

4. CONSULTATION AND COMMUNICATION

Consultation and communication with local communities and stakeholders with an interest in the Arrow LNG Plant commenced in January 2010 and will continue for the life of the project. A consultation and stakeholder engagement plan was developed early in the approval process to promote community involvement in the environmental impact statement (EIS) process and encourage education, awareness and understanding of the proposed project and its potential impacts. The plan identified mechanisms for the community and stakeholders to raise issues and provide feedback on the project.

JTA Australia Pty Ltd was commissioned by Arrow Energy to prepare the consultation and stakeholder engagement plan, facilitate stakeholder engagement and community consultation events and prepare a consultation report for the project. The consultation report has been used to inform this chapter and is available in Appendix 30, Consultation Report. This chapter summarises the consultation and communication undertaken to date and outlines consultation objectives, which will be upheld by Arrow Energy for the life of the project.

4.1 Consultation Objectives

A consultation and stakeholder engagement plan was prepared to comply with the requirements of the *State Development and Public Works Organisation Act 1971* and the project terms of reference (see Attachment 2, Terms of Reference). The consultation and stakeholder engagement plan provided the strategy and framework to support Arrow Energy's overarching objective of establishing and maintaining positive stakeholder relationships for the life of the project.

The objectives of the plan are to:

- Describe Arrow Energy's consultation responsibilities.
- Identify stakeholders and their level of interest in the project.
- Introduce Arrow Energy to the community.
- Inform and regularly update stakeholders of proposed project activities.
- Advise stakeholders of the approval process, timeframes and requirements.
- Inform stakeholders of the potential environmental and social impacts of the project.
- Involve stakeholders in community events and forums to ensure information is widely accessible and all questions are captured.
- Advise stakeholders how to provide feedback and submissions on the project at various stages of the consultation.

4.2 Stakeholders

Individuals or representatives of a group who have an interest in the proposed project are stakeholders; these include landowners and occupiers, government, the community, industry and other LNG proponents. Arrow LNG Plant stakeholders were identified by mapping individuals who may be potentially affected by the project or individuals who may be influential to decisions made about the project. The stakeholder mapping was designed to capture all affected parties (as

defined by the *Environment Protection and Biodiversity Conservation Act 1999*) and interested/affected persons (as defined in the *Environmental Protection Act 1994*). Three key groups of stakeholders were identified in the study area: landowners and occupier stakeholders, government stakeholders and industry and community stakeholders. The consultation was tailored to suit the needs of these diverse groups.

4.2.1 Landowner and Occupier Stakeholders

Landowners and occupiers of land within or in close proximity to the project area are stakeholders directly affected by the project. During project consultation, these stakeholders were consulted one-on-one by Arrow Energy representatives and have been regularly updated throughout each stage of the planning and approval process. Landowners and occupiers have been given the opportunity to voice their opinions and concerns relating to the project directly with Arrow Energy.

Arrow Energy has an ongoing commitment to engaging with landowners and occupiers in areas where Arrow Energy has ongoing and planned activities.

4.2.2 Government Stakeholders

Commonwealth, state or local government stakeholders are indirectly affected by the project but have influence over political decisions. Arrow Energy engages with government stakeholders and regulators through regular briefings and meetings. These forums are tailored to departmental interest areas so all decision makers and regulators remained fully informed about the project.

The following government stakeholders have been consulted:

- Commonwealth Government agencies:
 - Department of Sustainability, Environment, Water, Population and Communities.
 - Department of Climate Change and Energy Efficiency.
 - Department of Resources, Energy and Tourism.
 - Department of Agriculture, Fisheries and Forestry.
 - Great Barrier Reef Marine Park Authority.
 - Australian Maritime Safety Authority.
 - Civil Aviation Safety Authority.
- Queensland Government agencies:
 - Department of Premier and Cabinet.
 - Department of Environment and Resource Management (including former Queensland Environment Protection Agency).
 - Department of Employment, Economic Development and Innovation (DEEDI) (formerly part of the Department of Infrastructure and Planning).
 - Department of Local Government and Planning.
 - Maritime Safety Queensland.
 - Department of Education and Training.
 - Department of Public Works.
 - Queensland Health.
 - Department of Transport and Main Roads.
 - Department of Communities.
 - Department of Community Safety.
 - Department of Emergency Services.
 - Queensland Police.
 - Queensland Water Commission.
 - Gladstone Area Water Board.
 - Gladstone Ports Corporation Ltd.

