

14. SOCIAL

This chapter summarises the findings of the supplementary social assessment undertaken to address updates to the project description made since the Surat Gas Project Environmental Impact Statement (EIS) (Coffey Environments, 2012b) was finalised. In addition, the chapter provides an overview of the revised draft social impact management plan (draft SIMP), presented in Attachment 3.

The Supplementary Social Assessment, prepared by Sinclair Knight Merz Ltd (SKM), is included in Appendix 13. The study supplements the Social Impact Assessment (SIA) presented in Appendix P of the EIS, the main findings of which are summarised in Chapter 22 of the EIS.

The revised project description is provided in Chapter 3, Project Description, however aspects relevant to social are also discussed in this chapter. In addition to the study findings, a list of key issues raised in submissions is presented, with responses to all issues provided in Part B, Chapter 19, Submission Responses. An updated list of commitments is also provided.

14.1 Studies and Assessments Completed for the EIS

This section provides an overview of the SIA and draft SIMP completed for the EIS and the key mitigation measures and conclusions from these reports.

URS Australia Pty Ltd (URS) was engaged to conduct the SIA and the draft SIMP, which were included as Appendix P and Attachment 6 of the EIS, respectively. Chapter 22 of the EIS presents the findings of the SIA.

The SIA included a baseline study of the existing social environment of the study area, being the Darling Downs Statistical Division, to define the regional context in which the project would be operating and the characteristics, strengths and vulnerabilities of the communities within it. Potential social impacts associated with project activities during the construction and operations phases were then identified and assessed in light of the social baseline and issues raised during stakeholder consultation. Key negative social impacts identified (assessed as having a potentially high level of significance) included:

- Impacts on local businesses faced by operating in a changed environment.
- Increased landholder and community uncertainty.
- Increased demand on medical and health facilities.
- Heightened road safety risk.
- Increased house, land purchase and rental prices resulting in diminished levels of housing affordability.
- Increased community anxiety on health, safety and environmental effects of the project.

The highest ranking positive social impacts identified (assessed as having a potentially high level of significance) related to increased local employment and increased training and skill development opportunities for the local population.

A draft SIMP was developed to address the medium to high impacts identified in the SIA and support the ongoing management of social impacts associated with the project. Social mitigation and enhancement activities detailed in the draft SIMP relate to population and demographic

change, employment, skills and business, land use and property, community values and lifestyles, community infrastructure and services, housing and accommodation availability and affordability and health, safety and environment.

Table 14.1 presents the commitments to managing social impacts made by Arrow in the EIS, which were based on expert advice from URS.

Table 14.1 Social commitments presented in the EIS

Commitment Number	Commitment
C077	Maintain the grievance process (complaint management system) for the community to register complaints, issues, comments and suggestions.
C081	Develop and implement a compensation framework to 'add value' rather than just compensating for impacts.
C084	Consult and agree with landowners on the appropriate location for infrastructure and access routes (to well sites and to and along pipelines). Clearly identify the outcome of the discussions on scaled plans of the property and clearly indicate agreed access routes using signs, temporary fencing, barricade tape or traffic control measures.*
C088	Consult with landowners on the most appropriate method to minimise disruption to cultivation paddocks (including the introduction of additional headlands) and loss of productive land in controlled-traffic paddocks. The following measures will be considered in reaching agreement: <ul style="list-style-type: none"> • Locate infrastructure (in order of preference) outside of cultivation areas, in headlands or at the corners of cultivated areas, adjacent to boundary fences or in areas of a paddock with the lowest-quality soil. • Locate access tracks in headlands or adjacent to boundary fences. • Utilise existing access tracks and trafficked areas. • Align gathering lines and new access tracks parallel to the direction of cultivation, soil conservation structures and controlled traffic runs and avoid perpendicular or lateral connections. • Lay out drill pads in accordance with landowner requirements, subject to safety requirements, to reduce the overall impact on cultivation, where practicable.*
C284	Assess and identify works required to manage the increased traffic volumes and road safety issues associated with the project in road use management plans prepared and regularly reviewed in consultation with the relevant council or the Department of Transport and Main Roads.*
C316	Encourage contractors engaged by the project to utilise Australian and Queensland Government skills and training programs where possible, including the Australian Apprenticeship Program. This should include providing information about and developing awareness of government incentives and programs among all contractors engaged and directing contractors to relevant agencies.*
C320	Collaborate with state government, local council, local industry, industry organisations, and coal seam gas proponents to develop programs and strategies aimed at addressing issues of skill retention and back-filling vacancies as a result of labour being drawn to the Surat Gas Project from other sectors.*
C321	Consider building construction worker camps prior to construction of production facilities to minimise impacts on property markets during early phase construction works.*
C322	Accommodate workers required to construct camps in temporary accommodation, wherever practicable.*
C323	The social impact management plan details the mitigation measures that will be implemented by Arrow through the life of the project.

