

Draft Social Impact Management Plan (SIMP)

Queensland Curtis LNG

February 2010

Table of Contents

| | |
|---|-----------|
| EXECUTIVE SUMMARY | 3 |
| 1.0 INTRODUCTION | 6 |
| 1.1 Purpose of this Draft SIMP | 6 |
| 1.2 Structure of Draft SIMP | 6 |
| 1.3 Consultation on Draft SIMP | 7 |
| 1.4 QGC and Queensland Government Context | 9 |
| 2.0 QCLNG AND QUEENSLAND COMMUNITIES | 12 |
| 2.1 QCLNG | 12 |
| 2.2 Project Area Communities | 16 |
| 2.3 Export Pipeline Region | 19 |
| 2.4 Western Downs region | 24 |
| 3.0 MITIGATION STRATEGIES AND ACTION PLANS | 28 |
| 3.1 Social Impact Summary and SIMP References | 29 |
| 3.2 Key Strategies | 33 |
| 3.3 Action Plans | 34 |
| 4.0 IMPLEMENTATION | 54 |
| 4.1 Community Engagement Strategy for draft SIMP | 54 |
| 4.2 Council and Queensland Government Engagement for Draft SIMP | 54 |
| 4.3 Implementation of SIMP | 57 |
| 5.0 MANAGEMENT AND MONITORING | 75 |
| 5.1 SIMP Management | 75 |
| 5.2 Monitoring and Review Process | 77 |

Appendices

| | |
|--|----|
| Appendix A – QCLNG Rural Health Initiative Process | 80 |
| Appendix B – QCLNG Social Infrastructure Mitigation and Partnership Strategy | 82 |

EXECUTIVE SUMMARY

QGC, a BG Group business, is working to ensure that our presence delivers enduring benefit to our neighbouring communities, that we listen to our neighbours and take account of their interests, and that we support human rights within our area of influence.

These principles have guided development of this Social Impact Management Plan, prepared for the Queensland Curtis LNG Project.

The plan has been developed under the aegis of BG Group's Social Performance Standard which states that the goal of social impact assessment is to "document the potential positive and negative impacts of a project's activities in order to identify mitigation measures for negative impacts and create or enhance socio-economic and broader sustainable development opportunities that flow from positive impacts".

The QCLNG Project traverses four regional local government areas, and encompasses more than 12 urban centres and several rural communities.

The project is a major investment in the economic future of project area communities. Over the total construction period, it will provide an average of more than 3,000 jobs, with a peak in late 2012 of about 8,000 workers. Operations will provide long-term employment for more than 1,000 people over 20 to 30 years.

QCLNG will create numerous positive legacies including infrastructure upgrades, employment security, workforce skills, community capacity and economic development.

As a major landholder in the Western Downs, QGC is committed to being an active and productive member of the communities in which it operates, and to contributing to their sustainable development.

This plan addresses the construction and operation of the LNG facility, pipeline, gas field and associated works and follows what is thought to be Queensland's most extensive baseline research program for a major resource project.

Its development has included consultation involving more than 1,000 individuals, community groups and government agencies since early 2008, and 16 studies covering demographics, social constraints for land use, economics, social infrastructure, marine recreation, labour markets, health, heritage, housing, traffic, and education and training.

The plan is a key instrument for consultation with the Queensland Government, project area communities and other stakeholders between February and April 2010.

QGC's approach involves eight major strategies in support of nine action plans for mitigating QCLNG's impact on social and cultural heritage values, and maximising benefits. Each strategy is based on research, consultation with key stakeholders, and partnership development to build sustainable responses to impacts. Action plans are provided for each strategy, with an additional action plan provided in support of cultural heritage protection requirements.

The major strategies address impacts and benefits of local and regional significance and are key areas of co-operation for QGC, the Queensland Government, regional councils and communities.

Each of the eight strategies relates to one or more action plans, coverage of which includes the following.

| | |
|---------------------------------------|---|
| 1. Indigenous participation | <ul style="list-style-type: none"> • Social and economic development; • social and health infrastructure partnerships to improve service capacity; • cultural heritage management plans; • assistance to traditional owner groups on governance and capacity building; • training and employment programs for the CSG-LNG industry equivalent to indigenous representation in the population (about 3%); • development of indigenous businesses to service CSG-LNG operations; contractor indigenous participation; • housing strategies to ensure no further disadvantage to indigenous people; and • creation of the QGC Community Development Fund to improve community services to indigenous people. |
| 2. Housing and accommodation | <ul style="list-style-type: none"> • Maximum employment of local people for QGC activities at Gladstone, along the pipeline route and in the gas fields to avoid draw on housing stock; • investment, partnerships and other strategies, including temporary construction camps, to ensure affordable housing for low-income households and to manage and offset adverse impact on housing demand; • joint ventures or investment in housing construction for project workers; • promotion of regional areas as settlement options for workers' families; • camp location to maximise economic benefits to local towns; and • avoidance of adverse impact on tourist facilities. |
| 3. Community health and safety | <ul style="list-style-type: none"> • Partnerships to build improved access, capacity and standard of rural health services; • provision of general practitioners and worker health facilities in major construction camps; • safe-driving programs; • community safety information programs; • worker induction and education campaigns and codes of conduct on expected behaviour; • community grievance and incident reporting procedure; and • bushfire and emergency response plans, including support for local fire brigades. |
| 4. Social infrastructure | <ul style="list-style-type: none"> • Social infrastructure partnerships to strengthen community services and facilities, including: <ul style="list-style-type: none"> – Training – affordable housing – youth development – family support • use of the QGC Community Development Fund to improve local services; and • worker and family education on community services to assist integration |
| 5. Land use and land access | <ul style="list-style-type: none"> • Minimal construction footprints in good quality agricultural land and marine areas; • observance of social values and social constraints in regard to locating major infrastructure facilities; • preference for negotiated land access and acquisition; • co-location of camps with construction activities; • mitigation plans for issues such as noise, dust and weed propagation; maintenance of access to areas of cultural significance; and • comprehensive cultural heritage management plans. |

