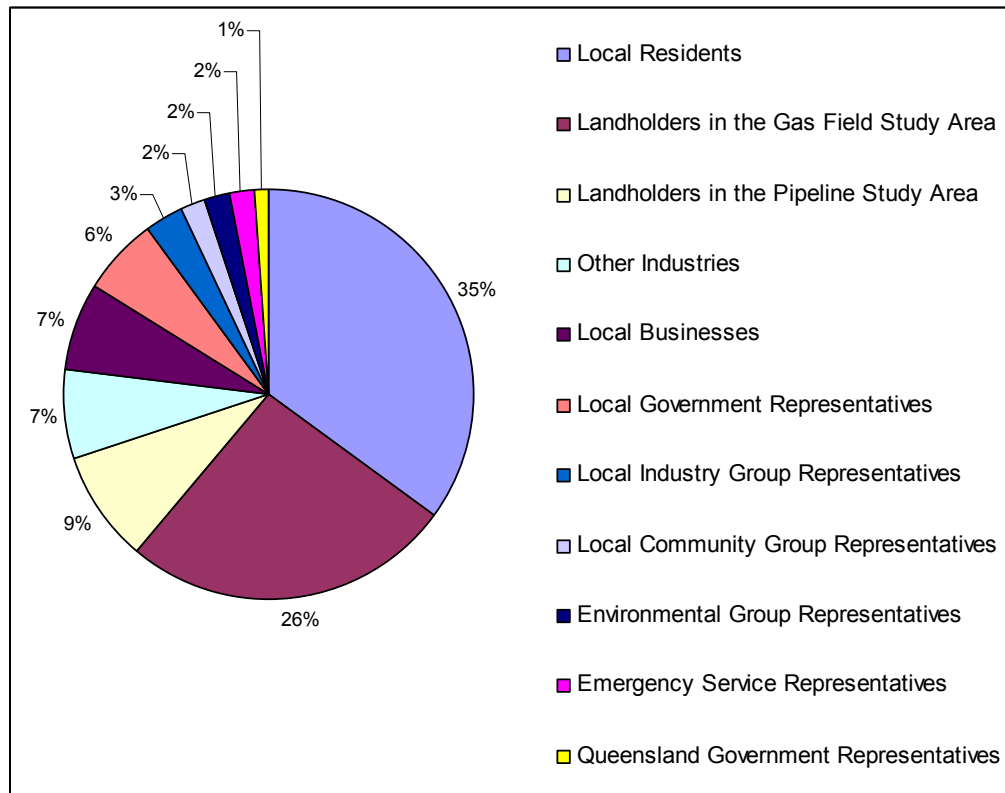


Figure 12.4.4 Gary Thompson, General Manager LNG and Ailsa Smith, Curtis Island resident, at the Curtis Island Community Information Session (left to right).



4.2.1.2 *Port Open Day*

The biennial Port Open Day, held on Sunday, 4 October in Gladstone provided an opportunity for Central Queensland residents and visitors to the region to view first-hand how the Port of Gladstone operates. The Gladstone Ports Corporation provided tours of the port and free rides, entertainment and food for the public. Approximately 5,000-plus people attended the event and port users were encouraged to set up information displays for residents and visitors.

QGC took the opportunity to directly engage with local residents and organised a display to showcase the QCLNG Project and the draft EIS at the event. At the QGC tent 120 people consulted with QGC representatives and EIS technical experts, and 99 per cent of visitors to the QGC had not previously consulted with QGC and asked to be added to the QGC Stakeholder Database.

4.2.2 ***Written Communication***

QGC also utilised written communication during the QCLNG EIS public disclosure period. This involved sending stakeholders additional information after telephone and face-to-face consultation, and 262 stakeholders requested additional information during the public disclosure period. In response, approximately 250 copies of the draft EIS executive summary and/or DVD were sent to stakeholders.

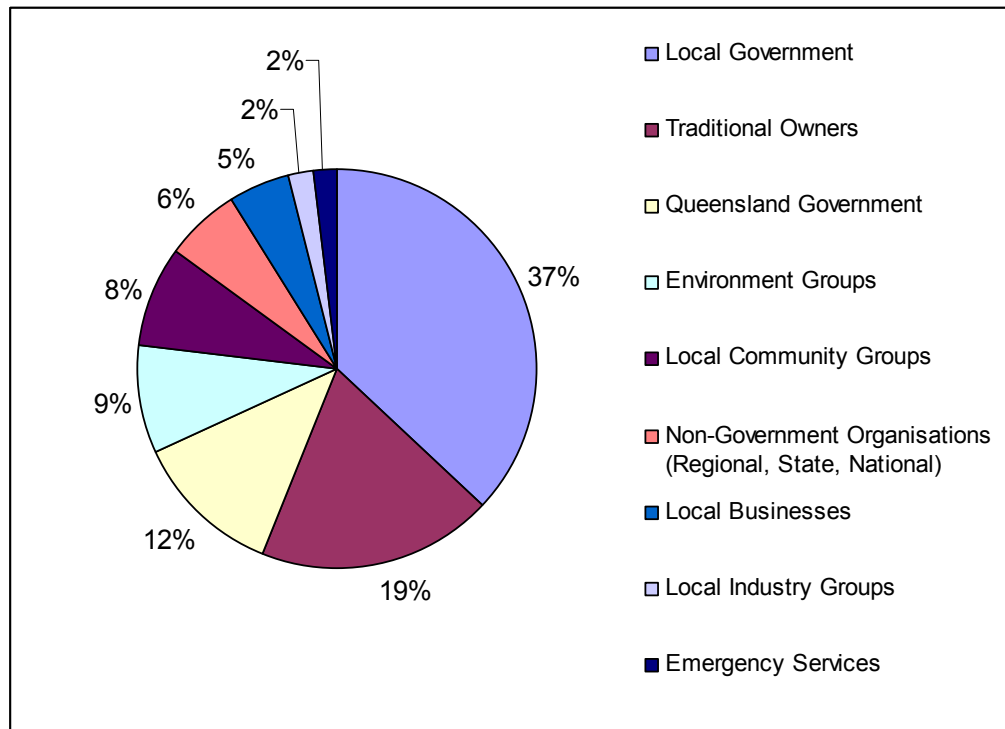
4.2.3 ***Face-to-Face Briefings***

Forty nine face-to-face briefings involving 227 stakeholders were completed during the draft EIS public disclosure period. These involved the following stakeholder groups:

- local community, industry and environmental groups
- traditional owner groups
- regional, state and national non-government organisations
- regional councils and elected representatives
- Queensland and Commonwealth government agency representatives.

A list of these groups and representatives can be found in *Annex 12.1* of the draft EIS. *Figure 12.4.5* details the breakdown of these stakeholder groups.

Figure 12.4.5 Stakeholder Groups Consulted in Face-to-Face Meetings



During the public disclosure period QGC consulted with a number of the local groups and national, regional, and state non-government organisations. QGC arranged appointments with selected groups and organisations based on their likely interest in the EIS, the stakeholders they represented, previous consultation and/or likelihood that some of the stakeholders they represented could be potentially impacted by the Project. QGC also met groups and organisations who had requested a meeting with Project representatives to discuss the draft EIS.

QGC offered to provide face-to-face EIS briefings to all traditional owners in the QCLNG study area. Four groups took up the offer, with the other four sent information about the Project. Consultation regarding the QCLNG Project remains ongoing as a part of native title and cultural heritage negotiations.

Six regional councils that were either located in the Project study area (Western Downs, Gladstone, Banana and North Burnett) or potentially impacted on by the QCLNG activities; (Toowoomba and Maranoa were consulted during public disclosure period).

An invitation was sent to Queensland government agencies via the Co-ordinator General to consult with the QGC on the QCLNG Project. Agencies that accepted this offer included the Department of Natural Resources (DERM), Gladstone Ports Corporation (GPC), Department of Infrastructure and Planning (DIP), Treasury Department, Maritime Safety Queensland (MSQ), Department of Employment, Economic Development and Innovation (DEEDI), Queensland Health and the Queensland Police Service (QPS) in Gladstone.

QGC also consulted with the Commonwealth government via representatives from the Department of Environment, Water, Heritage and the Arts. Selected Queensland and Commonwealth elected representatives were consulted regarding the draft EIS and given a summary of consultation findings after the public disclosure period.

4.2.4 Feedback Form

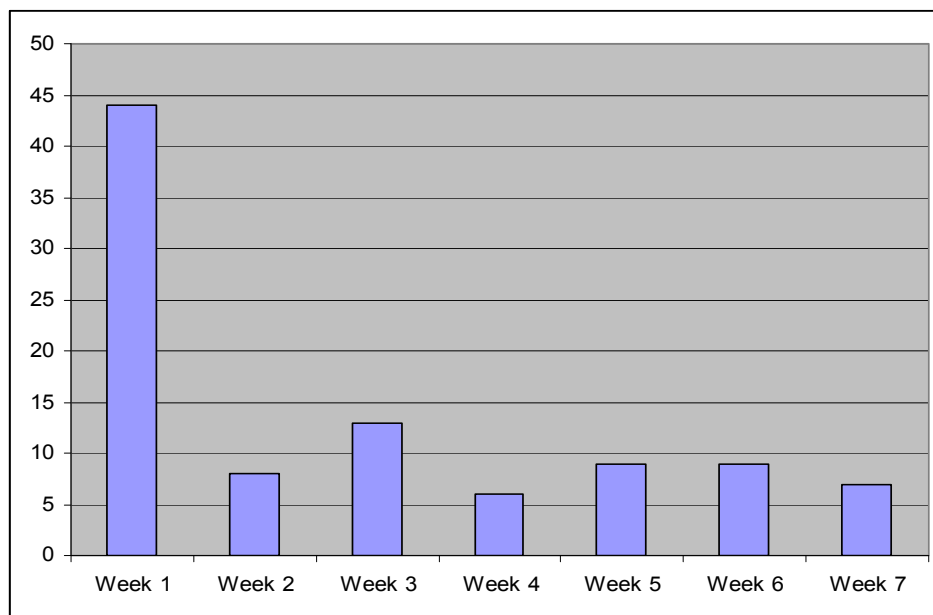
A feedback form attached to the back of the QGC News newsletter (see Appendix 12.1) provided another means by which stakeholders could consult with QGC regarding the draft EIS. Twenty one stakeholders sent feedback to QGC via the replied paid form.