- Powerlink.
- Local government (Gladstone Regional Council).
- Politicians:
 - Federal and state members.
 - Government ministers.
 - Local councillors.

4.2.3 Community and Industry Stakeholders

Community and industry groups may be indirectly affected by the project through community-wide impacts on local services and infrastructure, impacts on housing and the harbour, and impacts on the environment. These stakeholder groups were given the opportunity to provide input to the project and were informed and consulted using media releases, project fact sheets, one-on-one meetings, newspaper advertisements and community consultation events. Stakeholders consulted include:

- Local and regional communities (Gladstone, Southend, Calliope, the township of Mount Larcom, Miriam Vale and Boyne Island/Tannum Sands).
- Local industry associations (Gladstone Chamber of Commerce and Industry, Gladstone Economic and Industry Development Board, Gladstone Community Advisory Service, AgForce, Gladstone Engineering Alliance, Gladstone Area Promotion and Development Ltd, Gladstone Industry Leadership Group).
- Local business organisations.
- Community and interest groups (community service groups and peak bodies, Country Women's Association, progress associations, heritage groups, sporting groups, action groups, community health and emergency service providers, religious groups, employment and training agencies, senior citizen representatives and social welfare groups).
- The Gladstone Foundation.
- Educational institutions (state and private schools and colleges).
- Environmental groups (Port Curtis Integrated Monitoring Program, 1770 Action Group, Environmental Defenders Office Queensland, Birds Australia Capricornia Group, Fitzroy Basin Association, Gladstone Healthy Air Project, Civic Beautification Committee, Agnes Water Landcare Group, Baffle Creek Landcare/Coastcare and Conservation Group, Tannum Boyne Coastcare, Queensland Conservation Council, Capricorn Conservation Council, Conservation Volunteers Australia, Gladstone and District Wildlife Carers Association, World Wildlife Foundation Australia, Boyne Island Environmental Education Centre, Wetlands International, Greening Australia, Australian Conservation Foundation, 1770 Heritage Group, Great Barrier Reef Foundation, The Wilderness Society, Miriam Vale Rural Science and Landcare Society Inc, Agnes Water Volunteer Wildlife Carers).
- Media (Gladstone Observer, Community Advocate and Gladstone News).
- Social welfare groups (Lifeline, St Vincent de Paul and The Salvation Army).

4.2.4 Proponent Stakeholders

Arrow Energy has participated in consultation with other LNG proponents to explore opportunities to create efficiencies in project planning and design. Proponents consulted include Santos Ltd

(Gladstone LNG Plant Project), Origin Energy Pty Ltd and Conoco Phillips Pty Ltd (Australia Pacific LNG Project), and Queensland Gas Company Pty Ltd (Queensland Curtis LNG Project). Consultation forums involving proponents, government and industry are shown in Table 4.1.

