

5

COMMUNITY CONSULTATION

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Arrow is committed to building long-term, mutually beneficial relationships with the community. Arrow aspires to understand community interests and form partnerships to resolve potential issues, while simultaneously enhancing project activities in the Bowen Basin. The Project stakeholders are individuals or organisations that may be interested in or affected by the proposed Project and are often referred to as 'the community'.

The Project consultation process commenced in 2010 and will continue throughout the life of the Project. Jan Taylor and Associates Australia (JTA) was engaged by Arrow to provide support for the EIS community consultation. This chapter provides a summary of this communication and consultation process. Details of consultation activities and outcomes are documented fully in the Consultation Report (Appendix F) of this EIS.

A cross reference to the locations where each of the requirements of the ToR has been addressed is given in Appendix B which references both the study chapters (Sections 1 through 34) and/or Appendices (A through EE).

5.1 Consultation Objectives

The pre-EIS and EIS consultation objectives for the Project were:

- Early and ongoing identification of stakeholders;
- Identification of likely issues and/or risks and development of strategies for their resolution or prevention;
- Provision of accurate, relevant and up-to-date information to stakeholders and the broader community;
- Development of effective relationships with stakeholders and communities;
- Understand the most effective channels and methods for communication and engagement that meet the expectations of our key stakeholders and communities;
- Support for EIS decision-making through presentation of the range, significance and complexity of stakeholder issues and perceptions; and
- Resolution of issues and ownership of the Project by stakeholders prior to government approval of the EIS.

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

5.2 Consultation Program

The consultation program was designed with the intent to:

- Identify and manage stakeholder relationships and other relevant relationships;
- Select appropriate communication methods and processes to meet stakeholder needs and expectations;
- Provide accurate, relevant and up-to-date information to stakeholders and the broader community;

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- Comply with the *Environmental Protection Act 1994*; and
- Fulfilment of the Project's ToR.

Arrow designed its program to be targeted to the communities of concern based on an understanding of the region as:

- A highly developed brownfield area, where many of the communities of interest are purpose built mining towns, where many community members have a high level of knowledge and association with the extractive industries; and
- The high level of development in the region resulting in a considerable level of consultation fatigue.

As a result, Arrow's consultation program for the EIS has been divided into three key phases, described below. In addition, prior to the public consultation for the EIS, Arrow undertook two rounds of consultation in the region: one from September to November in 2010, the other in October 2011. These were undertaken to provide a foundation for community relationships in the study area and inform interested stakeholders.

Phase 1

Phase 1 (February to August 2012) included the preliminary planning required for the Project's stakeholder and community engagement in early 2012. Phase 1 also involved the initial round of public consultation which took place in June 2012, prior to the release of the draft ToR. This phase was designed to provide stakeholders and the broader community with an overview of the Project, advise them of the upcoming draft ToR release, and assess stakeholder and community views, issues and concerns. The focus of this phase was the public 'roadshow' that saw detailed information sessions held in Moranbah, Dysart, Middlemount and Blackwater, a staffed drop-in session in Glenden and one on ones with local council stakeholders.

Phase 2

Phase 2 (September to December 2012) was designed to provide a Project update and the provision of preliminary findings of the EIS to address issues and concerns raised by stakeholders during pre-EIS and Phase 1 consultation. These issues and concerns included Project timing, social investment, impacts on the community such as housing and accommodation, environmental issues such as impacts on groundwater, and business and procurement opportunities. Information sessions were held in Moranbah, Middlemount and Blackwater and staffed drop-in sessions in Dysart and Glenden. One on one sessions were also be available for interested local council stakeholders.

Phase 3

Phase 3 (expected to be in the period January to March 2013) will involve another round of public consultation to support the exhibition of the EIS, including community information and drop-in sessions, one on one meetings, and issue-specific meetings (as necessary).

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5.3 Stakeholders

In order to develop a comprehensive list of key stakeholders, Arrow identified Project boundaries as part of the ToR, which enabled identification of potentially affected landholders and tenement holders. Arrow was able to expand on this initial list of stakeholders by:

- Identifying self-nominated during consultation activities, via the freecall telephone number or email address; and/or
- Were identified by Arrow through the compilation of a list of interested parties.

