

# **DRAFT SOCIAL IMPACT MANAGEMENT PLAN**

**QCLNG**

**CONSTRUCTION**

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**Preliminary Draft 22 JANUARY 2010**

This preliminary draft SIMP is indicative.

The full draft SIMP will be available on this website in mid-February 2010.

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# **1 INTRODUCTION**

QGC, a subsidiary of the BG Group, proposes to develop a liquefied natural gas project in Queensland. It is called the Queensland Curtis LNG Project (QCLNG Project).

The QCLNG Project consists of four main components:

- An expansion of QGC's existing coal seam gas fields in the Surat basin of southern Queensland
- 700 km of underground pipelines, including about 340 km underground gas transmission pipeline to take gas to Curtis Island near Gladstone
- A natural gas liquefaction facility and marine facilities at Curtis Island
- Shipping operations to load the liquefied natural gas for export.

QCLNG Project is a major investment in the economic future for many Queensland communities. As a result of the development of the QCLNG Project, more than 3,000 jobs construction jobs will be provided during the 50 months construction period. This will peak to around 8,000 construction jobs in 2012. Operations will provide long-term employment for more than 1,000 people over 20 to 30 years.

In developing this draft Social Impact Management Plan (SIMP), QGC has considered a range of inputs which include:

- Outcomes from public meetings held in the Surat and Gladstone Regions
- Submissions received from the formal consultation process on the draft EIS
- Outcomes of investigations and studies undertaken as a result of the impact assessment of the EIS process for the QCLNG Project
- Continued consultation with Government agencies.

In keeping with QGC business principles, QGC will continue to consult and engage with the community in developing this draft SIMP until such time that it is finalised. Finalisation of the draft SIMP is expected to be April 2010 when submitted to the Coordinator General for their consideration.

## **1.1 PURPOSE OF THIS PRELIMINARY DRAFT SIMP**

This document outlines a preliminary draft SIMP for the QCLNG project. It addresses how social and cultural impacts during the construction phase of the QCLNG Project will be managed.

The purpose of this preliminary draft SIMP is to provide a basis for consultation with Department of Infrastructure and Planning, prior to consultation with other stakeholders. The draft SIMP consists of an overarching document called "Social Impact Management Plan QCLNG Construction and Operations which is supported by a number of issue based SIMPs.

Following initial consultation with DIP and further development of the document, the draft SIMP will serve as a draft for consultation with the Queensland Government, project area

communities and other stakeholders, including:

- Traditional owners
- Indigenous people
- Community members
- Land owners
- Local, State and Federal Government representatives.

This is to be conducted between February and April 2010. Section 1.3 outlines the consultation program which will assist in developing the final SIMP. This will include identifying accountabilities and partners for mitigation strategies, and a management and monitoring program to ensure strategies are effective.

The finalisation of the SIMP depends on the outcomes from the community consultations, consultations with DIP and other key government agencies, following which the SIMP will be finalised by June 2010.

Pending the relevant approvals, QGC expects to make a final investment decision on the Project as soon as possible in 2010.

The SIMP is provided by QGC voluntarily, and reflects the directions of the Queensland Government's Sustainable Resource Communities policy.

A SIMP for operations will be prepared following project approvals.

## **1.2 STRUCTURE**

The SIMP will provide a program to:

- Avoid, reduce, ameliorate or offset negative impacts on social and cultural heritage values
- Maximise the project's positive impacts and contributions to sustainable communities.

Detailed implementation strategies are dependent on stakeholder consultation. This preliminary draft SIMP includes:

- A summary of social conditions in Project area communities and the QCLNG Project as it relates to social and cultural impacts and benefits;
- The framework for the SIMP;
- QGC's major social performance strategies, either underway or about to be commenced; and
- Draft mitigation plans for the following areas as examples of those to be provided in the draft SIMP:
  - Housing and accommodation
  - Community health and safety
  - Social infrastructure

The draft SIMP for stakeholder consultation will be available in February 2010 and will include mitigation plans for:

- Indigenous participation
- Land use and land access
- Cultural heritage
- Employment and economic development
- Traffic and transport
- Marine recreation values.

It will also include an outline of the monitoring framework, management system and implementation schedule and accountabilities for the SIMP.

The SIMP will be finalised following stakeholder consultation, include technical appendices outlining detailed strategies for key issues.

### **1.3 CONSULTATION ON DRAFT SIMP**

QGC is committed to engagement and consultation as a foundation for its business practice.

Its social performance aim is to meet and exceed the BG Group's business objectives by managing operational risks and securing alignment with host community and host government objectives. Through this, the company aims to contribute to the socio-economic aspects of the broader sustainable development agenda of host communities and host governments.

For the final SIMP, consultation with key stakeholders is critical to ensuring that mitigation and community benefit strategies are successful. The purpose of consultation for the draft SIMP is to ensure that:

- all significant impacts identified in the EIS are appropriately addressed
- mitigation and management strategies are targeted and structured to best effect
- complementary strategies by other stakeholders are considered
- relationships between QGC and key stakeholders are developed sufficient for implementation upon project approval
- responsibilities for implementation of mitigation strategies are agreed.

Consultation on the draft SIMP is planned for February to April 2010, as outlined in **Table XX** of this draft SIMP and in *Volume 12* of the sEIS.

### **1.4 CO-OPERATION AND PARTNERSHIP**

For the successful implementation of many of the mitigation strategies proposed in the draft SIMPs requires the participation and cooperation between QGC, community members and Government agencies. This section outlines how QGC will seek to develop and implement

social impact mitigation strategies in a spirit of cooperation and participation. This includes working with those community members and government agencies to:

- develop and agree on broad roles and responsibilities
- determine how all parties will interact with each other
- determine an approach for development and consultation process of the SIMPs
- develop on going co-operative partnerships.

**TableXX: Consultation Program from Draft to Final SIMP**

AREA	STAKEHOLDERS	METHODS
<b>Indigenous Participation</b>	Traditional Owner Groups Community and Cultural Organisations Dept of Communities - Aboriginal and Torres Strait Islander Services Indigenous employment and training stakeholders	Individual and Joint Meetings as agreed Workshops on the draft SIMP Meetings with potential partners
<b>Housing Affordability</b>	Dept of Communities - Housing and Homelessness Housing industry stakeholders Community housing providers including indigenous groups Regional Councils	Workshops on the draft SIMP Partnership development - commercial and community
<b>Health, Safety and Social Infrastructure</b>	Dept of Infrastructure and Planning - SIA Unit and LNG Unit Regional Health Advisory Groups Traditional Owners Queensland Health Dept of Communities Regional Councils Dept of Emergency Services Queensland Police Service Non-government organisations	Workshops on the draft SIMP Social infrastructure partnership consultations Rural health partnership consultations
<b>Economic and Regional Development</b>	Dept of Infrastructure and Planning Dept of Employment, Economic Development and Industry Regional Councils Gladstone Economic and Industry Development Board	Workshops on draft SIMP Meetings and interviews Partnership discussions
<b>Cultural Heritage (Indigenous and Non Indigenous)</b>	Traditional Owner Groups Dept of Environment and Resource Management	Negotiation on CHMP Meetings with DERM on mitigation provisions
<b>Land Use and Land Access</b>	Traditional Owner Groups Property Owners and Occupiers Regional Councils	Traditional Owner Group consultation process Land holder consultation meetings

AREA	STAKEHOLDERS	METHODS
		Meetings with Regional Councils about planning and land use
<b>Traffic and Marine Values Management</b>	Western Downs Regional Council Toowoomba Regional Council Gladstone Regional Council Dept of Transport and Main Roads Marine Safety Queensland Port of Gladstone Marine stakeholders	Monthly meetings Traffic mitigation partnership development Gladstone Marine Partnership development