Table 4.1 Proponent forums

Forum	Attendees	Discussion
Airport Cumulative Impact Forum	DEEDI, Gladstone Regional Council and LNG proponents.	Cumulative impact assessment of LNG on Gladstone Airport air space, and mitigation of potential impacts.
State Road Cumulative Impact Forum	DEEDI, Department of Transport and Main Roads, and LNG proponents.	Cumulative impact assessment on state road infrastructure, and the apportionment of impacts by the respective projects.
Housing Round Table	Gladstone Regional Council, DEEDI and LNG proponents.	Impacts on the local housing and rental markets, includes social housing impacts.
Social Housing Selection Forum	Gladstone Regional Council, and LNG proponents.	Forum to select the social housing provider for Gladstone.
Mainland Water and Sewer Connection	Gladstone Area Water Board, Gladstone Regional Council and LNG proponents.	Assessment of option for mainland connection for water to sewage from the island.
CEO Industry Leadership Group	LNG proponents.	Peak decision making and coordination body for whole-of-industry coal seam gas and LNG issues.
LNG Protocols Group	LNG proponents, Gladstone Ports Corporation, Maritime Safety Queensland and contractors.	This group was formed in late 2008 and worked to formalise the LNG rules for shipping in Gladstone, which included tug and pilotage requirements and navigational aids.
LNG Simulations	LNG proponents, Gladstone Ports Corporation, Maritime Safety Queensland and contractors.	Simulations for safe navigation and mooring of LNG tankers.
Gladstone Infrastructure Working Group	LNG proponents, Gladstone Ports Corporation, Gladstone Regional Council, Maritime Safety Queensland and Gladstone Area Water Board.	Issues of infrastructure in relation to project works both on the water and ashore.
Gladstone Harbour Construction Vessels Scheduling and Safety Committee	LNG proponents, contractors, Gladstone Ports Corporation and Maritime Safety Queensland.	Issues around harbour traffic during construction phase.
LNG Shipping Protocols	LNG proponents and Maritime Safety Queensland.	Procedures and rules for LNG shipping.

4.3 Consultation and Communication Methods

The stakeholder engagement and consultation plan outlines the consultation and communication methods adopted to adequately inform stakeholders across the life of the project. The consultation activities undertaken and materials used for communication throughout consultation efforts to date are discussed below.

4.3.1 Consultation

Consultation activities were tailored to meet a range of target audiences. Activities included briefings, meetings, community consultation sessions and issue specific forums.

Government Briefings

Departmental briefings were conducted between Arrow Energy staff and various government departments to provide project updates and discuss strategies to optimise Arrow Energy and community value from project planning, design, construction and operation.

Stakeholder Meetings

One-on-one meetings were held between Arrow Energy staff and landowners to provide project updates and discuss relevant issues. One-on-one meetings were held between Arrow Energy staff and community members and groups to gauge prevalent community concerns and opinions.

Community Consultation Sessions

Two rounds of consultation road shows were held in the towns surrounding the study area. These sessions involved an informal display, which facilitated one-on-one discussion between project staff and stakeholders, followed by a formal presentation and a question and answer session. Sessions were conducted in the following locations:

- Gladstone.
- Township of Mount Larcom.
- Miriam Vale (round one only).
- Calliope.
- Southend.
- Boyne Island/Tannum Sands.

Round one of consultation was held in late August and early September 2010. The objective of this round was to provide stakeholders with a general introduction and overview of the project. Attendees were provided with reading material on the EIS process and advised how they could get involved. Formal presentations were given by key Arrow Energy technical experts with time allocated for questions and answers. Arrow Energy staff were also available at drop-in public display sessions to answer questions and provide reference material. The sessions were an effective means of capturing community concerns and providing feedback to Arrow Energy, which could be fed into project planning and design.

Round two of the consultation road show was conducted in mid June 2011. Senior Arrow Energy representatives were in attendance to answer community questions. Staff included the Chief Executive Officer and Vice President LNG/Integration as well as key expert staff with knowledge of shipping, procurement, operations, accommodation and environmental matters. The objective of this round of consultation was to update the community on project changes and progress of technical specialist studies. Feedback received in the first round of consultation meant this round contained a greater focus on business and procurement opportunities, project timing and the introduction of Arrow Energy's Brighter Futures program and social investment strategy.

Indigenous Stakeholder Consultation

Indigenous stakeholders have been provided the same opportunities as other stakeholders to participate in Arrow Energy's consultation activities for the project. Specific consultation carried out to date with Indigenous stakeholders has been limited to the stakeholder engagement undertaken during the native title and cultural heritage legislative process. Generic information on the LNG industry and Arrow Energy has been provided to Indigenous community members attending various consultation forums.

The Arrow Energy Indigenous Relationship Program will see various initiatives, including partnership agreements, being developed to assist Indigenous communities develop capacity,

particularly in areas relating to health, education, employment and business. These agreements will see the company investing in programs that are sustainable and provide a range of opportunities for Indigenous people.

