Australia Pacific LNG Project

Volume 2: Gas Fields

Chapter 2: Stakeholder Engagement

Contents

2. Stakeholder engagement 1
2.1 Introduction 1
2.1.1 Background 1
2.1.2 Scope of work 2
2.2 Consultation and engagement approach 4
2.2.1 Stakeholder engagement aims 4
2.3 Methodology 5
2.3.1 Stages of engagement 5
2.3.2 Key engagement milestones 7
2.4 Communities and stakeholders consulted 9
2.4.1 Indigenous consultation 12
2.5 Communication methods and engagement activities 13
2.5.1 Communication materials 14
2.5.2 Community and stakeholder engagement activities 19
2.5.3 Capturing and recording community and stakeholder feedback 24
2.5.4 Ongoing stakeholder engagement activities 25
2.6 Results from engagement and consultation activities 26
2.6.1 Preliminary research 26
2.6.2 Themes from discussion 28
2.6.3 Social impact and environmental impact studies 36
2.7 Conclusion 36
2.7.1 Stakeholder engagement outcomes 36
2.7.2 Commitments 36

Figures

Figure 2.1 Existing infrastructure 3
Figure 2.2 Stakeholder engagement session in Chinchilla, October 2009 5
Figure 2.3 Example of Australia Pacific LNG information sheet 18
Figure 2.4 Mobile project display 26
Figure 2.5 Topics of discussion raised from 1 April to 9 November 2009 31

Tables

Table 2.1 Engagement activities undertaken against EIS development phases 6
Table 2.2 Key engagement milestones from late 2008 to November 2009 7
Table 2.3 Community groups and stakeholders consulted 10
Table 2.4 Identified Aboriginal parties 12
Table 2.5 Summary of communications and community event activity for the gas fields 13
Table 2.6 Information sheets/posters – first and second round of consultation 16
Table 2.7 Community information sessions completed across gas fields project study area 21
Table 2.8 Preliminary research results 27
Table 2.9 Primary themes from discussion from 1 April to 9 November 2009 31
Table 2.10 Secondary themes from discussion from 1 April to 9 November 2009 33

2. Stakeholder engagement

2.1 Introduction

This chapter of the environmental impact statement (EIS) forms the community and stakeholder engagement report of the gas fields' component of the Australia Pacific LNG Project (the Project). Community and stakeholder engagement regarding the Project's gas pipeline and liquefied natural gas (LNG) facility are discussed in Volume 3 Chapter 2 and Volume 4 Chapter 2, respectively.

Ongoing stakeholder engagement is a critical component for developing Australia Pacific LNG's EIS. Australia Pacific LNG engaged with communities and stakeholders to inform them of the Project and the EIS development process, and to collect feedback to enhance the Project's development. This document identifies the communities and stakeholders consulted during the EIS process; outlines the stakeholder engagement activities completed to date and provides an outline of the Project's ongoing commitment to stakeholder engagement.

Australia Pacific LNG has developed 12 sustainability principles for the Project. The particular principles which relate to the stakeholder engagement plan provide for:

- Respecting the rights, interests and diverse cultures of the communities in which Australia Pacific LNG operates.
- Engaging regularly, openly and transparently with people and communities affected by Australia Pacific LNG's activities, considering their views in its decision-making and striving for positive social outcomes.
- Working cooperatively with communities, governments and other stakeholders to achieve positive social and environmental outcomes, seeking partnership approaches where appropriate
- Identifying, assessing, managing, monitoring and reviewing risks to Australia Pacific LNG's workforce, its property, the environment and the communities affected by its activities.

Australia Pacific LNG expects all its directors, employees and others acting on behalf of the company, to conduct themselves in accordance with these principles and commitments, including those involved in the development and operation of the gas field region of the Project.

Furthermore, procedures will be developed covering the ongoing involvement of the community and stakeholders throughout the life of the Project, and the mitigation or minimisation of potential project social impacts through the Social Impact Management Plan and relevant social strategies (refer to the social impact assessments in Volume 2 Chapter 20, Volume 3 Chapter 20, and Volume 4 Chapter 20).

2.1.1 Background

Although stakeholder engagement in the gas fields region for the purpose of the Australia Pacific LNG Project began in late 2008, historically, Origin has had a long-term operational presence within the gas field areas of the Project.

Origin is responsible for the gas fields' development on behalf of the Project and has been operating in south-west Queensland for approximately 40 years in the petroleum, power generation and liquefied petroleum gas business areas. Figure 2.1 identifies the location of existing Origin and proposed Australia Pacific LNG infrastructure.

Through these existing operations and applying lessons learned from previous regional projects (e.g. Darling Downs Power Station and construction of the Spring Gully and Talinga gas fields), Origin has established proactive working relationships with landholders, community groups, customers and government across the region.

Due to these established relationships, Origin has developed a framework for introducing the Australia Pacific LNG Project to stakeholders in the gas fields' development area. This included meetings with landowners, face-to-face-briefings with government representatives and community groups which Origin undertook on behalf of Australia Pacific LNG.

2.1.2 Scope of work

Community and stakeholder engagement for the purposes of the Project began in late 2008 and will continue throughout the life of the Project. In relation to the EIS, this chapter reports stakeholder and community activities and feedback obtained from 1 April to 9 November 2009.

Australia Pacific LNG has taken, and will continue to undertake, proactive engagement aimed at providing community members and stakeholders with timely information and opportunities to actively participate in the Project's development. Australia Pacific LNG joint venture partners, Origin Energy (Origin) and ConocoPhillips equally participate in project engagement activities.

Australia Pacific LNG sought feedback from communities close to the Project's proposed facilities. Australia Pacific LNG also encouraged those who influenced or had an interest in the Project study area to become involved in the engagement process. During the course of the engagement period, Australia Pacific LNG representatives travelled to the gas fields in Queensland's south-west; communities extending along the proposed transmission pipeline route (approximately 450km) and communities associated with the LNG facility site at Curtis Island, Gladstone. Australia Pacific LNG received positive feedback from the community regarding their extensive consultation efforts.

Key stakeholders involved in the EIS study process included local, state and federal elected representatives, officers from regulatory bodies and government departments, local council and peak industry, community, school groups, Indigenous Australians, environmental and business groups.

The various EIS technical teams (for example, social impact assessment team, traffic and transport team, water management team) completed further independent consultation with government and non-government organisations to collect data for their various studies. The stakeholders met regarding the various EIS technical studies are included in the list of 'communities and stakeholders consulted' in Section 2.4 of this report.

149.00 | 149.50 | 150.00 | 150.50 | 151.00

-26.00 | -26.50 | -27.00

Taroom
Wandoan
Guluguba
Wallumbilla
Yuleba
Jackson
Dulacca
Drillham
Miles
Surat
Undulla
Glenmorgan
Meandarra
The Gums
Tara
Chinchilla
Burncluith
Condamine
Roma - Condamine Road
Auburn Road
Chinchilla - Wondai Road
Surat Dev Road
Mundubbera
Jimbour
Macalister
Kogan
Dalby
Tipton
Durong
Cecil Plains
Horrane
Norwin
Turallin
Millmerra
Warra
Brigalow
Jandowae

SEE INSET MAP 2

Strathblane GPF
Spring Gully GPF
Taloona GPF

SEE INSET MAP 1

WTS-TAL-Existing
Talinga WTF
Talinga GPF
Talinga BP

INSET MAP 2

Fairview_GPF
Strathblane GPF
Spring Gully GPF
0 10km

INSET MAP 1

0 25km

0 25km
SCALE - 1 : 750,000 (at A3)
Latitude/Longitude (GDA 94)
N

MAP KEY
0 100km
QLD
NT
SA
NSW
Area of Interest

LEGEND

- Town
- Existing infrastructure
- Pipeline license (application)
- Pipeline license (granted)
- Gas fields study area
- Road
- Existing railway
- Major watercourse
- High voltage above ground powerlines

Walloons Gas Fields Development Areas

- Combabula / Ramyard
- Woleebee
- Carinya
- Condabri
- Talinga / Orana
- Dalwogan
- Kainama
- Gilbert Gully

Source Information

Existing Infrastructure
Supplied by client on 22/09/2009

Powerline (based on 250k topography)
Commonwealth of Australia (Geoscience Australia) 2009

AUSTRALIA PACIFIC LNG PROJECT

Volume 2 Chapter 2
Figure 2.1 Existing Infrastructure

K:\ORIGIN\301001-00448\GIS\Maps\00448-00-EN-DAL-2259-Rev0(Vol2Chp2_ExistingInfra).wor

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2.2 Consultation and engagement approach

Face-to-face engagement was the preferred method of contact with stakeholders and the community. Direct contact allowed project details to be communicated to those who may have had limited access to certain information tools, such as the internet. Once established, this two-way communication provided an opportunity for stakeholders to provide comment, and for Australia Pacific LNG to receive instant feedback regarding the Project. Face-to-face engagement offered an invaluable testing platform for possible environmental and social mitigation and management plans (Figure 2.2).