* Captured as economics commitments in the EIS.

Table 14.1 Social commitments presented in the EIS (cont'd)

Commitment Number	Commitment
C333	Continue to provide state and local government departments responsible for educational, health and other social infrastructure with forecasts of workforce numbers and projected families to assist in their future service planning. Provide this information in an agreed format that will allow these departments to plan for cumulative population change.
C334	Encourage local population growth where it is desired and planned for, enforcing the expectation that nonlocal operations employees will relocate to the project development area as there are no plans to establish fly-in, fly-out or drive-in, drive-out operations.
C335	Provide information and Australian cultural awareness briefing for overseas workers and their families on how to undertake day-to-day activities; for example, provide advice on banking and shopping.
C336	Provide opportunities for qualified females and people from other underrepresented groups.
C337	Implement an Operations Workforce Policy preferring local residence for operations staff.
C338	Continue with training and employment programs for local school leavers.
C339	Provide vocational and trade training to offer the opportunity to gain nationally recognised qualifications.
C340	Provide specialist training for each employee in their area of expertise, to ensure employees' skills are up to date.
C341	Provide a graduate development program offering a planned development path for newly degree-qualified employees that allows them to become professionals in their chosen disciplines.
C342	Offer scholarships to first-year university students who want to pursue a career in the coal seam gas industry.
C343	Design vacation employment for undergraduates in their penultimate year of study, that provides 12 weeks' paid employment within the company.
C344	Provide school-based training for year 11 and 12 students in Dalby and Moranbah who want to gain vocational qualifications at the Certificate II level.
C345	Provide medium- and long-term contract position opportunities.
C346	Facilitate opportunities for workers to transition to other project phases (e.g., facility construction to facility operation).
C347	Consider flexible shift hours and rosters to encourage participation of under-employed sectors (e.g., family-friendly shift arrangements for locally-based operations workforce).
C348	Continue to ensure that equal opportunity policies are in place addressing ethnicity, gender or disability.
C349	Implement a hierarchy of preferred employment for employees and contractors based on home or source location, with the highest preference for those living within the study area.
C350	Liaise with local employment and education or training institutions (e.g., Southern Queensland Institute of TAFE) on training and skills development programs, to identify workers within the region who have the ability to obtain qualifications based on recognition of prior learning.

Table 14.1 Social commitments presented in the EIS (cont'd)

Commitment Number	Commitment
C351	Identify the range of skills required for the labour force and undertake a gap analysis against skills availability. Where gaps exist, in consultation with Energy Skills Queensland, Manufacturing Skills Queensland and Construction Skills Queensland, identify the method or strategy through which these skills gaps will be filled (e.g., drive-in, drive-out options; training).
C352	Undertake regular review of labour requirements and current skills sets to ensure that training strategies meet these needs.
C353	Continue to build on existing training and skills development programs, including apprenticeships, scholarships, vocational training, support for work readiness programs and pretrade training.
C354	Participate in existing state and federal government employment and training programs (e.g., Critical Skills Investment Fund, Productivity Places Program, Indigenous Cadetship Support, Indigenous Employment Program, Skilling Queenslanders for Work Initiative).
C355	Work with Skills Queensland to deliver work readiness and skills development training programs for vulnerable local people, such as the long-term unemployed or underskilled, to assist them to gain employment.
C356	Notify local people of employment opportunities through recruitment websites, local advertising, local recruitment agencies and information sessions.
C357	To increase employment and enterprise opportunities for Indigenous people, develop an Indigenous participation policy and implementation plan that identifies strategies relating to Indigenous employment and enterprise opportunities.
C358	Develop a local industry participation plan, in consultation with the Department of Employment, Economic Development and Innovation, which will be consistent with the Australian Industry Participation Plan.
C359	Continue to use the Industry Capability Network database for potential suppliers in the area.
C360	Develop and maintain a business vendor register.
C361	Organise local supplier information sessions to inform business of Arrow's development plans, tender opportunities for local business and how to complete tender requirements.
C362	Provide industry support organisations with the information that they require to assist local businesses to improve their skills base and respond to project needs.
C363	Collaborate with the existing job referral services set up by other proponents to make available information on positions vacant in local businesses with similar trade or skills requirements. This will allow applicants to choose between industry and non-industry jobs.
C364	Continue regular consultation with landowners through such mechanisms as the Intensively Farmed Land Committee, which provides a forum for Arrow and landowners to identify and discuss issues and potential solutions relating to the construction and operation of coal seam gas infrastructure.
C365	Access land only in accordance with DEEDI's (2010a) Land Access Code and in accordance with Section 24A of the Petroleum and Gas (Production and Safety) Act 2004.
C366	Consult with councils and the regional community consultative committee for their views on which social, community or recreational infrastructure in Western Downs region is being directly impacted by the project and the extent of this. Liaise with the relevant body to coordinate efforts across all proponents and identify opportunities that may potentially ease or mitigate impacts.