Business and Procurement Forum

A forum was held in mid June 2011 in response to multiple expressions of interest in business and procurement opportunities. Stakeholders who had expressed interest at earlier consultation events were invited. Staff managing the business and procurement for the LNG plant led the presentation and subsequent question and answer session. The forum facilitated a relevant and balanced discussion of the issues experienced by local Gladstone businesses since other LNG developments commenced construction. Arrow Energy presented its proposed project timeframes, discussed its procurement processes and responded to questions. The forum highlighted community concerns relating to labour hire, procurement policy, contracting local businesses, prequalification and tendering.

Boating and Fishing Forum

An invitation only stakeholder forum was held in late July 2010 to discuss issues relating to boating and fishing. The forum was led by the Arrow Energy shipping expert who was supported by the Assistant Harbour Master, Chief Pilot from Maritime Safety Queensland and the Port Infrastructure Planning Manager from Gladstone Ports Corporation. The forum highlighted community concerns relating to recognition of fisherman as a stakeholder group, dredging, exclusion zones, location of the LNG jetty, impacts on the fishing industry, recreational boating, boating and ferry movements, cumulative impacts of the LNG plants, marine life and fishing, water quality testing and monitoring, and the nature of expected LNG shipping movements.

Environment Workshop

An invitation only stakeholder workshop was held in mid November 2011 to present the key findings of the EIS on issues identified in previous consultation sessions. Stakeholders who had expressed an interest at earlier consultation events were invited. The forum was led by the Arrow Energy EIS Team and Coffey Environments, as the lead EIS consultant.

4.3.2 Communication

A range of communication tools was used to inform stakeholders of project updates, future consultation opportunities and where to go for more information. These tools included promotional activities, printed materials and free communication services.

Promotional Activities

Stakeholders were contacted regularly by direct and indirect methods. Information was distributed via phone calls, direct mail and email invitations to stakeholders who had registered their information on the project contact database during earlier consultation events. To ensure the wider community was aware of the opportunities for consultation, articles were published in local newspapers and school newsletters, posters were erected in shopfronts and postcards were circulated in popular community places such as shops and council offices.

Printed Materials

Printed materials were readily available at consultation events to provide information on various aspects of the Arrow LNG Plant and to enable stakeholders to take information away for later review. Stakeholders were encouraged to take multiple copies of the materials and pass them on to friends and relatives.

Materials included fact sheets highlighting key project issues and components in which the community had expressed interest, and large posters and maps displaying quick facts and visual representation of the project study area.

Free Communication Services

A 1800 freecall number, dedicated project email address and freepost service were established and maintained throughout project consultation. This provided stakeholders and the general community with a variety of methods to contact the project team. Answers to enquiries were provided directly by the JTA consultation team where appropriate. Questions on technical or business issues were referred to relevant Arrow Energy representatives.

Arrow Energy included information about the project on its website (www.arrowenergy.com.au) to give broader stakeholder access to project information and to act as a forum for communication. The website contains information on all Arrow Energy projects including those currently operating and those going through the approval process, with a focus on community, sustainability and safety. The website contains electronic copies of materials that have been made available at community consultation sessions, and will act as a viewing platform for the EIS during public notification. The website also contains a function for providing feedback, managing complaints and registering interest for supply opportunities.

References to the project-dedicated email address and freepost service were advertised in project materials during consultation and online.

4.3.3 Reporting and Feedback Management

The web-based stakeholder data management software package Consultation Manager[®] (www.consultationmanager.com.au) was used to record project stakeholder details and manage questions and feedback from consultation events and the free communication services. It also enabled the tracking and reporting of current and emerging issues. The service assisted in developing a complaints management system compliant with AS ISO 10002-2006: Customer satisfaction - guidelines for complaints handling in organisations.

4.4 Key Consultation Outcomes

The implementation of the consultation and stakeholder engagement plan has resulted in the following outcomes:

- Increased stakeholder awareness and understanding of the proposed project.
- Identification of areas of stakeholder concern and development of measures to address these concerns.
- Development and maintenance of relationships with landowners and occupiers, government stakeholders and industry and community stakeholders.
- Identification of benefits of working with the local community and other LNG proponents.