Australia Pacific LNG used newsletters, a suite of information sheets, print advertisements, posters, information displays and attendance at local events to communicate project details to the public and government. Information has been made available via a project-dedicated website; project-dedicated email address and the toll-free project hotline. Australia Pacific LNG values the feedback it received from those impacted or interested in the Project's future and expects the engagement work completed to date will enable positive relationships and community activities to continue across the life of the Project.

2.2.1 Stakeholder engagement aims

As part of the EIS process the Project is required to provide opportunities for the public to review and comment on the relevant studies being undertaken. To provide such opportunities, the stakeholder engagement process was focussed on achieving the following aims:

- Identify the existing key social values and needs of the stakeholders affected by the Project
- Identify all relevant project stakeholders, including interested and affected persons and parties as defined by the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* and Queensland *Environmental Protection Act 1994*. Understand the nature of their interest in the Project's development and their impact on operational management
- Provide the Project's stakeholders with appropriate, adequate and timely information on project development and potential impacts
- Provide the Project's stakeholders with appropriate opportunity to express their opinions and concerns in relation to project development and impact assessment
- Ensure that stakeholder and communities' views, priorities and concerns are well understood and reflected in the impact assessment, project design, construction and operational management decisions
- Continue building and later continue to maintain strong relationships with all stakeholders, including the local community, industry and the media.

Figure 2.2 Stakeholder engagement session in Chinchilla, October 2009

2.3 Methodology

Development of the Australia Pacific LNG community and stakeholder engagement plan (the Plan) began in November 2008 and outlined the key messages and key engagement activities to be implemented as part of the Project. The Plan is regularly updated to reflect the issues or opportunities that arise from receiving feedback from the public and stakeholders. The following key elements formed the Plan:

- Identification of scope and related communities and stakeholders
- Project planning, scheduling and resourcing
- Risk assessment
- Communication protocols
- Ongoing identification of issues
- Monitoring of stakeholder and community issues and responses via the contact database
- Selection of communication approach and tools.

2.3.1 Stages of engagement

The Australia Pacific LNG stakeholder engagement planning process began for the Project in November 2008. Consultation requirements for the EIS provided the opportunity to implement a phased approach to engagement. The stages include:

a) Preliminary analysis and planning (November 2008 to March 2009)

The Australia Pacific LNG stakeholder engagement planning process began in late November 2008. Initial development included a review of previous projects undertaken by Origin, ConocoPhillips and other companies with similar projects to identify successful engagement mechanisms and processes, confirm key stakeholders, and develop communication resources and materials

b) First stage stakeholder engagement (April 2009 to September 2009)

This first phase of consultation was used to introduce the Project and inform the broader community and individual stakeholders about the Project and EIS. Community consultation commenced once the Project's initial advice statement (IAS) was publically released. One of the objectives of this round of engagement was to capture and record initial stakeholder responses, interests and concerns regarding the Project. Feedback was captured and used to inform the next stages and communication resources and material

c) Second stage stakeholder engagement (October to November 2009)

The second consultation round provided an opportunity for the Project to respond at a high-level to community and stakeholder feedback that was captured within the first round of consultation and to obtain feedback from any stakeholders who were unable to attend the first round of consultation. Mitigation strategies for potential project impacts were also discussed (e.g. use of water and local roads). Queries relating to employment and supplier opportunities attracted increasing interest in this round of engagement

d) Ongoing stakeholder engagement (life of the Project)

To facilitate the building of long-term relationships between Australia Pacific LNG and stakeholders, planning for the establishment of permanent stakeholder engagement activities and facilities commenced in mid 2009. Planning for ongoing engagement for the life of the Project draws on Australia Pacific LNG experience to date, as well as the extensive previous experience of Origin and ConocoPhillips. It will include the establishment of community information centres, working groups, training packages for staff in stakeholder engagement requirements and providing ongoing access to reference material, updates and information resources. Monitoring and evaluation of issues, opportunities and stakeholder engagement practices will also continue.

Table 2.1 illustrates how Australia Pacific LNG's engagement activities provided opportunities for communities and stakeholders to offer feedback about the Project during the EIS approval process to date. Note that further opportunities will be provided during the remainder of the EIS approval process, including following release of the EIS for public review. Full details of stakeholder engagement activities are included in Section 2.5.

Table 2.1 Engagement activities undertaken against EIS development phases

	April 2009	May 2009	June 2009	July 2009	Aug. 2009	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010
Initial Advice Statement (IAS)										
Release of IAS	✓									
Terms of Reference (TOR)										
Release of draft TOR					✓					

	April 2009	May 2009	June 2009	July 2009	Aug. 2009	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010
Public display of draft TOR					✓	✓	✓			
Final TOR							✓	✓	✓	
Environmental Impact Statement (EIS) preparation										
Data collection and review		✓	✓	✓	✓	✓	✓	✓	✓	
Technical studies		✓	✓	✓	✓	✓	✓	✓	✓	
Submission of EIS										
EIS lodged with Coordinator-General										✓

It is anticipated that the EIS will be released for public comment in the first-half of 2010. Should a supplementary EIS be required, it is anticipated that this document will be also be lodged in the first-half of 2010.The Coordinator-General subsequently evaluates the EIS in consultation with advisory agencies and issues an assessment report (expected to be completed in 2010).

2.3.2 Key engagement milestones

Table 2.2 below documents the milestones attained for stakeholder and community engagement activities for the Project during late 2008 to November 2009. Information on stakeholder activities and engagement milestones for the gas pipeline are available in Volume 3 Chapter 2 and in Volume 4 Chapter 2 for the LNG facility.

Table 2.2 Key engagement milestones from late 2008 to November 2009

Date	Milestone achieved[3]
Late 2008	Key internal stakeholders notified of Australia Pacific LNG Project.
Late 2008 to March 2009	Key stakeholders and communities identified. Key messages refined. Stakeholder and engagement plan finalised. Framework for issues analysis developed. Ongoing consultation with elected representatives and government departments and agencies in Canberra, Brisbane and throughout Queensland.
April 2009	Project launched to internal stakeholders. Community consultation commenced. Project is assigned a 1800-telephone number. Project-dedicated email address activated. Stakeholder list refined.

Date	Milestone achieved[3]
	Project inception meeting with stakeholder and community consultation team. Project initial advice statement and project fact sheet distributed to stakeholders. Ongoing consultation with elected representatives and government departments and agencies.
May – June 2009	Suite of project information sheets printed and distributed. Contact database established. Risk assessment workshop conducted. Community information sessions held in Chinchilla, Miles and Roma[1]. Specific stakeholder meetings in Brisbane, Roma, Toowoomba, Chinchilla, Miles, Dalby (to introduce the Project and gain initial feedback). Ongoing consultation with elected representatives and government departments and agencies.
July – August 2009	Website launched. Stakeholder engagement plan updated. Ongoing stakeholder meetings in Brisbane, Roma, Toowoomba, Chinchilla, Miles, Dalby and surrounding areas. Ongoing consultation with elected representatives and government departments and agencies.
September 2009	Ongoing government briefings continued. Research feedback integrated into EIS and planning. Community newsletter distributed (newsletter contained project and EIS updates and information on how stakeholders can comment on draft TOR). LNG show held in Brisbane and Gladstone. Ongoing briefings with elected representatives.
October 2009	Project key messages and questions and answers (Q&As) updated. Original project information sheets updated and additional information sheets/posters printed and distributed. Group government briefings in Brisbane and Gladstone (including government representatives from Toowoomba and Rockhampton). Briefings led by Coordinator-General and coincided with release of draft TOR. Site tour for stakeholders to Australia Pacific LNG's Spring Gully gas fields, including elected representatives. Site tour for stakeholders to ConocoPhillips' Darwin LNG facility. Community information sessions in Roma, Miles and Chinchilla.[2] Series of stakeholder meetings in Brisbane, Roma, Miles, Chinchilla (project update and

Date	Milestone achieved[3]
	discussion in response to identified issues). Ongoing briefings with elected representatives
November - December 2009	Site tour for stakeholders to Australia Pacific LNG's Spring Gully gas fields. Consultation with community groups. Ongoing briefings with elected representatives. Community information sessions – Millmerran and Cecil Plains.

[1] Community information sessions were also held in the LNG facility development area in June 2009.

[2] Community information sessions were also held in the gas pipeline and LNG facility development areas in October 2009.