Table 14.1 Social commitments presented in the EIS (cont'd)

Commitment Number	Commitment
C367	Expand the opportunities available for the region under the Brighter Futures program and the Social Investment Plan.
C368	Encourage resident employees and contractors to integrate and become involved in their local communities (e.g., volunteer work, participation in clubs and organisations).
C369	Engage closely with landowners to minimise impacts on land and existing agricultural activities.
C370	Communicate with landowners at least three months before any activities take place on private property.
C371	Continue to provide Community Officers, Land Liaison Officers and the 1800 free-call number for people to ask questions or raise concerns about Arrow's activities.
C372	Provide medical assistance with opportunities to extend to wider communities, where possible.
C373	Continue to provide a medivac service to respond to various community or project-related emergency situations.
C374	<p>Develop traffic management plans that include:</p> <ul style="list-style-type: none"> • Preferred routes for travel and measures to reduce risk of accidents. • Road safety awareness initiatives for project personnel and local residents. • Procedure for notifying council and road authorities prior to any traffic disruptions or road closures. • Road management strategy to manage any increased road maintenance requirements imposed by the project.
C376	Continue to develop and implement Arrow's site selection process for project facilities (such as integrated processing facilities and TWAFs) that considers the availability and capacity of existing utilities. Consult with councils and other utility providers during the project facility design process to understand existing capacity, and consider installing stand-alone utilities as required, to reduce demand on community utilities.
C377	Provide developer contribution and head works charges for infrastructure.
C378	Provide TWAFs for non-resident construction workforce.
C379	Prior to decommissioning the TWAFs, consider their use during the operations phase to ease housing demand in towns.
C380	Continue to collaborate with other proponents in the region and identify opportunities to share temporary accommodation where possible for the construction and operations workforces.
C381	<p>Develop an integrated housing strategy that considers:</p> <ul style="list-style-type: none"> • Continued participation in initiatives set out in the Major Resource Projects Housing Policy, Draft Resource Town Housing Affordability Strategy, and the proposed Western Downs Regional Council housing affordability strategy, as well as implementation of the Surat Basin Future Directions Statement (DEEDI, 2010b). • Support the intent of the Surat Basin Regional Planning Framework and work with key stakeholders (i.e., state government, councils, Urban Land Development Authority, building industry, realtors and other project proponents) to identify cumulative housing impacts and to ensure that developable land is brought to market to meet demand. • Providing incentives to private investors and developers of accommodation, such as through head leasing agreements or rental guarantees. • Contributing to a government-sponsored community and affordable housing initiative. • Housing 'rent to buy scheme' option for workers.

Table 14.1 Social commitments presented in the EIS (cont'd)

Commitment Number	Commitment
C382	Encourage workers relocating to the area to move to towns better suited to growth by: <ul style="list-style-type: none"> • Providing accommodation advice services for workers and their families. • Providing work shuttle buses between work site and towns with an employment pool (e.g., Toowoomba, Dalby, Cherbourg).
C383	Support government reviews on housing availability and affordability and on impacts on low-income groups.
C384	Have visiting workers stay in TWAFs rather than in hotel or motel accommodation, where possible.
C385	Avoid reserving hotel and motel accommodation for long blocks of time without a demonstrable need.
C386	Inform the tourist body and other peak business bodies of anticipated time frames for peak temporary accommodation demand.
C387	Liaise with all levels of the Queensland Police Service regarding vehicle movement.
C389	Maintain an emergency management plan that will cover joint emergency response planning in collaboration with emergency service providers.
C390	Proceed with implementation of the community engagement program and other measures to notify the community of project activities and to identify and address community issues.
C391	Publicly release information on how environmental impacts are being offset by the project.
C392	Ensure progress of workplace health and safety is communicated to the public and the regional community consultative committee as part of Arrow's annual sustainability reporting.
C393	Have Land Liaison Officers and Community Officers available to discuss landowner and residents' concerns.
C394	Develop and implement mitigation measures that address the potential impacts relating to air and noise emissions through environmental management plans.
C395	Enforce a workforce Code of Conduct including disciplinary procedures, and a policy on appropriate worker behaviour and interaction with the public.
C499	Ensure all project personnel adhere to land access rules.
C501	Adhere to Arrow Energy's land access rules and protocols as published on the Arrow website.