| | |
|---|---|
| 6. Employment and economic development | <ul style="list-style-type: none"> • Training commitments with major contractors focused on indigenous people, women, young people and the unemployed; • industry and school partnerships for training and apprenticeships; • merit-based employment of local people; • full, fair and reasonable opportunity for local suppliers and contractors; and • establishment of regional offices for QGC. |
| 7. Traffic and transport | <ul style="list-style-type: none"> • Traffic mitigation and management plans in association with the Western Downs and Gladstone regional councils and Queensland Department of Transport and Main Roads; • bus transport to ferry and airport terminals for non-local QCLNG workers; • driving standards for all staff and contractors; • road safety education and awareness programs for project workers; • avoidance of school bus routes during school hours; and • advice and liaison with traffic authorities when moving large equipment. |
| 8. Marine recreation | <ul style="list-style-type: none"> • Cultural heritage impact mitigation in sensitive marine areas such as The Narrows and Kangaroo Island; • a Gladstone Harbour partnership to ensure safe enjoyment and environmental protection of the harbour; • maintenance of access to key areas of the harbour, including liaison with recreational and commercial boating interests on project-related harbour traffic; and • boating and safety management plans in association with the Gladstone Ports Corporation. |

QGC's commitment will include contributions towards health and community services for indigenous people and programs aimed at priorities identified in the Federal Government's 'Closing the Gap' campaign, born out of the 2005 Social Justice Report into indigenous health and life expectation.

It will cover contributions to housing, traffic management, roads, small business incubation, community partnerships, and education, training and employment. It will be in addition to QGC's community engagement and philanthropic activities such as its annual 'Drama at the Gasfields' event.

QGC expects the implementation of its plans to involve more than twelve senior managers and specialist staff directly involved in social performance program delivery and integration across its operations. They will draw on QGC's own staff network, contractors and suppliers, and community and government reference groups.

Several partnerships between QGC and community and government organisations are in preparation covering health, housing, social infrastructure, roads, traffic and marine safety, and training.

Six community committees covering local and regional areas of interest to QGC are being established in early 2010 to facilitate more comprehensive involvement as the plan is implemented, and to involve the community in monitoring progress.

QGC's contractors are critical to our social performance and BG Group's business principles and social performance standard are integral to tenders and contracts. Project construction contractors are required to integrate social performance requirements into their activities to avoid or minimise social impacts, and to establish and maintain effective relationships with stakeholders. Major construction contractors are required to submit social performance plans for QGC approval and QGC has assurance systems to ensure adherence with quarterly performance reporting.

This plan includes specific timetables, performance measures, monitoring and audit procedures to shape program direction and progress.

1.0 INTRODUCTION

The Queensland Curtis LNG (QCLNG) Project traverses four regional local government areas, and encompasses more than 12 urban centres and several rural communities.

QCLNG is a major investment in the economic future of project area communities. Over the total construction period, an average of more than 3,000 jobs will be provided by QCLNG, with a peak in late 2012 of around 8,000 workers. Operations will provide long-term employment for more than 1,000 people over 20 to 30 years.

QCLNG will create numerous positive legacies including infrastructure upgrades, employment security, workforce skills, community capacity and economic development. QGC is also a major land holder in the Western Downs.

QGC is committed to being an active and productive member of project region communities, and to contributing to their sustainable development.

1.1 Purpose of this Draft SIMP

This document provides a draft Social Impact Management Plan (Draft SIMP) for the QCLNG project, and addresses the construction and operation of the LNG facility, pipeline, CSG field and associated works.

This draft SIMP will serve for consultation with the Queensland Government, project area communities and other stakeholders, to be conducted between February and April 2010. *Section 1.3* outlines the consultation program which will assist in developing the final SIMP. This will include identifying accountabilities and partners for mitigation strategies, and a management and monitoring program to ensure strategies are effective.

The SIMP will provide a program to:

- Avoid, reduce, ameliorate or offset negative impacts on social and cultural heritage values
- Maximise the project's positive impacts and contributions to sustainable communities
- Manage the interactions, projects and reporting frameworks which support implementation, and
- Monitor the effectiveness of mitigation strategies.

The finalisation of the SIMP depends on the outcomes from the community consultations, consultations with DIP and other key government agencies, following which the SIMP will be finalised by June 2010.

Pending the relevant approvals, QGC expects to make a final investment decision on the Project in mid 2010.

1.2 Structure of Draft SIMP

Section 1

Section 1 forms the introduction to the SIMP, and includes:

- the purpose, structure and consultation program for the draft SIMP
- the QGC and Queensland Government policy context for social impact mitigation
- a summary of the QCLNG project.

Following sections are as outlined.

Section 2: QCLNG and Queensland Communities

As a baseline to the mitigation program, this section includes:

- A summary of the QCLNG Project, with further detail provided in the EIS Volume 8¹
- A summary of social conditions in Project area communities, and
- Key consultation inputs of relevance to mitigation.

Section 3: Mitigation Strategies and Plans

Section 3 outlines the SIMP's major strategies and action plans, and includes:

- a summary of potential impacts and benefits to be addressed
- major social mitigation strategies for QCLNG, either underway or about to be commenced, and
- draft mitigation plans.

Section 4: Implementation

This section outlines:

- the community engagement strategy for SIMP development and implementation, and
- the implementation schedule, including a summary of key actions, performance measures, timeframes for implementation and residual impacts.

Section 5: Management

This section outlines:

- the process for monitoring social impact mitigation and benefits optimisation
- the management system for the SIMP, and
- reporting arrangements.

The SIMP will be finalised, submitted to the Queensland Government and distributed to all SIMP stakeholders following consultation. Progress reports on major strategies will also be provided in the final SIMP.