[3] Face-to-face consultations are on-going throughout this period. Additional site tours to the gas fields are being organised for 2010. Refer to Volume 2 Chapter 18 for information regarding Native Title engagement.

2.4 Communities and stakeholders consulted

This section outlines the communities and stakeholders that were consulted during the EIS development process (April to November 2009).

The TOR of the Australia Pacific LNG EIS defines a 'stakeholder' as a person or organisation with an interest or stake in a project.

The term 'community' has also been used to describe that stakeholder group which is comprised of both individual community members and community groups. Community groups are regarded as members of the public or a group of citizens that have united to form an identifiable group, due to a common interest.

Communities and stakeholders have vested interests in the EIS process and the Project's development. The level of interest, input and influence can vary between communities and stakeholders.

For the purpose of this report, 'stakeholder engagement' relates to engaging community and stakeholders. This report recognises that both the community and stakeholders have a stake in the Project and are integral to the Project's development.

There are some community groups and stakeholders that Australia Pacific LNG has been unable to meet with as yet. Australia Pacific LNG will endeavour to continue contacting these groups in the aim of arranging meetings in the future. Australia Pacific LNG has forwarded project information to these stakeholders where appropriate.

Table 2.3 outlines the community groups and stakeholders that the Project has been discussed with to date in particular to the gas fields' project development.

The media list included in the table reflects media that have been sent project-related media releases. The list provided is not exhaustive and does not, for example, name every media outlet which Australia Pacific LNG has liaised with.

Table 2.3 Community groups and stakeholders consulted

Communities	Chinchilla, Dalby, Miles and Roma and surrounding townships/district residents	
Landholders and representative organisations	Landholders with existing and/or proposed Australia Pacific LNG and/or Origin CSG developments on their properties	
	AgForce	
	Environment and Property Protection Association	
	Queensland Farmers Federation	
	FutureFood Queensland	
Local government	Western Downs Regional Council	
	Maranoa Regional Council	
	Toowoomba Regional Council	
Queensland Government departments and elected representatives	Department of Communities	Minister for Infrastructure and Planning, Stirling Hinchliffe
	Department of Community Safety	Minister for Transport, Rachel Nolan
	Department of Education and Training	Office of Minister for Main Roads
	Department of Employment, Economic Development and Innovation	Minister for Mines and Energy and Minister for Trade, Stephen Robertson
	Department of Environment and Resource Management	Leader of the State Opposition, John-Paul Langbroek
	Queensland Health	Shadow Minister for Mines and Energy, Jeff Seeney
	Department of Infrastructure and Planning	State Member for Warrego, Howard Hobbs
	Department of Justice and Attorney General	Queensland Treasurer, Andrew Fraser
	Queensland Police	State Member for Condamine, Ray Hopper
	Department of Premier and Cabinet	Shadow Minister for Sustainability and Climate Change, David Gibson
	Department of Public Works	Shadow Minister for Communities and Families, Rosemary Menkens
	Department of Transport and Main Roads	Shadow Treasurer, Tim Nicholls
	Queensland Treasury	
	Premier Anna Bligh	
	Deputy Premier and Minister for Health, Paul Lucas	
Australian Government departments and elected representatives	Australian Customs Service	
	Department of Environment, Water, Heritage and the Arts	
	Federal Minister for Resources and Energy, Minister for Tourism, Martin Ferguson	

	Federal Treasurer, Wayne Swan Federal Member for Maranoa, Bruce Scott Office of the Prime Minister and Cabinet	
Industry and business representatives	Australian Petroleum Production and Exploration Association Commerce Roma Chamber of Commerce and Industry Queensland Chinchilla Community, Commerce and Industry Dalby Chamber of Commerce and Industry Golden West Employment Solutions	Grain Research Foundation Kogan and District Progress Association Miles and District Chamber of Commerce Queensland Minerals and Energy Academy Queensland Murray-Darling Committee Queensland Resources Council Toowoomba Chamber of Commerce Inc Surat Basin Corporation
Industry-related representatives	Arrow Energy CS Energy Cockatoo Coal Peabody Mines	Queensland Gas Company (as part of BG Group) Santos and PETRONAS Shell Syntech
Community groups / non government organisations	Brigalow Jimbour Floodplains Group Chinchilla and District Landcare Association Chinchilla Family Support Centre Chinchilla Field Naturalist Chinchilla Health Services Dawson Catchment Coordinating Association Disability Services Queensland Dogwood Crossing@Miles Maranoa Regional Landcare Association Miles and District Historical Society Millmerran Shire Community Support Service Millmerran Tourism and Events Office	Murilla Community Centre Murilla and District Landcare Group National Trust of Queensland Queensland Water and Land Carers (Fitzroy Basin Association) Roma Allied Health South Myall Catchment Landcare Group Spiritus Social Services – Roma Surat Basin Axis Tara and District Landcare Group Wildlife Preservation Society of Queensland
Education providers	Chinchilla State High School Learning Network Queensland Miles State High School Miles State Primary School Roma State College	Southern Queensland Institute of TAFE St Josephs Primary School - Chinchilla University of Queensland Western Downs Skills Project

Media	Chinchilla News	4AK/4WK Toowoomba
	Surat Basin News	4GR Toowoomba
	Dalby Herald	4RRR Roma
	Northern Downs News (Dalby)	4ZR/Hot FM Roma/Roma Zinc
	Dalby's Monthly Magazine/Jandowae Magazine	ABC Country Hour
	Maranoa Town and Country Mail (Roma)	ABC Rural – Toowoomba
	The Messenger (Surat and Warroo Shires)	Breeze FM/Rebel FM
	Pittsworth Sentinel	Dalby Community Radio (4DDD)
	Queensland Country Life	Darling Downs Radio Centre
	Toowoomba Chronicle	RFM Roma
	Warrego Watchman	Toowoomba Regional Radio
	Western Downs Post (Tara and Warroo Shires)	Channel 7 – Toowoomba
	Leichhardt Mag (Murilla and Taroom Shires)	WIN TV (9) – Toowoomba
	Western Star (Roma)	Channel 10 – Toowoomba
	Western Times	Imparja

Source: Australia Pacific LNG database

2.4.1 Indigenous consultation

Australia Pacific LNG has undertaken appropriate steps to identify correct Aboriginal parties in accordance with the Queensland *Aboriginal Cultural Heritage Act 2003.* Identified Aboriginal parties for the study area are outlined in Table 2.4. This information has assisted in providing an outline of Native Title claims within the gas fields' development area.

Table 2.4 Identified Aboriginal parties

Name of Aboriginal party	Category of Aboriginal Party
Iman People # 2 (QC 97/55)	Aboriginal party (registered Native Title claim)
Mandandanji People (QC 08/10)	Aboriginal party (registered Native Title claim)
Mandandanji People 2 (QC 97/50)	Aboriginal party (previously registered Native Title claim)
Barunggam People (QC 99/5)	Aboriginal party (previously registered Native Title claim)
Western Wakka Wakka People (QC 99/4)	Aboriginal party (previously registered Native Title claim)
Bigambul People (QC 09/02)	Aboriginal party (registered Native Title Claim)

Australia Pacific LNG consulted both Indigenous and non-indigenous stakeholders in the gas fields' development area for the purposes of Indigenous cultural heritage, including Millmerran State School Indigenous Liaison Officer and Queensland Murray Darling Committee Aboriginal Project Officer.

More information about Indigenous heritage in the gas fields' development area is available in Volume 2 Chapter 18, while shared heritage is discussed in Volume 2 Chapter 19.

2.5 Communication methods and engagement activities

A range of communication methods and consultation activities were implemented to engage stakeholders and the community. Communication materials and approaches were tailored to suit the interests of the various stakeholder and community groups where appropriate.

Table 2.5 provides a summary of consultation activities which took place in the gas fields' development area. Further information on specific stakeholder consultation activities is discussed in the following sections.