14.2 Study Purpose

The supplementary social assessment addresses updates to the project description since the EIS was finalised and responds to specific issues raised in submissions on the EIS.

14.2.1 Project Description Updates

Updates to the project description arose as a result of further refinement of the field development plan and were identified as having the potential to affect (heighten or reduce) some of the impacts assessed in the SIA, detailed in Chapter 22 and Appendix P of the EIS. The updates relevant to the SIA are summarised below.

Project Development Area

Some parcels of land within Arrow's project development area, primarily in the Goondiwindi development region, have been relinquished as a result of ongoing exploration and improved knowledge of coal seam gas reserves.

The relinquishments have reduced the overall size of the project development area to approximately 6,100 km² from the 8,600 km² presented in the EIS. With a smaller project development area, the number of production wells anticipated to be drilled has reduced from 7,500 to approximately 6,500.

Workforce and Accommodation

Changes to the development sequence and timing have resulted in an increase to the peak construction workforce and a change in the year the peak occurs to that presented in the EIS. The revised project construction workforce is projected to peak at approximately 2,300 personnel in 2017, up from the 710 peak construction workforce presented in the EIS. Chapter 3, Project Description, Table 3.6 provides updated estimates of construction man-power requirements. There has been a decrease in the peak operations workforce from approximately 460 people described in the EIS, to around 400. The decommissioning workforce remains as was presented in the EIS.

The location and number of temporary workers accommodation facilities (TWAFs) has been revised from five to approximately six, each located in proximity to a CGPF. The exact locations of the TWAFs have not been determined with the final location to be identified through a constraints analysis. Chapter 3, Project Description, Table 3.7 contains the approximate location and estimated number of beds at each of the TWAFs.

14.2.2 Submissions

A small number of submissions on the EIS suggested that demographic data used in the SIA, including that sourced from the 2006 census, should be updated to reflect the release of 2011 census data and demographic data from other sources since the EIS was finalised.

14.3 Legislative Update

Since the EIS was finalised, a small number of plans and strategies have been updated and released that are of relevance to the SIA. These include the:

- Toowoomba Regional Council Community Plan (Toowoomba Regional Council, 2010), which outlines the community's vision, goals and priorities to the year 2021.
- The Goondiwindi Regional Council Community Plan 2012-2022 (Goondiwindi Regional Council, 2012) which outlines the community's needs, aspirations and priorities for the next ten years.
- The Western Downs Regional Council Housing Affordability Strategy (KPMG, 2012) which aims to address impacts associated with increased demand on the supply and affordability of housing and rental accommodation in the area.

The release of these documents does not influence the findings of the SIA. Similarly, the changes discussed in Section 14.2.1 do not alter the legislative context referred to in the SIA.

14.4 Study Method

This section describes the study methods used in the supplementary social assessment and draft SIMP update.

The supplementary social assessment involved a review of any changes to key demographic indicators reflected in the 2011 census and data from other sources since the EIS was finalised. A review was then undertaken of updates to the project description and an assessment made as to whether the updates to key demographic information and the project description were likely to result in changes to any of the impacts identified in the SIA or new impacts not previously identified. The approach used for assessing the significance of social impacts was consistent with that reported in the EIS.

The draft SIMP update involved a review of the social mitigation and enhancement activities (referred to as actions) contained within the original draft SIMP. Updates to the actions were then undertaken to reflect any changes to impacts or new impacts identified in the supplementary social assessment and the development of Arrow's commitment to social performance.

14.5 Study Findings

This section describes the key findings of the supplementary social assessment, including any changes to the impacts outlined in the EIS.

14.5.1 Existing Environment

This section describes the findings of the review of key demographic indicators in the 2011 census and data from other sources such as the Queensland Government Office of Economic and Statistical Research, local councils and the Real Estate Institute of Queensland. The data reviewed was not available at the time that the EIS was finalised. A summary of the key changes to indicators relevant to the project is provided below.

Population and Demographic Profile

Data from the 2011 census shows greater variation in population growth in the 10 years to 2011 compared to that outlined in the EIS, within the main centres and localities of the study area. For instance, Chinchilla experienced a higher population growth during this period (41.6%) compared to the ten years to 2010 (31.7%). Other towns such as Cecil Plains, Miles and Wandoan experienced negative population growth over the ten years to 2011 (-28.1%, -2.2% and -16.7% respectively) whereas at the time the EIS was finalised only Cecil Plains was expected to experience a population decline (-14.2%). This indicates that towns such as Cecil Plains, Miles and Wandoan are likely to benefit from a population influx while others such as Chinchilla may already be experiencing impacts associated with a rapid population growth.