1.3 Consultation on Draft SIMP

QGC is committed to engagement and consultation as a foundation for its business practice. For the SIMP, engagement with key stakeholders is critical to ensuring that mitigation and community benefit strategies are successful.

¹ The QCLNG EIS is composed of the draft EIS (August 2009) and the Supplementary EIS (February 2010). Social, cultural and economic impacts are addressed in *Volume 8* in both the draft and Supplementary EIS reports.

Consultation on the draft SIMP is planned for February to April 2010, as outlined in *Table 1*, and further detailed in *Table 18*. The purpose of consultation for the draft SIMP is to ensure that:

- all significant impacts identified in the EIS are appropriately addressed
- mitigation and management strategies are targeted and structured to best effect
- complementary strategies by other stakeholders are considered
- relationships between QGC and key stakeholders are developed sufficient for implementation upon project approval
- responsibilities for implementation of mitigation strategies are agreed.

Many of the mitigation strategies require co-operation between QGC and community, Council and Government stakeholders. This will be a primary focus for consultation on the draft SIMP and will seek to identify:

- responsibilities for implementation with respect to cumulative impacts
- links between QGC plans and local and regional development plans
- partnerships to support implementation.

Following consultation on the draft SIMP, it will be finalised prior to Final Investment Decision on QCLNG, and fully implemented during the construction period.

Table 1: Consultation Program for Draft to Final SIMP

| Area | Stakeholders | Methods | Timing |
|---|---|--|--|
| Indigenous Participation | Traditional Owner Groups Community and Cultural Organisations Dept of Communities - Aboriginal and Torres Strait Islander Services Indigenous employment and training stakeholders | Individual and Joint Meetings as agreed Workshops on the draft SIMP Meetings with potential partners | Current Current March-April 2010 Current |
| Housing | Dept of Communities - Housing and Homelessness Regional Councils Housing industry stakeholders Community housing providers including indigenous groups | Workshops on the draft SIMP Housing strategy consultation Partnership development - commercial and community | February 2010 February 2010 March-April 2010 |
| Health, Safety and Social Infrastructure | Dept of Infrastructure and Planning - SIA Unit and LNG Unit Queensland Health & Regional Health Advisory Groups Dept of Communities Regional Councils Dept of Emergency Services Queensland Police Service Non-government organisations | Workshops on the draft SIMP Social infrastructure partnership consultations Rural health partnership consultations | February 2010 March -April 2010 Current - May 2010 |

| Area | Stakeholders | Methods | Timing |
|--|--|--|------------------------------|
| Economic and Regional Development | Dept of Infrastructure and Planning DEEDI | Workshops on draft SIMP | February 2010 |
| | Regional Councils Gladstone Economic and Industry Development Board | Meetings and interviews | March 2010 |
| | Surat Development Corporation | Partnership discussions | March - April 2010 |
| Cultural Heritage (indigenous and Non indigenous) | Traditional Owner Groups | Negotiation on CHMPs | Current |
| | Dept of Environment and Resource Management | Workshops on draft SIMP | March 2010 |
| Land Use and Land Access | Traditional Owner Groups Property Owners and Occupiers Regional Councils | Traditional Owner Group consultation process Land holder consultation meetings Meetings with Regional Councils about planning and land use | Current and ongoing |
| Traffic and Marine Values Management | Western Downs Regional Council Toowoomba Regional Council Gladstone Regional Council | Monthly meetings Traffic mitigation partnership development | Current March -April 2010 |
| | Dept of Transport and Main Roads Marine Safety Queensland Port of Gladstone Marine stakeholders | Gladstone Marine Partnership development | March-May 2010 |

1.4 QGC and Queensland Government Context

Queensland Government Legislation and Policy

QCLNG's EIS was conducted in compliance with Part 4 of the State Development and Public Works Organisation Act (SDPWO) (1971), which requires the preparation of an EIS for a project which has been declared as one of State significance, addressing the terms of reference for the EIS to the satisfaction of the Coordinator-General. The SDPWO Act's definitions state that the environment includes:

- (a) ecosystems and their constituent parts, including people and communities
- (b) all natural and physical resources
- (c) the qualities and characteristics of locations, places and areas ... that contribute to their biological diversity and integrity, intrinsic or attributed scientific value or interest, amenity, harmony and sense of community
- (d) the social, economic, aesthetic and cultural conditions that affect, or are affected by, things mentioned in paragraphs (a) to (c).

The Queensland Government's Sustainable Resource Communities (SRC) Policy (2008) is focused on resource communities where rapid development is having significant impacts on housing affordability, community infrastructure, and social structures. The policy defines resource communities as "those local

or regional communities that depend on or are affected by mineral extraction and associated activities, including petroleum and gas proposals". It establishes initiatives of direct relevance to the QCLNG Project including:

- providing a coordinated whole-of-government response to selected new and expanded mining and petroleum developments
- establishing partnerships with local government and industry to share strategic information, and develop solutions to social issues and responses including regional planning and coordination, housing, health and education
- developing guidelines for social impact assessment
- development of a Major Projects Housing Policy.

The SRC Policy's guidelines for social impact assessment are the current subject of consultation and development, and the Social Impact Management Plan is not yet required by legislation. However, QGC is voluntarily providing a SIMP to provide the basis for establishing mitigation partnerships and solutions, to help inform interested stakeholders.

The Department of Communities' Strategic Plan 2009-2013 outlines the Queensland Government's key goal of working with communities 'to improve sustainability, liveability, prosperity and cohesion of Queensland communities'². The Strategic Plan's relevant outputs include leading or providing:

- reforms to reduce the gap in life outcomes for indigenous Queenslanders
- integrated service delivery to ensure the safety of children and young people, and support vulnerable individuals, families and communities, including people with a disability, people with a mental illness and people who are ageing
- providing integrated social housing and housing services, and services to encourage Queenslanders to lead active and healthy lifestyles
- the promotion of cultural diversity and enhancing community cohesion
- improving the economic security and health and wellbeing of women in Queensland.