4.2.5 Telephone Consultation

The Project’s toll-free call number (1800 030 443) is the main way stakeholders can contact QGC. The number averages 25 calls a week, of which the majority are employment and procurement enquiries. To ensure 24-hour coverage, the number is manned during office hours by QGC personnel and after hours by a message centre.

In addition to general enquiries, QGC received 96 phone calls directly related to the Project’s draft EIS during the public disclosure period. Where appropriate, telephone enquiries were referred to technical experts for further consultation. Figure 12.4.6 provides a breakdown of the number of calls received during the public disclosure period.

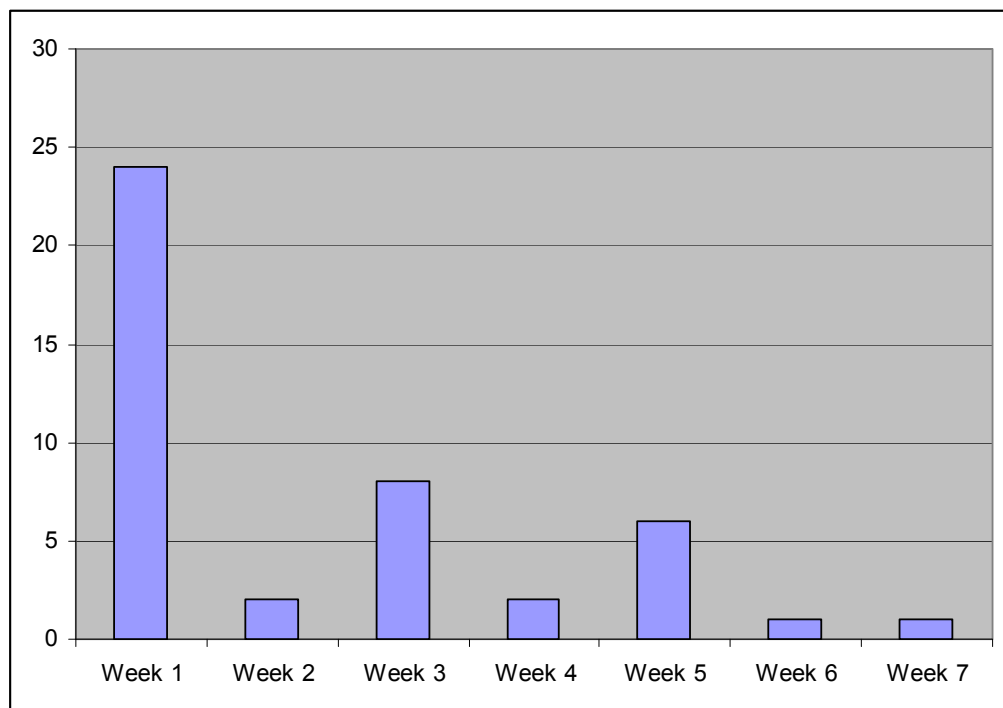
Figure 12.4.6 Number of EIS-related Phone Calls Received during the Public Disclosure Period.



4.2.6 Email Consultation

Two email addresses that stakeholders can use to contact QGC or the QCLNG project include info@qclng.com.au and community@qgc.com.au. Typically, 20 emails a week are received via these addresses, with almost all enquiries focused on employment or procurement opportunities. During the draft EIS public disclosure period, 44 emails were received from stakeholders specifically seeking EIS-related information. All emails resulted in additional consultation either via email, telephone or face-to-face. *Figure 12.4.7* provides a breakdown of the number of EIS related emails received during the public disclosure period.

Figure 12.4.7 Number of Emails Received during the Draft EIS Public Disclosure Period



5 SUMMARY OF PUBLIC DISCLOSURE CONSULTATION FINDINGS

This section provides a summary of the key findings arising from consultation during the draft EIS public disclosure period. *Section 5* provides a list of stakeholder issues and where they are addressed in the sEIS.

5.1 CONSULTATION WITH GOVERNMENT AUTHORITIES

5.1.1 Commonwealth Government

QGC is having ongoing discussions with the Department of Environment, Water, Heritage and the Arts (DEWHA) regarding the Project's EIS. Selected Commonwealth representatives were provided with QCLNG Project information. Following the public disclosure period, QGC also provided representative with a summary of consultation findings.

5.1.2 Queensland Government

QGC was involved in three inter-agency briefings with various Queensland Government agencies during the draft EIS public disclosure period. These briefings provided QGC with the opportunity to clarify components of the draft EIS directly with government officers, and form a platform for ongoing dialogue. QGC offered to provide EIS briefings, via the Co-ordinator General, to all government agencies. Agencies that accepted this offer are outlined in *Section 4.2.3*.

The first inter-agency briefing was held in Gladstone on Wednesday September 16, 2009. Attendees included 16 representatives from DEEDI, DERM, Queensland Health, GPC, MSQ, QPS and DIP. Issues discussed included:

- Associated Water management, with particular reference to beneficial use options and QGC's brine management strategy
- cumulative impacts, focusing specifically on pipeline separation distances for the Narrows Crossing, brine management of reverse osmosis (RO) plants in the Gas Field and LNG study areas, transportation of pipeline components, noise during construction, and lighting impacts at Auckland Point
- Pipeline footprint, with particular reference to the finalisation of the Pipeline route and general construction processes
- air quality, including discussion on air modelling processes
- the need for QGC and other proponents to work together to minimise impacts to the environment when crossing The Narrows
- construction camps, including the finalisation of temporary camps along the Pipeline

- terrestrial flora and fauna, with a focus on the impact to mangroves on Curtis Island during construction
- coastal environment, with particular emphasis on dredging impacts
- the use of vegetation offsets.

A second inter-agency briefing was held in Brisbane on Thursday September 17, 2009. Attendees included 10 representatives from DEEDI, DERM, Queensland Health, GPC, MSQ, QPS, and DIP. Issues discussed included:

- cumulative impacts and the need for co-ordination between all LNG proponents in managing these impacts
- groundwater management, including discussion regarding on inter-aquifer impacts
- infrastructure plans, including Pipeline corridors, gas-gathering infrastructure, and the possibility of sharing infrastructure with other proponents on Curtis Island
- Pipeline footprint, including the environmental constraints associated with construction, consideration of use of other proponent corridors and the location of temporary construction camps
- operational waste management in both the Gas Field and LNG study areas
- land use and access impacts, land rehabilitation, and discussion with landholders
- terrestrial ecology, including discussion on completed field survey assessments, and water crossing impacts
- recreational vessel movements in The Narrows.

QGC offered government agencies with additional opportunities to attend EIS briefings towards the end of the draft EIS public disclosure period. DERM and DTMR accepted the offer. QGC personnel met with DTMR in Rockhampton on Thursday 8 October, 2009 to discuss the transport logistics study for the LNG and Pipeline study areas. The meeting allowed the department to communicate its expectations of how QGC and DTMR can work together in the future, as well as discuss specific parts of the transport logistics study. QGC and DERM meet on a weekly basis to discuss various aspects of the project.

5.1.3

Local Government

Six regional councils were consulted during the QCLNG EIS public disclosure period. This included the four councils potentially impacted by the QCLNG project:

- Western Downs Regional Council (Gas Field study area)
- Banana Shire Council (Pipeline study area)

- North Burnett Regional Council (Pipeline study area)
- Gladstone Regional Council (LNG study area).

Toowoomba Regional Council and Maranoa Regional Council were also briefed about the project as they may potentially be affected by the Project's Gas Field activities. The following sections provide a summary of all council briefings and issues raised by council representatives. Submissions from councils are addressed in detail in relevant Supplementary EIS sections.

5.1.3.1 *Western Downs Regional Council*

QGC formally briefed elected and employed representatives with Western Downs Regional Council (WDRC) once during the QCLNG EIS public disclosure period and consulted with various representatives at community information sessions. Key issues expressed by WDRC representatives include the following:

- Associated Water impacts, including the use of evaporation ponds, salinity management, brine management associated with QGC's proposed RO plants and the potential cumulative impact of RO plants of a number of proponents
- Associated Water and the need for beneficial use options such as town supply to be investigated further
- cumulative impacts to groundwater resulting multiple proponents extracting coal seam gas
- social impacts, with particular reference to the availability and affordability of housing, construction camp management, planning for population growth, the need for workers to live locally during operation of the QCLNG Project, and opportunities for education and training, social investment and local procurement
- physical environment impacts such as weed transfer, construction noise, operational noise and the cumulative impacts of noise arising from multiple CSG proponents in the region
- transport impacts, particularly those related to exploration and construction activities which have the potential to increase traffic volume and frequency and impacts to road pavements
- the need for annual royalties to be distributed locally on services and roads.

Associated water, including the impact to groundwater has been addressed in *Volume 3, Chapter 11* of the draft and sEIS.

Social impacts have been addressed in *Volume 8, Chapter 4* of draft and sEIS. QGC has started work on its affordable housing strategy and rural health strategies and recently launched its local procurement strategy. QGC is working with local organisations to identify partnership opportunities that will

result in long-term benefit for the Western Downs region and intends to launch a QGC Community Development Fund in 2010.

