

## 2. CONSULTATION AND COMMUNICATION UPDATE

The Arrow LNG Plant EIS (Coffey Environments, 2012) described consultation and stakeholder engagement undertaken for the Arrow LNG Plant from June 2009, when the project was declared a 'significant project' under the *State Development and Public Works Organisation Act 1971*, through to June 2011. This chapter provides an update on consultation undertaken for the project in the period July 2011 to June 2012. Importantly, this period encompassed the public exhibition of the EIS. Further details are contained in Appendix 16, Supplementary Consultation Report.

### 2.1 Objectives of the Consultation Program

A consultation and stakeholder engagement plan was developed early in the approval process to promote stakeholder and community involvement in the EIS process and encourage education, awareness and understanding of the project and its potential impacts. The plan identified mechanisms for the community and stakeholders to raise issues and provide feedback on 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 Gladstone and the surrounding 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.

### 2.2 Consultation and Communication Methods

Key stakeholder groups identified for the Arrow LNG Plant include landowner and occupiers, government representatives, community and industry stakeholders and other LNG proponents. Members of each group have been engaged through various consultation and communication methods during the July 2011 to June 2012 period.

#### 2.2.1 Consultation

Arrow Energy has conducted a range of individual briefings, presentations to interested forums, and community information sessions during this period as described below.

##### Individual Briefings

Senior Arrow Energy management staff held one-on-one meetings with a number of state and federal elected representatives, local councillors and their officials, education and training groups,

industry associations, local business organisations, social welfare representatives, Indigenous representatives, affected landholders, media, environmental groups and some government officials. A full summary of individual briefings is contained in Appendix 16, Supplementary Consultation Report.

### **Gladstone Regional Council**

Arrow Energy management provided a presentation on the project to Gladstone Regional Council on 15 May 2012, during the public exhibition period of the EIS.

### **Gladstone Senior Officers' Network**

A presentation was given on 16 May 2012 to the Gladstone Senior Officers' Network that outlined the findings of the EIS and provided network members with the opportunity to ask questions of the project team. Members of the network include representatives of various state government departments (Communities, Education and Training, Employment, Economic Development and Innovation, Justice and Attorney-General), Maritime Safety Queensland, Queensland Health, Queensland Rail, Queensland Ambulance, Central Queensland University, Central Queensland Institute of TAFE, the Public Trustee and Gladstone Regional Council.

### **Environment Forum**

Arrow Energy hosted an Environment Forum on 16 November 2011 for groups whose representatives showed strong interest in the impacts of the project on the natural environment. The forum allowed focused discussion on environmental issues and was attended by representatives of seven groups, including Gladstone District Wildlife Carers, Civic Beautification Committee, Gladstone Conservation Council, Conservation Volunteers Gladstone, Capricorn Conservation Council and the Gladstone Regional Council.

### **LNG Proponent Forums**

Arrow Energy participates in a range of LNG proponent forums aimed at resolving potential cumulative project impacts on the Gladstone community. Table 2.1 lists each forum and key outcomes achieved during the July 2011 to June 2012 period.

**Table 2.1 Proponent forums**

<b>Forum</b>	<b>Attendees</b>	<b>Discussion</b>
Airport Cumulative Impact Forum	DEEDI, Gladstone Regional Council and LNG proponents	Cumulative impact assessment of flaring 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 of LNG projects on state road infrastructure and the apportionment of impacts to the respective projects.
Housing Round Table	Gladstone Regional Council, DEEDI and LNG proponents	Impacts on the local housing and rental markets, including social housing impacts.
Social Housing Selection Forum	Gladstone Regional Council and LNG proponents	Forum to select the social housing provider for Gladstone.

**Table 2.1 Proponent forums (cont'd)**

<b>Forum</b>	<b>Attendees</b>	<b>Discussion</b>
Mainland Water and Sewer Connection	Gladstone Area Water Board, Gladstone Regional Council and LNG proponents	Assessment of options for mainland connection for water and sewage services to Curtis 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 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 Shipping Navigational Simulations	LNG proponents, Gladstone Ports Corporation, Maritime Safety Queensland and contractors	Simulations for safe navigation and mooring of LNG carriers and support vessels.
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 about harbour traffic during the construction phase.
LNG Shipping Protocols	LNG proponents and Maritime Safety Queensland	Procedures and rules for LNG shipping.