The SIMP addresses the requirements of the SDPWO Act, Sustainable Resource Communities policy, and Department of Communities' goals. In particular it includes a focus on working in partnership with the Queensland Government. It will also link with local and regional plans, as outlined in the draft EIS (*Volume 8, Chapters 4, 5 and 6*) and summarised below.

BG Group and QGC Business Principles

BG Group is guided in its interaction with neighbouring communities by its Business Principles, which include:

- we work to ensure that neighbouring communities benefit from our presence on an enduring basis
- we listen to neighbouring communities and take account of their interests
- we support human rights within our area of influence.

2 Department of Communities Strategic Plan 2009-2013 at <http://www.communities.qld.gov.au/about/strategic-plan/2009-2013/documents/communities-strategic-plan-2009-13.pdf>

BG Group, as QGC's parent company, has a detailed Social Performance Standard which guides QGC's social impact mitigation. The Social Performance Standard states that the goal of social impact assessment is to "document the potential positive and negative impacts of a project's activities, in order to identify mitigation measures for negative impacts and create or enhance socio-economic and broader sustainable development opportunities that flow from positive impacts."

This is put into practice by ensuring social impacts and benefits are fully integrated in project planning, construction, and operation.

QGC'S Social Performance Plan

QGC's internal Social Performance Plan provides a detailed framework and process for its relationships with communities and regions throughout the project area. The QCLNG SIMP forms part of QGC's Social Performance plan for 2010-2015. Other key components of the QGC Social Performance Plan being developed to support ongoing company operations include:

- an Indigenous Peoples' Plan, which identifies strategies relating to indigenous employment and enterprise partnerships, cultural heritage and Native Title
- a Community Engagement Plan, which sets out strategies for engagement with local and regional communities, land owners, and indigenous peoples
- a Social Investment Plan, which outlines strategies in relation to community partnerships and grants, donations and sponsorships.

In addition, area-based community plans will be developed to integrate social impact management plans, community engagement and annexed strategies for the Gladstone, Pipeline and Western Downs Regions, and link with local and regional plans.

Local and Regional Development

QGC and the BG Group expect QCLNG to make a major contribution to the development of sustainable communities and regions throughout the project area.

Impacts and benefits of regional significance include:

- Involvement of indigenous people throughout the project area in training, employment consultation, enterprise development and community development initiatives
- Employment security and income increases
- Investments in capacity building initiatives with social infrastructure, health and housing providers.
- Economic benefits as outlined in a previous section, including business growth and diversification
- Upgrading roads and intersections
- The provision of associated water for beneficial uses.

As such, QCLNG will make a major contribution to local and regional development. As part of its engagement strategy, QCLNG will seek, through DIP and Regional Councils, to engage with stakeholders responsible for the implementation of key regional plans and strategies, including:

- DIP Regional Plans
- Local Government Community Plans
- DEEDI Regional Development Plans
- Relevant studies conducted for the SRC Partnership Group and Local Leadership Groups
- Blueprint for the Bush
- other relevant State and Commonwealth policy and program documentation.

The intent of engagement is to identify common objectives and joint actions to facilitate sustainable local and regional development, and agree implementation programs for shared initiatives. This consultation will be undertaken as part of engagement strategies outlined in *Section 1.3* and *4.3*.

2.0 QCLNG AND QUEENSLAND COMMUNITIES

2.1 QCLNG

QCLNG'S project infrastructure will be located in Queensland Australia, from south of Tara in the Darling Downs, to Curtis Island off the coast of Gladstone. The Project's potential area of influence includes the Local Government areas of Gladstone, Western Downs, Banana, North Burnett and Toowoomba, and the Statistical Divisions of Fitzroy, Darling Downs and South West, as well as the State of Queensland, with respect to employment and economic benefits. The core components of the QCLNG Project are:

- the coal seam gas (CSG) field in the Surat Basin of southern Queensland corresponding largely with the Western Downs Local Government Area (LGA)
- a network of underground pipelines linking the CSG field to other nearby resources and to the LNG facility, through Banana Shire with a small traverse in the North Burnett RC LGA
- a natural gas liquefaction facility on Curtis Island and associated infrastructure (LNG Component) and Shipping Operations, in the Gladstone LGA.

Construction is anticipated to begin in mid 2010. Commercial operations are anticipated to start in early 2014.

Economic Benefits

As described in the draft EIS (*Volume 8, Chapter 10*) the QCLNG Project will provide a direct multi-billion dollar capital injection during the primary construction phase and generate substantial benefits including employment and value-added activity in regional economies. The Project is expected to generate benefits including:

- approximately \$2.4 billion in value-added activity in Queensland during the construction phase
- approximately \$29.5 billion in value-added activity in Queensland during the operations phase
- annual average royalty income for Queensland of between \$150 million and \$330 million and annual average tax income for the Australian Government of between \$600 million and \$1.1 billion, depending on oil prices.

During the construction phase the Project will create direct economic benefits through significant capital expenditure, a peak of 8,000 jobs, and demand for supplies and services from local and other Queensland businesses. Direct economic benefits include increased employment and purchasing of goods and services from local businesses. Indirect benefits include the flow-on effects of increased spending and employment.

The Project's operating phase will also provide a number of direct regional and state-level benefits from the annual revenue generated, direct creation of approximately 1,000 jobs, and significant royalties and tax revenues over the life of the Project (at least 20 years).

The potential economic impact of the QCLNG Project is consistent with the development of a robust and well-balanced economy. The QCLNG Project will increase demand for regional goods and services, boost employment opportunities and promote the stability of employment in key industries. The Project will also diversify the regions' economies and reduce their dependence on mining and agriculture, and support regional growth through sustainable, long-term stimulus to local and regional economies.