## 1.5 QGC SOCIAL PERFORMANCE FRAMEWORK

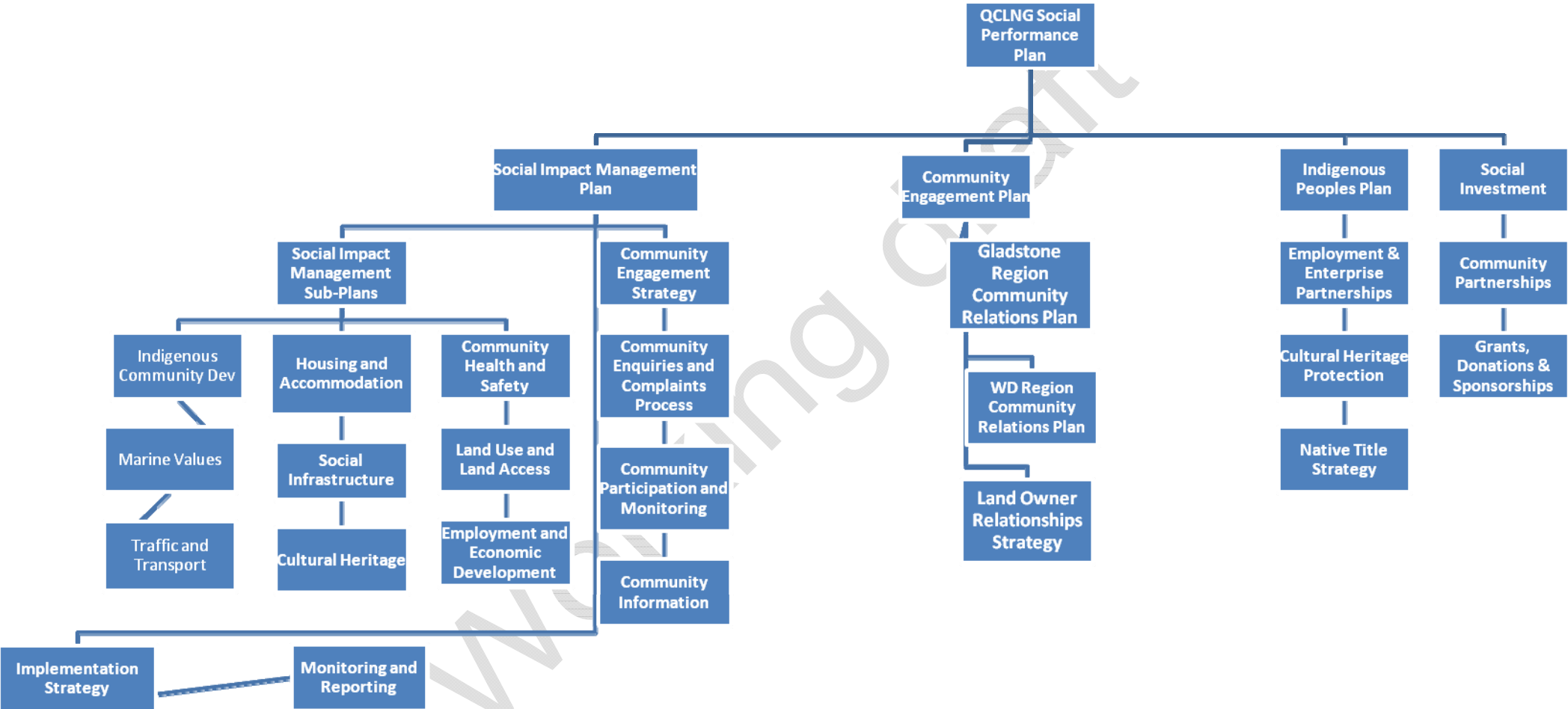
The SIMP forms part of QGC's Social Performance Plan, which provides the framework for the Project's relationships with communities. The Social Performance plan also includes:

- an Indigenous Peoples' Plan, which identifies strategies relating to Indigenous employment and enterprise partnerships, cultural heritage and Native Title
- a Community Engagement Plan, which sets out strategies in relation to engagement with local and regional communities, land owners, and Indigenous peoples
- Social Investment Plan, which outlines strategies in relation to community partnerships and grants.

As a final stage, area-based Community plans will be developed to integrate social impact management plans, community engagement and annexed strategies for the Gladstone, Pipeline and Western Downs Regions, and link with local and regional plans.

Figure XX outlines the context of the social impact mitigation plan with QGC's social performance system for the QCLNG project.

**FigureXX:** QGC Social Performance Plan Structure





## 1.6 QGC SOCIAL PERFORMANCE STRATEGIES

These key strategies (see **Table XX**) provide the framework and detail for mitigation of QCLNG's impact on social and cultural heritage values. They address impacts and benefits of local and regional significance and are key areas of co-operation for QGC, the Queensland Government, Regional Councils and communities.

A number of strategies have now been initiated. Key strategies will become technical appendices to the SIMP when they are finalised..

**Table XX Major Strategies**

STRATEGIES	PURPOSE
1. <b>Indigenous Employment and Enterprise</b>	Skills development, capacity building, training and employment for Indigenous people
2. <b>QGC and Indigenous Capacity Building</b>	Develop a program with Indigenous people to build mutual skills to maximise 'closing the gap' outcomes
3. <b>Social Constraints Methodology</b>	Location of project infrastructure in the gas fields to mitigate impacts on social values
4. <b>Integrated Project Housing Strategy</b>	Mitigate project impacts on housing availability and affordability, across the project footprint
5. <b>Camp Location and Management Strategy</b>	Locate and manage camps to protect local community values, and ensure workers' conduct respects values (includes Workers' Code of Conduct)
6. <b>Rural Residential Code of Conduct</b>	Protect residential amenity in rural residential areas
7. <b>Western Downs Traffic Mitigation Plan</b>	Through engagement with Western Downs RC, Toowoomba RC and DTMR, develop a detailed traffic mitigation implementation plan
8. <b>Gladstone Traffic Infrastructure Upgrade</b>	Work with Gladstone RC to provide legacy upgrades of key intersections
9. <b>Social Infrastructure Capacity Building</b>	Work with partners on projects to mitigate impacts on social infrastructure
10. <b>Rural Health Partnerships</b>	Offset impacts on rural health service provision by supporting capacity building and sustainability
11. <b>Gladstone Marine Partnership</b>	Engage marine recreation stakeholders, marine safety stakeholders and community organisations in enhancing marine recreation and safety in Gladstone Harbour
12. <b>Traffic Safety Management Plan</b>	Provide a traffic safety plan for each area across the project footprint, supported by community education initiatives
13. <b>Local Content Strategy</b>	Develop readiness for business engagement and supplier opportunities
14. <b>Local Employment and Training Strategy</b>	Work with industry, government and training stakeholders to develop capacity for employment in the CSG/LNG industry and pathways to operational employment in QCLNG

## **1.7 CONTRACTOR ACCOUNTABILITY**

QGC has integrated social performance requirements for Project construction contractors in invitations to tender and contract discussions.

Project construction contractors are required to integrate social performance requirements into their activities to avoid or minimise social impacts of their activities, establish and maintain effective relationships with affected stakeholders and enhance the benefits of their activities for communities.

Project construction contractors will be required to prepare and submit to QGC for approval, a Social Performance Plan specific to their activities, which is consistent with the overarching QCLNG Social Performance Plan and QGC's social performance standards and accountabilities. The SP Plans prepared by each contractor will outline:

- Impact management activities, to ensure that all activities are planned in a manner that will not create unnecessary danger, disturbance or impacts on the local community and that nuisance, disturbance and interference with the community is minimised
- Communications and stakeholder engagement strategies, to ensure that effective relationships with affected stakeholders are established and maintained
- Social Performance Training for all persons involved in onsite construction activities
- Worker code of conduct and camp rules
- Protocols for monitoring and reporting, including construction activities and community issues.

## **2 QCLNG PROJECT SUMMARY**

### **2.1 INTRODUCTION**

The core components of the QCLNG Project are:

- the coal seam gas (CSG) field in the Surat Basin of southern Queensland corresponding largely with the Western Downs RC Local Government Area (LGA)
- a network of underground pipelines linking the CSG field to other nearby resources and to the LNG facility, through Banana Shire with a small traverse in the North Burnett RC LGA;
- a natural gas liquefaction facility on Curtis Island and associated infrastructure (LNG Component) and Shipping Operations, in the Gladstone RC LGA.

Construction is anticipated to begin in mid 2010 across the project footprint. Commercial operations are anticipated to start in early 2014.

### **2.2 STUDY AREA**

The SIA study area extends a distance of more than 500 km, from around 30 km south of Tara in the Darling Downs, north-east to Curtis Island off the coast of Gladstone. As such, the study area contains a diverse range of Project elements and hosting communities. The SIMP integrates the mitigation strategies for the Project's core components.