These groups, organisations and individuals are broadly identified in Table 5-1.

Table 5-1 EIS Stakeholder List

Stakeholder group	Organisation / Representative (name / title as at July 2012)
Political	<ul style="list-style-type: none"> • Local councillors; • Local state members of parliament; • Local federal members of parliament; and • Queensland and Australian Government Ministers.
Government agencies	<p><i>Queensland Government agencies:</i></p> <ul style="list-style-type: none"> • Department of Premier and Cabinet; • Department of Environment and Heritage Protection; • Department of Natural Resources and Mines; • Department of State Development, Infrastructure and Planning; • Department of Education, Training and Employment; • Department of Housing and Public Works; • Queensland Health; • Department of Transport and Main Roads; • Department of Communities, Child Safety and Disability Services; • Department of Community Safety; • Department of Energy and Water Supply; • Queensland Police Service; • Queensland Water Commission; • Coordinator General; and • Department of Justice and Attorney-General. <p><i>Commonwealth Government agencies:</i></p> <ul style="list-style-type: none"> • Department of Sustainability, Environment, Water, Population and Communities; • Department of Climate Change and Energy Efficiency; • Department of Resources, Energy and Tourism; and • Department of Agriculture, Fisheries and Forestry. <p><i>Local councils:</i></p> <ul style="list-style-type: none"> • Isaac Regional Council; • Central Highlands Regional Council; and • Whitsunday Regional Council.

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Stakeholder group	Organisation / Representative (name / title as at July 2012)
Landholders and occupiers	Adjacent or close to the infrastructure components of the Project.
Peak bodies	<ul style="list-style-type: none"> • Queensland Resources Council; • Australian Petroleum Production & Exploration Association (APPEA); • Chamber of Commerce and Industry Queensland; • Property Council of Queensland; and • Real Estate Institute Queensland.
Mining companies*	<ul style="list-style-type: none"> • Anglo; • Aquila; • BMA; • BMC; • Jellinbah; • Eagle Downs Coal Management; • QCoal Group; • Dysart Coal; • Saurashtra Resources Australia; • Isaac Plains Coal Joint Venture • New Hope Coal; • Caledon Coal; • Carabella Resources Limited; • Whitehaven Coal Limited; • Queensland Coal; • Stanmore Coal; • Australian Pacific Coal; • Cockatoo Coal Limited; • Wesfarmers; • Peabody; • Yancoal; • Vale; • Bandana Coal; and • Xstrata
Local industry and businesses	<ul style="list-style-type: none"> • AgForce; • Moranbah Traders Association; • Cotton Growers Central Highlands; • Proserpine and Mackay Canegrowers; and • Significant local business operators.
Bowen Basin interest groups	<ul style="list-style-type: none"> • Bowen Basin Local Leadership Group; • Bowen Basin Community Engagement Network; • Bowen Basin Mayors Group; and • Rental Affordability Taskforce.
Regional communities	<ul style="list-style-type: none"> • Moranbah; • Dysart; • Middlemount; • Glenden; • Blackwater;

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Stakeholder group	Organisation / Representative (name / title as at July 2012)
	<ul style="list-style-type: none"> • Nebo.
Environmental groups	<ul style="list-style-type: none"> • Environmental Defenders Office Queensland; • Fitzroy Basin Association; • Mackay Conservation Group; • Greenpeace; • Queensland Conservation Council; and • Friends of the Earth.
Health	<ul style="list-style-type: none"> • Moranbah Hospital; • Mackay Hospital; • Capricornia Division of General Practice Ltd; • Emerald Hospital; • Rockhampton Hospital; and • Medical service providers.
Community and interest groups	Community service groups and peak bodies (such as Moranbah and District Support Services, Country Women's Association, progress associations, heritage groups, sporting groups, action groups (such as Lock the Gate and Moranbah Action Group), community health and emergency service providers, religious groups, employment and training agencies, senior citizen representatives, parents and citizens groups, education groups, pastoral and farming groups, and social welfare groups
Education	<ul style="list-style-type: none"> • Kindergartens; • Primary Schools; • High Schools; • Coalfields Training Excellence Centre; • MRAEL Group; and • TAFE.
Media	<p><i>Print:</i></p> <ul style="list-style-type: none"> • Queensland Country Life; • Mackay Daily Mercury; • Miners Midweek; • Moranbah and District Advertiser; • Central Queensland News; and • Blackwater Herald. <p><i>Radio:</i></p> <ul style="list-style-type: none"> • ABC Rockhampton; and • 4RFM. <p><i>Television:</i></p> <ul style="list-style-type: none"> • ABC Capricornia- Rockhampton; • Channel Seven – regional; • Southern Cross (Channel Ten) – regional; and • WIN TV (Channel 9).