Quantifying the additional revenue is complex due to allowable exemptions. However, based on an assumed effective tax rate of 4 % (accounting for exemptions) on additional output, annual GST revenues are estimated to increase by approximately \$210 million per annum due to additional transactions as a result of the development of the QCLNG Project.

Workforce

This section summarises the QCLNG workforce averages and peaks. For more information, please refer to the QCLNG EIS *Volume 8* (*Chapters 4, 5, and 6* of the draft and Supplementary EIS.)

Gas Field Construction

By January 2011, the gas fields' workforce on site (including for the collection header) will include approximately 500 workers, and will peak at approximately 4,545 workers by December 2011, then steadily decline to less than 3,000 workers by late 2012, and around 750 by late 2013.

In addition to this workforce, there will be approximately 400 contracted workers for well drilling and construction, ongoing. The estimated gas fields workforce peak is therefore estimated at approximately 4,945 workers, including the collector header pipeline.

The Collection Header pipeline will connect the major processing facilities to the export header pipeline, (from south of Kogan to south of Miles). This pipeline is likely to require three work crews, or 'spreads', with total construction personnel predicted to peak at 680 in September 2011. Not all workers would be on site at any one time, due to a 3 week on one week off shift roster, which could see around 180 off site, and around 500 collection header pipeline workers on site at any one time.

The average number of personnel in the gas fields over the 40 month timeframe is around 2,300 personnel.

Export Pipeline Construction

Three spreads will be used to construct the Export pipeline, with one spread of approximately 200 personnel focusing on the construction of The Narrows section, and the other two on sections between Miles and Gladstone with a total of 660 personnel. This is a possible total peak of 860 personnel for the export header, however the three spreads will not be working simultaneously for the whole construction period, and some workers would be off-site so the total number of workers in the field at any one time would be less than 700 workers.

The total possible peak workforce for the Export Header plus Collection Header is approximately 1,500, with around 1,200 on site.

LNG Facility Construction

For the LNG Facility, the start-up workforce in the second half of 2010 will comprise approximately 550 people, building to more than 1,500 workers by mid 2011. The total LNG construction workforce (including subcontractors) will peak at approximately 3,000 by mid 2012, including those off-site. Workforce numbers will decline from mid 2012, and construction is expected to be complete by mid 2015 (two trains).

Over the construction period of 60 months, the average number of jobs per month (manual and non-manual) is estimated at approximately 1,500. Approximately 1,200 would be manual jobs, with an average of 300 non-manual jobs.

Local workers are expected to comprise an average of 42 % (or around 1,100, including 900 manual workers and approximately 200 non-manual workers) of the total workforce over the construction period. At peak, the increased number of non-local workers would see the local percentage drop to about 32 %.

Total construction workforce

As workforces for the LNG facility, gas fields and pipeline are operating over different timeframes, and for different periods and different peaks, assessment of the total average workforce is complex. However it is expected that over the total 60 month construction timeframe, the total QCLNG workforce will average at more than 3,000 jobs. The total LNG, pipeline and CSG construction workforce on site is expected to peak at almost 8,000 workers in late 2012.

This large workforce will contribute strongly to employment growth in Queensland, and the duration of employment will provide surety of employment and income for people in the construction industry and other businesses.

It also points to an outstanding need for industry and the Queensland Government to work together, to ensure all possible opportunities are made for Queensland workers. QGC is currently participating in cross-industry initiatives to this effect, and welcomes further industry-State co-operation in this regard.

Operations

For operations, a staff of around 160 personnel is expected for the LNG plant, more than 500 for the gas fields (plus around 400 drilling contractors), and approximately 10 personnel for the pipeline. This would see an operational workforce (including drilling contractors, not all of whom would be on site at any one time) of more than 1,000 personnel.

Post 2014, QGC will sustain a gas fields construction workforce of some 1,200 people during 2016-2018, and approximately 2,000 people in 2020. This will revert to a permanent operational workforce of some 1,000 people after 2020.

Community Engagement

QGC's Community Consultation and Engagement Strategy for construction is detailed in the Supplementary EIS at Volume 12. Its objectives are:

- To build understanding and trust between QGC and its stakeholders through the development of effective relationships based on mutual respect.
- To provide open and transparent processes for stakeholders to be informed of, consulted on and collaborate with QGC on business impacts, both positive and negative, throughout the business lifecycle (from assessment, design, construction, operation and closure).
- To proactively identify community issues and opportunities through regular consultation and engagement.

QGC will regularly consult and engage with a variety of stakeholders in relation to its activities, including ongoing development and execution of social impact mitigation and social investment activities. Community members and organisations will be engaged in the SIMP implementation through three means:

- Involvement of key stakeholders in partnerships for implementation of major strategies, actions and projects (see *Section 4*)
- Consultation with community committees to provide broad-based input to the development of priorities (See *Section 3* and *4*)
- Participation in monitoring impacts, mitigations and benefits (see *Section 5*).

The establishment of community committees throughout the Surat Basin, along the proposed export pipeline route and the LNG facility is central to community engagement in mitigation. The committees will consist of 10-12 community members who represent various parts of the community to allow QGC to regularly inform, consult and where appropriate collaborate with communities on mitigation issues.

QGC is currently developing a framework for community committees with the CSRM (University of Queensland) and intends to initiate the first of the committees in March 2010.

The community committees will also be used as an advisory panel for QGC Community Fund implementation. The QGC Community Development Fund process (outlined in *sEIS Volume 12*) includes:

- consulting through local Community Reference Groups to identify local priorities throughout the course of the construction period
- developing partnerships and programs that support existing valued initiatives in key areas identified by community members
- using Committees' knowledge and existing services to implement targeted programs to address community needs.

In addition, a communication and consultation program will be established for the project to provide information about the project, construction activities, including time and duration, and likely impacts and mitigation measures.