The Project's potential area of influence includes three Queensland Statistical Divisions (SDs), being the Fitzroy, Darling Downs and South West SDs; as well as the state of Queensland, with respect to potential impacts on labour. The study area includes:

- rural localities within the Western Downs RC LGA, where infrastructure for CSG and water would be located;
- rural areas within which the main gas pipeline (Export Pipeline) would be located, including main population centres of the Banana Shire Council (i.e. Biloela, Moura and Taroom);
- rural, state development, urban, and port areas in Gladstone RC LGA, including
  - Gladstone Harbour including The Narrows
  - Curtis Island, off the coast of Gladstone
- Land throughout the Project study area which has indigenous cultural heritage or Native Title significance.

### **2.3 CONSULTATION ON THE SIA**

Consultation for the assessment of social and cultural impacts was conducted for the QCLNG EIS across the Project area during 2008-09, as described in Volume 12 of the draft and supplementary EIS. It included:

- consultation with Traditional Owners
- meetings with property owners across the project footprint
- focus groups
- a survey of 2,000 residents in the study area
- meetings and interviews with community and economic organisations
- meetings with the Project area regional councils, (former) Queensland Departments of Housing, Education, Emergency Services, Health and Communities, and Queensland Police Service, in Brisbane and in the Gladstone and Dalby areas.

This consultation informed the assessment of impacts and development of mitigation strategies included in the EIS.

Mitigation strategies have been further detailed in this draft SIMP, in response to key social and cultural issues identified in ongoing consultation.

## **2.4 ECONOMIC BENEFITS**

The QCLNG Project is estimated to stimulate an increase in Queensland's gross state product of up to \$32 billion between 2010 and 2021, or approximately \$2.6 billion per annum. The benefits of the Project will extend well beyond this period as it will have at least a 20 year life.

The Project will provide a direct multi-billion dollar capital injection during the primary construction phase and generate substantial benefits including employment and value-added activity in regional economies. Based on economic modelling, up to half the Project's capital expenditure during 2010 - 2013 will be spent within Australia, including more than 18 per cent in the Fitzroy and Darling Downs regions.

In addition, it is expected that up to 80 per cent of the Project's expenditure during 2014-2021 will be within Australia (based on economic modelling).

The Project will generate benefits including:

- approximately \$2.4 billion in value-added activity in Queensland during the construction phase (2010 to 2013)
- approximately \$29.5 billion in value-added activity in Queensland during the operations phase (2014 to 2021)
- annual average royalty income for Queensland of between \$150 million and \$330 million and annual average tax income for the Australian Government of between \$600 million and \$1.1 billion, depending on oil prices.

Direct economic benefits include increased employment and purchasing of goods and services from local businesses. Indirect benefits include the flow-on effects of increased spending and employment.

During the construction phase the Project will create direct economic benefits through significant capital expenditure; the number of employees directly required (more than 8,000 people at peak); and the demand for supplies and services from local businesses.

The Project's operating phase will also provide a number of direct regional and state-level benefits from the annual revenue generated; the direct creation of approximately 1,000 jobs; and significant royalties and tax revenues over the life of the Project (at least 20 years).

Mitigation strategies have been identified to maximise benefits and minimise adverse economic impacts from the Project, including supporting local business, building capacity in the local labour market, minimising use of agricultural land and impacts on local property.

Overall, the QCLNG Project will provide a very significant capital injection to the economy that will generate economic activity and employment and boost Queensland's balance of trade, helping to offset the impacts of the current global economic downturn.

The potential economic impact of the QCLNG Project is consistent with the development of a robust and well-balanced economy. The QCLNG Project will increase demand for regional goods and services, boost employment opportunities and promote the stability of employment in key industries. The Project will also diversify the regions' economies and reduce their dependence on mining and agriculture, and support regional growth through sustainable, long-term stimulus to local and regional economies.

Between 2014 and 2021 labour demand across the Project is estimated to be highest for occupations including professionals, technicians and trade workers, managers, and clerical and administrative workers. This is likely to draw labour from sectors such as construction, transport and storage, electricity, gas and water, and agriculture, forestry and fishing, as well as less skilled manufacturing industries.

It is expected that GST revenues would increase as a result of the Project.

Quantifying the additional revenue is complex due to allowable exemptions. However, based on an assumed effective tax rate of 4 per cent (accounting for exemptions) on additional output, annual GST revenues are estimated to increase by approximately \$210 million per annum due to additional transactions as a result of the development of the QCLNG Project.

## **3 PROJECT AREA COMMUNITIES**

### **3.1 GLADSTONE REGION**

#### **3.1.1 Baseline**

Detailed baseline information is included in the QCLNG EIS *Volume 8, Chapter 6*. This section summarises social conditions in the Gladstone region.

##### **Indigenous values**

At the time of the 2006 Census there were 1,574 people in the Gladstone RC LGA who stated that they were of Aboriginal or Torres Strait Islander origin. These persons represented 3.1 per cent of the total population (compared with 3.3 per cent in Queensland). The indigenous population included:

- 1,330 persons of Aboriginal origin
- 92 persons of Torres Strait Islander origin
- 152 persons of both Aboriginal and Torres Strait Islander origin.

The majority resided in the Gladstone SLA, followed by Calliope. The percentage of indigenous people was less than those of adjacent communities, and slightly less than the Queensland average. The percentage increase of indigenous people between 2001 and 2006 was slightly less than that of the Gladstone population.

In 2006, the Gladstone RC LGA had a lower proportion of indigenous persons of working age than the state and national averages indicating generally younger indigenous populations than average. The unemployment rate in the indigenous population is typically two to three times higher than the total population.

The Port Curtis Coral Coast (an amalgamated claim of 4 previously registered claims, being Gooreng Gooreng, Bailai, Taribelung Bunda and Gurang) is the Native Title claimant group with interest in the Gladstone region.

The Port Curtis and Central Queensland regions contain a wealth of Indigenous cultural heritage, and a number of places of significant heritage have been identified and recorded throughout the region. Findings along the Pipeline route and the Facility site were predominantly artefact scatters or isolated artefacts, although there were occasionally other findings including scar trees, campsites, ochre and stone quarries and specific artefacts such as grinding stones and stone axes.

Typically the findings are adjacent to watercourses, reflecting the importance of water and the associated faunal and floral resources. Some watercourses were notable for their lack of artefacts but this probably reflected the nature of the watercourse rather than a lack of use by Traditional Owners. These watercourses are generally highly flood-prone with high volume and high flowrate water movement resulting in severe movement of the bed and banks of the watercourse.

## Population

The Gladstone LGA is one of the fastest-growing regions in Queensland, at 3.1 per cent per annum between 2001 and 2007. Industrial construction and operation is a major driver for Gladstone's population growth.

Gladstone's population in 2009 was approximately 59,000 people. The population is expected to increase by an additional 34,324 people, with an average annual growth rate of 2.4 per cent, taking the total population to 88,265 people in 2026.

## Local values

It is evident from local and regional planning frameworks, which are based on broad consultation and regional analysis, that the Gladstone and Calliope region values good planning for long-term economic prosperity, without compromising the social and cultural values of the region. As noted in consultation and in the survey results, residents strongly value the amenity offered by diverse environments and social settings. Notwithstanding their diversity, Gladstone's values framework shares several common elements:

- strong, vibrant townships, working to maintain liveability in the face of change
- economies reliant on a combination of agricultural and extractive industries
- an understanding of the disparate values inherent in land and water bodies, from spiritual to economic
- an appreciation of a casual, relaxed lifestyle which balances work and play
- outdoor recreation values including water-based and rural activities, with strong scenic values
- a current process of adjustment to amalgamated Regional Councils
- regional plans which aspire to balance social, environmental and economic sustainability.

Industry is valued as the economic lifeline of the region, but the cumulative impacts of industry are of concern to Gladstone residents.

## Housing

The total housing supply in the Gladstone LGA at August 2006 was around 21,569 dwellings, of which 19,019 dwellings were occupied. This was likely to have increased to around 19,980 dwellings in 2008, of which 27.6% (5,514 dwellings) would have been rental dwellings. Gladstone LGA had a home ownership rate of almost 29 per cent in 2006, which was lower than the Queensland and Fitzroy averages.