A review of updated data on the median age of residents within the study area shows that between 2006 and 2011 there was a reduction or stabilisation in median age in a number of towns. With the exception of Chinchilla, this indicates that towns that are experiencing population growth are likely to be evolving into more demographically sustainable communities. Data presented in the EIS indicated that the population had aged between 2001 and 2006. A review of gender data from the 2011 census indicates that the gender balance in the study area is changing with the majority of towns recording higher proportions of males than reported in the EIS. The Western Downs, Toowoomba and Goondiwindi Regional Councils all reported an increase in the number of people identifying as Indigenous between the 2006 and 2011 census, a total of 1,495 more people.

Housing and Accommodation

Updated data on housing trends and demand for accommodation within the study area indicates that:

- The existing non-resident worker population has increased from that reported in the EIS. For instance, 4,175 non-resident workers were recorded in the study area in 2012, compared to 1,208 reported in the EIS for 2008. As of June 2012, the majority of these workers in the study area resided in TWAFs (78%), approximately 14% in hotels and motels and the remainder in caravan parks and other accommodation.
- House prices have increased in the 12 months to December 2012. The Western Downs and Goondiwindi regional councils experienced particularly strong growth recording 10.9% and 13.3% increases respectively. Chinchilla experienced the largest growth in house prices of all towns within the study area over this period at 14%.
- Rental prices within the study area have increased in the 12 months to December 2012. The Western Downs Regional Council experienced the largest growth at 11.1% and the town of Miles experienced particularly large increases at 83.3%. This is expected to be the result of increased demand from coal seam gas and mining workers. However, the level of demand may have declined with the recent postponement of some projects in the region.

14.5.2 Potential Impacts and Management Measures

The review of updates to key demographic indicators has shown that key changes of relevance to the project relate to population growth, changes in the housing market and an increase in the number of people identifying as Indigenous. This section describes the potential changes to impacts identified in the SIA based on these changes and updates to the project description. Key actions from the draft SIMP update that relate to these impacts are summarised with full details included in Attachment 3, Social Impact Management Plan.

Population and Demographic Profile

Updates to the project description have resulted in an increased peak for the estimated residential population across the project development area of 690 construction workers and their families in 2017. This is an increase of 479 people compared to what was reported in the EIS. The increase is expected to be partially offset by the projected reduction in the operations workforce of 197 workers and their families. As such, impacts are predicted to be consistent with those outlined in the EIS. Should workers select to relocate entirely to the Western Downs Regional Council area, as a number of non-resident workers have done, the population increase from the project could exceed 5% of the council's projected population growth to 2021. This scenario was assessed as resulting in a new (negative) impact of population increase in excess of organic growth.

Key actions within the revised draft SIMP with the potential to reduce the likelihood that the population will increase in excess of organic growth relate to:

- Development of a construction and workforce accommodation strategy three months after Financial Investment Decision.
- Development of an operations accommodation strategy 12 months prior to the commencement of operations.
- Encouraging workers relocating to the area to move to towns better suited to growth by providing accommodation advice services and work shuttle buses between work sites and towns with an employment pool.

- Encouraging local population growth where it is desired and planned for, enforcing the expectation that non-local operations employees will relocate to the project development area as there are no plans to establish fly-in, fly-out or drive-in, drive-out operations.

With actions such as these in place, the significance of this impact was assessed as medium.

Employment, Skills and Business

Potential (negative) impacts on local businesses from the project such as increased costs and competition for labour were reviewed in light of the increased construction workforce numbers associated with updates to the project description.

Key actions within the draft SIMP update (some of which were reflected in the original SIMP) with the potential to enhance opportunities for local businesses and minimise potential impacts relate to:

- Undertaking regular reviews of non-project related labour requirements and current skills sets for the study area by engaging with state agencies and other skills bodies to facilitate the development of training strategies.
- Developing and maintaining a business vendor register. This will assist in providing greater opportunities for local contracts to be awarded.
- Implementing the Australian Industry Participation Plan (AIPP), which provides detailed information about the strategies and approaches to be undertaken by Arrow to for example, encourage contractors to source local goods and services where possible and engage with key business bodies regarding appropriate opportunities for local businesses to supply goods and services to the project.

With actions such as these in place, the significance of this impact was assessed as high, as reported in the EIS.

The increases in construction workforce numbers associated with the project description updates were also found to influence the likelihood of local employment opportunities (positive impact) being generated by the project and local expenditure on goods and services by incoming workers and residents (positive impact). Increased local employment opportunities was assessed as being likely to occur in the EIS and reassessed as being almost certain to occur. The significance of this impact remains as high, as assessed in the EIS. Increased local expenditure on goods and services by incoming workers and residents was assessed as being possible in the EIS and reassessed as being likely to occur. This results in the significance of this impact changing from medium to high (positive impact).

