

4

COMMUNITY CONSULTATION

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SUPPLEMENTARY REPORT TO THE EIS

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4 Community Consultation

The EIS described consultation and stakeholder engagement undertaken for the Project from February 2012 through to December 2012. This supplementary consultation chapter describes the consultation activities that have occurred subsequent to the completion of the EIS in Q1 2013 (including public display). Further details on these activities are contained in the Supplementary Community Consultation Report (Appendix A) of this SREIS.

4.1 Consultation Objectives

The EIS consultation process was designed to inform stakeholders of Project activities, provide an overview of potential environmental and socioeconomic impacts and provide the community with an opportunity to present their concerns. The objectives of the consultation process were therefore to:

- Identify relevant stakeholders;
- Facilitate an understanding of key stakeholder issues;
- Develop and implement strategies to address stakeholder issues; and
- Provide meaningful opportunities for community input into the development of the EIS and the Project.

Beyond the EIS process and throughout the life of the Project, Arrow will continue to ensure stakeholders receive regular communication about the Project and are able to provide feedback or raise issues.

The consultation process comprised of four phases to coincide with key process stages within the EIS program.

Phase 1 involved the preliminary planning required for the Project's stakeholder and community engagement which was undertaken between February and August 2012. Phase 1 also included the initial round of public consultation which took place in June 2012 to provide stakeholders and the broader community with an overview of the Project, advise them of the upcoming draft ToR release, and capture stakeholder and community views, issues and concerns.

Phase 2, undertaken between September and December 2012, was designed to provide a Project update and summary of preliminary findings of the EIS, and to address issues and concerns raised by stakeholders during Phase 1. Further information on consultation undertaken in Phases 1 and 2 is provided in the Community Consultation chapter (Section 5) and Consultation Report (Appendix F) of the EIS.

Phases 3 and 4 are outlined in Sections 4.2 and 4.3.

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4.2 Phase 3 Consultation – January to April 2013

Phase 3 consultation activities included the public exhibition period for the EIS. This phase commenced in January 2013 and continued through to April 2013.

A range of activities were undertaken to provide information to the community about the results of the EIS, including drop-in sessions and community information sessions.

4.2.1 Notice of Public Exhibition of the EIS

Following the submission to EHP, the EIS was publically exhibited from 11 March 2013 to 23 April 2013. The exhibition period provided the public with the opportunity to formally comment on the EIS, including the Project's potential environmental effects and/or the effectiveness of measures proposed to manage impacts.

The community was able to view the EIS online at the Arrow website, request a digital copy from Arrow or view a printed copy at one of a number of locations (for full details of all locations see the Supplementary Community Consultation Report (Appendix A, Section 2.2) of the SREIS).

Advertisements were placed in local newspapers at the commencement of the official public exhibition period. Arrow also sent out 1,763 letters to potentially affected or interested stakeholders. The letters outlined the period the EIS would be on public exhibition, where stakeholders could view the EIS, how they could obtain a copy of the EIS and where they could send any written comments.

4.2.2 Consultation Program

4.2.2.1 Regulator Consultation Activities

Arrow engaged with various state-based regulators during the public exhibition period of the EIS, both in group based and one-on-one sessions. These sessions took place in Brisbane, Mackay and Rockhampton, and provided a general Project overview with specific focus on areas relating to the individuals areas of expertise, followed by a question and answer session.

4.2.2.2 Community Wide Consultation Activities

Key community-wide consultation activities undertaken during phase 3 included a series of community information and drop-in sessions held during the EIS exhibition period. Three community information sessions were held in Moranbah, Middlemount and Blackwater and two drop-in sessions were held in Glenden and Dysart.

4.2.2.3 Promotional Activities

The sessions were promoted to the community through invitations via letters and emails, newspaper and radio advertisements, posters placed in strategic locations and information on Arrow's website.

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4.2.2.4 Communication Management

Jan Taylor and Associates Australia (JTA Australia) continued to manage the 1800 freecall service, an email information address and a reply paid postal service. The Arrow stakeholder management database was used to record, manage and track enquiries and action items for the Project team. Actions arising from consultation events were issued via email to the relevant Arrow employee, in order to provide a response to the issue.

4.2.2.5 Information on the EIS

Information materials were displayed at both the drop-in and community information sessions, with free copies of DVD's containing the EIS and a hard copy of the EIS available. In addition, a document outlining the key findings of the EIS and information on how to read and respond to the EIS were also made available.

4.2.2.6 Printed Information Materials

Information sheets about the Project and Arrow's activities were also made available. The Supplementary Community Consultation Report (Appendix A, Section 2.3.6) of the SREIS lists the fact sheets available.

4.2.2.7 Banners

For the phase 3 consultation, a range of banners were used that were either specific to the EIS or more generally about CSG or Arrow. The banners used included the below:

- *Arrow EIS Process;*
- *Coal Seam Gas Process;*
- *Managing Groundwater Impacts;*
- *EIS Groundwater Studies;*
- *Brighter Futures;* and
- *Arrow Energy.*

4.2.2.8 Community Information Sessions

The consultation sessions undertaken between 18 and 20 March 2013 were open to the whole community, which was consistent with the approach and process adopted in previous rounds of community consultation. In each location the room was set up in a theatre style for the presentation and question and answer sessions with staffed informal displays - including banners - placed around the room.

Similar to the arrangement used in the first two phases, the community information sessions started with an informal one-on-one session at the displays set up around the room. This was followed by a formal presentation to give an overview of the EIS results and a question and answer session. In all locations, the question and answer sessions were allowed to continue until the community had no more questions.