Table 2.5 Summary of communications and community event activity for the gas fields

	First round of consultation						Second round		Ongoing	
	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	2010
Community and Local Government Consultation Sessions										
Roma		✓					✓			
Miles		✓					✓			
Chinchilla		✓					✓			
Cecil Plains									✓	
Millmerran									✓	
Toowoomba Regional Council	✓		✓					✓		✓
Western Downs Regional Council	✓		✓		✓		✓	✓		✓
Maranoa Regional Council		✓	✓	✓			✓			✓
Advertising										
Television commercials								✓	✓	✓
Radio								✓	✓	✓
Internet								✓	✓	✓
Newspaper - Western Star (Roma)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Newspaper - Chinchilla News	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Newspaper - Dalby Herald	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Newspaper - Queensland Country Life	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Newspaper - Surat Basin News						✓		✓	✓	✓
Community Event Sponsorships (e.g. local shows)										
Roma	✓									
Dalby					✓				✓	✓
Miles	✓			✓		✓		✓	✓	✓
Chinchilla		✓		✓	✓		✓			✓
Materials										
Landowner kit							✓	✓	✓	✓
Development of APLNG brochures	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Websites										
Websites APLNG and Origin together				✓	✓	✓	✓	✓	✓	✓

2.5.1 Communication materials

Key messages

The development of communication tools and responses to enquiries from the public were based on key project information and messages. Initially, the core set of key messages related to community common interests, concerns and project opportunities. This information was also supported by a set of questions and answers (Q&As), which provided additional detail for responding to particular lines of enquiry. In time, the key messages were refined further to reflect the knowledge community members had accumulated from other CSG to LNG projects or desktop research and were used to address particular issues that were of greatest interest (e.g. land use and water management). Key messages were created to address enquiries from:

- Landholders (gas fields and gas pipeline)
- Native Title claimants/Indigenous communities
- Local community
- Government regulators
- Environmental groups
- Development associations and industry representatives
- Potential customers
- Corporate audiences (employees/investors/shareholders).

Where advertising was targeted at existing Origin markets, the Origin brand was used to develop a link to Australia Pacific LNG and create greater awareness of CSG.

Freecall, email and freepost address

A 1800-freecall number (1800 526 369), project-dedicated email address and freepost address were established prior to the first round of consultation and used to encourage a diverse range of people to engage with Australia Pacific LNG. These contact points were promoted within all communication tools.

Where possible, responses were provided directly by the community consultation team. Further information was sought from environmental, engineering and other technical team members when required.

As at 9 November 2009, the 1800-freecall number had received 117 phone calls and 365 emails were received with a significant number of enquiries about supplier opportunities received via the freepost address.

Websites

In addition to the project-dedicated website www.aplng.com.au, Origin developed an additional online resource, www.origintogether.com, for the gas fields and gas pipeline communities. This addressed the specific information requirements of stakeholders in these areas. The websites are outlined below.

Australia Pacific LNG website – www.aplng.com.au

The Australia Pacific LNG website was launched in July 2009 offering visitors a central source of project information and updates. The website is updated with new information and covers

communications from general project details through to engagement processes, contact information and media. The website address is included in all communication tools offering another form of accessing information and contacting Australia Pacific LNG.

From 21 August to 31 October 2009 the Australia Pacific LNG site had attracted 4,692 individual visitors with over 15,250 pages viewed. The top three access methods were via the Origin website, Google searches and directly to the Australia Pacific LNG webpage at www.aplng.com.au. The three most viewed pages were About APLNG, IAS/EIS Process and Project Overview.

The Origin Together website – www.origintogether.com

The Origin website for landholders and the local gas fields' communities, www.origintogether.com, provided access to information sheets; a platform for submitting questions; landholder and community members' testimonials; a subscription portal for community news; details about jobs, suppliers, skills scholarships and young driver training and background information about the Project's landowner liaison officers.

The Origin website address was promoted after its launch on the 28 October 2009 and as at 9 November 2009, the website had attracted 1,609 visitors. The four most popular areas within the website included areas entitled job opportunities, videos and downloads, experience and testimonials of landholders, gas and Origin. During the period 26 October to 1 November 2009, there were 143 hits to the employment section of the website. The number of hits increased to 220 between 2 and 8 November 2009, which indicates that key messages from the project information sheets and Origin television advertising campaign was reaching the target market.

These websites have been supported by online banner advertising on popular regional websites.

Community newsletter

Australia Pacific LNG's first stakeholder newsletter was distributed to stakeholders in September and October 2009 in the gas fields' region. The newsletter was also distributed to stakeholders based in Brisbane, Gladstone and Rockhampton.

Newsletters were handed out to those attending community information sessions or briefings. Copies were also distributed to local libraries, council offices and popular public meeting places.

The newsletter outlined the Project's contact details, including the 1800-freecall number, freepost, email and website address.

Details about how the community could become involved in the EIS process or make comments to the Project's employees, were also included. A community consultation schedule was also used to highlight future face-to-face opportunities where further feedback could be provided. A copy of the newsletter is available at www.aplng.com.au.

The next edition of the newsletter will be produced in early 2010, and will coincide with the release of the draft EIS.

Print and other material

Newspaper

From the Project's announcement, full-page colour advertorials were placed in regional newspapers, including Queensland Country Life, Dalby Herald, Chinchilla News and the Western Star (Roma) to create general awareness of the Project and to promote community consultation events and activities.

In addition, a monthly full page advertorial has been placed in the first week of every month in the Chinchilla News and Western Star to provide an update on the Project and other activities undertaken in the region by Origin and/or Australia Pacific LNG. The Project has also utilised local newspapers to print timely and specific updates such as 'Traffic Alerts' to advise local motorists when significant project-related vehicle movements may be occurring to ensure local residents are aware of changes in traffic conditions.

Television

Origin launched a television advertisement in November 2009 on behalf of the Australia Pacific LNG Project. The television campaign emphasised how Origin works together with landholders and the local community regarding their coal seam gas (CSG) activities. The advertisements were played on local Prime, Win and Ten Toowoomba television stations which include coverage to Dalby, Chinchilla, Miles and Imparja (Roma) regions.

In the first month of broadcasting of the television commercial, there were over 6,100 visits to the Project website by 4,400 unique visitors, an amount that represents approximately 45% of the gas fields' population with internet access. Project employment related enquiries also increased subsequent to the broadcast of the commercials.

The television advertisements are available at www.origintogether.com.

Radio

In early 2009, the Project commenced using local radio stations Hot FM, Rebel FM and 4ZR to encourage stakeholder participation in community consultation events and to provide information regarding the Project.

Information sheets/posters

A suite of 23 Australia Pacific LNG information sheets and posters about the Project have been developed for use throughout the project development process. The content of these communication tools has been used to inform stakeholders regarding issues such as the joint venture arrangements between the two operators, Origin and ConocoPhillips.

The title of the information sheets and posters are shown in Table 2.6.

Table 2.6 Information sheets/posters – first and second round of consultation

	First round of consultation	Second round of consultation
Company, project and project description	✓	✓
Project benefits	✓	✓
Project timelines	✓	✓
The development phases from extraction through to the LNG facility	✓	
CSG – education about what it is and the extraction process	✓	
LNG process	✓	✓
Safety standards for LNG	✓	

	First round of consultation	Second round of consultation
Environment, health and safety management	✓	
Environment impact statement process	✓	✓
Frequently asked questions concerning CSG and LNG	✓	
Associated water management	✓	
Shared and cultural heritage community and landholder consultation	✓	✓
Project concept – areas of study and operation	✓	✓
Landowner consultation		✓
Gas field development		✓
Managing associated water		✓
Weed management		✓
Selecting a pipeline route		✓
Constructing the pipeline		✓
Temporary onsite accommodation facilities		✓
Safe transportation		✓
Moving around the harbour		✓
Liquefied natural gas facility site selection		✓

The information sheets and a record of relevant consultation materials are available at www.aplng.com.au. An example of an information sheet is provided in Figure 2.3.

Project Benefits

The APLNG Project will generate significant benefits at regional, State and national levels, including:

- $35 billion in capital investment through to 2020
- Creation of a new, long-term gas processing and export industry in Queensland
- Creation of 4,000 to 5,000 jobs during the peak construction phase which includes the gas fields, pipeline route and LNG plant
- Creation of 1,000 jobs during the operation of the Project
- Expenditure in regional economies through the purchase and use of local resources, where practicable, for the construction and operation of the plant
- Raising the profile of CSG production in Queensland

origin ConocoPhillips

For more information about the Project please contact us on 1800 526 369 or email contact@aplng.com.au

Figure 2.3 Example of Australia Pacific LNG information sheet

Landowner information kit

A resource kit for landholders has been developed to address the specific questions they may have in relation to the Project, including how CSG development may affect land and their farms, the environment, water and the construction process. The kit includes brochures and a DVD featuring landholders from south-west Queensland with existing CSG developments on their land, telling their stories of what CSG development is like to experience firsthand.

Supplier and jobseeker registration forms

During the first round of stakeholder engagement, it was identified that specific resource material for both local businesses seeking to become suppliers to the Project and local individuals seeking employment by the Project was in demand. As a result of this feedback, Australia Pacific LNG developed two information resources for these stakeholders:

- Supplier fact sheet and registration form: this allows local businesses and contractors to register their interest in becoming a supplier to the Project
- Jobs fact sheet: this provides the information required for someone seeking employment on the Project in the gas fields' area.