The rental vacancy rate in the Gladstone RC area for the year 2007–08<sup>1</sup> was 3.2 per cent for all dwellings, which indicates availability of around 170 rental dwellings in July 2008.

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<sup>1</sup> Email correspondence from the Office of Economic and Statistical Research

Housing costs in Gladstone increased by 44 per cent between 2001 and 2006, and in 2006, 53 per cent of low-income households renting in Gladstone were experiencing housing stress.

There were approximately 909 properties available for purchase in Gladstone in February 2009<sup>2</sup>, up from 630 properties available in February 2008.

### **Social infrastructure**

Gladstone City offers a range of health, employment and recruitment services, community and cultural services, youth services, family support services and family services based within Gladstone City. It was noted in consultation that many family support and health services are stretched beyond capacity, and that a range of specialist medical and therapeutic services are only available in Rockhampton.

Local and district-level facilities appear to be well provided, particularly emergency services, but may belie the tyranny of distance. Based on the information from consultation findings as well as population projections, it is likely that the main townships act as district centres, and may require higher levels of provision for some facilities to cater for the growing demand of FIFO, as well as permanent workers.

Existing facilities in local centres and rural villages will continue to serve the dispersed rural settlements, and are critical for the wellbeing of small communities that are not close to the nearest district and regional centres.

There is a growing trend towards providing service delivery to rural areas through more remote models of delivery including outreach and technologically based models with implications for the role of services, community expectations and the built infrastructure required to support them.

Much of the infrastructure in rural and some coastal areas is old and unlikely to be well-suited to contemporary needs (as is the case for old community centres providing modern community health services, and local halls supporting outreach services and multiple programs).

### **Social Indicators**

A summary of the status of selected social indicators is included in **Table XX** below. This summary will inform:

- assessment of the changes to social conditions which may occur as a result of social impacts
- monitoring of Project impacts and benefits.

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<sup>2</sup> www.realestate.com.au Viewed 11 February 2009.



**Table XX****Table 1 Social conditions status- Gladstone**

<b>Indicator</b>	<b>Measures</b>	<b>Status<sup>3</sup> Gladstone</b>	<b>Comparator</b>
Population stability	same address five years	43%	45% (Qld)
Economic resources	SEIFA Economic Resources Score	1,009	1,000 (Qld)
Community cohesion	feel part of the community (survey)	86%	N/A
Cultural diversity	% of overseas born people	9.6%	18%
Indigenous population	% of Indigenous people	3.5%	3.1% Qld
Health status	self-reported good health	91%	NA
Employment rates	unemployment rate	4.6% <sup>4</sup>	4.4% (Qld).
	Indigenous employment rate	55.9%	74.1% (general)
Workforce skills levels	% of workforce with certificate qualifications	23%	18% (Qld)
Community safety	reported crimes against the person (per 100,000 people)	573	705 (Qld)
Housing availability and affordability	rental vacancy rate	3.2% <sup>5</sup>	2.8% (Qld)
	average weekly rental	\$261	\$256 (Rockhampton)
Social infrastructure access	Quantitative and qualitative assessment	Sufficient facility numbers, services under stress	
Business and commercial services access	Number of businesses	4,023	NA

3 Latest available comparable data – 2006 census if not otherwise noted.

4 June 2009 – DEEWR, Small Area Labour Markets Data (<http://www.workplace.gov.au/lmip/SALMDataNew/qld/Mackay-Fitzroy-CentralWest/Gladstone/>) viewed 20 January 2010

5 September 2008 – OESR

### 3.1.2 Summary of potential impacts and benefits

The project would have a range of potential benefits and impacts for communities in the Gladstone region as summarised below, and as addressed in the SIMP in accordance with the references in **Table XX**.

**TableXX:**

#### **Impacts and Benefits - Gladstone**

<b>Social Value</b>	<b>Impacts and benefits</b>
<b>Employment and local business</b>	<ul style="list-style-type: none"> <li>• Creation of an average of 1,566 jobs over 50 months directly for the project, peaking to approximately 3,200 jobs by mid-2012, as well as an average of 300 indirect jobs, with this increasing up to 1,000 indirect jobs during the peak construction phase.</li> <li>• Opportunities to build the local workforce capacity through the implementation of training and development strategies.</li> <li>• Opportunities to increase levels of indigenous and youth employment.</li> <li>• Movement of workers to the project from existing local industry and business, causing labour shortages.</li> <li>• Cumulative impacts due to several major projects proceeding in the region, impacting on labour force availability for other projects and businesses.</li> <li>• Cumulative impact due to the project's combined workforce from gas field, pipeline and LNG Plant peaking at more than 8000 people during construction and 1000 people during operation.</li> <li>• Potential impacts on commercial boating and fishing activities in Gladstone Harbour.</li> </ul>
<b>Social and cultural profile</b>	<ul style="list-style-type: none"> <li>• Potential increase in Gladstone of up to 330 new families as a direct result of the project's construction and up to 30 new families as a direct result of permanent jobs in the LNG facility.</li> <li>• Potential increase in the number of younger people as a proportion of existing and new residents due to project employment opportunities and economic vitality.</li> </ul>
<b>Housing and accommodation</b>	<ul style="list-style-type: none"> <li>• Potential demand for more than 300 dwellings at the peak construction phase, impacting on housing availability and affordability particularly for low income and indigenous households.</li> <li>• Cumulative demands of multiple projects on housing, potential resulting in increased housing stress for low income households and requiring some households to relocate away from the region.</li> </ul>

<b>Social Value</b>	<b>Impacts and benefits</b>	
<b>Social infrastructure</b>	<ul style="list-style-type: none"> <li>• Increased demand on community services and facilities, including health care, education and family support services, due to indirect population increase.</li> <li>• Increased employment opportunities, potentially alleviating demand on unemployment and related support services.</li> <li>• Potential for increased demand on emergency services, including medi-evac arrangements if using local service providers.</li> </ul>	
<b>Community health and safety</b>	<ul style="list-style-type: none"> <li>• Potential change in the perception of community safety due to an imbalance in the single male population.</li> <li>• Potential impact on community safety due to construction worker behaviour, if this is not appropriately managed.</li> <li>• Increased demand for health services due to indirect population increases.</li> <li>• Potential impact on road safety resulting from increased traffic associated with transport of workers and materials and equipment.</li> <li>• Potential impacts on marine safety in Gladstone Harbour for recreational and commercial boat users.</li> </ul>	
<b>Property owners and land use</b>	<ul style="list-style-type: none"> <li>• Potential impacts for properties near the pipeline and shipping routes due to increased noise.</li> </ul>	
<b>Lifestyle and community values</b>	<ul style="list-style-type: none"> <li>• Increased economic vitality and employment security.</li> <li>• Cumulative effects due to several major projects proceeding in the region, on equity for low-income households if social infrastructure access or housing affordability is affected.</li> <li>• Potential restrictions on access for recreational boating and fishing in Gladstone Harbour and areas surrounding the project.</li> </ul>	

## **3.2 EXPORT PIPELINE REGION**

### **3.2.1 Baseline**

Detailed baseline information is included in the QCLNG EIS *Volume 8, Chapter 5*. This section summarises social conditions in the Gladstone region.

#### **Indigenous Values**

Based on data from the 2006 ABS Census of Population and Housing, there were 431 people in Banana SLA and 35 people in old Taroom LGA who were of Aboriginal or Torres Strait Islander origin (refer to Table 8.5.4).

The majority of indigenous persons in Banana SLA identified themselves as Aboriginal (403 persons) followed by Torres Strait Islander (17 persons) and both Aboriginal and Torres Strait Islander (11 persons). In old Taroom LGA (prior to integration with Banana Shire), 26 persons identified themselves as Aboriginal, six persons as Torres Strait Islander, and three persons as both Aboriginal and Torres Strait Islander.

Banana SLA had a higher proportion of indigenous persons than old Taroom LGA, at 3.23 per cent of the total population. This was consistent with the Queensland average of 3.3 per cent. Old Taroom LGA recorded the highest average annual indigenous population growth rate between 2001 and 2006 of 38 per cent per annum, increasing from a population of seven people in 2001 to 35 people in 2006. However, the proportion of the total population that was of indigenous origin was still low as of 2006, at 1.47 per cent of the total population.