The detailed transport logistics study undertaken for the Project is discussed in *Volume 3, Chapter 14* the sEIS (see *Appendix 3.5* for the supplementary report). This study will inform the development of the Transport Management Plan for the Western Downs Region.

QGC's Environmental Management Plan, located in *Volume 9* of the draft EIS, addresses mitigation strategies for weeds and noise. These have been updated where appropriate in *Volume 9* of the sEIS.

5.1.3.2 *Banana Shire Council*

Banana Shire Council (BSC) declined a formal briefing on the draft EIS during the public disclosure period. However, QGC representatives consulted directly with key council representatives via community events and community information sessions during this time.

Key issues expressed by BSC representatives were:

- transport impacts during construction of the Pipeline, including increased traffic flow, potential damage to road pavements and shortfalls in funding
- cumulative impacts of multiple export pipeline corridors
- impacts to cultural heritage, both indigenous and non-indigenous
- social impacts and benefits arising from construction camp management.

Additional information on traffic and transport impacts in the Banana Shire Local Government Area is provided in *Volume 4, Chapter 13* of the sEIS (see *Appendix 3.5* for the full logistics study).

Further detail in relation to the QCLNG export pipeline footprint is detailed in *Volume 2, Chapter 3* and *Volume 4* of the draft and sEIS. Social impacts and benefits and cultural heritage are discussed in *Volume 8, Chapter 5* of the draft and sEIS.

5.1.3.3 *North Burnett Regional Council*

QGC provided the elected and employed representatives of North Burnett Regional Council (NBRC) with a formal briefing on the QCLNG EIS during the public disclosure period. The key issues expressed by council representatives were:

- transport impacts during construction such as increased traffic volume and frequency and the subsequent impact on road pavements
- a preference for rail transportation to transport construction components, where practical
- physical environment impacts focused on weed transfer, particularly

parthenium and vegetation management

- social impacts and benefits, with particular reference to construction camps, education, training, employment and local procurement.

Social impacts have been addressed in *Volume 8, Chapter 6* of the draft and sEIS. QGC recently launched its local procurement strategy and is working with organisations to develop employment and training opportunities for local indigenous and non-indigenous people.

Outcomes of the transport logistics study are discussed in *Volume 4, Chapter 13* of the sEIS (see *Appendix 3.5* for the full logistics study). QGC is in ongoing discussions with Queensland Rail to identify opportunities for rail transportation.

Strategies to prevent weed transfer and vegetation management are addressed in QGC's Environmental Management Plan in *Volume 9* of the draft and sEIS.

5.1.3.4 *Toowoomba Regional Council*

QGC provided elected and employed representatives of the Toowoomba Regional Council (TRC) with a formal briefing on the QCLNG EIS during the public disclosure period.

The council appreciated the opportunity to directly consult with QGC and expressed that they saw themselves as the co-ordinating body for regional councils in the Surat Basin due to their availability of resources and size. They believed that a co-ordinated approach was required to address impacts and develop opportunities resulting from coal seam gas development. Key issues expressed by council representatives were:

- impacts to the Warrego Highway resulting from increased volumes and frequency of traffic in relation to the QCLNG project and other CSG proponents
- the need for a co-ordinated approach between state and local governments, and CSG proponents relating to the management of traffic in the Gas Field region
- potential impact to regional services such as health facilities and waste management
- social impacts including labour drawing from the agricultural sector, and education and training, employment and local procurement opportunities
- the need to investigate town supply as a beneficial use of Associated Water
- the need to address cumulative impacts of CSG development at a regional level.

Volume 3, Chapter 14 in the sEIS provides additional information on traffic and transport impacts in the Gas Field region, with specific reference to the

Warrego Highway. The detailed logistics study will inform the development of the Transport Management Plan for the Gas Field component of the Project (see *Appendix 3.5* for the full report).

The role that the Toowoomba region plays in the delivery of regional services has been acknowledged in *Volume 8, Chapter 4* of the draft and sEIS. QGC has started work on its rural health strategies and recently launched its local procurement strategy.

Associated Water and cumulative impacts of CSG development are discussed in *Volume 3, Chapter 11* of the sEIS.

5.1.3.5 *Maranoa Regional Council*

As a council whose greater region could potentially be indirectly impacted by QCLNG activities, the Project provided elected and employed representatives of the Maranoa Regional Council (MRC) with a formal briefing during the public disclosure period. Council representatives stated that they understood the Project would result in very limited activity in their region.

Transport impacts were the key concern of council representatives, namely the impact of construction activities to regional road pavements. These impacts are discussed in *Volume 3, Chapter 14* of the sEIS.

5.1.3.6 *Gladstone Regional Council*

QGC consulted with elected and employed representatives of Gladstone Regional Council (GRC) on two occasions during the public disclosure period through a formal briefing and a council workshop. GRC's submission to the draft EIS was also addressed in during these meetings. Key issues expressed by council were:

- social impacts, including the location of the Curtis Island accommodation camp, management of construction worker housing, housing availability and affordability, impacts on health services and social infrastructure, local procurement, and opportunities for social investment
- impacts of the LNG facility plume on air services and potential airport development on Kangaroo Island (Gladstone Harbour)
- traffic and transport impacts associated with the transportation of construction materials for LNG and Pipeline construction.

QGC has addressed social impacts in *Volume 8, Chapter 6* of the draft and sEIS. QGC is working with local organisations to identify partnership opportunities that will result in long-term benefit for the Gladstone community and as detailed in *Volume 8, Chapter 8* of draft EIS intends to launch a QGC Community Development Fund in 2010. It has started work on its affordable housing strategy and launched its local procurement strategy at the Gladstone Engineering Alliance's *Goldings Industry Conference 2009* on 14 October 2009.

QGC representatives continue to work in Civil Aviation Safety Authority and local aviation authorities to address the LNG plume issue. This is discussed in section *Volume 5, Chapter 14* of the sEIS.

QGC is committed to working with GRC to determine transport logistics and has completed a detailed logistics study as a part of the sEIS to assist with the development of the Transport Management Plan for the Gladstone Region (see *Volume 5, Chapter 14*).

5.2 CONSULTATION WITH LNG STAKEHOLDERS

This section provides an overview of issues identified by stakeholders who may be potentially impacted by and/or have an interest in the LNG Facility component of the QCLNG Project. The initial stakeholder overview below includes stakeholders who may not reside in the LNG Facility area, while *Section 5.2.2* focuses entirely on issues concerning stakeholders in the Gladstone LGA.

5.2.1 Stakeholder Overview

Stakeholders potentially affected by and/or interested in the Project’s activities in the LNG Study area were consulted during the QCLNG EIS public disclosure period. As shown in *Figure 12.5.1*, the largest stakeholder group consulted was local residents, followed by local businesses and local government. *Figure 12.5.2* shows the broad issues raised by all LNG stakeholders.

Figure 12.5.1 LNG Stakeholder Groups Consulted during the Draft EIS Public Disclosure Period.

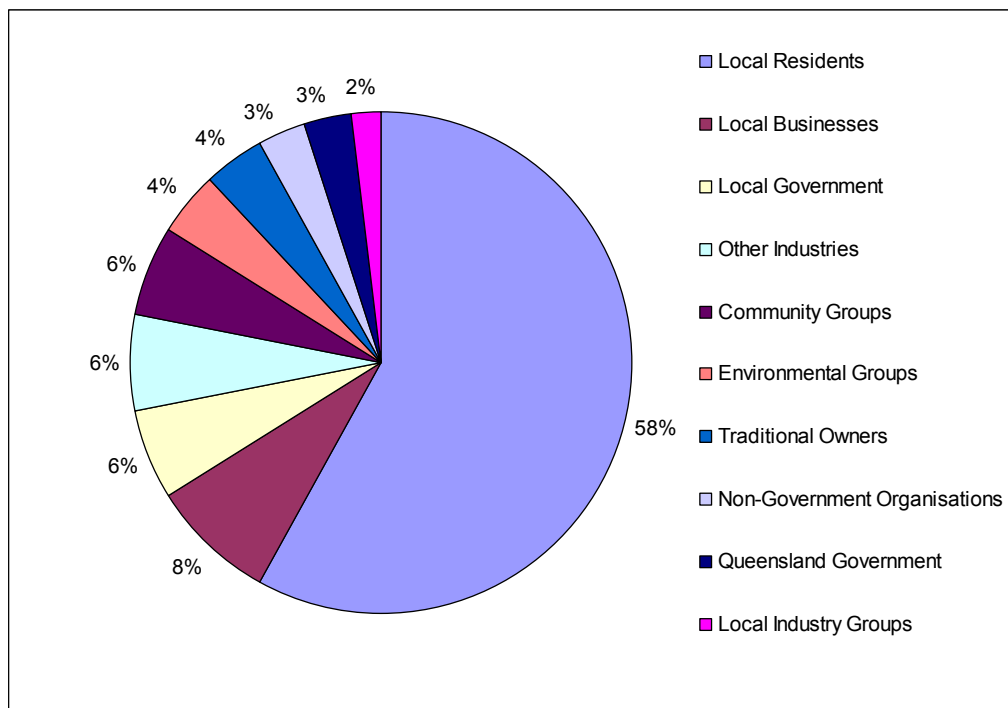
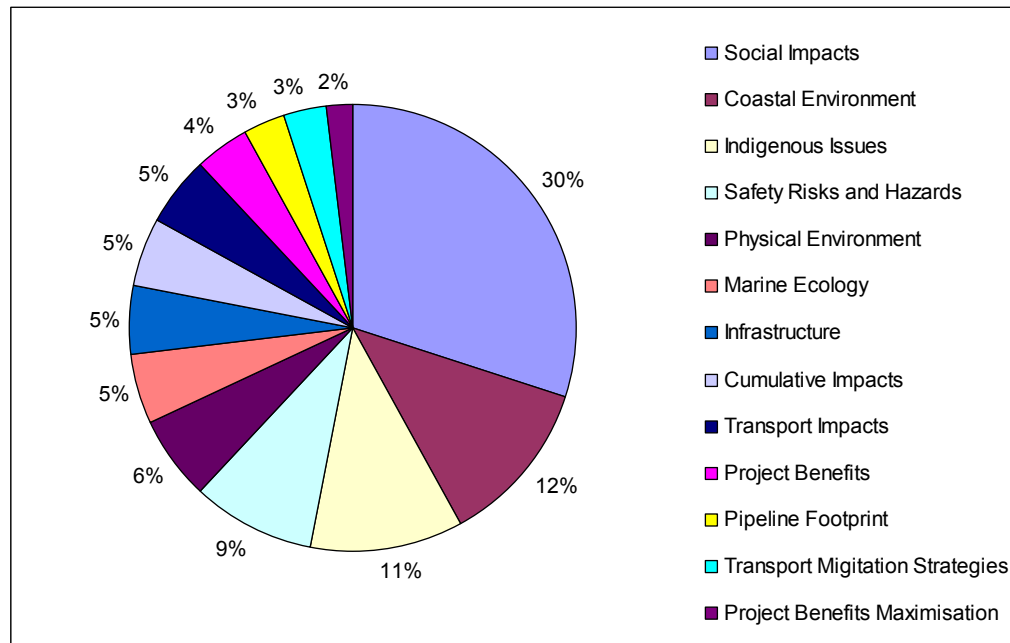