Housing and Accommodation Availability and Affordability

Refinements to peak workforce numbers associated with updates to the project description are expected to result in a further 200 construction workers seeking accommodation in the study area and 82 fewer operational workers seeking accommodation, compared to the EIS. The increase in construction workers has the potential to put additional pressure on local housing and accommodation costs in the region. The Western Downs Regional Council Housing Strategy (KPMG, 2012) indicates that housing shortages are expected to ease by 2016, a year before the project construction workforce is due to peak, with most towns having sufficient land available to meet the housing demand. The potential remains that this housing demand will not be met in time.

Key actions within the draft SIMP update with the potential to assist in managing the impact of increased house prices, land purchase and rental prices resulting in diminished levels of housing affordability relate to:

- Accommodating workers required to construct TWAFs in temporary accommodation, wherever practicable.
- Developing an operations accommodation strategy 12 months prior to the commencement of operations.
- Consulting with state and local government and community stakeholders to deliver the most appropriate program. Arrow is currently participating on the Western Downs Housing Trust Reference Group.

With actions such as these in place, the significance of this impact was assessed as high, as reported in the EIS.

Summary of Changes to Social Impacts

Table 14.2 provides a summary of changes to the rankings of social impacts reported in the EIS and new impacts identified as a result of updates to the demographic indicators and project description.

Table 14.2 Summary of changes to social impacts

Potential Impact	Positive/ Negative	EIS Assessment Outcomes			Supplementary Report to the EIS Assessment Outcomes		
		Likelihood	Consequence	Residual Impact	Likelihood	Consequence	Residual Impact
Population increase in excess of organic growth	Negative	N/A ¹	N/A ¹	N/A ¹	Unlikely	Moderate	Medium
Increased local employment opportunities	Positive	Likely	Moderate	High	Almost certain	Moderate	High
Increased local expenditure on goods and services by incoming workers	Positive	Possible	Moderate	Medium	Likely	Moderate	High

¹ N/A – not applicable (new impact)

Cumulative Impacts

The key considerations for the regional area relating to cumulative social impacts identified in the EIS remain valid. Cumulative social impacts will continue to be managed throughout project planning and in consultation with relevant stakeholders.

14.5.3 Draft SIMP Update

The draft SIMP has been updated as a part of the supplementary report to the EIS to address changes to impacts identified through the supplementary social assessment and the development

of Arrow's commitments to social performance. This process has strengthened actions within the draft SIMP and added some new actions. The nine new actions within the draft SIMP update relate to housing and accommodation, Indigenous engagement, workforce and training, and community health and safety. The updated draft SIMP is included in Attachment 3, Social Impact Management Plan.

14.6 Conclusion

The findings of the supplementary social assessment indicate that there have been some changes to demographic indicators following the release of the 2011 census data and other information sources since the EIS was finalised. Key changes of relevance to the project relate to population growth, changes in the housing market, and an increase in the number of people identifying as Indigenous.

The updates to key demographic indicators and the project description have resulted in a small number of changes to the social impacts reported in the EIS. Population increase in excess of organic growth was identified as a new impact with a significance ranking of medium, with implementation of the actions detailed in the draft SIMP update. Other changes to impacts as assessed in the EIS were an increased likelihood of both local employment opportunities and local expenditure on goods and services (by incoming workers and residents) being generated by the project as a result of increases in construction workforce numbers.

Updates to the draft SIMP have strengthened the existing actions for managing social impacts and resulted in the inclusion of additional actions to reflect changes to impacts and Arrow's social investment initiatives. With these additional actions in place, the social impacts were found to be consistent with those outlined in the EIS.

14.7 Issues Raised in Submissions

Submissions on the EIS raised a range of issues relating to social impacts. The issues fall in to broad topics which are listed below:

- Community values, lifestyle and connections.
- Compensation.
- Consultation.
- Education, training and employment.
- Health, emergency and community services.
- Health issues.
- Housing and accommodation availability and affordability.
- Land use and property.
- Local businesses and workforce.
- SIMP actions.
- Study method.

Responses to issues raised in the submissions relating to social impacts have been provided under the heading Social in Part B, Chapter 19, Submission Responses.

14.8 Commitments Update

Nine new and 15 revised actions (commitments) relevant to social impacts have been identified in the course of the study and SIMP update and are presented in Table 14.3. The full list of commitments, including those that remain unchanged from the EIS and details on those that have

changed, is included in Attachment 4, Commitments Update and Attachment 3, Social Impact Management Plan.