Since distributing these materials in the second round of stakeholder engagement, the Project has received over 300 supplier registrations from local businesses and 64 employment related enquiries. The supplier registrations have been captured in the project database and will be contacted by Australia Pacific LNG procurement team in the coming months with information on supplier requirements and standards. The employment related enquiries have been passed on to Origin's People and Culture team (on behalf of Australia Pacific LNG) for assessment for potential employment opportunities.

2.5.2 Community and stakeholder engagement activities

This section details the engagement activities completed with stakeholders and communities. For details regarding stakeholders and communities consulted, refer to Section 2.4.

Landowner engagement

A positive, productive, ongoing relationship with landholders is critical to the success of the Project. Of all stakeholders groups, it is expected landholders will be the most directly impacted by the Project as infrastructure is developed on their land. For this reason, Australia Pacific LNG has sought to establish productive and enduring working relationships with landholders to ensure interruptions to their daily life and business operations are minimised.

To achieve this, Origin (on behalf of Australia Pacific LNG) employs a team of local Landowner Liaison Officers, who consult with landholders in the gas fields and gas pipeline regions. Apart from providing project updates, the officers are responsible for developing a detailed understanding of the landholders' farm plan and business. Specifically, the roles of the officers are to:

- Inform and involve affected landholders throughout the Project's development
- Seek input to fully understand the nature of the individual property, not only current land use, but any future plans
- Discuss work activities in advance of work beginning on a landholder's property
- Ensure privacy, property and business activities are respected

- Work with the landholders to minimise the potential impact, where practicable, on the land and business operations
- Work with other project personnel and contractors to ensure all activities are well coordinated and cause minimal disruption to daily activities
- Answer any questions and work through any concerns and opportunities relating to project activities.

To date, Origin personnel have met individually with 382 landholders in the gas fields' area to discuss the specific project details. Landholders are encouraged to contact a member of the liaison group in relation to their property and/or the Project. For further information about the Landowner Liaison Officer team and specific landowner reference material, landholders are encouraged to visit www.origintogethercom or call 1800 526 369 or their dedicated landowner liaison officer if applicable.

Indigenous engagement

Australia Pacific LNG has consulted Native Title groups and Indigenous stakeholders in the gas fields' development area. Indigenous stakeholders consulted included Millmerran State School Indigenous Liaison Officer, Queensland Murray Darling Committee Aboriginal Project Officer, as discussed in Section 2.4. Australia Pacific LNG provided a briefing regarding the Australia Pacific LNG Project, including project scope, timeline and EIS process.

Furthermore, Australia Pacific LNG and Native Title groups discussed specific identification of project-related activities that will take place within each group's area, potential impacts of activities and possible mitigation measures. A range of project communication materials were also provided to the Native Title groups and Indigenous stakeholders, including copies of the Project's initial advice statement, maps and briefing packs.

Ongoing communication with Indigenous stakeholders has enabled relationships to develop, which in turn, have ensured that information provided by the Indigenous stakeholders is incorporated into the Project's planning processes and the development of cultural heritage management plans (refer to Indigenous heritage assessments provided in Volume 2 Chapter 18, Volume 3 Chapter 18, and Volume 4 Chapter 18.

Community information sessions

Timing for the community information sessions was primarily related to key milestones within the EIS process. Community information sessions sought to attract involvement from community members and interest groups. Although the interests of those directly impacted by the Project were of paramount concern, the sessions were open for anyone to attend. Open forums also ensured that project opportunities were outlined and supporters were able to voice their feedback.

On average the sessions were six hours in length, taking place from noon to evening to provide adequate opportunity for community attendance. An information kit containing the suite of information sheets, pens and notepads were also distributed to attendees. Attendees were encouraged to register their contact details and provide feedback, which in turn were added to the stakeholder and community contact database for future interaction and tracking of issues. A member of the Australia Pacific LNG community consultation team logged the discussions between Australia Pacific LNG and the public during the sessions, along with issues raised and responses provided.

A predominate feature of the community information sessions were the project poster displays which exhibited key information regarding the Project and the EIS. Members of the project team were available to guide visitors around the poster display and to answer questions from attendees. DVDs

outlining the CSG and LNG process and landholders' experience with Origin were also playing at the information sessions. Project information was additionally supplied through a PowerPoint presentation.

The location, timing and number of attendees at the various community information sessions is provided in Table 2.7.

Table 2.7 Community information sessions completed across gas fields project study area

Location	Venue	Event date
IAS release / Introduction to the Project (round one of community consultation)		
Roma	Roma Bungil Cultural Community Centre	7 May 2009
Miles	Columboola Function Room	13 May 2009
Chinchilla	Chinchilla RSL Sub-branch Hall	14 May 2009
Project and EIS update (round two of community consultation)		
Roma	Explorers Inn	27 October 2009
Miles	Columboola Function Room	28 October 2009
Chinchilla	Chinchilla RSL Sub-branch Hall	29 October 2009
Cecil Plains	Cecil Plains Community Hall	2 December 2009
Millmerran	Millmerran Sportsman Club	2 December 2009

Australia Pacific LNG will hold additional information sessions to coincide with the release of the EIS for public comment in the first half of 2010.

Promotion of community involvement

The location and venues for the community information sessions were chosen after determining who is likely to be impacted by the Project and who will be interested in attending these sessions.

To attract involvement from the community, the following opportunities were promoted through advertising in the Courier Mail, Toowoomba Chronicle, Surat Basin News, The Western Star, Chinchilla News and Dalby Herald and radio advertisements on Hot FM and 4ZR stations:

- Information sessions for the release of the IAS (May 2009)
- Release of draft TOR (August 2009)
- LNG demonstration show (September 2009)
- Information sessions to provide project and EIS update (October 2009).

The following milestones/opportunities will similarly be promoted:

- Release of EIS (anticipated for first-half 2010)
- Information sessions for release of EIS (anticipated for first-half 2010).

These community consultation advertisements were placed one to two weeks prior to the events taking place to provide adequate notice.

Emails to stakeholders and those within the contact database, and advertising with posters at popular local venues, were also used to encourage involvement in key consultation activities and to attract a wider range of community members to these significant project activities.

The Department of Infrastructure and Planning's website (www.dip.qld.gov.au) also provides information relating to public comment periods following the release of draft TOR and EIS.

Government agency briefings

A fundamental component of the community and stakeholder engagement plan was regular engagement with key government agencies. The objectives were to share project information as it came to hand, seek guidance about regulators' requirements and expectations through the EIS and approvals process and to achieve the Project assessment and approval schedule.

Key agencies are the Department of Infrastructure and Planning (DIP), which manages the EIS process on behalf of the Coordinator-General, and the Department of Employment, Economic Development and Innovation (DEEDI), particularly the LNG Industry Unit. Regular contact with DIP, DEEDI and Department of Environment and Resources Management (DERM) meant a partnership was created, under-pinned by a transparent approach.

During this process, Australia Pacific LNG actively engaged with DIP, DEEDI and through a number of forums, including:

- LNG Executive Group (DEEDI) – meetings approximately bi-monthly with other LNG proponents and senior departmental officers to discuss strategic policy matters
- Common Issues Forum (DEEDI) – fortnightly meetings with other LNG proponents to discuss operational issues of a common nature to the industry, for example, co-location of gas pipeline common-user corridors established by the Queensland Government
- LNG Industry Unit (DEEDI) – separate meetings with proponents are organised where instances of commercial confidentiality is required
- Australia Pacific LNG EIS Project Group Meeting – EIS facilitation is provided through a DIP project manager and DERM representative each fortnight to ensure that industry is provided with prompt advice on any issues raised
- Input into DIP's Water Futures for the CSG water management policy being developed by the Coal Taskforce Unit
- The Surat Basin Local Leadership Group meetings.

On 15 September 2009, a major agency briefing in Brisbane synthesised ongoing project discussions with DEEDI, DIP, DERM, Department of Transport and Main Roads, Department of Justice and Attorney General - Workplace Health and Safety (Hazardous Industries and Chemicals Branch) and Queensland Health. Themes of discussions in relation to the gas fields and gas pipeline included:

- Depth of gas wells
- Impacts to Miles and how other proponents will interact with this town
- Collaborating with other proponents
- Cumulative impacts to health services
- Impact management

- Delivery of infrastructure and the CSG to LNG process
- Importance of presenting credible and reasonable scenarios within the Environmental Impact statement
- Beneficial use of associated water
- Water management
- Waste management
- Air quality
- Workforce requirements and sources
- Employment opportunities for Indigenous Australians and under-represented people.

Local government briefings

In addition to Australian and Queensland Government engagement, a comprehensive local government engagement plan was implemented. The objectives were to share project information, collect input to guide the Project design and seek guidance about requirements and expectations throughout the Project life.