Figure 12.5.2 Issues Raised by LNG Stakeholders



Many of the issues highlighted above consist of a number of key concerns for stakeholders. The specific concerns encompassed by these key issues are detailed below.

- Social impacts - impacts to local housing stock during construction, the Curtis Island construction camp and its management, impacts on health services and community values during construction, and the need for QGC to contribute to social infrastructure as well as partnership and local procurement opportunities (addressed in *Volume 8, Chapter 6* of the draft and sEIS)
- Coastal environment - potential social and environmental impacts of coastal erosion, dredging, sedimentation and siltation (addressed in *Volume 5, Chapter 8* and *Volume 8, Chapter 6* of the draft and sEIS)
- Indigenous issues - cultural heritage management, impacts on coastal environment including marine flora and fauna, and the management of social impacts (addressed in *Volume 8, Chapter 9* of the draft EIS and *Volume 8, Chapter 7* of the sEIS)
- LNG safety risks and hazards - potential LNG plume was of concern and many stakeholders requested further details on potential impacts and mitigation strategies (addressed in *Volume 5, Chapter 18* of the draft and sEIS)
- Physical environment - potential impacts on air quality from the LNG Facility, oil pollution from LNG shipping as well as noise, waste and water impacts associated with the construction and operation of the facility (addressed in *Volume 5* of the draft and sEIS).
- Marine ecology - potential impacts on marine flora and fauna associated

with the Project's development (addressed in *Volume 5, Chapter 8* of the draft and sEIS).

- Infrastructure – impacts on the airport and roads and location of the common infrastructure corridor (addressed in *Volume 5, Chapter 14* of the draft and sEIS).
- Cumulative impacts – impacts of multiple LNG proponents on community social issues, the coastal environment, safety risks and hazards, the physical environment, marine ecology, infrastructure and transport (addressed in *Volume 5, Chapter 19* of the draft EIS).
- Transport impacts - potential for traffic frequency and volume to increase, especially during construction of the LNG Facility and Pipeline, and subsequent impacts on local road use and pavements (addressed in *Volume 5, Chapter 14* of the draft and sEIS).
- Project benefits - positives that stakeholders identified from QCLNG Project included employment and training, local procurement and improved social infrastructure (addressed in *Volume 8, Chapter 6* of the draft and sEIS)
- Pipeline footprint - potential impacts of Pipeline construction on transportation, marine ecology and the coastal environment (addressed in section *Volume 5, Chapter 8* and *14* of the draft and sEIS).
- Transport mitigation strategies – strategies identified during consultation with stakeholders included the need to use barge services to transport personnel and equipment for LNG construction, as well as the need to upgrade impacted roads (addressed in *Volume 5, Chapter 14* of the draft and sEIS).
- Project benefit maximisation strategies – stakeholders identified education, training and local procurement as areas into which QGC should invest time and money to generate positive project benefits for the region (addressed in *Volume 8, Chapter 6* of the draft and SEIS).

5.2.2 Stakeholders – Gladstone LGA

Stakeholders in the Gladstone LGA were concerned about a variety of social impacts, the biggest being housing. Stakeholders believed that local housing stock would be impacted during construction. The cumulative impact of the proposed projects on housing availability was a significant issue, possibly due to a historical boom/bust cycle associated with other industrial development in the area. Stakeholders understood the need for a construction camp, however the location was questioned. Stakeholders felt that the Project needed to have a host of measures to mitigate potential housing impacts.

Maximising Project benefits through local procurement, education and training, employment and partnership was also very important to stakeholders in the LNG study area. Stakeholders recognised that these opportunities would bring positive benefits to the local region and were keen to work with QGC to realise prospects. Consultation with LNG stakeholders throughout the public

disclosure period suggested a number of potential projects and areas of focus which are now being considered.

Gladstone LGA stakeholders felt the greatest impacts on health services and community values would occur during construction of the LNG Facility. They recognised that construction would bring an influx of people into the LNG study area and some stakeholders expressed that this had historically created issues within the community (e.g. alcohol-induced violence, public nuisance, and increased waiting times for health services). Stakeholder believed that QGC needed to address potential impacts to health services and ensure that those workers residing in Gladstone for a short time respected the values of the community.

Social infrastructure was also another issue, especially for the local council and community groups. Many stakeholders expressed views that the capacity of social services and social service provision in Gladstone could be improved and that this would assist in liveability of the region over the long term.

Coastal environment impacts arising from dredging were with a key concern for Gladstone LGA stakeholders. In terms of the environment, concerns raised included potential impacts on seagrass, marine fauna, and the long-term effects of siltation and sedimentation on the health of Gladstone Harbour. With regards to social impacts, stakeholders felt that if the environmental impacts were not managed effectively, flow-on effects to recreational and commercial boating and fishing would result.

Stakeholders were concerned about the cumulative impact of dredging. Stakeholders also expressed distrust and felt the Gladstone Ports Corporation was not forthcoming about the extent of dredging required for the LNG industry and future industrial expansion. Disposal options were also of concern, with some stakeholders favouring offshore disposal rather than reclamation.

Stakeholders believed that both recreational and commercial fishing would be affected by dredging if not managed appropriately. While stakeholders recognised that GPC managed the dredging of Gladstone Harbour, they felt the real impact was not being made known to the public and that mitigation strategies were not being discussed appropriately and in-depth with all harbour users.

The safety of LNG shipping and the LNG plume were very important to stakeholders in the Gladstone LGA. Concerns were expressed by a variety of stakeholder groups about the separation distances between LNG ships and other craft, the safety of LNG shipping in general and potential for explosion, the cumulative safety impacts of LNG shipping in relation to other industrial shipping in the Gladstone Harbour, and the potential for accidents and the relative closeness of LNG ships to Gladstone commercial and residential precincts.

The potential impact of the LNG facility plume was particularly important to representatives of the Gladstone Regional Council who were concerned that the potential plume created through emergency venting could impact on the future development of air transport infrastructure in the region. Some stakeholders expressed concern about the plume from a community safety perspective and believed that the LNG facility was located too close to residences, and that an LNG plume event could have a major safety impact.

The potential impact to traffic volume, frequency and road pavement from the transportation of construction material was also a concern expressed by stakeholders, particularly Gladstone Regional Council. Stakeholders indicated they would like to see QGC and relevant authorities work together to minimise potential impacts.

The cumulative impact of all issues discussed above was important to many stakeholders within the Gladstone LGA. Stakeholders indicated they would like to see proponents, government and community working together as much as possible to address cumulative impacts.

5.2.2.1 *Indigenous Stakeholders*

The traditional owner group affected by the QCLNG project in Gladstone, the Port Curtis Coral Coast group, was consulted specifically on the draft EIS on two occasions during the draft EIS public disclosure period. The group's major concerns were the potential marine impacts to the Gladstone Harbour and areas of significance caused firstly, by dredging for LNG facilities and future industrial development, and secondly, by LNG facility development.

The group expressed concern regarding the potential dredging activities and spoil disposal associated with the Western Basin Dredging program to be completed by GPC. The group said it was concerned about the program's impact on marine fauna and flora such as dugongs, turtles and seagrass.

Other issues of concern for the PCCC centred on cultural heritage management of country which is currently being negotiated, as well as education and training opportunities for young people, and employment and procurement opportunities for local indigenous people. PCCC and QGC are engaged in a consultation process to address a range of issues.

5.2.2.2 *Community, Business and Industry Groups*

Community, business and industry groups in the Gladstone LGA expressed views similar to that of all stakeholders in the area, with potential social, coastal environment and safety impacts as detailed in *Section 5.2.2* featuring strongly. Many of these groups offered suggestions for mitigation and partnership opportunities during consultation.

5.2.2.3 *Environmental Groups*

Environmental groups either based in the Gladstone LGA or interested in proposed QCLNG activities in the area expressed concerns regarding the coastal environment, marine and safety impacts. An overview of these issues is detailed in *Sections 4.3.1.1 and 4.3.1.2.*

5.2.2.4 *Non-Government Organisations*

Non-government organisations in the Gladstone LGA or interested in proposed QCLNG activities in the area expressed concerns regarding a variety of social impacts, the same as those detailed in *Section 5.2.2.* Many of these groups offered suggestions for mitigation and partnership opportunities during consultation.