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The formal presentation made at the community information sessions provided an introduction to Arrow and its operations, an explanation of CSG and LNG, a summary of the overall Arrow LNG project, a summary of Arrow's domestic operations, an outline of Arrow's approach to safety, land access and the role and location of the Moranbah Community Information Centre. The presentation also included information about the EIS including the purpose, the process, submissions, assessment of impacts, environmental framework, and key environmental impacts of the Project. These impacts include groundwater, noise, air quality, socio-economic impacts and co-development with mining. Information was also provided on local content, supplier guidelines and the Brighter Futures program.

4.2.2.9 Drop-in Sessions

Drop-in sessions were held in Glenden and Dysart on the 18 and 19 March 2013 respectively. These sessions were designed to give stakeholders the opportunity to speak one-on-one with representatives from Arrow.

4.2.3 Key Issues Raised

Key issues raised across consultation activities are summarised in Table 4-1.

Table 4-1 Key Issues

Location	Issues Raised
Moranbah	<ul style="list-style-type: none"> • Impact on aquifers including zonal isolation and the use of cement; • Casing of wells and potential for gas leaks into water supply; • Health impacts of CSG; • Increase in traffic volume, impacts on roads and impact on safety; • Impact on health and emergency services and their ability to cater for the increase in population; • Tracking population growth including FIFO and DIDO workers to mitigate impacts; and • EIS process and approval.
Glenden	<ul style="list-style-type: none"> • Impacts on the police services, housing and accommodation; • Worker's camp arrangements (wet or dry camps); and • Operational enquiries including flaring and fire management plans.
Middlemount	<ul style="list-style-type: none"> • Acquisition of pipeline easements and Arrow's relations with landholders; • Heavy vehicle movements and potential impacts; and • Emergency services.
Dysart	<ul style="list-style-type: none"> • Local contractor opportunities; • Project timeframes; • Staffing requirements; • Location of infrastructure; • Road impacts; • Social environment including existing concerns around drug and alcohol abuse, domestic violence and other anti-social behaviour; • Brighter Futures enquiries; • Landholder negotiation process; and • Impact of FIFO / DIDO on population statistics, the census, and the flow on effects including under-resourcing of police force.

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Location	Issues Raised
Blackwater	<ul style="list-style-type: none"> • Responsibility for rehabilitation of sites; • Issues experienced by CSG and shale gas industries in the USA; • Difference between Queensland and New South Wales regulations and impacts on the projects; • Salt and brine management; • Desalination and beneficial uses of water; • Recovery of groundwater system post CSG drilling; • Impact on coal mining and Authorities to Prospect; • Future of the Bow Energy power station and associated pipeline licence; • Likelihood of drilling in Blackwater township; and • Beneficial use of water for irrigation.

4.2.4 Summary of Information Sessions for the EIS

A total of 49 people registered at the community information sessions, with eight people attending the drop-in sessions. This compares with 77 and 55 people who attended consultation activities in Phase 1 and Phase 2 respectively. Note there were also a number of people who did not register at the sessions.

Throughout the consultation activities, the Project appeared to be accepted, as long as it is managed and monitored appropriately. Concerns were raised about salt and water management, workforce and worker accommodation, impacts on local infrastructure and emergency services, social impacts and benefits, impacts on properties and the rights of property owners, well construction and operation, environmental impacts, overlapping tenure and compatibility with mining and the route of the Arrow Bowen Pipeline.

4.3 Phase 4 Consultation – May to December 2013

Following on from Phase 3, Arrow continued to engage with stakeholders about the Project via meetings, briefings and through the freecall number, Project email address and reply paid postal service.

4.3.1 Stakeholder Meetings and Information Activities

Arrow held stakeholder meetings with various parties between May and December 2013. Arrow held two meetings with the Isaac Regional Council on 17 July 2013 and 29 August 2013, the latter meeting being to discuss the Council's submission on the EIS. Meetings were also held with EHP on 25 July 2013 and 9 October 2013 and with the Department of the Environment (formerly DSEWPaC) on 26 July 2013 and 17 October 2013 to provide updates on the Project.

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Arrow has had regular contact with the majority of the coal mining companies with which it shares overlapping tenure. Many of these meetings have been held on a monthly basis; however, Arrow has met with some of the larger coal companies more frequently to assist with planning for co-development purposes.

Arrow has conducted two Local Supplier Briefings on 30 July 2013 in Mackay and 1 August 2013 in Moranbah which attracted 200 attendees representing the local business community. The sessions provided attendees with information on Arrow's commitment to local content, advice on how businesses could register their interest in the Project and key health, safety, environment and capability development programs that would support capability development.

Arrow has also undertaken activities as part of the Brighter Futures promotional strategy which has provided community members with opportunities to access information about Arrow.

These activities included a display table and participation in the Moranbah, Dysart and Middlemount market days, a Brighter Futures presentation to five key stakeholders at the Middlemount Community School and Brighter Futures stakeholder meetings / presentations to:

- Middlemount C&K Kindergarten;
- Middlemount Local Ambulance;
- Blackwater North Primary School;
- Blackwater State High School;
- Blackwater PCYC; and
- Community Development Officer and Youth Worker, Central Highlands Regional Council.

4.3.2 Communication Management

JTA Australia continued to manage the 1800 freecall service; the Project email address and a reply paid postal service until July 2013. These communication activities were then transferred to staff of the Community and Sustainability Development team at Arrow.

4.3.3 Ongoing Consultation

Beyond the EIS process and throughout the life of the Project, Arrow will continue to ensure stakeholders receive regular communication about the Project and are able to provide feedback or raise issues.

Arrow will continue to build and maintain relationships with stakeholders as the Project progresses, including through its community relations and Project staff and its Brighter Futures community investment program.

Through Arrow's various consultation avenues, the company will continue to seek to address the key concerns of community members and stakeholders.