Australia Pacific LNG has a dedicated local government liaison officer employed to work closely with the Maranoa, Western Downs and Toowoomba regional councils to provide regular group Project briefings and one-on-one consultation. This approach ensured all councils were informed of the Project's progress and allowed Australia Pacific LNG to engage in discussions about addressing regional opportunities and issues, cumulative impacts and potential mitigation strategies.

Throughout the consultation process, Australia Pacific LNG maintained an open, sharing and cooperative relationship with local government to ensure joint understanding of current and potential issues was achieved. Two examples of the open approach taken by the Project include:

- Sharing independent research commissioned by the Project with the councils, as outlined in Volume 2 Chapter 20 – Social impact assessment. The research highlighted the attitudes, beliefs and perceptions of their communities with respect to CSG and Origin. The research concentrates on obtaining feedback regarding Origin as it is the Australia Pacific LNG operating partner responsible for delivering the gas fields development. This assisted the councils to understand the attitudes, beliefs and perceptions of their community about specific key issues
- Providing rig and road movement announcements to council engineering departments. This enabled the councils to address relevant road concerns and alert the community to any changes in traffic movement.

Non-government organisations

Project briefings were provided to non-government organisations. Presentations related to project information, procurement opportunities, project timelines and significant EIS milestones. Beginning in May 2009, the briefings evolved from providing project information to discussing EIS mitigation strategies and how non-government organisations could benefit from the opportunities available in the region.

In time, an interest for cumulative impacts and integrated opportunities became more common as local stakeholders had already built-up their knowledge for basic project information.

A large proportion of the community was already aware of the EIS process and well-briefed about CSG to LNG projects prior to Australia Pacific LNG starting its community consultation. Presentations to non-government organisations were tailored to the needs of each individual group.

Site tours

Australia Pacific LNG is committed to being responsive to issues raised by stakeholders and community members. A site tour program was developed to provide interested parties a first-hand experience to investigate their concerns or interests regarding the gas fields' development.

Tours included the operating Origin/Australia Pacific LNG facilities at Spring Gully to the north of Roma and Talinga facilities located south of Chinchilla. The tours allowed participants to observe the gas fields' development process; infrastructure requirements; water and environmental management practices; technical constraints and developments and physical land impact.

A wide range of stakeholders have been involved in these tours including local, state and federal government officers, local Indigenous groups, landholders, community groups, business operators, environmental and agricultural advocacy groups from various areas of Queensland.

These tours have been a popular part of the consultation process amongst community members and stakeholders. By 9 November 2009, approximately 180 people had attended the 'Origin of Gas' tour. These site tours have been acknowledged as a valuable engagement tool and are now offered on a regular basis to interested parties. The tours are publicised through the Australia Pacific LNG media program with bookings made via the Project's hotline.

Community information offices

In addition to the current offices located in Roma, new community information centres for the Project will be established in Miles and Chinchilla. The purpose of these centres is to support the stakeholder engagement process by providing a physical presence in the gas fields' development area, where stakeholders can visit to find out more information or give their feedback on the Project, as well as providing office accommodation for local project staff. The offices are expected to be open early 2010.

2.5.3 Capturing and recording community and stakeholder feedback

Contact database

All communication from the 1800-freecall number, email, freepost address, stakeholders or community members was recorded into the Project's dedicated contact database. The database was used to record the contact details of community members and stakeholders, which enabled regular and accurate contact to be made with those most interested in the Project. Trends and gaps within the consultation process were also identified by using the database. The database also tracks all activities with landholders and potential suppliers. The database will be maintained throughout the life of the Project.

Community consultation forms

Community consultation forms were used to collect feedback from community members and stakeholders. The forms were available at community consultation sessions and were offered as a tool for anonymous comments, concerns and compliments to be collated about the Project.

Details from the form were entered into the contact database and used to identify trends and gaps in stakeholder interests and issues, which in turn influenced consultation strategies and tools.

Community contact register

Visitors at each of the community project information sessions were provided the opportunity to register their contact details and comments on a 'contact register' if they wished to receive direct project updates.

Details from the register were entered into the contact database and used as a mailing list for distribution of project newsletters and important project information (e.g. upcoming consultation activities).

2.5.4 Ongoing stakeholder engagement activities

Stakeholder engagement activities are scheduled to continue throughout the life of the Project. In line with Australia Pacific LNG's sustainability principles and approach to community and stakeholder relations across the region, Australia Pacific LNG will maintain an ongoing dialogue with stakeholders as the Project progresses.

To support the ongoing activities Australia Pacific LNG is committed to the continual development of the community and stakeholder engagement plan. Australia Pacific LNG will provide ongoing updates, educational information and engagement opportunities regularly through activities such as:

- Newsletters and written correspondence
- Web updates
- Community notices
- Participation in industry forums, community forums, council and government workshops
- Participation in local and regional planning processes related to project impacts and opportunities
- Community information sessions
- Public information displays (Figure 2.4)
- Face-to-face consultation
- Community information centres/visitors centres
- Site tours
- Media.

Figure 2.4 Mobile project display

2.6 Results from engagement and consultation activities

As of 9 November 2009, Australia Pacific LNG has met or had correspondence with over 6,700 stakeholders on more than 18,000 occasions, either in person or through direct telephone or electronic communications. Australia Pacific LNG also completed EIS-related community and stakeholder engagement activities and commissioned research studies to provide an independent assessment of stakeholders' views about the Project. An overview of the issues identified from these two activities is outlined below as a high level summary.

This section outlines community member and stakeholder perceptions of potential project impacts. Potential project impacts are discussed throughout the various EIS chapters (as outlined in Section 2.6.2).

2.6.1 Preliminary research

Research completed by Bergent on behalf of Origin in late 2008 provided the foundation for understanding key issues and values of those living in the gas fields and gas pipeline development area. Feedback was obtained from two focus group sessions held in Roma and Chinchilla and in-depth interviews were conducted with 18 landholders in Roma, Chinchilla and Miles.

An analysis of the findings was used to influence the Project's community and stakeholder engagement plan; encourage further discussion about technical details and address common concerns and opportunities.

Findings from this research indicate that Origin has effectively responded to landholders and the broader local community and is regarded as one of the 'best' operators in the community. In spite of

this generally positive response, it appears that landholders feel a loss of independence due to the increasing presence of resource projects. The study also found that any threat to their water supply was a major concern to study participants.

Particular areas of interest differed slightly between local leaders and community members, as shown in Table 2.8.

Table 2.8 Preliminary research results

Participant	Feedback
Local leaders	Gas has brought prosperity and confidence to the area.
	Economy is no longer reliant on rural enterprise only.
	Employment opportunities, business growth and social diversity had developed.
	Massive opportunity for road building and additional funding required.
	Additional resources required to enhance infrastructure.
	Optimistic that CSG water will make town water supply sustainable (expectation that gas companies will provide CSG water, using an economic basis for distribution).
	Salt problem will diminish as environmental controls are improving and water treatment is in place.
	Landholders feel disenfranchised about issues relating to compensation and confidentiality restrictions were creating tension; yet the purchasing of properties has assisted with concerns.
Community members	Businesses serving the gas industry are benefiting from CSG.
	Demand for local services has increased.
	Local people with skills have moved to the gas industry for jobs and higher pay.
	Hundreds of fly-in/fly-out workers create demand for goods and services and assist the local business economy.
	Slight population increase means more work.
	Small businesses find it difficult to retain employees (higher wages difficult to match) and this creates tension between local business and gas companies.
	Residents cannot access plumbers, electricians and other services.
	Gas brings prosperity and promise of long-term viability, especially in drought.
	Long-term water supply is a concern (breach of ponds or contamination of or reduced flows from bores).
	Community initiatives are valuable, but sometimes companies can dominate not collaborate with locals.
	Many townspeople are frightened by the volume and speed of road trains and other construction vehicles.
	Gas companies have built some roads, but only in areas relating to their work (locals believe the problem extends further to other roads too).

Participant	Feedback
	Council, government and industry should do more to improve the major roads.
	The influx of activity and workers has not led to social inclusion.
	House prices and rent have increased significantly in a relatively short time.
	More detail about noise and dust from traffic, land clearing, road and fence building and drilling is required by landholders.
	Concerns that drilling and production will affect their agricultural production capacity; property value and lifestyle.

Source: Bergent Research, December 2008

2.6.2 Themes from discussion

During the first phase of the community consultation process (April to September 2009), the primary issues of discussion related to water access and management; community services and lifestyle; local infrastructure and land use. These primary themes of discussion reflect the communities' dominant agricultural identity. Treatment and access to water attracted a considerable amount of interest, in particular with Councils. Other themes of interest related to the provision of adequate infrastructure, health services and weed management.