#### **Population Size and Growth**

Banana Shire had a total estimated population of 15,953 people in 2007. The area is sparsely populated with only 27 square kilometres of a total of 28,577 square kilometres considered urbanised.

The Shire experienced a negative population growth from 2001-2007. This trend however is expected to reverse in the coming decades, with projections indicating a small, but positive growth rate of 0.2% from 2006-2026. The region's total estimated population size is expected to reach approximately 16,800 people by 2026.

#### **Health and Safety**

A brief summary of selected social determinants that together determine the health status of individuals and populations in Banana LGA are listed below.

The pipeline communities have high social capital, with many residents regarding community spirit and involvement within the community as the best aspects of living in the area. Volunteering is also strong with around 20% of the population engaging in some form of volunteer work in 2006 (over 5% more than the Queensland average).

The total proportion of the population belonging to one of the six sensitive groups was generally lower in Banana LGA than other areas of the Project and Queensland. The only exception was the 0-14 year age group; Banana Shire has a very young population and

people within this age group accounted for almost a quarter of the region's total population in 2006.

Communities in the pipeline region are typically small and enjoy the benefits of safety and security often associated with living in a small town.

Reported crime statistics were not available at local level however offences against person and properties have generally declined in the Police Districts pertaining to Banana Shire from 2000 to 2008.

## **Housing**

There were 5,429 dwellings in Banana LGA in 2006, 90% of which were separate dwellings. There was a high level of home ownership, with 34% of all households being purchased and 32% fully owned.

Median house prices in Banana Shire increased dramatically from 2004 to 2006. Little or negative growth was reported since 2006, however house prices in traditionally more affordable towns are now similar to urban prices.

Rent increased significantly in Banana LGA from 2001-2006, however average weekly rental prices in 2006 continued to be lower than other LGAs in the Project area and were almost half the State average (\$119/week compared to \$217/week for Queensland).

Banana LGA had the lowest level of housing stress for low income families in purchased dwellings in the project area, at 28.3%. The percentage of low income rental households in housing stress was also low, at 31.4%.

## **Social Values**

Banana Shire residents value their community for its friendly and the balance it offers between a country lifestyle and availability of services and infrastructure. There are strong community connections, with many residents regarding community spirit and involvement the best aspects to living in the area.

As reflected in local and regional planning schemes, communities in the Banana Shire Planning schemes desire a balance between community lifestyle, development and the environment. They recognise the importance of development in stimulating growth and seek sustainable opportunities that will enhance the character and heritage of the community while preserving its natural resources.

The most common liveability concerns in Banana Shire include poor roads and road maintenance, loss of services and facilities, lack of water, the inconvenience of travelling to major centres, and lack of some facilities and services, namely youth and medical facilities.

## **Social Infrastructure**

A wide range of services and facilities are available in Banana Shire including recreational and sporting facilities, family support services, medical facilities, community centres and emergency services. Banana LGA has a number of health services however the region's dispersed settlement patterns may provide a challenge to equitable access to health services, particularly for vulnerable groups and those without access to private vehicles.

Local and District level facilities appear to be well provided, particularly emergency services, however this likely reflects an increased need for typical service levels to compensate for the Shire's low density settlement pattern. Local level facilities are critical for the wellbeing of small communities that are not within close proximity to nearby district and regional centres.

Hospitals and rural community health centres may need modification and service re-alignment in the future, however the biggest issue relating to health services in the region is attracting and maintaining appropriately trained health staff. This issue is altering the way in which some services are provided, including as contract services staff (on temporary location) and outreach models of service delivery.

Infrastructure in rural areas is also typically old and unlikely to be well suited to contemporary needs. Ageing infrastructure, greater mobility, and declining volunteer capacity mean that many facilities may not be suitable for contemporary use, and require upgrading.

### Social Indicators

The status of key socio-economic indicators in Banana Shire, which would host pipeline construction, is summarised in Table 5. This table will assist in identifying and monitoring the social impacts of the project in Banana Shire.

**Table 2 Social conditions**

Indicator	Measures	Status Banana Shire <sup>6</sup>	Comparator
Population stability	Same address five years	51%	45% (Qld)
Economic resources	SEIFA Economic Resources Score	1,018.2	1,000 (Qld)
Community cohesion	Community satisfaction (Banana Shire Council Survey)	92% believe people are friendly 93% believe good place to bring up kids 87% believe has good mix of people	n/a
Cultural Diversity	% of overseas born people	6%	18% (Qld)
Indigenous population	% of Indigenous people	2.3%	3.1% (Qld)
Health status			
Employment rates	Unemployment rate	3.3%	4.4% (Qld)
	Indigenous unemployment rate†	8% (Banana SLA)	13% (Qld)

6 2006 ABS Census of Population and Housing is used as comparative tool

Indicator	Measures	Status Banana Shire <sup>6</sup>	Comparator
Workforce levels	skills % of workforce with certificate qualifications	18%	18% (Qld)
Community safety	Community perception (Banana Shire Council Survey) Reported crimes against the person (per 100,000 population)	91% believe Banana Shire is safe Gladstone Police District = 573 offences (2008-09) Roma Police District = 902 offences (2008-09)	n/a Qld = 705 offences (2008-09) <sup>7</sup>
Housing availability and affordability	% rental households in housing stress % purchased dwellings in household stress Average weekly rent	31.4% 28.3% \$283/week	65.1% 50.6%
Social infrastructure access	Quantitative and qualitative assessment	Sufficient facility numbers, apparent oversupply of some facilities Lack of volunteer capacity to support local clubs Need for activities and programs for young people	n/a
Business and commercial services access	Number of businesses	2,627	n/a

† Due to data limitations regarding Indigenous community profile 2006 data could not be aggregated based on new Council boundaries.

### 3.2.2 Summary of potential impacts and benefits

The project would have a range of potential benefits and impacts for communities in the pipeline region as summarised below, and as addressed in the SIMP in accordance with the references in **Table XX**.

**TableXX: Impacts and Benefits - Pipeline**

Social Value	Impacts and benefits
<b>Employment and local business</b>	<ul style="list-style-type: none"> <li>Creation of up to 880 direct jobs for the construction of the export header, as well as indirect employment through increased demand for local goods and services.</li> </ul>
<b>Social infrastructure</b>	<ul style="list-style-type: none"> <li>Potential for increased demand on health and emergency services, including medi-evac arrangements if using local service providers.</li> </ul>

<sup>7</sup> <http://www.police.qld.gov.au/Resources/Internet/services/reportsPublications/statisticalReview/0708/documents/Queensland%20Crime.pdf>, Accessed 1 April 2009.

Social Value	Impacts and benefits
<b>Community health and safety</b>	<ul style="list-style-type: none"> <li>• Potential injuries and safety risks to people and livestock during construction, due to open trenches.</li> <li>• Potential safety impacts on road users, due to increased truck movements on local roads.</li> </ul>
<b>Property owners and land use</b>	<ul style="list-style-type: none"> <li>• Temporary loss of access to and use of land during the construction phase, potential impacting on grazing and livestock movements.</li> <li>• Disturbance to future land uses and restrictions on the use of land within the pipeline corridor.</li> <li>• Temporary impact on farm infrastructure, such as fencing, stock yards and irrigation systems.</li> <li>• Potential impacts on farming operations due to the spread of weeds and seed transfer.</li> </ul>
<b>Lifestyle and community values</b>	<ul style="list-style-type: none"> <li>• Temporary impacts on local amenity resulting from increased noise and dust and changes to local access during the construction phase.</li> <li>• Potential temporary impacts on privacy and security for property owners, due to increase in construction workers in vicinity of houses.</li> </ul>

### **3.3 WESTERN DOWNS REGION**

#### **3.3.1 Baseline**

Based on the detailed description of the existing social conditions in the above sub-sections of *Section 4.3* the social conditions in the Gas Field communities can be summarised as follows:

#### **Indigenous Values**

Indigenous people form an integral part of the communities in the Gas Field. In 2006 the Indigenous population in Western Downs LGA represented approximately 4 per cent (approximately 1,179 persons) of its total population.

Between 2001 and 2006 the region experienced a positive growth in Indigenous population, with the highest growth (7 per cent) recorded in Tara SLA and a lowest of 2 per cent recorded in Dalby SLA.