QGC will utilise a variety of communication methods to regularly inform stakeholders of our activities on an ongoing basis, and these will include:

- a regular quarterly newsletter, which will detail current and upcoming business activities and achievements relevant to stakeholders, commencing in Quarter 1 2010
- fact sheets developed to address detailed information needs relevant to specific issues and current activities
- media Releases and website updates to support the communication of QGC's social performance activities to a wide range of stakeholders
- community notifications of construction and operational activities that potentially impact the community (e.g. traffic movements, traffic delays, noisy works)
- QGC participation in key community events
- publication of reports such as the QGC Sustainability Report will report to allow the business to report on sustainability indicators annually to community stakeholders.

Over time this will be supported by regular stakeholder and issues analysis to ensure QGC is consulting the appropriate stakeholders, and using appropriate engagement methods.

A community complaints process and grievance procedure is also in place as detailed in Supplementary EIS Volume 12.

2.2 Project Area Communities

Gladstone Region

Detailed baseline information is included in the QCLNG EIS *Volume 8, Chapter 6*. This section summarises social conditions in the Gladstone region.

Unless otherwise specified, the latest available ABS statistics are the source of all demographic data in this section, as described in detail and referenced in the draft EIS Volume 8 Chapter 3.

Indigenous values

At the time of the 2006 Census there were 1,574 people in the Gladstone Regional Council LGA who stated that they were of Aboriginal or Torres Strait Islander origin. The majority resided in the Gladstone SLA, followed by Calliope SLA. In keeping with Australian averages, the indigenous population in Gladstone is younger than the total population, and the unemployment rate is typically two to three times higher than the total population.

The Port Curtis Coral Coast (PCCC) is the Native Title claimant group with interest in the Gladstone region, and represents a number of Traditional Owner Groups. The PCCC group has identified the following key values in the Gladstone region:

- Connection between the landscape and physical and spiritual health.
- Cultural heritage values, both material and spiritual throughout the region.
- Respect and support for culturally relevant health and social issues.
- The need to work in partnership to address education, training and employment challenges and culturally sensitive issues.
- The need to ensure affordability and availability of housing.
- Social disadvantage associated with dispossession and marginalisation.

The Port Curtis and Central Queensland regions contain a wealth of indigenous cultural heritage, and a number of places of significant heritage have been identified and recorded throughout the region.

Population

The Gladstone LGA is one of the fastest-growing regions in Queensland, at 3.1 % per annum between 2001 and 2007. Industrial construction and operation is a major driver for Gladstone's population growth.

Gladstone's population in 2009 was approximately 59,000 people. The population is expected to increase by an additional 34,324 people, with an average annual growth rate of 2.4 %, taking the total population to 88,265 people in 2026.

Local values

It is evident from local and regional planning frameworks, which are based on broad consultation and regional analysis, that the Gladstone and Calliope region values good planning for long-term economic prosperity, without compromising the social and cultural values of the region. As noted in consultation and in the survey results, residents strongly value the amenity offered by diverse environments and social settings. Notwithstanding their diversity, Gladstone's values framework shares several common elements:

- strong, vibrant townships, working to maintain liveability in the face of change
- economies reliant on a combination of agricultural and extractive industries
- an understanding of the disparate values inherent in land and water bodies, from spiritual to economic
- an appreciation of a casual, relaxed lifestyle which balances work and play
- outdoor recreation values including water-based and rural activities, with strong scenic values
- a current process of adjustment to amalgamated Regional Councils
- regional plans which aspire to balance social, environmental and economic sustainability.

Major industry is valued as the economic lifeline of the region, but the cumulative impacts of industry are of concern to Gladstone residents.

Health and Safety

Equity of health access is a particular challenge across the Gladstone region, as an increase in population is leading to higher demand for health services. Residents have highlighted a lack of specialist medical services in the Gladstone region, and the need for aged care facilities which support healthy living in older years. Drug and alcohol support services, children and young people's services, and domestic violence support services also appear challenged. It was noted in consultation that many family support and health services are stretched beyond capacity, and that a range of specialist medical and therapeutic services are only available in Rockhampton.

During 2007–08, the Gladstone district reported 478 'offences against the person', 2,348 offences against property and 3,368 other offences. Community service providers have noted a worrying occurrence of domestic violence in Gladstone (as discussed in *Volume 8, Chapter 6* of the draft EIS).

Housing

The total housing supply in the Gladstone LGA was approximately occupied 19,980 dwellings in 2008, of which approximately 27.6% (5,514 dwellings) would have been rental dwellings. Gladstone LGA had a home ownership rate of almost 29 % in 2006, which was lower than the Queensland and Fitzroy averages³.

Rental dwelling availability (vacancy rate) in the Gladstone region (LGA) in 2008-2009 was approximately 8%, which would see around 476 dwellings available (from a total rental dwelling availability of approximately 5,900 dwellings). Availability in the previous year was approximately 3%, which saw around 179 dwellings available.

Housing costs in Gladstone increased by 44 % between 2001 and 2006, and in 2006, 53 % of low-income households renting in Gladstone were experiencing housing stress.

There were approximately 909 properties available for purchase in Gladstone in February 2009⁴, up from 630 properties available in February 2008.

3 DIP (November 2007) Census fact sheet No. 1, Census data Gladstone Regional Council, based on local government boundaries effective March 2008 (ERP data), viewed at http://www.dip.qld.gov.au/resources/factsheet/PIFU/CensusFactsheetLGA_GladstoneRegionalCouncil.pdf.

4 www.realestate.com.au Viewed 11 February 2009.

Social infrastructure

Gladstone City offers a range of health, employment and recruitment services, community and cultural services, youth services, family support services and family services based within Gladstone City.

Local and district-level facilities appear to be well provided, particularly emergency services, but may belie the tyranny of distance. Based on the information from consultation findings as well as population projections, it is likely that the main townships act as district centres, and may require higher levels of provision for some facilities to cater for the growing demand of FIFO, as well as permanent workers.