* The mining companies reflected in the above table are miners that Arrow have engaged with over the last 2 years.

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The developed list of stakeholders is recorded on Consultation Manager, a web-based database. The database is also used to:

- Record, monitor and report consultation issues and actions;
- Record stakeholder details;
- Record attendance and issues nominated at public events;
- Create responses to stakeholder requests in an accountable and timely manner; and
- Analyse current and emerging issues.

5.4 Consultation Method

In an effort to maximise community input to the EIS process, multiple community information sessions were undertaken. Interactive consultation methods were utilised, and these were adapted to meet changing community needs.

5.4.1 Consultation Sessions

Arrow's consultation program includes five key consultation sessions (inclusive of Pre-EIS consultation). Table 5-2 shows the dates of the relevant consultation sessions and Table 5-3 outlines the key activities undertaken during each session.

Table 5-2 Consultation Sessions - Dates

Town	Pre EIS ⁱ	Pre EIS ⁱⁱ	Phase 1	Phase 2	Phase 3
Moranbah	13-09-2010	13-10-2011	4-6-2012	30-10-2012	TBD
Middlemount	14-09-2010	12-10-2011	6-6-2012	29-10-2012	TBD
Dysart		12-10-2011	5-6-2012	30-10-2012	TBD
Blackwater	11-11-2010		7-6-2012	31-10-2012	TBD
Glenden		11-10-2011	12-6-2012	2-11-2012	TBD

i: September / November 2010. ii: October 2011. TBD: To be determined.

Table 5-3 Consultation Sessions - Key Activities

Tools and Activities	Exploration Consultation		EIS Consultation		
	Pre EIS ⁱ	Pre EIS ⁱⁱ	Phase 1	Phase 2	Phase 3
Stakeholder Identification	✓	✓	✓	✓	
Identification of Risks and Issues	✓	✓	✓	✓	
Community Information Sessions	✓	✓	✓	✓	✓
Stakeholder Meetings			✓	✓	✓
Freecall Number	✓	✓	✓	✓	✓
Email contact address	✓	✓	✓	✓	✓

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Tools and Activities	Exploration Consultation		EIS Consultation		
	Pre EIS ⁱ	Pre EIS ⁱⁱ	Phase 1	Phase 2	Phase 3
Newspaper advertising	✓	✓	✓	✓	✓
Website	✓	✓	✓	✓	✓
Media releases		✓	✓	✓	✓
Fact sheets	✓	✓	✓	✓	✓
School newsletters			✓	✓	
Maps & banners	✓	✓	✓	✓	✓
Direct mail & email invitations	✓	✓	✓	✓	✓
Posters / Flyers	✓	✓	✓	✓	✓
Key messages			✓		
Public Exhibition of the EIS					✓
Expansion & maintenance of stakeholder database	✓	✓	✓	✓	

i: September / November 2010. ii: October 2011. TBD: To be determined.

5.4.2 Engagement Methods

In order to engage interested and identified stakeholders, Arrow used the engagement methods described below.

Stakeholder Meetings

As part of the Phase 1 consultation, Arrow met with representatives of the Isaac Regional Council in order to provide the Council with information about the Project and to obtain feedback on issues identified by the Council.

Staff from Arrow have also presented information about the Project at a number of speaking engagements across the Bowen Basin during the first phase of consultation. These engagements have given stakeholders an overview of the Project, an update on the status of the EIS and the opportunity to ask questions of staff. During Phase One Arrow staff visited the following groups:

- Moranbah Rotary Club;
- Moranbah Freemasons;
- Dysart Lions Club;
- Proserpine Canegrowers Board; and
- Bowen Basin Mining Club.