#### **Population Size and Growth**

The total population of Western Downs LGA in 2007 was 29,656 people. The main population centres in the region are Dalby SLA with a population of 10,402 in 2007, followed by Chinchilla SLA with 6,359, Wambo SLA with 5,597, Tara SLA with 3,887, Murilla SLA 2,846 and Taroom division 2 SLA with a population of 545 people.

From 2001 to 2007 there has been a small growth in the population in Western Downs LGA at an average annual growth rate of 0.6 per cent, increasing the population by 1,050 persons. But from 2007 to 2011 the growth is projected to almost double in Western Downs LGA at an average annual growth rate of 1.1 per cent, increasing the population by just



under 6,000 people. About 3 to 5 per cent of the population in various communities in Western Downs LGA have low incomes (\$299 or less per week). Low income has significant adverse impacts on the quality of life.

## **Housing**

Rental vacancy rates in Western Downs LGA area for the year 2007–08 were 6.9 per cent overall, and more specifically 6.6 per cent for houses and 9.2 per cent for units. The total dwelling stock in 2008 was around 10,257 dwellings, of which 2,975 dwellings (29 per cent) were rented. Applying a vacancy rate of 6.9 per cent, there are likely to be around 205 rental dwellings currently available.

A search of [www.realestate.com.au](http://www.realestate.com.au) on 6 March, 2009 showed that there were 38 dwellings available for rent in Dalby, 34 in Chinchilla, eight in Miles and one in Wandoan. A similar search of properties for sale showed that there were 200 dwellings available for sale in Dalby, 182 in Chinchilla, 30 in Tara, 57 in Miles and 42 in Wandoan.

Average weekly rent in Western Downs LGA increased by 50 per cent from 2001 to 2006 and Chinchilla SLA showed an increase of 99 per cent. Anecdotal evidence tells that Dalby area has seen house rental costs increase from \$120 to \$400 in the four years to 2008.

## **Social infrastructure**

Western Downs LGA offers a range of health, education, child care, community and cultural services. It was noted in stakeholder consultations that communities perceive that family support, child-care and health services are stretched beyond capacity, and that a range of specialist medical and therapeutic services are only available in Toowoomba and Brisbane.

Existing facilities in local centres and rural villages will continue to serve the dispersed rural settlements and are critical for the wellbeing of small communities that are not close to the nearest district and regional centres. There is a growing trend towards providing service delivery to rural areas through more remote models of delivery including outreach and technologically based models with implications for the role of services, community expectations and the built infrastructure required to support them.

The specific capacity and quality of equity of each existing facility has not been assessed here, but much of the infrastructure in rural and remote areas is old and unlikely to be well-suited to contemporary needs (as is the case for old hospitals providing modern community health services and local halls supporting outreach services and multiple programs).

## **Local values**

In summary, the following common values are apparent from research and consultation.

- a peaceful, rural lifestyle, with in most cases, active and vital town centres, some with upgrading plans in place
- a family-friendly environment, with a network of educational options
- more affordable compared to south-east Queensland, with a wide range of property purchase options available, very low unemployment and good employment opportunities for dual-income families and youth

- less commuting time and a less pressured lifestyle
- supportive and cohesive communities, with a strong commitment to local wellbeing
- good local amenity, with clean air, good recreational facilities, basic shopping and access to district centres for higher order shopping and services
- a strong vision for healthy, liveable, and prosperous places
- a strong reliance on agricultural and extractive industries
- endeavours to broaden the local economic base of the region through new industrial development are welcomed
- a strong connection to the area's heritage and traditional values
- good local social infrastructure, with need for recourse to regional centres for district and regional level services
- environmental landscapes and biodiversity values supporting a healthy lifestyle

The communities are also faced with issues of an increasing ageing population, migration of younger people out of the region in search of alternative education and employment or travel opportunities, drought conditions, and associated impacts on agriculture, small and medium-size industries and people's lifestyles.

### **3.3.2 Summary of potential impacts and benefits**

The project would have a range of potential benefits and impacts for communities in the Gladstone region as summarised below, and as addressed in the SIMP in accordance with the references in **Table XX**.

**TableXX: Impacts and Benefits - Western Downs**

<b>Social Value</b>	<b>Impacts and benefits</b>
<b>Employment and local business</b>	<ul style="list-style-type: none"> <li>• The Project will create an average of 2,528 jobs during construction (2010-2014), peaking at approximately 5000 jobs by the end of 2011 and as well as creating an average of 758 indirect jobs during the peak construction phase</li> <li>• Opportunities to build the local workforce capacity through the implementation of training and development strategies</li> <li>• Opportunities for local business development through local content and procurement policy</li> <li>• Opportunities to increase levels of indigenous and youth employment</li> <li>• Movement of workers to the project from existing local industry and business, causing labour shortages</li> <li>• Cumulative impacts due to several major projects proceeding in the region, impacting on labour force availability for other projects and businesses</li> </ul>
<b>Population Impacts</b>	<ul style="list-style-type: none"> <li>• Potential increase in the population of Western Downs is estimated to be 230 families during construction (until 2014) that is a total of 700 people and up to 130 new families (400 people) as a direct result of permanent jobs in the gasfields.</li> <li>• Increase in permanent residents in the area is likely to increase the vitality</li> </ul>

**Social Value****Impacts and benefits**

	<p>and population stability of the area, providing permanent jobs with good incomes.</p> <ul style="list-style-type: none"><li>• Potential increase in the number of younger people due to retention of existing people and attraction of new residents for project employment opportunities and economic vitality</li><li>• Potential for greater cultural diversity through workers from other states and countries</li></ul>
<b>Housing and accommodation</b>	<ul style="list-style-type: none"><li>• Potential demand for more than 360 dwellings by 2014, impacting on housing availability and affordability particularly for low income and indigenous households.</li><li>• Cumulative demands of multiple projects on housing, potentially resulting in increased housing stress for low income households and requiring some households to relocate away from the region.</li></ul>
<b>Social infrastructure</b>	<ul style="list-style-type: none"><li>• Additional pressure is expected on health and medical services provided by general practitioners and community health centres and hospitals creating an excessive demand on the public health system and a shortage of affordable private health services (including acute and emergency services).</li><li>• There is also potential for an increase in demand for local emergency services, including Fire and Rescue, Ambulance and Police services. Some submitters have also commented on issues related to the capacity and training of the local fire fighters to deal with CSG related fires and bushfires in the gasfields area.</li><li>• Other community service that maybe affected due to the direct and indirect demand from the Project by 2014 are as follows:<ul style="list-style-type: none"><li>– An increased demand for education - local school enrolments</li><li>– Increased demand on child care, family support and youth support services</li><li>– Incremental increased demand on community and cultural facilities such as libraries, parks, community centres and sporting grounds</li><li>– Increased membership pool for community, cultural and sporting associations.</li></ul></li></ul>
<b>Community health and safety</b>	<ul style="list-style-type: none"><li>• Potential change in the perception of community safety and security due to a gender imbalance in the single male population.</li><li>• The large non-local male workforce could increase the incidence of sexually transmitted infections;</li><li>• Potential impact on community safety due to construction workers behaviour, if this is not appropriately managed.</li><li>• Contribution to population growth will lead to increased demand on health and medical services</li><li>• Potential impact on road safety resulting from increased traffic associated with transport of workers and materials and equipment.</li><li>• Project related stress and anxiety placed upon rural residents</li><li>• Health and Safety risks related to bushfires, potential methane migration and chemical exposure and/or from the domestic use of treated coal seam water or ingestion of coal seam water that could be caused by the project activities.</li></ul>

**Social Value****Impacts and benefits**

- Low income households may experience increasing difficulty in maintaining secure housing.
- Potential fragmentation of agricultural land and loss of connectivity between different areas of an allotment
- Loss of production forestry land due to the requirement for clearing of all vegetation to install the Project infrastructure
- Potential disruption to grazing patterns of livestock and stock crossings
- Weeds and seeds transfer and transfer of cattle ticks and infections
- Exclusion and social fragmentation due to introduction of other ethnicities, highly paid industry workforce, FIFO workforce and predominant single male population
- Loss of privacy due to construction and operations work on private property
- Effects on lifestyle due to noise, vibrations, dust, air emissions and artificial light
- Potential for impacts on quiet rural lifestyle, visual character and agricultural uses

## 4 SOCIAL IMPACT MANAGEMENT PLANS

As stated in **section 1.2 of this document** the draft SIMPs for the following areas have been presented below as working examples:

- Housing and accommodation
- Community health and safety
- Social infrastructure

These draft SIMPs are based on the mitigations in the draft and the supplementary EIS. These will be updated as consultations for SIMPs will progress as stated in **section 1.1 of this document**.