Existing facilities in local centres and rural villages will continue to serve the dispersed rural settlements, and are critical for the wellbeing of small communities that are not close to the nearest district and regional centres.

Much of the infrastructure in rural and some coastal areas is old and unlikely to be well-suited to contemporary needs (as is the case for old community centres providing modern community health services, and local halls supporting outreach services and multiple programs).

Summary of consultation input on social impacts

Stakeholders potentially affected by or interested in the Project's activities in the LNG facility area were consulted during the QCLNG draft EIS public disclosure period. The Supplementary EIS (*Volume 12*) provides more detail and indicates where each issue is addressed in the Supplementary EIS. Key social issues raised and addressed in the draft SIMP include:

- indigenous issues including cultural heritage management, impacts on coastal environment, and the management of social impacts
- impacts on the availability of local housing stock during construction, the Curtis Island construction camp and its management
- impacts on health services and community values during construction, and the need for companies to contribute to social infrastructure
- potential impacts on recreational and commercial boating and fishing
- cumulative impacts of multiple LNG proponents on community values and resources such as housing
- potential for traffic frequency and volumes to increase, and subsequent impacts on local road use and pavements
- project benefits including employment and training, local procurement and improved social infrastructure
- project benefit maximisation strategies, where stakeholders identified education, training and local procurement as areas in which QGC should invest time and money to generate positive project benefits for the region.

Social indicators

A summary of the status of selected social indicators is included in *Table 2* below. This summary will inform assessment of the changes to social conditions which may occur as a result of social impacts, and monitoring of Project impacts and benefits.

Table 2: Social Conditions Indicators – Gladstone

| Indicator | Measures | Status ⁵ Gladstone | Comparator |
|---|--|--|--------------------------------------|
| Population stability | Same address five years | 43% | 45% (Qld) |
| Economic resources | SEIFA Economic Resources Score | 1,009 | 1,000 (Qld) |
| Community cohesion | Feel part of the community (QGC-UMRsurvey - see footnote 6) | 86% | N/A |
| Cultural diversity | % of overseas born people | 9.6% | 18% |
| Indigenous population | % of indigenous people | 2.9% | 3.1% Qld |
| Health status | Self-reported good health ⁶ | 91% | NA |
| Employment rates | unemployment rate | 4.3% ⁷ | 4.4% (Qld) |
| Workforce skills levels | % of workforce with certificate qualifications | 23% | 18% (Qld) |
| Community safety | Reported crimes against the person (per 100,000 people) | 573 | 705 (Qld) |
| Housing availability and affordability | Rental vacancy rate average weekly rental for 3 bedroom house | 3.2% ⁸ \$290 ⁹ | 2.8% (Qld) \$280 (Rockhampton) |
| Social infrastructure access | Quantitative and qualitative assessment | Sufficient facility numbers, services under stress | |
| Business and commercial services access | Number of businesses | 4,023 | NA |

2.3 Export Pipeline Region

Baseline

Detailed baseline information is included in the QCLNG EIS *Volume 8, Chapter 5*. This section summarises social conditions in the Gladstone region.

Indigenous Values

At the time of the 2006 Census there were 466 people in Banana LGA and 542 people in North Burnett LGA who stated that they were of Aboriginal or Torres Strait Islander origin. The majority resided in the Banana SLA (431), followed by Eidsvold SLA (173).

The socio-demographic characteristics of indigenous populations in the North Burnett and Banana regions are generally consistent with indigenous state and national averages. Further information on the socio-demographic characteristics of the indigenous population in the pipeline region is provided in *Volume 8, Chapter 7* of the draft EIS.

5 Latest available comparable data – 2006 census if not otherwise noted.

6 UMR Community Attitudes Survey December 2008 for QGC

7 June 2009 – DEEWR, Small Area Labour Markets Data, http://www.workplace.gov.au/NR/rdonlyres/6ED7AB8B-65ED-408D-8299-595403068E19/0/SALM_June2009.pdf, Accessed 28 January 2010

8 September 2008 – OESR - five year trend to 2007-08 was around 3%.

9 Residential Tenancies Authority, Central Queensland Median Weekly Rents, [http://www.rta.qld.gov.au/zone_files/stats_december_qtr_2009/cq_all_data.xls#3 Bed Houses'IA1](http://www.rta.qld.gov.au/zone_files/stats_december_qtr_2009/cq_all_data.xls#3%20Bed%20Houses%20IA1), accessed 20 January 2010

Native title parties with an interest in the pipeline region include the Gangulu, Port Curtis Coral Coast, Djaku-nde and Jangerie Jangerie/Wulli Wulli, Wakka Wakka people and BCJWY (Barunggam, Cobble Cobble, Jarowair, Western Wakka Wakka, and Yiman Peoples). Consultation with these groups revealed has revealed the following key values in the Banana and North Burnett region:

- Connection between the landscape and physical and spiritual health
- Cultural heritage values, both material and spiritual throughout the region
- Respect and support for culturally relevant health and social issues.

Traditional Owners identified a number of challenges experienced by indigenous people in their community, and emphasised the need to develop partnerships to overcome these challenges and protect indigenous values. Challenges currently affecting these groups include:

- Loss of cultural awareness amongst young people
- Housing availability and affordability
- Lack of formal education, and employment and training opportunities, and
- Availability of health and aged care facilities.

Population Size and Growth

Banana Shire had a total estimated population of 15,953 people in 2007. The area is sparsely populated with only 27 square kilometres of a total of 28,577 square kilometres considered urbanised. The Shire experienced a negative population growth from 2001-2007. This trend however is expected to reverse in the coming decades, with projections indicating a small, but positive growth rate of 0.2% from 2006-2026. The region's total estimated population size is expected to reach approximately 16,800 people by 2026.