Due to the consultation programs previously undertaken in Gladstone by three other LNG proponents, stakeholders raised a broad spectrum of issues during the consultation sessions. This reflected the community's familiarity with consultation of this format and experience with projects of this nature. Prior consultation also meant that the community was well educated about the consultation process and what can be expected from LNG projects; this resulted in a saturation of knowledge and reduced interest (reflected in attendance levels) as consultation

progressed. Efforts were made to keep stakeholders engaged by making consultation sessions more interactive and seeking feedback on how sessions could be made more appealing.

The highest levels of interest in consultation to date have been from state and local governments, potential business supply and procurement contractors and community service providers.

The prominent stakeholder concerns raised since the beginning of consultation generally relate to the potential social impacts on existing services and infrastructure, and concerns for the cumulative impacts of multiple LNG projects under construction in overlapping timeframes. It is important to note that, while key issues have been presented and captured from the stakeholder consultation process, this denotes neither community acceptance nor rejection of the project. The following list identifies key stakeholder issues recorded during community consultation sessions:

- Concern for impacts on affordability and availability of local housing and accommodation resulting from the project's proposed workforce.
- Reference to current strains on social welfare, health and community-related services and infrastructure, which will become even more constrained.
- Reference to current limitations in long- and short-term employment and training opportunities, which will become even more constrained.
- Concern for short- and long-term environmental impacts, particularly disposal of wastes and impacts on the marine environment.
- Interest in procurement opportunities.
- Concern for impacts on recreational boating and fishing in Gladstone Harbour.
- Concern for the cumulative impacts of four LNG projects in Gladstone under construction with overlapping timeframes.
- Reference to the level of consultation saturation experienced by the community due to numerous projects seeking approval in the region.
- Concern for the impact on infrastructure including roads, adequacy of public transport and the Gladstone airport.
- Perception that LNG companies will not provide tangible benefits and social investment to the community that is representative of the amount of production that will take place.
- Request for detail on the upstream impacts associated with the Surat Gas Project.
- Request for detail on the location of project components and options.

Appendix 30, Consultation Report, includes a full list of issues raised during consultation.

These stakeholder concerns were taken into consideration during the technical studies and planning of the project design. In response to concerns raised during the consultation process, Arrow Energy has adopted specific management measures and project commitments that will remain in effect from project planning through to construction, commissioning and operation. These commitments are outlined in the impact assessment chapters (chapters 10 to 32), the Environment Management Plan (Attachment 6) and the Social Impact Management Plan (Attachment 7).

4.5 Ongoing Consultation

During public notice of this EIS, a fourth round of community consultation sessions will be held. The purpose of the fourth round will be to advise stakeholders that the EIS is available for review, provide information to the community on potential impacts and proposed mitigation measures, and inform stakeholders as to how submissions may be made to the Coordinator-General.

After the conclusion of the EIS process, Arrow Energy is committed to maintaining ongoing relationships with project stakeholders and the wider community. Arrow Energy expects to open a community information centre in Gladstone in the first quarter of 2012. Community relations officers will be based in Gladstone to represent the company and the project. Staff will be made available, when required, to address community concerns.

Arrow Energy's ongoing community and stakeholder engagement will be supported by a stakeholder engagement plan describing the mechanisms and tools that support Arrow Energy's stakeholder engagement strategies in the Gladstone region. The purpose of the plan is to provide a consistent and systematic approach for managing the interaction with stakeholders across all stages of the project, with a particular focus on two-way communication channels. The implementation of the plan will enable Arrow Energy to:

- Engage and communicate with communities.
- Minimise undue impact on stakeholders.
- Maintain and build relationships with key stakeholders.
- Address stakeholders' concerns to achieve mutually beneficial outcomes.
- Provide information that is relevant, useful and meets the expectations of stakeholders in an 'over-consulted' environment.

Environmental Impact Statement
Arrow LNG Plant