Community Information and Drop-in Sessions

To gain a broad understanding of community issues and concerns, community information and drop-in sessions were held in the larger towns in and around the Project development area. These sessions provided both formal and informal consultation opportunities for Arrow and stakeholders. At the beginning of each session, community members were given the opportunity to view display material, including fact sheets, information displays such as maps and large banners, and/or talk to Project

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staff. Arrow then gave a formal presentation, followed by a question and answer session. Project team members were again available for one-on-one discussions at the end of the question and answer period.

Attendees were asked to fill out registration and evaluation forms to enable Arrow to monitor attendance and the effectiveness of the sessions. A transcript of the question and answer session was recorded and mailed to all participants who had provided their details. A copy of the presentation and question and answer transcript was also displayed on Arrow's website.

Community information sessions were attended by Project staff including Arrow management, employees and contracted personnel. Table 5-4 displays the number of stakeholders that were formally invited and the number of registered attendees for each consultation period. The number of registered attendees is lower than that of actual attendance numbers, as not all attendees registered.

Table 5-4 Community Information Sessions - Invitation Numbers and Registered Attendees

	Pre-EIS 2010	Pre-EIS 2011	Phase 1	Phase 2	Phase 3
Number of invitations sent	267	596	2,346	2,516	TBD
Registered Attendees	59	44	77	55	TBD

TBD: To be determined - Phase 3 to occur in January 2013 through to April 2013.

5.4.3 Communication Materials

A wide range of communication tools have been used to encourage attendance at consultation sessions and to supply stakeholders with information relating to the Project. An overview of these materials is provided below, with further details and examples found in the Consultation Report (Appendix F) of this EIS.

- **Advertising:** In order to publicise the consultation program, advertisements were placed in newspapers distributed within the Project area. The first and second phases of EIS consultation were also announced via ten live reads on Moranbah community radio. The freecall telephone number, Arrow's email address and a freepost service were continuously advertised to provide stakeholders with a variety of cost-free ways to contact the Project.
- **Posters:** Colour posters were placed in key community spaces throughout the communities of interest prior to the community information sessions.
- **Media Releases and Radio Announcements:** Arrow released media statements to media outlets in the region at strategic intervals throughout the consultation program. The first phase of EIS consultation in June 2012 was announced via live reads on Moranbah community radio.
- **Invitation Letters:** During Phase 1, mailed and emailed invitations were sent to over 2,000 identified stakeholders to facilitate attendance at community information sessions.
- **Flyer Distribution:** During the pre-EIS consultation period, Arrow facilitated community information sessions attendance through Australia Post's unaddressed flyer service.
- **Fact Sheets:** Arrow developed a range of fact sheets for use during consultation. The topics covered by the fact sheets include: CSG interest topics (i.e. water management, fracking), information on Arrow, and details on how Arrow works with landholders. To ensure stakeholders

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had access to independent information, Arrow also provided stakeholders with Queensland Government published fact sheets on CSG and related issues.

- **School Newsletters:** Details of the community information sessions are advertised in local school newsletters.
- **Banners and Maps:** Arrow produced Project specific banners and maps and displayed these at community information sessions.
- **Website:** Information is continuously added to Arrow's website to provide stakeholders with content about the Project, including copies of developed fact sheets and upcoming consultation activities. Copies of community information sessions' presentations and transcripts of the question and answer sessions were also uploaded to the website.
- **Freecall Telephone Number, Email and Freepost Address:** A dedicated Project email address was established to complement the existing freecall and freepost services. Information collected through the freecall number, email address and freepost service continue to be recorded in the Project database.

5.5 Consultation to Date

This section outlines the activities undertaken at the various rounds and phases of consultation for the Project.

Pre-EIS Consultation – September to November 2010

Arrow began consultation in the Project area in 2010, while exploration activities were being undertaken. This consultation round involved undertaking community information sessions in Moranbah, Middlemount, and Blackwater in September and November of 2010. The focus of these consultations was to:

- Communicate information on Arrow's exploration activities and future plans in the region;
- Identify stakeholders; and
- Identify potential issues and perceived risks.