5.3 **GAS FIELD STAKEHOLDERS**

5.3.1 **Stakeholder Overview**

During the QCLNG EIS public disclosure period, stakeholders directly affected, indirectly affected and/or interested in proposed project activities in the Gas Field study area were consulted. As illustrated in *Figure 12.5.3,* those potentially directly affected by the QCLNG Project, landholders and traditional owners, were the largest stakeholder groups consulted followed by local government representatives and local residents.

Figure 12.5.3 Gas Field Stakeholder Groups Consulted during the Draft EIS Public Disclosure Period

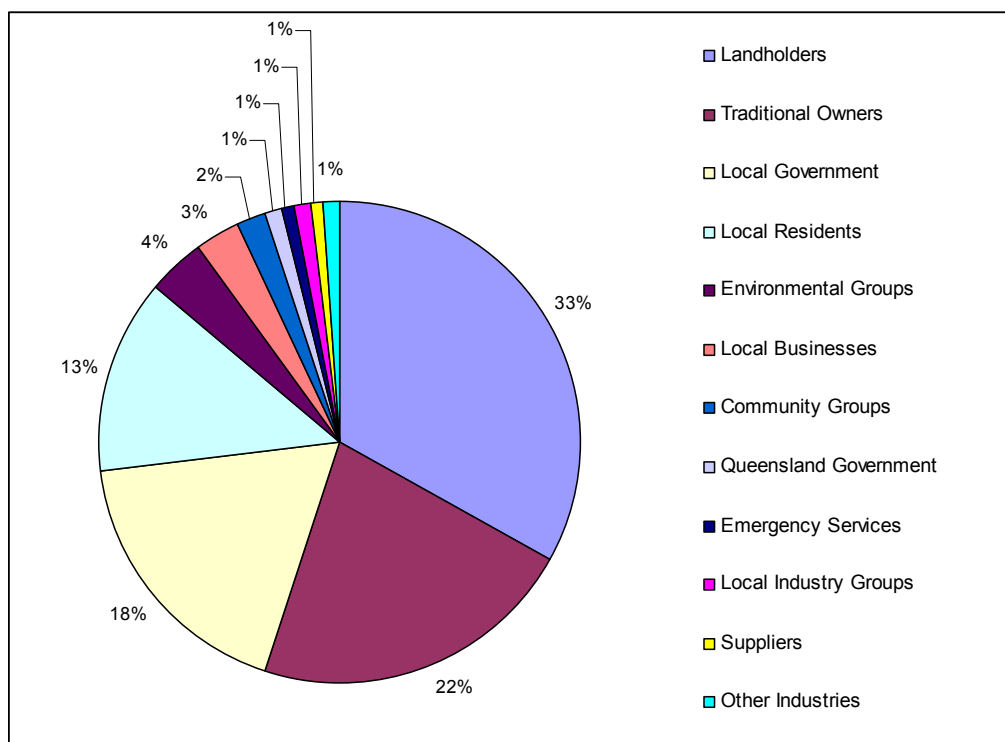
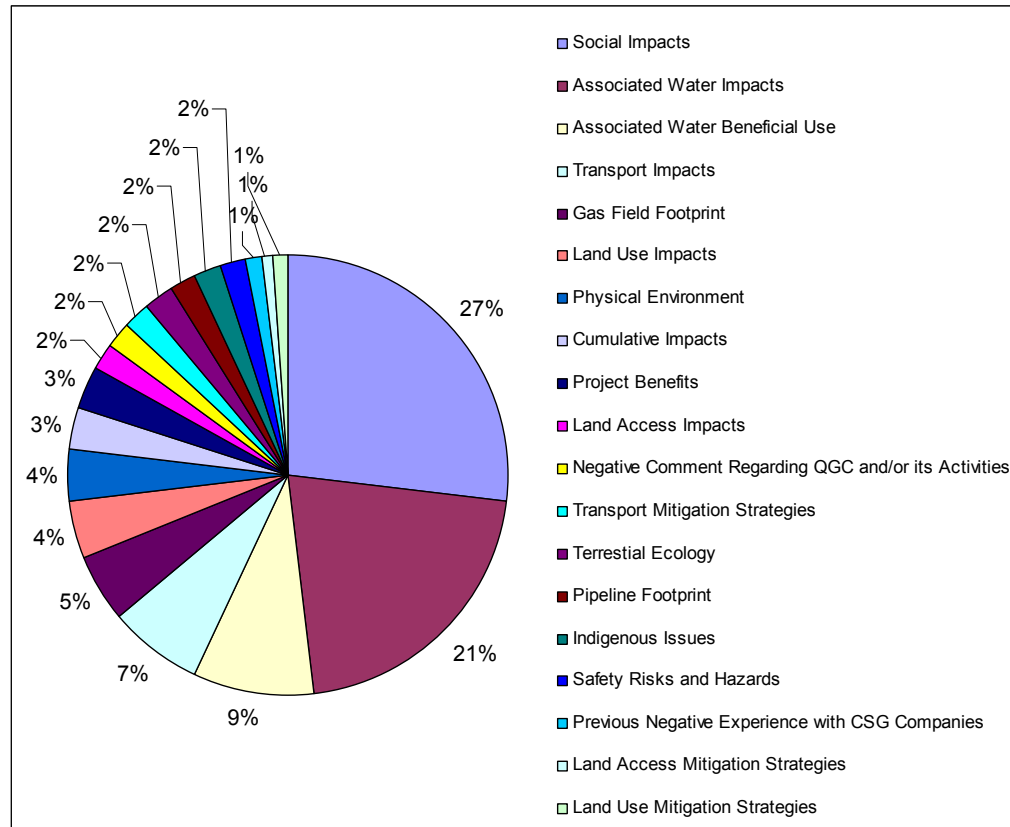


Figure 12.5.4 shows the broad issues raised by all Gas Field stakeholders. Many of these issues consisted of a number of key concerns.

Figure 12.5.4 Issues Raised by Gas Field Stakeholders



Specific concerns which encompassed issues listed in Figure 12.5.4 are detailed below.

- Social impacts - referred to a variety of issues including dissatisfaction with the lack of government planning around social and environmental issues, the need for social investment, income and employment, procurement opportunities for locals, impacts on local housing, construction camp management, and impacts on health services, social infrastructure and community values (addressed in Volume 8, Chapter 4 of the draft and sEIS).
- Associated Water impacts - refers to a number of issues including salinity, the use of evaporation ponds, groundwater levels, impacts on groundwater quality, impact of reverse osmosis plants and brine management and the cumulative effect of multiple CSG projects on groundwater levels (addressed in Volume 3, Chapter 11 of the draft and sEIS).
- Associated Water beneficial use options - included positive environmental and sustainable development outcomes and discussion around reverse osmosis and using water for tree cropping, agricultural cropping, town water supply, and local industry (addressed in Volume 3, Chapter 11 of the sEIS).

- Transport impacts - included concerns about the increase in traffic volume and frequency, dust and noise impacts resulting from transportation of pipelines and adverse impacts to local road pavements (addressed in section *Volume 3, Chapter 14* of the sEIS).
- Gas Field footprint - referred to the uncertainty stakeholders, especially landholders, were experiencing as QGC was unable to clearly articulate exactly where wells and associated gas infrastructure would be located (addressed in *Volume 2, Chapters 4, 7, and 11* of the draft and sEIS).
- Land use impacts - focused mainly on future use of the land by CSG companies and whether it would alter or constrain current land uses and potentially impact business and lifestyle (addressed in *Volume 3, Chapter 5* of the draft and sEIS).
- Physical environment impacts - potential for dust and noise to be generated by construction and operation, air quality impacts and potential for erosion (addressed in *Volume 3* of the sEIS).
- Cumulative impacts - focused on the overall impact of multiple CSG proponents in the Gas Field study area, with particular reference to social impacts, associated water impacts, land use and access impacts and transport impacts (addressed in *Volume 3, Chapter 17* of the EIS).
- Project benefits - referred to the positives stakeholders could identify in reference to the QCLNG Project which included employment and training, local procurement, improved social infrastructure and beneficial re-use of Associated Water (addressed in *Volume 8, Chapter 4* and *Chapter 8* of the sEIS).
- Land access impacts - included concerns about access management, compensation, land maintenance, impacts to business and lifestyle and the potential transfer of weeds and disease (addressed in *Volume 3, Chapter 5* of the draft and sEIS)
- Negative comments about QGC and/or its activities referred to the experiences some stakeholders had with QGC, particularly in relation to land access issues (addressed in *Volume 3, Chapter 5* of the draft and sEIS)
- Transport mitigation strategies - focused on the need for QGC to work with relevant authorities to upgrade roads potentially impacted (addressed in *Volume 3, Chapter 14* of the draft and sEIS)
- Terrestrial ecology - included concerns about the potential impacts on flora and fauna resulting from the Project and vegetation offsets (addressed in *Volume 3, Chapter 7* of the sEIS)
- Pipeline footprint - referred to the uncertainty currently experienced by stakeholders including landholders and council regarding potential impacts of the Pipeline route (addressed in *Volume 2, Chapters 4, 8* and *12* of the sEIS)
- Indigenous issues - focused primarily on cultural heritage, with some discussion about the management of housing impacts (addressed in

Volume 8, Chapter 9 of the draft EIS and *Volume 8, Chapter 7* of the sEIS)

- Safety risks and hazards - included concern about the potential for gas leakage, personnel driving habits and risk of explosion (addressed in *Volume 3, Chapter 17* of the sEIS)
- Previous negative experience with other CSG companies - referred to experiences some stakeholders had with other CSG proponents in regards to land use and access (addressed in *Volume 3, Chapter 5* of the draft and sEIS)
- Land access mitigation strategies - identified the need for QGC to regularly communicate with landholders to keep them informed of activities and potential impacts (addressed in *Volume 3, Chapter 5*, of the draft and sEIS and *Volume 9* of the draft EIS)
- Land use mitigation strategies - identified the need for QGC to use appropriate consultation methods to inform landholders of potential impacts to their property (addressed in *Volume 3, Chapter 5* of the draft and sEIS)

5.3.1.1 Stakeholders – Western Downs LGA

The uncertainty regarding the Gas Field footprint was of primary concern among stakeholders in the Western Downs LGA. From a landholder, traditional owner and local resident perspective, CSG companies' inability to indicate exactly where wells and associated gas infrastructure would be located caused concern among various stakeholder groups. For landholders, this created concern regarding current and future land use impacts, compensation, and concerns about lifestyle impacts. Traditional owners said information about the footprint would assist in effective management of their country. Local residents expressed particular concern about the cumulative impact of gas field development by QGC and other proponents on the region. Not knowing what the cumulative footprint of CSG development in the region was causing concern around noise and health impacts, and the council indicated that this made future planning for the region difficult.