### 4.1 DRAFT SIMP

#### 4.1 DRAFT HOUSING AND ACCOMMODATION MANAGEMENT PLAN

<b>OBJECTIVES</b>	<p>Avoid exacerbation of housing stress from Project worker demands, for vulnerable communities including low income households and Indigenous people.</p> <p>Avoid upward pressure on housing prices.</p> <p>Ensure temporary housing solutions do not impact on local values.</p> <p>Strengthen the capacity of local housing providers and provide a sustainable addition to housing stock.</p> <p>Work with other industry and government stakeholders to address issues relating to housing supply.</p> <p>Support local and regional tourism accommodation providers.</p>
<b>OUTCOMES</b>	<p>Avoid increase in housing stress for low income households from the project.</p> <p>Avoid increase in housing stress for indigenous people from the project.</p> <p>Workers' accommodation is provided for all non-local workers.</p> <p>QCLNG limits impacts on housing rental costs p</p> <p>Temporary housing solutions are located and managed to avoid impacts on local values.</p> <p>Increase in the region's affordable housing stock.</p> <p>Coordinated approach to housing management.</p> <p>Maintain steady occupancy in local accommodation facilities.</p> <p>Avoid displacement of seasonal tourist stays.</p>
<b>KEY STAKEHOLDERS</b>	<p>Local communities</p> <p>Government agencies</p> <p>Emergency services, including Queensland Police and Queensland Ambulance</p> <p>Tourism accommodation providers</p> <p>Housing providers</p> <p>Low-income households/ Rental households</p> <p>Indigenous community representatives</p>
<b>PERFORMANCE CRITERIA AND INDICATORS</b>	<p>Impact of indirect demand on affordable housing is mitigated by housing and accommodation management strategies, and offset through affordable housing investment</p> <p>Monitor the need for Project investment in housing stock for workers moving into the area.</p>

Action plans identified as part of the draft social impact management are summarised below. Responsibility for the timing and implementation of these actions will lie with QGC and its principal contractors.

Contractors will be responsible for key tasks and work programs, and are required to comply with QGC social performance standards and accountabilities for impact mitigation.

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## Actions

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### Housing Strategy

- QGC has initiated development of an integrated Housing Strategy for the whole QCLNG project, to address its housing impacts, as determined. The housing strategy will include:
  - workers' camps to house all non-local workers for construction and operation of the Project, to reduce housing demand
  - the development of partnerships for housing stock construction
  - joint ventures or investment for construction of dwellings in approved residential sub-divisions to provide dwellings for QCLNG workers and offset demands on local housing stock
  - management of worker in-flow, through advice on housing supply and provision of quality camp accommodation
  - determine and implement housing support options for workers' families to settle in Toowoomba
  - securing rental dwellings with consideration to managing impacts on dwelling supply and rental costs
  - investing in affordable housing for very low income households who may be affected by rental price increases<sup>8</sup>
  - monitoring the Project's impacts on affordable housing, particularly for local Indigenous groups and low income households
  - developing relationships with key stakeholders to generate co-operative housing solutions
  - development of partnerships for investment in affordable housing for Indigenous people, pensioners and low income households in respect to housing security
  - establishing a workers' housing pool to manage demand for rental housing.
  - provision of further data and options analysis to fulfil and monitor EIS commitments in housing in Gladstone.
- The Housing Strategy will be developed in consultation with the Indigenous community, WDRC, GRC and TRC and other stakeholders concerned with housing availability. Consultation will commence in February 2010, for implementation in the second half of 2010.

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### Camps

- QGC and its contractors will consult with the three relevant Councils with respect to the location of camps, and with Council, businesses and other stakeholders about how to maximise the benefits of camps to local towns, whilst minimising potential impacts as a result of worker behaviour or increased numbers using facilities and services.
- QGC is developing a Camp Location and Management Strategy to minimise impacts on landholders and the local community, it will include workers' codes of conduct, and is also developing social impact management plans addressing behavioural issues and community safety.

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<sup>8</sup> QGC is currently undertaking economic analysis and identification of options with respect to housing purchase and leasing, prior to developing and implementing the Integrated Project Housing Strategy

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**Actions**

- Camp management measures to prevent or minimise negative impacts on the health and safety and social values of nearby communities include a Camp Location and Management Strategy, Code of Conduct, Traffic Safety Management Plan, and Community Relations Plan..

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**Temporary Accommodation**

- QGC will undertake consultation with tourism accommodation providers and local tourism boards to manage worker demands for tourism accommodation and maintain steady occupancy in local accommodation facilities, whilst avoiding displacement of seasonal tourist stays.
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## **4.2 DRAFT COMMUNITY HEALTH AND SAFETY MANAGEMENT PLAN**

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<b>OBJECTIVE</b>	Reduce and offset demand on health and social services from workers and their families.  Protect and enhance community safety, including in relation to road and marine traffic.  Avoid worker and project traffic impact on local businesses and sensitive receptors.  Ensure health and safety of project workers'.
<b>OUTCOMES</b>	No increase in waiting times for health and social services as a result of the project.  Impacts on community health avoided.  No impacts on community safety resulting from worker behaviour.  No road or marine traffic incidents associated with the project.  Community concerns regarding community safety are promptly addressed.  Incidences are responded and addressed promptly.  Zero incidents and no harm to people or the environment.  Project employees share commitment to HSSE.
<b>KEY STAKEHOLDERS</b>	Workers Workers' families Emergency service providers Medical professionals Government agencies Local communities Recreational water users
<b>PERFORMANCE CRITERIA AND INDICATORS</b>	Onsite health services meet all workers' primary health care needs and demand for general practitioners  Improvement in capacity of local health facilities  No traffic or boating accidents attributable to Project employees or contractors  Increased awareness among boating community of safe boating practices in relation to LNG Facility construction and shipping  Increased awareness of industrial traffic and transport, and safety measures in relation to this, throughout the Project regions

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Action plans identified as part of the draft social impact management are summarised below. Responsibility for the timing and implementation of these actions will lie with QGC and its principal contractors.

Contractors will be responsible for key tasks and work programs, and are required to comply with QGC social performance standards and accountabilities for impact mitigation.

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## Actions

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### Health

- QGC will work with Queensland Health, Regional health Advisory Boards and health providers to plan co-operatively for service expansions and upgrades as required.
  - QCLNG will provide for construction workforce health and safety within the LNG precinct camp, including:
    - a full time doctor
    - a paramedic/nurse practitioner service
    - a worker health facility within the camp
    - occupational health and medi-vac services.<sup>9</sup>
  - Health services including doctors will be provided to mitigate workers' demands on health services in the Western Downs region
  - QGC will commence discussions with health stakeholders to develop a plan for health service investment in Q1 2010.
  - Initiate a rural health initiative which targets deficits and inequities in access to health services within the Western Downs region<sup>10</sup>
  - Support existing health and safety initiatives in the area such as family support and mental health programmes, health promotion for families and workers, and initiatives associated with the high incidence of single males, e.g. personal safety and resilience programs for young women.
  - Ensure construction camps are provided with recreation facilities for workers
  - A protocol for medical evacuation arrangements with Queensland Health will be developed as part of occupational health and safety obligations.
  - Develop and implement an Emergency Response Plan (ERP) in consultation with relevant agencies, including Queensland Police, Queensland Health, Queensland Fire and Rescue.
  - Workers will be required to sign in and out of the camp for emergency management purposes
  - Provide regular communication to workers and their families on project-provided, community-provided and government-provided support services in the region.
  - Monitor, review and implement corrective actions of Project demands on social, health and emergency services
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9 QGC has recently requested for tenders for the provision of primary health care services including General Practitioners, Practice Nurses, allied health professionals and ambulance services.