Table 14.3 Commitments update: social

No.	Commitment	Revised / New
C088	<p>Consult with landowners on the most appropriate method to minimise disruption to cultivation paddocks (including the introduction of additional headlands) and loss of productive land in controlled-traffic paddocks. The following measures will be considered in reaching agreement:</p> <ul style="list-style-type: none"> • Locate infrastructure (in order of preference) outside of cultivation areas, in headlands or at the corners of cultivated areas, adjacent to boundary fences or in areas of a paddock with the lowest-quality soil. • Utilise existing access tracks and trafficked areas. • Locate new access tracks in headlands or adjacent to boundary fences. • Align gathering lines and new access tracks parallel to the direction of cultivation, soil conservation structures and controlled traffic runs and avoid perpendicular or lateral connections. • Lay out drill pads in accordance with landowner requirements, subject to safety requirements, to reduce the overall impact on cultivation, where practicable. 	Revised commitment from updated SIMP
C298	Coordinate with relevant authorities (e.g., Queensland Police, Department of Transport and Main Roads and council) for movement of heavy or oversized loads.	Captured as roads and transport commitment in EIS. Revised to clarify coordination of heavy or oversized loads.
C338	Develop a policy identifying training pathways for students and school leavers to assist students in gaining employment upon graduation. The policy will be developed in consultation with Education Queensland. Where relevant training programs have been initiated by other project proponents, Arrow will consider coordinating support with these, where appropriate.	Revised commitment from updated SIMP
C339	<p>Provide training opportunities for Arrow employees including:</p> <ul style="list-style-type: none"> • Vocational and trade training to allow employees the opportunity to gain nationally recognised qualifications. • Specialist training to ensure employee skills are up to date. • Graduate development program, which provides a planned development path for newly degree-qualified employees. 	Revised commitment from updated SIMP
C342	<p>Provide opportunities for students and recent graduates, including:</p> <ul style="list-style-type: none"> • Graduate development program, offering a planned development path for newly degree-qualified employees. • Scholarships to first-year university students who want to pursue a career in the coal seam gas industry. • Vacation employment for undergraduates in their penultimate year of study, with 12 weeks' paid employment within the company. • School-based training for year 11 and 12 students in Dalby and Moranbah who want to gain vocational qualifications at the Certificate II level. 	Revised commitment from updated SIMP

Table 14.3 Commitments update: social (cont'd)

No.	Commitment	Revised / New
C358	<p>Implement the Australian Industry Participation Plan (AIPP), which provides detailed information about the strategies and approaches to be undertaken by Arrow to:</p> <ul style="list-style-type: none"> • Encourage contractors to source local goods and services where possible. • Encourage business to consider Indigenous procurement to maximise Indigenous employment opportunities. • Engage with key business bodies regarding appropriate opportunities for local businesses to supply goods and services to the project. <p>The AIPP was developed in consultation with the state government and is consistent with the Queensland Resource Council (QRC) Code of Conduct.</p>	Revised commitment from updated SIMP
C364	<p>Continue regular consultation with landowners and other stakeholders through mechanisms such as the Arrow Intensively Farmed Land Committee and the Surat Community Reference Group.</p> <p>The Arrow Intensively Farmed Land Committee considers opportunities to co-create a plan for coexistence between coal seam gas and farming.</p> <p>The Arrow Surat Community Reference Group provides a strong consultative forum for community and industry groups.</p>	Revised commitment from updated SIMP
C365	<p>All project personnel will only access land in accordance with DEEDI's (2010a) Land Access Code, Section 24A of the Petroleum and Gas (Production and Safety) Act 2004 and Arrow's land access rules and protocols.</p>	Revised commitment from updated SIMP
C367	<p>Arrow acknowledges it has a shared responsibility with government, and society more broadly, to help facilitate the development of strong and sustainable communities. It is committed to managing the residual social impacts of its activities that cannot be avoided or sufficiently minimised and to contributing to the social and economic wealth of the communities in which it operates through its social investment program. Arrow has already committed to the Brighter Futures Program, providing funding for community grants, sponsorships and partnership opportunities.</p>	Revised commitment from updated SIMP
C369	<p>Engage with landowners to develop a strategy for minimising impacts on land and existing agricultural activities (e.g., through siting of project facilities).</p>	Revised commitment from updated SIMP
C371	<p>Continue to provide Community Officers, Land Liaison Officers and the 1800 free-call number for people to ask questions or raise concerns about Arrow's activities. This includes the establishment of the Dalby Community Information Centre.</p>	Revised commitment from updated SIMP
C373	<p>Arrow, in collaboration with Origin Energy, QGC and Santos, has funded since 2011 the Surat Gas Aero Medical Service in the region. The service is provided by CareFlight, one of only two fully integrated aero medical retrieval operations in the world. CareFlight employs its own full time emergency doctors, paramedics and flight crews. The Aero Medical Retrieval Service provides 150 free hours to Queensland Health for community based aero medical recovery services. Arrow will continue to support this initiative.</p>	Revised commitment from updated SIMP