Associated Water impacts were also of concern to stakeholders in the Western Downs LGA, with the management of salinity being the main issue expressed. Stakeholders residing in the area were particularly concerned that salt from Associated Water management or beneficial use options could contaminate land now and into the future, and potentially impact the long-term sustainability of agriculture in the area. Stakeholders wanted to see more detailed information on how the salt would be managed effectively and more opportunities for dialogue and research. The cumulative impact of salinity from Associated Water management was also of concern. Additionally, stakeholders were worried about how CSG companies would be “kept to account” regarding the management of salinity (i.e. who would monitor them).

Impact on groundwater relating to the removal of Associated Water through the gas extraction process was identified as a key issue. Some stakeholders expressed they had anecdotal evidence that impacts on groundwater were

already occurring while others said the draft EIS did not adequately explain potential impacts. Some stakeholders were also concerned about the cumulative effects of CSG projects on groundwater levels. Some stakeholders said that research into the issue needed to be completed by proponents, government and independent bodies as they believed current information was inadequate.

Some stakeholders believed potential impacts on groundwater quality would affect potential use of groundwater for future agricultural and town use. Stakeholders felt this should be addressed better by the Project and by government. Again, stakeholders felt this had the potential to cause a large cumulative impact across the Gas Field due to the number of proposed projects.

Social issues of importance to stakeholders in the Western Downs LGA were housing, including construction camps, and potential partnership opportunities with QGC. Many stakeholders in the LGA recognised that the development of the Surat Basin would result in an increased population throughout the area, especially during construction phases of CSG projects. As such, stakeholders were concerned about where they were going to house the additional population, as well as how potential housing impacts on the current population would be managed. Stakeholders recognised that construction camps would assist in minimising the housing impact, however, they indicated that appropriate management and location of camps, as well as the provision of opportunities for local procurement, should be prioritised.

During consultation, some stakeholders expressed dissatisfaction with the Queensland Government about social and environmental issues relating to the CSG industry. These concerns focused primarily on the *Petroleum and Gas (Production and Safety) Act 2004* and the companies' rights under the Act, compared to requirements for agriculturalists and regional councils in relation to water use, water treatment, waste management and land management. Stakeholders believed the Queensland Government should be playing a more active role in ensuring the long-term sustainability of communities "earmarked" for the CSG industry expansion. Many stakeholders indicated that the state and local government, CSG companies, and communities needed to work together to achieve this goal.

Cumulative impacts of the key issues listed above, as well as land access and land use issues, were of concern to the Western Downs LGA. Overall, stakeholders felt that more information on the cumulative impacts was required and co-ordination between state government, CSG proponents and the community was needed.

5.3.1.2 *Affected Landholders*

Land access and land use issues as well as the issues discussed in *Section 5.3.1* were of key concern to affected landholders. Concerns included access management, compensation, land maintenance, impacts to business and lifestyle and the potential transfer of weeds and disease.

Many landholders have had a direct negative experience or have heard of other people's negative experiences with CSG companies accessing land. Instances of gates being left open, inadequate rehabilitation, fence relocation and access without consent were identified. Many landholders felt that the compensation offered by CSG companies was inadequate and that they had trouble negotiating acceptable terms with companies. Some landholders also expressed concern regarding the potential spread of weeds and disease from regular access by QGC vehicles to their land.

The land use impacts discussed during interactions with stakeholders focused on the fact that future use of the land was unknown at this stage. Many landholders were concerned that land use by CSG companies would alter or constrain existing or future land uses and could potentially impact on their businesses and lifestyle. Some felt that they could not plan for future use of their land or sell their land until they were more fully informed about the Project and CSG operations in general.

Landholders were also concerned about the impacts of CSG exploration and operation on good quality agricultural land and overland flow, and the impact of CSG development on property values. Some landholders said they had been approached by a number of CSG companies regarding their land as they were located across a number of tenement areas, and felt that the Queensland Government had not been forthcoming in explaining what impact coal seam development might have on landholders and property values.

5.3.1.3 *Indigenous Stakeholders*

All traditional owner groups were offered draft EIS briefings during the disclosure period. The representatives from Gangulu were directly consulted during the QCLNG EIS public disclosure period. Due to scheduling issues, other groups in the study area were consulted about the project after the public disclosure period.

For Gangulu the most important issue was the cultural heritage management of their country. This issue is currently being worked through as part of the native title and cultural heritage management negotiation process. Also of importance were various social impacts such as education, health, local procurement and housing. Indigenous representatives said they would like to work with QGC in the future to address the potential social impacts.

5.3.1.4 *Community, Business and Industry Groups*

Community, business and industry groups in the Western Downs LGA expressed their desire to work with QGC on local procurement opportunities and social investment partnerships. The groups felt that QGC had an opportunity to positively impact on the region by providing procurement opportunities for local business and working in partnership with various local groups to address social and environmental impacts.

5.3.1.5 *Environmental Groups*

Environmental groups were primarily concerned about Associated Water impacts and beneficial use options as well as land use and access impacts. These issues are detailed in *Section 5.3.1.1*.

5.3.1.6 *Non-Government Organisations*

Non-government organisations were primarily concerned about Associated Water and beneficial use options as detailed in *Section 5.3.1.1* and terrestrial ecology with a focus on vegetation offsets. These organisations felt they could work with QGC to develop vegetation offsets in the future.

5.4 PIPELINE STAKEHOLDERS

5.4.1 Stakeholder Overview

During the QCLNG EIS public disclosure period, stakeholders directly affected, indirectly affected and/or interested in proposed project activities in the Pipeline study area were consulted. As illustrated in *Figure 12.5.5*, landholders in the pipeline area followed by traditional owners and local government representatives were the largest stakeholder groups consulted.

Figure 12.5.5 Pipeline Stakeholder Groups Consulted during the Draft EIS Public Disclosure Period

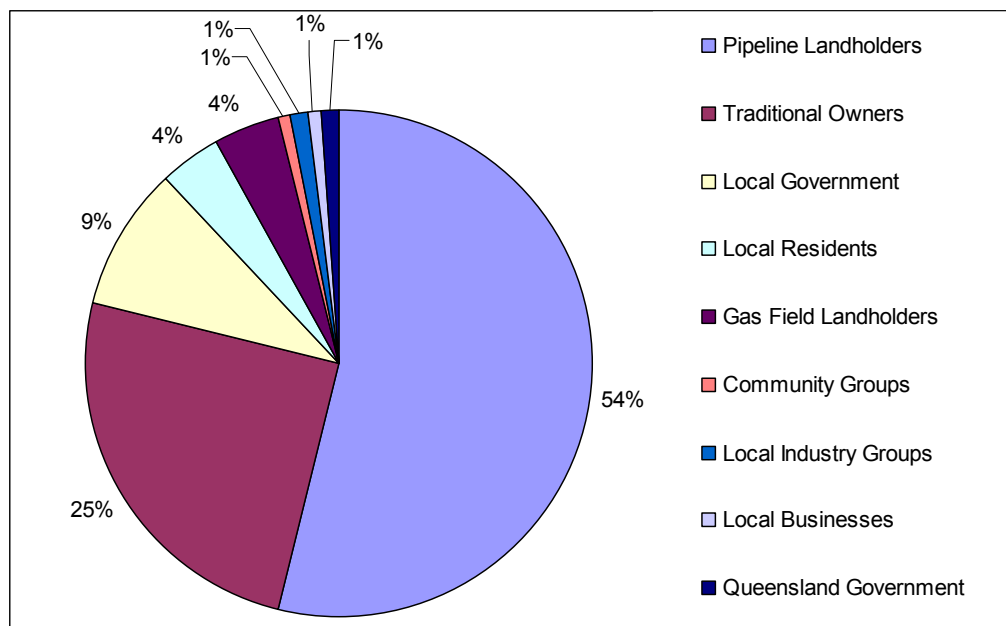
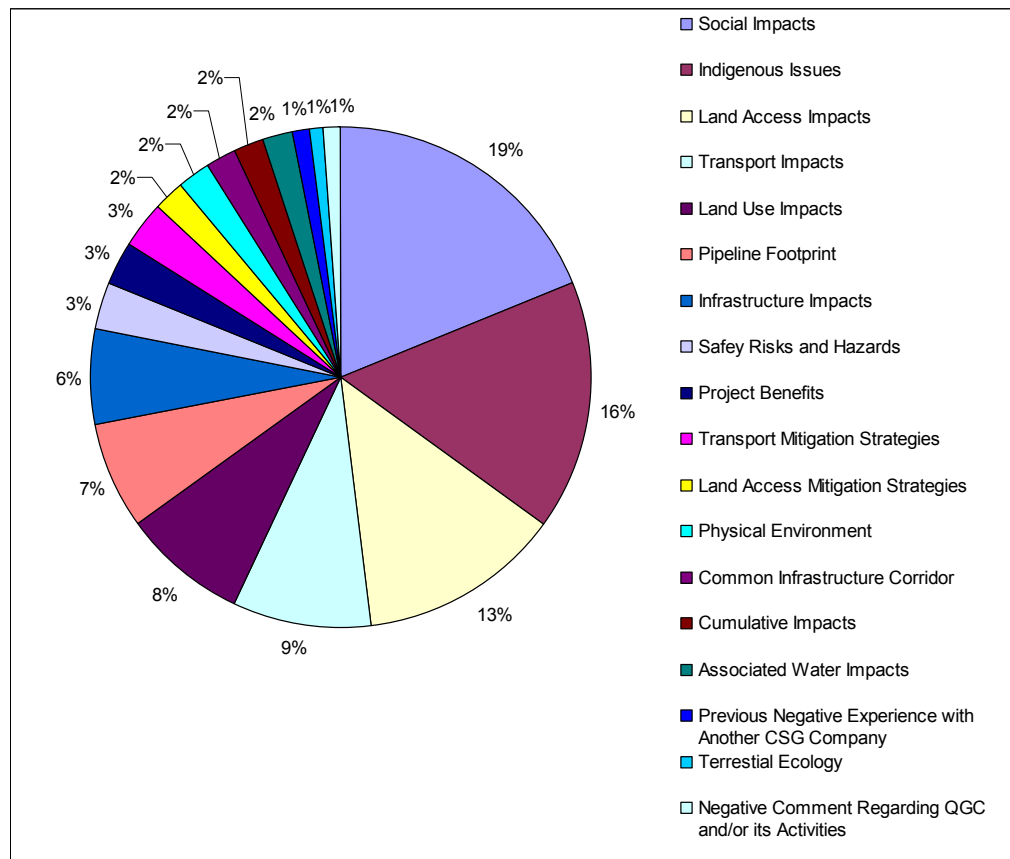