10 A partnership to build rural health capacity in the Western Downs has been initiated, with engagement commencing between QGC and health stakeholders in November 2009.



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**Actions**

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**Safety**

- Invest in local community capacity to expand community services and provide targeted initiatives to ensure any residual impacts on community safety perceptions or other community values are offset.
  - Implement training programs and initiatives to support rural fire brigades in the project area.
  - Provide safety induction to all personnel and contractors working on the Project, including work safety and community safety, and ensure all personnel understand that they are responsible for ensuring the safety of themselves and other people.
  - Identify and implement measures for workers relating to driver training and road safety, including defensive driving and fatigue management.
  - Support positive behaviour initiatives associated with the high incidence of single males, e.g. personal safety and resilience programs for young women.
  - QGC will enforce camp management strategies. All workers and contractors will undergo awareness training about local values, and the Project's behavioural standards will be strictly enforced with respect to behaviour in public places.
  - Undertake audits of contractors and sub-contractors Health, Safety, Security and Environment Standards to ensure that they comply with QGC standards.
  - Undertake ongoing education programs with recreational users of Gladstone Harbour (fishing and boating) about potential impacts.
  - Develop and implement a Transport and Traffic Management Plan, Marine Transport Management Plan, Camp Location and Management Strategy, and Social Impact Management Plan in close consultation with key stakeholders such as Local Councils, Queensland Police and government agencies.
  - The project will comply with the requirements of the DTMR and any damage to roads will be rectified by agreement with the DTMR or local government as appropriate.
  - Establish and implement a public grievance and incident reporting procedure, including procedures for responding in a timely manner to community issues.
  - Develop and implement a community education campaign in relation to the Project's boating traffic protocols and safety management procedures.
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### **4.3 DRAFT SOCIAL INFRASTRUCTURE MANAGEMENT PLAN**

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<b>OBJECTIVE</b>	<p>Avoid net increase in demand on community services from Project workers and their families.</p> <p>Mitigate impacts on community resources.</p> <p>Support the capacity of health and community service providers to meet the needs of the project workforce.</p> <p>Build capacity of local community organisations to address impacts, develop delivery partnerships and make investments in improving the capacity of key social infrastructure services and facilities.</p>
<b>OUTCOMES</b>	<p>No increase in waiting times for access to community services.</p> <p>Quality service provision and strong community networks are maintained.</p> <p>Improved capacity of key social infrastructure services and facilities.</p>

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<b>KEY STAKEHOLDERS</b>	Workers Workers families Community service providers Government agencies (State and Local) Gladstone Economic and Industry Development Board Local communities
<b>PERFORMANCE CRITERIA AND INDICATORS</b>	Project's investment in social infrastructure offsets demands of Project workers and worker families new to the Project's regions Social investment has measurable positive outcomes on local well being Capacity of social infrastructure including halls, health services and family support is increased Strategic Social Infrastructure Study, to assist targeting of its social infrastructure initiatives.

Action plans identified as part of the draft social impact management are summarised below. Responsibility for the timing and implementation of these actions will lie with QGC and its principal contractors.

Contractors will be responsible for key tasks and work programs, and are required to comply with QGC social performance standards and accountabilities for impact mitigation.

#### Actions

- Develop consultative relationships between QCLNG and key social infrastructure providers (i.e. Qld Health, Education Qld, QPS, Regional Councils, and Department of Communities) in relation to the delivery of community services and facilities to meet the needs of workers and local communities.
- QGC will work co-operatively with industry, council and Government stakeholders to address cumulative impacts.
- Improve social infrastructure baseline information with respect to the capacity and priorities of local organisations<sup>11</sup>
- Implement family support programs (i.e. counselling, parenting support, playgroups and youth programs)
- Regularly monitor impacts of QCLNG workers and families on social infrastructure demands in cooperation with the Gladstone Economic and Industry Development Board's Social Infrastructure Strategic Plan management group.
- Establish and implement a QGC Community Development Fund, which includes among other things:
  - specific community and health care services impacted by the project
  - initiatives to build local community organisations' capacity to work with QGC to address impacts, develop delivery partnerships and make investments in improving the capacity of key social infrastructure services and facilities.
- Implement family support programs (i.e. counselling, parenting support, playgroups and youth programs).

11 QGC's Social Infrastructure Partnership project was initiated in November 2009 to update the needs assessment and identify partners and potential projects for implementation from early 2010. QGC also anticipates that Gladstone's Strategic Social Infrastructure report and the Western Downs Community Planning process will identify further priorities to be addressed through co-operation between industry, government and community stakeholders.

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**Actions**

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- Carry out consultations to develop partnerships and programs to support existing social infrastructure development initiatives in the key areas such as:
    - community networks: community, cultural and recreation
    - community facilities: upgrades and larger investments
    - family support and mental health programmes
    - health promotion for families and workers
    - affordable housing: building local capacity
    - education initiatives, including science students programme, youth training and
    - job readiness initiatives
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## **4.2 OUTLINE OF COMMUNITY ENGAGEMENT STRATEGY FOR SIMP**

Further to the actions and accountabilities detailed in the SIMPs as per the above outline. The finalised SIMPs will also include details on the community engagement strategy for the development/refinement of actions and accountabilities. The community engagement strategy will include details on the following:

- Key stakeholders and interest groups
- Engagement strategies with different groups
- Specific community engagement strategies for engagement on key impact areas such as housing, social infrastructure and health, traffic partnership, indigenous participation, participation in monitoring and local content strategy
- Review and evaluation mechanisms of the engagement strategies

## **4.3 OUTLINE OF IMPLEMENTATION OF SIMP**

A SIMP management framework detailing the management system, structure, procedures and responsibilities and accountabilities will be developed to implement actions in the SIMP. Also an implementation schedule detailing the commencement and end of SIMP activities will be prepared based on the framework in **table XX** below, following consultation with key stakeholders.

**TableXX** *Implementation Schedule*

<b>Key Actions</b>	<b>Primary Responsibility</b>	<b>Other stakeholders</b>	<b>Q1 2010</b>	<b>Q2 2010</b>	<b>Q3 2010</b>	<b>Q4 2010</b>	<b>Q1 2011</b>	<b>Q2 2011</b>	<b>Q3 2011</b>	<b>Until 2014</b>
<b>Overall Project</b>										
SIMP area of impact mitigation										

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## 5 MONITORING

QGC will develop its final Social Impact Management Plan with measurable performance indicators and will be audited and reported publicly through QGC and BG's social performance reporting requirements.

The results of social performance audits are reported in BG Groups 'Social and Environmental Performance Report.

The QCLNG Project will need to demonstrate that it has met the commitments defined in this EIS and accompanying agreements including Indigenous Land Use Agreements and CHMPs.

The monitoring process will involve:

- Data collection and management
- Responsibilities
- Process for reporting
- Corrective actions
- SIMP review

The framework for monitoring, to be developed in partnership with the University of Queensland's Centre for Social Responsibility in Mining, will include the following:

- A review of the baseline and local priorities will be required for the renewal of the plan for operations from 2014.
- QGC will undertake quarterly and annual reviews, including external review in consultation with relevant stakeholders including governments, service providers and other affected stakeholders.
- Following each external review, a progress report will be provided to the DIP SIA Unit. This report should include:
  - an overview of the effectiveness of implementation
  - an assessment of progress against nominated performance indicators
  - an explanation of why any actions were not undertaken as planned, and
  - if required, recommendations to improve future performance
- Amendments and updates to the SIMP will be made if the strategies and actions no longer meet the desired outcomes, or to improve their effectiveness.
- The Integrated Housing Strategy (considering all project areas, and including housing investment, management and affordable housing<sup>12</sup> initiatives) will include social investment mitigations strategies with measurable performance indicators to ensure that

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<sup>12</sup> 'Affordable housing' refers here to housing which is affordable for people on low incomes. It includes affordable private rental dwellings, public housing and housing managed by churches and non-government organisations.

indigenous people located in the Project area are not further disadvantaged in relation to housing as a result of the development of the QC LNG Project.

- Both the ILUA and social performance plans provide a range of mechanisms and strategies to ensure that Indigenous people and communities are respected, their issues are identified and they are not further disadvantaged as a result of the development of the QCLNG Project.

A review of the baseline and local priorities will be required for the renewal of the plan for operations from 2014.

Working draft