## **Community Information Sessions**

Community-wide consultation was held during the week of 15 to 19 May, during the public exhibition period of the EIS (16 April to 28 May 2012). Two sessions were held in Gladstone (15 May and 17 May 2012), and one each in Mt Larcom (16 May 2012), Calliope (17 May 2012) and Southend on Curtis Island (19 May 2012). In total, 117 persons registered attendance. (The number of registered attendees represents fewer than the actual attendees, as some people declined to register.) A formal presentation was delivered at each session, followed by a question and answer session and the opportunity for community members to speak one-on-one with the project team.

### **2.2.2 Communication Methods**

A range of communication methods was used to inform stakeholders of project updates and consultation opportunities during this period. Methods included promotional activities, printed and electronic materials and free communication services.

#### **Promotional Activities**

The community information sessions were advertised in the Gladstone *Observer* on 5 May and 12 May 2012 and *The Community Advocate* on the 14 May 2012. In addition, 800 letters of invitation and 500 emails were sent to stakeholders registered on the project database, and colour posters were placed in shop windows and on community notice boards in Clinton, Calliope,

Mt Larcom, Boyne Island and Gladstone Regional Council offices. Radio announcements advising of the sessions were broadcast on Zinc 92.7 Gladstone.

### **Printed and Electronic Materials**

A range of printed information materials, including the EIS in hard copy and DVD and fifteen fact sheets about the project, were displayed at community sessions and available for community members to take away. In addition, fact sheets about Arrow Energy's related projects, the Surat Gas Project and Bowen Gas Project, were also available to attendees.

An interactive version of the EIS and downloadable chapters have also been available from the Arrow Energy website since the date of public release of the EIS.

### **Free Communication Services**

The 1800 freecall number, dedicated project email address and freepost service were maintained throughout this period. During the public exhibition period of the EIS, JTA Australia Pty Ltd (Arrow Energy's consultation subconsultant) received two phone calls and six emails requesting a copy of the EIS.

## **2.3 Key Consultation Outcomes**

Stakeholders consulted during the July 2011 to June 2012 period raised a wide range of issues. While many issues remained similar to those raised during earlier consultation, a number of comments reflected the progress made by other proponents constructing their LNG plants. The cumulative impact of the Arrow LNG Plant and other projects operating or under construction in the Gladstone area was a particular area of concern for attendees.

In summary, key stakeholder issues raised during this period included:

- Clarification and further information on the composition, size and source of the construction workforce, including the definition of 'local' workers, the potential for a rise in crime, contractor behavior and social impacts including increases in the cost of living (i.e., rent, housing, and food) and potential pressure on childcare, schooling, and hospital and emergency services.
- Boating issues, including impacts to marine fauna, congestion of Gladstone marina and other areas of the harbor due to construction traffic, boating rules and exclusion zones around the Arrow Energy LNG jetty.
- Provision of services, including water, sewage and electricity, to the Southend community on Curtis Island and the need for ongoing consultation and discussion with potential service providers.
- Concern for impacts to marine life, including from the disturbance of acid sulfate soils, the proposed dredging of the Calliope River to allow vessel access to launch site 1, and the impacts of lighting from the LNG plant on marine mammals and turtles.
- Size, construction and maintenance issues associated with the tunnel.
- Transparency of the environmental offsets process.
- Implementation of road upgrades.

- Gas extraction, sales and supply, including water issues associated with coal seam gas extraction.
- The interrelationship between the Arrow LNG Plant and other Arrow Energy projects (the Surat and Bowen gas projects and the Arrow Surat and Arrow Bowen pipelines) and cooperation and consolidation of facilities between LNG proponents.

## **2.4 Ongoing Consultation**

Beyond the EIS process, Arrow Energy is committed to maintaining ongoing relationships with project stakeholders and the community for the life of the project. A revised consultation and stakeholder engagement plan for later project phases will be developed to support Arrow Energy's stakeholder engagement strategies in the Gladstone region. 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 and useful and meets the expectations of stakeholders in an 'over-consulted' environment.

Supplementary Report to the Arrow LNG Plant EIS  
Arrow LNG Plant