Figure 12.5.6 illustrates the key issues raised by all Pipeline stakeholders.

Figure 12.5.6 Issues raised by Pipeline stakeholders



The specific concerns raised by these stakeholders were:

- Social impacts - referred to issues such as shortage of housing particularly during the construction phase; positive impacts of the construction camps on the community in terms of employment and procurement opportunities; the resultant positive impact on improvements in social infrastructure, education and training and local employment (see *Volume 8, Chapter 5* of the draft and sEIS).
- Indigenous issues - focused on the need for employment and training for indigenous people, partnership opportunities between QGC and indigenous organisations for the management of cultural heritage and the management of the Pipeline footprint on their country (see *Volume 8, Chapter 7, 8 and 9* of the draft EIS).
- Land access issues particularly referred to the need for fair and reasonable compensation, adequate land maintenance, alterations to current land use and the need to control weed transfer, especially during construction (see *Volume 8, Chapter 5* of the draft and sEIS).
- Transport impacts - included concerns about 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 (see *Volume 4, Chapter 13* and *Volume 8, Chapter 5* of the draft and sEIS).

- Land use impacts - focused on the impact of Pipeline construction to agricultural and grazing land and the need for adequate rehabilitation. Another land access related issue mentioned by landholders was previous negative experience with another CSG company and/or QGC (see *Volume 4, Chapter 5* of the draft EIS).
- The pipeline footprint - referred to the uncertainty currently experienced by stakeholders including landholders and council regarding the actual impact of the Pipeline due to the route not yet being finalised (addressed in *Volume 2, Chapters 4, 8 and 12* and *Volume 4* of the sEIS).
- Infrastructure impacts - focused specifically on potential impact to roads during construction.
- Safety, risks and hazards - referred to concern about the potential for explosion or gas leakage from the Pipeline and general pipeline integrity (addressed in *Volume 4, Chapter 16* of the draft and supplementary EIS).
- Project benefits - included local employment and procurement opportunities, as well as a call from some landholders to increase compensation for land use (addressed in *Volume 8, Chapter 5* of the draft EIS).
- Transport mitigation - referred to the need for QGC to upgrade roads that they impact on (addressed in *Volume 4, Chapter 13* of the draft and sEIS).
- Land access mitigation - focused on the need for QGC to regularly communicate with landholders to keep them informed of activities and potential impacts (addressed in *Volume 12* of the sEIS).
- Physical environment - referred to the impacts of construction dust on land use and of noise on lifestyle (addressed in *Volume 4, Chapter 12* of the draft EIS).
- Common infrastructure corridor - referred to some stakeholders feeling that a common corridor for all CSG pipelines was required to decrease impact to land use and infrastructure (addressed in *Volume 2, Chapter 12* of the sEIS).
- Cumulative impacts - focused on the impacts arising from the multiple CSG proponents' pipelines on the Pipeline study area, with particular reference to land use and access, housing and transport impacts (addressed in *Volume 4, Chapter 19* of the draft EIS and *Volume 4, Chapter 17* of the sEIS).
- Terrestrial ecology - referred to the potential impact on specific native flora (addressed in *Volume 4, Chapter 7* of the draft and sEIS).

Consultation activities found that while stakeholders in the pipeline study area often had a similar view on key issues, the relative importance of issues between different stakeholder groups varied. Through analysis of consultation statistics, the key issues for different stakeholder groups are detailed below.

5.4.2***Stakeholders – Banana Shire and North Burnett LGAs***

This section discusses the social impacts and pipeline footprint concerns while *Section 5.4.2.1* addresses the land access and land use impacts as they directly relate to affected landholders.

Housing impacts with particular reference to construction camps, education and training and social investment were of interest to stakeholders in the Pipeline study area. Construction camps were received positively by stakeholders. They recognised that camps would enable their communities to obtain the most benefit from construction activities and understood that construction was only for a finite period. They felt that local businesses probably had the capacity to supply goods and services to construction camps, but some may not when it came to large pipeline construction contracts (e.g. steel supply, steel fixing etc). Many stakeholders hoped construction workers would spend money on goods and services at local outlets. Through consultation some landholders identified areas of land they were happy to make available for construction camps.

Education and training for local residents and social investment and partnership opportunities were also of importance for stakeholders. They identified that construction was for a finite time and as such they saw opportunities for local residents to obtain education and training and develop their skills and capacity through working on the Pipeline and other parts of the QCLNG Project. Stakeholders expressed that they would like to see QGC working with local communities in the Pipeline study area throughout the Project, particularly during construction.

Many stakeholders expressed concerned about the uncertainty surrounding the QGC Pipeline footprint as well as those of other CSG and pipeline proponents. Stakeholders said this uncertainty increased concerns about the cumulative impact of a number of pipelines in the area as well as other concerns including compensation, noise and land use constraints. Consultation found that some landholders had been approached by a number of proponents which was adding to the confusion. Stakeholders felt that there should be a common infrastructure corridor for all pipelines in the area.

Impacts related to the road transportation of Pipeline components during construction were of concern for local communities. These concerns were focused on increased road traffic volume and resultant impacts to local road pavements, road safety and noise and dust generated by vehicles. Stakeholders said they would prefer Pipeline components to be transported by rail where possible to decrease road transportation impacts. They also said QGC needed to work with local and Queensland authorities as well as other proponents to ensure that the cumulative impact of road transportation was managed effectively.

5.4.2.1

Affected Landholders

Landholders in the Pipeline study area were very concerned about land access and land use issues. They also expressed concerns about social and transportation impacts as detailed in *Section 5.4.2*.

With regards to land access, compensation, weed transfer and access management were of concern. Issues raised about compensation stemmed from stakeholders' uncertainty about the Pipeline footprint as well as the availability of information about compensation generally. Landholders said they had been approached by a number of proponents, all offering different amounts of compensation and that consequently it was quite difficult to understand what the "going rate" was. Also, landholders were finding the legalities of land access agreements difficult to understand as they differed between proponents. Some landholders felt that an independent ombudsman should be appointed to oversee pipeline agreements and help landholders.

The potential for weed transfer through continued land access, especially during construction was also of concern. This issue stems from historical issues relating to previous pipeline construction as well as uncertainty about the Pipeline footprint. Stakeholders, particularly in the North Burnett LGA expressed that they had previous negative experience with weeds appearing two years after a large water pipeline was constructed in the area. They said the proponents had promised that there would be no impact from weeds; however, there was no evidence to suggest that weeds such as parthenium were growing near the now-buried pipeline. Stakeholders said it was important for QGC to remain vigilant regarding weeds for at least two years after pipeline burial. Also, many stakeholders said they were keen to share their local knowledge of weeds in the area so the Project could avoid particular areas and the issue could be addressed collectively.

Some landholders had expressed that they had previous negative experience with QGC or other CSG companies or had heard anecdotally of issues regarding access management to properties. This included gates being left open and land access agreements not being properly adhered to. Some landholders said that this made them reluctant to work with CSG companies in the future.

Another issue regarding land use was the issue of construction dust. Landholders were concerned if it was not controlled effectively it would impact on agricultural and grazing activities. Landholders also said future use of land was unknown due to the uncertainty about the location of the QCLNG or other proponents' pipeline footprints. Landholders expressed that until such time as they were aware of the exact location of the Pipeline they were uncertain about how they could use their land.