Australia Pacific LNG responded to these concerns by proactively engaging decision-makers in discussions relating to reducing the negative impacts and addressing possible benefits. For example, during the second round of community consultation (October to November 2009), new realistic short and long-term water management solutions received favourable responses from local Councils. Australia Pacific LNG also acknowledged that where possible, construction and operational practices would complement existing local strategies and policies.

Australia Pacific LNG intends to continue to work closely with local councils and community groups to ensure that project impacts can be determined and resolved in advance and, where possible, long-term collaborative solutions are adopted through community investment initiatives.

Water management and access

The limited water supply experienced by regions within the Surat Basin in 2008 influenced community members and stakeholders within the gas fields' region focusing their discussions on the management and use of CSG water. Stakeholders and community members alike asked questions about the process to treat associated water, and stakeholders further discussed the evolving government policies regarding CSG water.

Landholders, community members and stakeholders discussed the possibility of Australia Pacific LNG supplying treated water to local councils and towns for short term and long term use. Discussions further focused on whether Australia Pacific LNG could provide treated water to landholders.

Community members and stakeholders also queried whether the CSG extraction process could impact aquifers and how Australia Pacific LNG would manage brine.

Water management matters related to the gas fields' development area are addressed in Volume 2 Chapter 10 – Groundwater, Volume 2 Chapter 11 – Surface Water, and Volume 2 Chapter 12 – Associated water management.

Community

Community members and stakeholders queried potential project impacts to community services and lifestyle. Concerns were raised regarding new workers settling in the region and the potential fly-in/fly-out component of the workforce. Discussions related to the perceived limited availability of community services, including child care and community support programs, and how these services could become further impacted by workers moving to the area to work on the resource developments. Stakeholders also discussed current social issues in the region, such as the increasing prevalence of domestic violence.

These issues related to the gas fields' development area are referenced in further detail in Volume 2 Chapter 20 – Social impact assessment.

Local infrastructure

During consultation sessions, stakeholders often remarked that local infrastructure, including roads Roma airport, and rail services may be impacted by the increase in population as a result of the resource projects being developed in the region. Stakeholders queried whether Australia Pacific LNG would contribute to the upgrades and maintenance of local infrastructure. The desire to improve and limit the impact to local infrastructure, such as roads, may stem from concerns that certain townships have lost funding and localised support due to the recent amalgamation of Shire Councils.

Community members and stakeholders further discussed associated health and lifestyle impacts that could result from the increased use of local roads, such as dust, noise and safety. These issues are discussed in more detail in:

- Volume 2 Chapter 20 – Social impact assessment
- Volume 2 Chapter 21 – Economic impact assessment
- Volume 2 Chapter 17 – Traffic and transport
- Volume 2 Chapter 7 – Landscape and visual amenity
- Volume 2 Chapter 13 – Air quality
- Volume 2 Chapter 15 – Noise and vibration
- Volume 2 Chapter 22 – Hazard and risk.

Land use

Community members and stakeholders discussed Australia Pacific LNG's land access procedures, weed management, land rehabilitation processes and the need for a landowner liaison code of conduct.

Community members frequently asked about how project construction strategies will be implemented to minimise impacts to agricultural activity. For example, questions centred on the location of the gas wells and associated infrastructure and the processes in place to minimise disturbance to good quality agricultural land (GQAL).

Community members and stakeholders further asked about whether the CSG to LNG proponents would collaborate regarding infrastructure to minimise impacts to land.

Early community feedback indicated concern about the accuracy of mapping available from the Department of Environment and Resource Management for GQAL. Australia Pacific LNG agreed that

improved mapping would provide more reliable information to the Project, as well as providing confidence in the project planning process.

Conics Limited was commissioned by Australia Pacific LNG to prepare a GQAL discussion paper. The paper, 'Good Quality Agricultural Land Impact Assessment – Australia Pacific LNG Project' broadly confirmed existing Department of Environment and Resource Management mapping, and included suggestions on future actions to continuously improve the accuracy of GQAL maps.

Further information on this topic is available in:

- Volume 2: Chapter 20 – Social impact assessment
- Volume 2 Chapter 3 – Project description
- Volume 2 Chapter 6 – Land use and planning
- Volume 2 Chapter 8 – Terrestrial ecology
- Volume 2 Chapter 24 – Environmental management plan.

Feedback from social service and education providers

Discussions with key social service and education providers were conducted in Maranoa, Roma, Miles and Chinchilla in October 2009 to inform the project social impact assessment. Participants were encouraged to speak openly about community services, aspirations and challenges and general community values. Participants involved in the consultation in Roma represented the interests of Maranoa Regional Council; Western Downs Skills Project; Goldskills; Roma Police; Dogwood Crossing@Miles; Disability Services Queensland and the health sector.

The social impact assessment chapter (Volume 2 Chapter 20) discusses the outcomes of this consultation.

Feedback from Council and interest groups

Additional one-to-one discussions were held with AgForce, Maranoa Regional Council, Murilla Landcare Group and Chinchilla and District Landcare Group, Miles Historical Society, Miles and District Chamber of Commerce, Commerce Roma and Chinchilla Community, Commerce and Industry between 27 and 29 October 2009. Common themes from the discussions related to water and weed management, community investment opportunities, condition of local roads, lack of health services, opportunities for communities and businesses to prosper and the release of land for housing developments.

Common topics of discussion

The following figure indicates the key themes of discussions with stakeholders from 1 April to 9 November 2009. The pie chart below includes 'issue themes' and as such does not include statistics regarding the number of individual employment and business enquiries received by Australia Pacific LNG.

Themes of discussion are identified in Figure 2.5. These themes are outlined in Table 2.9, along with the relevant EIS chapters which discuss these themes and issues, and discussed in Section 2.7.1.

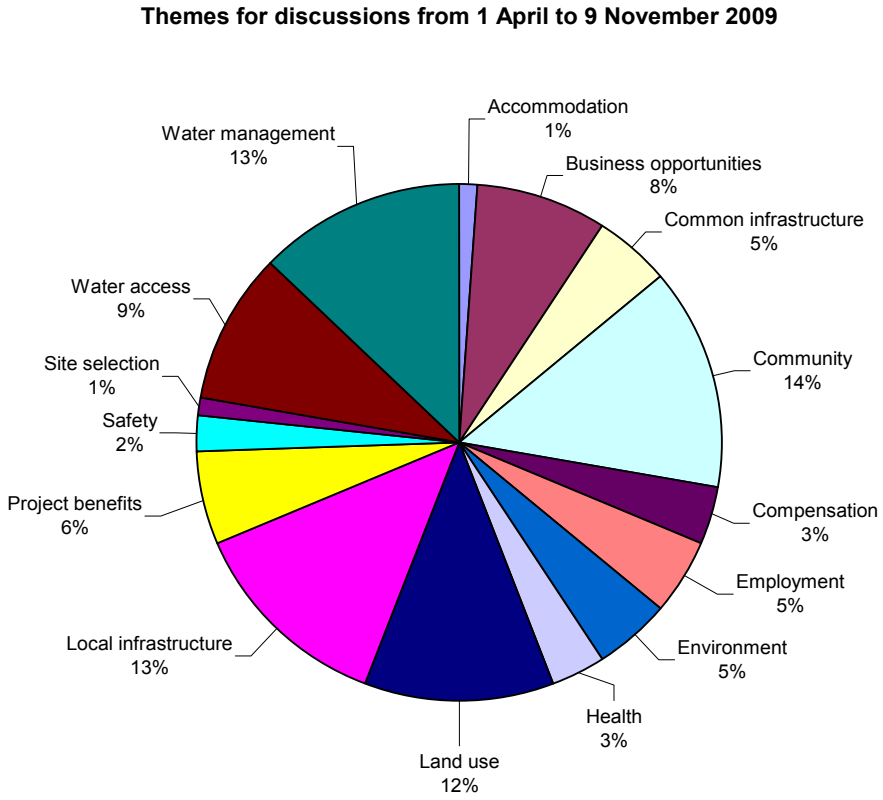

Figure 2.5 Topics of discussion raised from 1 April to 9 November 2009

Table 2.9 outlines the primary topics of discussion that were identified from consultation activities undertaken in communities within close proximity to the gas fields. The feedback outlined above has been included within these summaries.

Table 2.9 Primary themes from discussion from 1 April to 9 November 2009

Primary themes from discussions[1]	Reference in EIS	Interest shown by whom[2]
Water access and management		
Logistics for supplying water to local councils (short and long-term) Use of associated water Brine management Affordability of treated water and access offered to landholders Management of aquifers A desire for a technical group to be formed	Volume 2 Chapter 10 – Groundwater Volume 2 Chapter 11 – Surface water Volume 2 Chapter 12 – Associated water management Volume 2 Chapter 9 – Aquatic ecology	Toowoomba Regional Council Western Downs Regional Council Department of Employment, Economic Development and Innovation Queensland Department of the Environment and Resource Management

1 The list of themes provided in the table above is not exhaustive, but indicates the most frequently raised themes.

2 The list of stakeholders provided in the table above is not exhaustive. Additional individual stakeholders also raised discussions related to the themes, but names are not listed for confidentiality reasons.