Pre-EIS Consultation – October 2011

Following on from the community information sessions held in 2010, Arrow held another round of sessions in October 2011 in Moranbah, Middlemount, Glenden and Dysart, and a drop-in session was held in Glenden. These sessions aimed to:

- Update community members on Arrow's activities in the region;
- Respond to matters of interest raised by the community during the first round of consultation in 2010;
- Identify stakeholders; and
- Identify potential issues and perceived risks.

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Phase 1 Preliminary Planning and Public Consultation February to August 2012

The first round of EIS public consultation was undertaken in June 2012 in Moranbah, Dysart, Middlemount, Blackwater, and Glenden. The focus on this consultation period included:

- Identifying potential issues and perceived risks;
- Stakeholder mapping;
- Building relationships with key and interested stakeholders; and
- Introducing the Project to the community.

Phase 2 Preliminary Planning and Public Consultation September to December 2012

The second round of EIS public consultation was held in October 2012 in Moranbah, Middlemount and Blackwater, with drop in sessions being held in Dysart and Glenden. The focus of this consultation period included:

- EIS findings to date;
- Identification of issues and potential mitigations; and
- Continued relationship building with key and interested stakeholder.

5.6 Key Issues Raised

Table 5-5 details the issues raised by the community during the Project consultation program to date.

Table 5-5 Key Issues Raised During the Consultation Program

Topic	Issues Raised
Workforce and worker accommodation	<ul style="list-style-type: none"> • Construction camp size, location and timeframe; • Workforce accommodation and impacts on housing; • Workforce size and composition; • Fly-in / fly-out versus locally-based workforce; and • Staff housing strategies.
Water and salt management	<ul style="list-style-type: none"> • Water extraction and processing; • Waste water and salt management; • Impact on aquifers and bores; • Water allocation; • Dam size, fencing and treatment of water; • Beneficial uses of water and salt; • Gas in water bores; and • Reverse osmosis, waste water and associated infrastructure.
Land / property	<ul style="list-style-type: none"> • Property access and landholder rights; • Impacts on land value and compensation; • Land / site rehabilitation;

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Topic	Issues Raised
	<ul style="list-style-type: none"> • Safety risk to people and livestock; • Land access agreements and compensation; • Weed management; • Voluntary versus involuntary land access; • Make good arrangements; • Impact on food production and quality; and • Land access rules.
Wells	<ul style="list-style-type: none"> • Location and size of wells; • Depth of drilling; • Extraction process and subsidence; • Well closure and monitoring; • Hydraulic fracturing and chemicals including BTEX; • Proximity of wells to residences / community; • Difference between test bores, pilot wells and production wells; • Well construction and associated infrastructure; • Well integrity and safety; and • Emergency management.
Social and economic issues	<ul style="list-style-type: none"> • Benefits and impacts; • Local supply and procurement policy and program; • Impact of workforce on local services; • School-based traineeships; and • Brighter Futures program.
Market	<ul style="list-style-type: none"> • Ownership of Arrow; • Domestic versus export markets; • Future of Blackwater power station; • Gas supply to local community; • Tenure ownerships and management / shared tenure (Arrow and QGC); • Quality and quantity of gas reserves in Bowen Basin; • CSG and underground mining compatibility; and • Future plans for the Bowen Basin.
Environmental Impacts	<ul style="list-style-type: none"> • Cumulative and long-term impacts; • Noise and air emissions; • Offset policy; • CSG emissions; and • Difference between CSG and shale gas.
EIS	<ul style="list-style-type: none"> • EIS timeline and approvals; • Terms of Reference and Initial Advice Statement release; and • Terms of Reference content and submissions.

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5.7 Ongoing Consultation and Communication

EIS consultation will be ongoing and Phases 2 and 3 will see additional rounds of information sessions and displays as well as other activities undertaken during the public exhibition of the EIS. These activities will include public notices, specific-issue briefings, one-on-one meetings and responses to email, telephone and written enquiries.

Once Phase 3 consultation is complete, and if a final investment decision to proceed is made by the joint venture partners, Arrow will develop and maintain community relationships and liaison during the construction, operation and decommissioning stages of the Project. This will be achieved through a comprehensive and ongoing communications and engagement plan, which addresses community expectations.

To this end Arrow will continue to have community relations officers based in Moranbah to represent the company and the Project. This will provide a conduit for information flow to the community and enable community stakeholders to raise any issues or opportunities.