5.4.2.2

Indigenous Stakeholders

The representatives from the two traditional owner groups located in the Pipeline footprint, Iman and Wakka Wakka, said issues of importance for them

were indigenous employment, cultural heritage management, education and training, partnerships and social investment and the management of the Pipeline footprint on their country.

Like those views expressed by community stakeholders as detailed in *Section 5.4.2*, indigenous stakeholders felt that employment, education and training for local indigenous people should be a priority, particularly during construction. The stakeholders said they were also keen to work with QGC on social investment and partnership opportunities, especially in the areas highlighted during consultation. Stakeholders also expressed they wanted to continue to be fully informed and participate in cultural heritage management as well as the general management of the Pipeline footprint on their country.

5.4.2.3 Community, Business and Industry Groups

As representatives of the community, business and industry groups consulted in the Pipeline study area were either local residents or landholders, the issues they identified have been detailed in *Sections 5.4.2 and 5.4.2.1* of the draft EIS.

5.5 ONGOING CONSULTATION AND ENGAGEMENT

QGC is committed to providing mutual and sustainable benefits that meet both business objectives and the needs of the communities the Project is located in. To achieve this, QGC recognises the importance of building long-term, enduring relationships with communities directly and indirectly affected by its current and future operations. Through a two-way, ongoing dialogue focused on consultation and engagement, QGC is in the process of developing a Community Consultation and Engagement Strategy to achieve this dialogue which will ensure a two way process of consultation and engagement.

5.6 QGC COMMUNITY CONSULTATION AND ENGAGEMENT STRATEGY

5.6.1 Strategy Development and Objectives

QGC's Community Consultation and Engagement Strategy is being developed based on QGC's business principles and social performance objectives, as well as inputs from communities through the QCLNG EIS public disclosure process.

QGC operates based on a set of 15 core beliefs and behaviours which guide business. Three of these focus on how the business will interact with communities and society:

- we work to ensure that neighbouring communities benefit from our presence on an enduring basis
- we listen to neighbouring communities and take account of their interests

- we support human rights within our areas of influence.

QGC's social performance objectives are to:

- establish and maintain effective relationships with interested and affected stakeholders
- avoid or minimise the negative impacts of our activities
- create and deliver on opportunities to enhance benefits to society.

The key issues identified by stakeholders during QCLNG Project have also been analysed and strategies to address these will be developed as a part of the Community Consultation and Engagement Strategy.

The objectives of the QGC Community Consultation and Engagement Strategy are:

- to build understanding and trust between QGC and its stakeholders through the development of effective relationships based on mutual respect
- to provide open and transparent processes for stakeholders to be informed of, consulted on and collaborate with QGC on business impacts, both positive and negative, throughout the business lifecycle (from assessment, design, construction, operation and closure)
- to proactively identify community issues and opportunities through regular consultation and engagement and to have the issues and opportunities addressed through social impact mitigation and social investment initiatives.

5.6.2 Approach

The QGC Community Consultation and Engagement Strategy will utilise a variety of tools across the public participation spectrum as stakeholders have different needs and abilities to participate, influence and impact the business or to be impacted on by the business. The overarching approach to community consultation and engagement is to ensure activities are:

- informative and transparent to provide communities with up-to-date information on QGC and its activities, impacts and mitigation strategies to encourage regular feedback
- appropriate to address stakeholder and business needs. Therefore a variety of activities where QGC informs, consults, involves or collaborates with stakeholders will be used
- accessible to ensure people at the centre of mitigation strategies have a chance to comment and where appropriate be involved in their development
- targeted to decrease the potential for consultation fatigue.

To ensure that QGC's approach to community consultation and engagement meets its social performance and sustainable development objectives and recognised best practice, QGC has entered a three-year partnership with The University of Queensland's Centre for Social Responsibility in Mining (CSRSM). QGC and CSRSM will work jointly on a range of initiatives which will assist QGC to meet its social performance commitments and build long-term relationships with key stakeholders.

5.6.3 Activities

The activities associated with QGC Community Consultation and Engagement Strategy are focused on three main areas:

- data gathering and dissemination (collating stakeholder feedback to inform business decisions)
- community consultation and engagement (building relationships with stakeholders based on mutual respect)
- communications (provision of timely and transparent information).

An overview of activities is detailed below.

5.6.3.1 Data Gathering and Dissemination

Key data gathering activities will be integral to the QGC Community Consultation and Engagement strategy as it will ensure stakeholder feedback is gathered on a regular basis to inform a variety of business decisions. This will involve QGC completing regular stakeholder and issues management analysis to ensure QGC is consulting the appropriate stakeholders about the most appropriate issues. Additionally, the issues management component will ensure social issues and opportunities are identified and mitigation measures determined.

QGC's Stakeholder Feedback Procedure will continue to be used to record positive and negative (grievances) feedback about QGC and its activities, to ensure feedback is collated and responded to effectively. QGC's mechanisms such as the 1800 number and grievance processes will continue to be communicated to stakeholders. QGC will continue to manage its stakeholder database system, *Consultation Manager*, through quarterly updates of the entire database to ensure stakeholder details are current and correct.

As QGC is a relatively new business within the resources sector in Queensland and the communities in which we operate, perceptions of the business and its performance will be vital in building long-term relationships that will enable the implementation of social performance and business growth projects in the future. QGC will complete a perception survey in 2010 to measure how QGC's performance against key community issues is viewed by stakeholders. The survey will be completed on a two-yearly basis and survey findings will be incorporated into QGC's business activities in the future.

QGC will also develop a social performance induction process that will assist in the embedding of social performance across the business. The pack will be delivered by QGC social performance staff and will cover topics such as “what is social performance”, our activities, grievance management processes and cultural heritage and indigenous relations activities.

5.6.3.2 *Community Consultation and Engagement*

QGC will regularly consult and engage with a variety of stakeholders in relation to its activities which will include the development and execution of social impact mitigation and social investment activities.

At the centre of this consultation and engagement approach will be the establishment of community committees throughout the Surat Basin (three local committees and one overarching committee to be established) and along the proposed export Pipeline route (one community committee to be established) and the LNG Facility (one community committee to be established).

The committees will consist of a maximum of 15 community members who represent various parts of the community (including traditionally marginalised groups such as women, young people, and the disabled). They will allow QGC to regularly inform, consult and where appropriate collaborate with communities directly and/or indirectly affected by our activities on a variety of business issues.

QGC is currently developing a framework for these community committees with the University of Queensland's Centre for Social Responsibility in Mining (CSRMI) and will be looking to roll out the first of the committees by February 2010 with the rest to be established by the end of quarter two, 2010.

Timely and ongoing face-to-face briefings with key stakeholders such as local government representatives, local and regional non-government organisations and business groups are another key component of QGC's community consultation and engagement activities.

Consultation with these stakeholders to develop and manage social impact mitigation activities and social investment initiatives will be required throughout the life of QGC business activities and will begin from 2010. Currently QGC is undertaking a stakeholder consultation process to develop rural health, social infrastructure and traffic management mitigation and social investment projects. Key stakeholders will also be consulted and engaged during the development and design of QGC activities that are likely to have either positive or negative impacts to ensure they are appropriate, impacts are effectively mitigated and that Project activities positively contribute to the long-term sustainability of communities that QGC directly and indirectly affects.

Another key part of ongoing consultation and engagement will be a community monitoring program based on the sustainable development indicators which will be developed in collaboration with community committees. This work is to

be completed by CSR. The community committees will identify indicators to measure QGC's contribution to creating long-term sustainable communities. Once these indicators are developed, they will be monitored by community stakeholders annually to ensure QGC is meeting the identified needs of communities. Indicators will be developed by the end of quarter two, 2010 after which monitoring of the indicators will commence.

5.6.3.3 *Communication Activities*

QGC will utilise a variety of communication methods to regularly inform stakeholders of our activities on an ongoing basis. These will include:

- *QGC News*: a quarterly newsletter which will detail current and upcoming business activities and achievements relevant to stakeholders. This newsletter will commence in quarter one, 2010. As the business develops, community newsletters that specifically address the activities in the Surat Basin and LNG Facility will be developed. The newsletter will be mailed out to community stakeholders and key sections will be printed in regional newspapers
- fact sheets: during EIS consultation, fact sheets were developed to meet stakeholder needs. These will be redeveloped in 2010 and on an ongoing basis to address stakeholder needs
- media releases: will help facilitate the communication of QGC's social performance activities to a wide range of QGC stakeholders. Media releases will be a part of community engagement plans where applicable
- update to *www.qgc.com.au*: improving QGC's web presence by including information relevant to stakeholder needs (e.g. landholder information, social investment information, contracts and procurement information) will help improve community engagement. Stakeholders will be able to access information in their own time and should they make an enquiry to QGC they will be able to do so in a more informed manner. This update will be completed in 2010 and will be regularly updated as stakeholder needs change
- community notification: of construction and operational activities that potentially impact on the community (e.g. traffic movements, traffic delays, noisy works) will be completed through using tools such as newspaper advertising, school newsletter notifications and signage
- QGC participation in key community events: will provide good opportunity for QGC to inform stakeholders of its activities as well as interaction with stakeholders on an informal basis. A calendar of events where QGC will participate via attendance, presentations and/or information stands is being developed for 2010 and will be regularly updated each year
- Publication of reports: such as the QGC Sustainability Report will allow the business to report on sustainability indicators annually to community stakeholders.

Specific communication and community engagement activities focused on key community issues will also be a key feature of QGC's ongoing Community Consultation and Engagement Strategy. For 2010 activities will address key community issues as identified in the QCLNG EIS public disclosure period. These will include a general community education program to improve stakeholder knowledge and understanding of the CSG and LNG industries as well as initiatives to address safety and hazards and the coastal environment.