Primary themes from discussions[1]	Reference in EIS	Interest shown by whom[2]
to review project details		Department of Transport and Main Roads Surat Basin Corporation Chinchilla District Landcare Group Capricorn Conservation Council Community members
Community		
Adequate community infrastructure is required when population growth is experienced Social impact relating to a fly-in/ fly-out workforce and the general workforce Government benefits need to be returned to the community Culturally diverse people need diverse local facilities and services Child care facilities are full, with extensive waiting lists Increased incidences of domestic violence being experienced	Volume 2 Chapter 20 – Social impact assessment	Maranoa Regional Council Toowoomba Regional Council Western Downs Regional Council Queensland Police Murilla Landcare Group Community members
Local infrastructure		
Impacts to roads (including dust, noise and safety concerns from residents) Upgrades to local infrastructure Increase demand of Roma airstrip would require maintenance contribution from the Project Rail	Volume 2 Chapter 20 – Social impact assessment Volume 2 Chapter 21 – Economic impact assessment Volume 2 Chapter 17 – Traffic and transport Volume 2 Chapter 7 – Landscape and visual amenity Volume 2 Chapter 13 – Air quality Volume 2 Chapter 15 – Noise and vibration Volume 2 Chapter 22 –	Maranoa Regional Council Toowoomba Regional Council Western Downs Regional Council Department of Transport and Main Roads AgForce Community members

Primary themes from discussions[1]	Reference in EIS	Interest shown by whom[2]
	Hazard and risk	
Land use		
Access procedures Land rehabilitation Location of wells Landholder engagement Weed management Long-term land use Good agricultural land should not be used for CSG production Common water and gas corridors could reduce impacts	Volume 2 Chapter 20 – Social impact assessment Volume 2 Chapter 3 – Project description Volume 2 Chapter 6 – Land use and planning Volume 2 Chapter 8 – Terrestrial ecology Volume 2 Chapter 24 – Environmental management plan	Toowoomba Regional Council Elected representative (State) AgForce Miles and District Chamber of Commerce Surat Basin Corporation Chinchilla and District Landcare Group Industry representatives Community members

Table 2.10 outlines further topics of discussion that were identified from consultation activities completed in communities within close proximity to the gas fields.

Table 2.10 Secondary themes from discussion from 1 April to 9 November 2009

Secondary themes from discussions	Reference in EIS	Interest shown by whom
Business opportunities		
Potential for suppliers and families to move to Toowoomba Avenues for local businesses to promote themselves to industry should be made available Local suppliers should be used where possible	Volume 2 Chapter 20 – Social impact assessment	Toowoomba Regional Council AgForce Miles and District Chamber of Commerce Surat Basin Corporation Murilla Landcare Group Surat Basin Axis Commerce Roma Community members
Project benefits		
Longevity of gas reserves Population statistics provided by the Project will assist with Council's risk and disaster management process Use of associated water	Volume 2 Chapter 20 – Social impact assessment Volume 2 Chapter 21 - Economic assessment Volume 2 Chapter 10 – Groundwater Volume 2 Chapter 11 –	Maranoa Regional Council Toowoomba Regional Council Western Downs Regional Council Community members

Secondary themes from discussions	Reference in EIS	Interest shown by whom
Economic influences relating to the Project's future Community investment opportunities	Surface water Volume 2 Chapter 12 – Associated water management	
Common infrastructure		
Balance is required for what community infrastructure is required by industry and local communities Common corridor to alleviate Environmental impacts Benefits received by government should also be used to enhance community infrastructure Common code of conduct for using roads	Volume 2 Chapter 17 – Traffic and transport Volume 2 Chapter 20 – Social impact assessment	Western Downs Regional Council Surat Basin Corporation Chinchilla District Landcare Group
Employment		
Year 11 and 12 students should be encouraged to pursue careers within oil and gas industries Use of local sub-contractors should be encouraged throughout project policies Lack of job opportunities for people with disabilities, Indigenous Australians and the unemployed Local Indigenous people don't believe they will gain employment if they don't belong to the same tribal group as their colleagues	Volume 2 Chapter 20 – Social impact assessment Volume 2 Chapter 18 – Indigenous cultural heritage	Maranoa Regional Council Western Downs Regional Council AgForce Miles and District Chamber of Commerce Commerce Roma Roma State College Chinchilla Field Naturalists Community members
Environment		
Concerns about drawing water from multiple underground zones Impact to aquifers Brine management	Volume 2 Chapter 10 – Groundwater Volume 2 Chapter 11 – Surface water Volume 2 Chapter 12 – Associated water management	Maranoa Regional Council Western Downs Regional Council Toowoomba Regional Council Chinchilla and District Landcare Group Maranoa Regional Landcare Association Murilla Landcare Group Qld Murray-Darling Committee Future Food Environment Property Protection

Secondary themes from discussions	Reference in EIS	Interest shown by whom
		Association AgForce
Compensation		
Continue to drive change in the way landholders are consulted regarding compensation agreements, exploration and production More assistance required for legal and associated costs Compensation is inadequate	Volume 2 Chapter 20 – Social impact assessment	Queensland Government – local members AgForce Industry representative
Health		
Communication breakdown between non-English speaking doctors and patients Industry is placing additional demand on access to doctors Limited psychology services available locally	Volume 2 Chapter 20 – Social impact assessment	Maranoa Regional Council Western Downs Regional Council Chinchilla Health Service Roma Allied Health Spiritus Social Services Murilla Community Centre Community members
Safety		
Impact to community safety Increased traffic and road safety issues have been noticed; increased traffic volumes along Warrego and Leichhardt Highways	Volume 2 Chapter 20 – Social impact assessment Volume 2 Chapter 17 – Traffic and transport	Queensland Police Community members
Site selection		
Some landholders have a number of pipelines crossing their property and the information provided by each proponent is causing confusion Gas well site selection	Volume 2 Chapter 20 – Social impact assessment Volume 2 Chapter 3 – Project description	Industry representative
Accommodation		
Concerns about housing availability and affordability	Volume 2 Chapter 20 – Social impact assessment	Maranoa Regional Council Western Downs Regional Council Spiritus Social Services Murilla Community Centre

2.6.3 Social impact and environmental impact studies

A social impact assessment was conducted as part of the EIS process. Baseline studies and discussions with stakeholders were used to support the identification of current social and economic conditions and develop possible mitigation strategies for likely project impacts. Further details about these findings are outlined within Social impact assessment chapters for each project element, in Volume 2 Chapter 20, Volume 3 Chapter 20, and Volume 4 Chapter 20.

Proposed mitigation measures for potential environmental impacts are discussed in the environmental management plans for each project element, in Volume 2 Chapter 24, Volume 3 Chapter 24, and Volume 4 Chapter 24.

2.7 Conclusion

2.7.1 Stakeholder engagement outcomes

Community and stakeholder engagement for the Australia Pacific LNG Project will be ongoing. Issues and concerns raised during consultation periods will be fed into the decision-making process relating to the design, construction and operation of the Project.

In summary, the following points of discussions were commonly identified:

- Management, affordability and use of associated water
- Concerns about workforce impacts and adequate social infrastructure, yet an understanding and willingness to accept change and benefits associated with the Project
- Capacity and condition of local roads
- The need for proponents to respect existing land practices, develop collaborative weed management practices, create meaningful landholder engagement opportunities and identify and implement jointly-agreed standards for accessing properties.

Community and stakeholder feedback, including the broad themes outlined above, have been used to guide the direction of the EIS, particularly the areas of social and environmental impacts, and construction and operations of the Project and the Project's specific strategies, mitigation measures and commitments. Ultimately the relationships formed with communities, landholders and stakeholders will underpin the Project's success.

2.7.2 Commitments

Australia Pacific LNG will:

- Continue consultation and engagement programs with stakeholders to ensure their views are understood and considered throughout the life of the Project
- Continue to participate with government in local and regional planning processes and provide timely information about the Project to inform discussion and decision-making
- Continue to work to mitigate project impacts on local landowners throughout the project life by:
  - Engaging with each landowner within the project area prior to any project activity on their land
  - Where possible, working towards mutually beneficial outcomes
  - Assigning a dedicated liaison officer to each landowner in the project area
  - Locating and scheduling project activities to reduce impacts on landowner activities.