Table 14.3 Commitments update: social (cont'd)

No.	Commitment	Revised / New
C378	<p>Develop a Construction Workforce Accommodation Strategy three months after Financial Investment Decision (FID).</p> <p>The strategy will:</p> <ul style="list-style-type: none"> • Include a commitment to provide high quality Temporary worker accommodation facility (TWAF) accommodation for all non-resident construction workers. • Identify the preferred approach for facilitating accommodation for construction workers who relocate to the local area for the project, based on the state of the market to meet project generated demand and required market interventions to reduce adverse impacts upon the community. • Identify opportunities to bring forward facilitation of housing intended for the operations workforce that can be used for the construction workforce. • Consider: <ul style="list-style-type: none"> – Continued participation in initiatives set out in the Major Resource Projects Housing Policy and the Western Downs Regional Council Affordability Strategy. – Supporting the intent of the Surat Basin Regional Planning Framework and working with State government, Councils, Economic Development Queensland, building industry, realtors and other project proponents to identify co-operative strategies that address cumulative housing impacts and to ensure that developable land is brought to market to meet demand. 	Revised commitment from updated SIMP
C381	<p>Develop an Operations Accommodation Strategy 12 months prior to the commencement of operations. The strategy will identify the preferred approach for facilitating accommodation for the operational workforce based on the ability of the market to meet project generated demand and required market interventions to reduce adverse impacts on the community as much as reasonably practicable.</p> <p>The strategy will consider:</p> <ul style="list-style-type: none"> • Continued participation in initiatives set out in the Major Resource Projects Housing Policy and the Western Downs Regional Council Affordability Strategy. • Support the intent of the Surat Basin Regional Planning Framework and work with state government, councils, building industry, realtors and other project proponents to identify co-operative strategies that address cumulative housing impacts and to ensure that developable land is brought to market to meet demand. • Providing incentives to private investors and developers of accommodation, such as through head leasing agreements or rental guarantees. • Contributing to a government-sponsored community and affordable housing initiative. • Housing 'rent to buy scheme' option for workers. 	Revised commitment from updated SIMP
C392	<p>Communicate progress of the project to the public and the regional community consultative committee as part of Arrow's annual sustainability reporting.</p>	Revised commitment from updated SIMP
C548	<p>Arrow will consult with state and local government and community stakeholders to deliver the most appropriate program for providing affordable housing options in the region including continued participation in the Western Downs Housing Trust Reference Group.</p>	New commitment

Table 14.3 Commitments update: social (cont'd)

No.	Commitment	Revised / New
C549	Implement policies and programs to maintain the wellbeing of project personnel.	New commitment
C550	Implement the Arrow Reconciliation Action Plan (RAP) which outlines Arrow's commitment to Indigenous Australians, working with Traditional Owners and negotiating Indigenous Land Use Agreements (ILUA's) around the four goals of: <ul style="list-style-type: none"> • Ensuring Arrow is culturally safe and culturally competent. • Recruiting and retaining Aboriginal and Torres Strait Islander staff • Connecting Aboriginal and Torres Strait Islander people with business and employment opportunities. • Supporting Aboriginal and Torres Strait Islander education. 	New commitment
C551	Implement actions within Arrow's Aboriginal and Torres Strait Islander Reconciliation Action Plan (RAP) relating to educational opportunities for Indigenous students.	New commitment
C552	Continue the Arrow Energy Whanu Binal project to provide assistance to Traditional Owners and other interested members of the Indigenous community to further develop business development, employment and training and workforce planning capacity and capability.	New commitment
C553	Provide cultural awareness training to Arrow employees and contractors within three months of employment or engagement by the company. Educate Arrow employees on cultural awareness as part of the induction program. Include the following as objectives for the awareness and training programs: <ul style="list-style-type: none"> • Staff and contractors effectively engage and work with Indigenous people, suppliers and communities. • Indigenous staff are understood, respected and retained in the organisation. • Arrow maintains positive relationships with Indigenous communities. 	New commitment
C554	Continue to support the "Careers in Gas" website or other similar initiatives.	New commitment
C555	Arrow Diversity Council to continue to work with industry groups that focus on increasing the engagement of women in the industry and developing pathways for women to work in non-traditional roles.	New commitment
C556	Undertake regular reviews of non-project related labour requirements and current skills sets for the study area by engaging with state agencies and other skills bodies to facilitate the development of training strategies.	New commitment