North Burnett Shire's total population is approximately 11,200. The total resident populations of Eidsvold and Monto SLAs are approximately 1,000 and 2,500 people respectively. Like many communities in the North Burnett region, Eidsvold and Monto have experienced little or negative population growth over the past decade, with the average annual growth rate for both shires from 2003-2008 being -0.5% and 0.1% respectively.

Social Values

Banana Shire and North Burnett residents value their community for its friendly nature and the balance it offers between a country lifestyle and availability of services and infrastructure. There are strong community connections, with many residents regarding community spirit and involvement the best aspects to living in the area.

As reflected in local and regional planning schemes, communities in the Banana Shire and North Burnett LGAs desire a balance between community lifestyle, development and the environment. They recognise the importance of development in stimulating growth and seek sustainable opportunities that will enhance the character and heritage of the community while preserving its natural resources.

The most common liveability concerns include poor roads and road maintenance, loss of services and facilities, lack of water, the inconvenience of travelling to major centres, and lack of some facilities and services, namely youth and medical facilities. Population decline is also a key area of concern in North Burnett.

Health and Safety

The pipeline communities have high social capital, with many residents regarding community spirit and involvement within the community as the best aspects of living in the area. Volunteering is also strong with around 20-30% of the population engaging in some form of volunteer work in 2006 (up to 15% more than the Queensland average).

The total proportion of the population belonging to one of the six vulnerable groups¹⁰ was generally lower in Banana LGA than other areas of the Project and Queensland. Banana Shire has a very young population and people within this age group accounted for almost a quarter of the region's total population in 2006.

The latest Census statistics on vulnerable groups in Monto and Eidsvold SLAs generally revealed greater socio-economic disadvantage and a higher proportion of people aged from 0-14 years and over 65 years than Queensland (as detailed in *Appendix 8.3* of the supplementary EIS).

Communities in the pipeline region are typically small and enjoy the benefits of safety and security often associated with living in a small town.

Reported crime statistics were not available at local level however offences against person and properties have generally declined in the Police Districts pertaining to Banana Shire from 2000 to 2008. Small area crime profiles in Monto, Mundubbera and Eidsvold SLAs indicate that communities in the region experience a lower level of crime compared to Queensland¹¹.

Housing

There were 5,429 dwellings in Banana LGA in 2006, 90% of which were separate dwellings. There was a high level of home ownership, with 34% of all households being purchased and 32% fully owned.

Median house prices in Banana Shire increased dramatically from 2004 to 2006. Little or negative growth was reported since 2006, however house prices in traditionally more affordable towns are now similar to urban prices. Rent increased significantly in Banana LGA from 2001-2006, however average weekly rental prices in 2006 continued to be lower than other LGAs in the Project area and were almost half the State average (\$119/week compared to \$217/week for Queensland).

Compared to Queensland, housing in Monto and Eidsvold appears sufficient and relatively affordable. In 2006, almost half of all households in Monto and Eidsvold SLAs were fully owned (48% and 42% respectively), in contrast to Queensland where only one third of total households were fully owned. The median housing loan repayments in Monto SLA was \$716/month, which was almost double that of Eidsvold SLA (\$444/month), but significantly lower than Queensland (\$1,300/month).

In 2006, rental households accounted for approximately one third of all households in Eidsvold SLA and one quarter of all households in Monto SLA. Rental prices were considerably lower than the Queensland median of \$190/week, with Eidsvold reporting the lowest prices, at \$78/week. Median rent in Monto SLA was \$90/week.

10 The types of groups most likely to be disproportionately impacted by the Project are presented in *Volume 8, Chapter 5, Table 8.5.15* of the draft EIS They include: young people aged to 14 years, seniors aged 65 years and over, low-income earners, unemployed people, people with a disability, and people who speak a language other than English at home.

11 OESR, Small Area Crime Profiles, 2002-2003, <http://www.oesr.qld.gov.au/queensland-by-theme/society/crime-justice/offences/profiles/small-area-crime-profiles/wbb-sd/crime-profiles-mo-mu-ei-2002-03.pdf>, Accessed December 2010.

Social Infrastructure

A wide range of services and facilities are available in the Banana Shire and North Burnett regional council areas including recreational and sporting facilities, family support services, medical facilities, community centres and emergency services. However the region's dispersed settlement patterns provides a challenge to equitable access to health services, particularly for vulnerable groups and those without access to private vehicles.

A survey conducted by the North Burnett Regional Council revealed a number of concerns relating to health services in the region, however of most concern to respondents was the number of birthing and child health centres and aged care facilities available in the region¹².

Local and District level facilities appear to be well provided in Banana LGA, particularly emergency services, however this likely reflects an increased need for typical service levels to compensate for the region's low density settlement pattern. Local level facilities are critical for the wellbeing of small communities that are not within close proximity to nearby district and regional centres. Ageing infrastructure, greater mobility, and declining volunteer capacity mean that many facilities may not be suitable for contemporary use, and require upgrading.

Summary of Consultation Input on social impacts

Stakeholders potentially affected by and/or interested in the Project's activities in the pipeline area were consulted during the QCLNG draft EIS public disclosure period. The Supplementary EIS (*Volume 12*) provides more detail and indicates where each issue is addressed in the Supplementary EIS. Key social issues raised and addressed in the draft SIMP include:

- Potential positive impacts of the construction camps on the community in terms of employment and procurement opportunities.
- The need for employment and training for indigenous people, partnership opportunities between QGC and indigenous organisations for the management of cultural heritage and the management of the Pipeline footprint.
- Land access issues including compensation, adequate land maintenance, and alterations to current land use.
- Concerns about the increase in traffic volume and frequency resulting from transportation of pipelines during construction.

Social Indicators

The status of key socio-economic indicators in Banana and North Burnett Shires based on latest available statistics is summarised in *Table 3*. This table will assist in identifying and monitoring the social impacts of the project in Banana Shire and North Burnett regional council areas.

12 North Burnett Regional Council Corporate Plan 2009-2013, <http://www.northburnett.qld.gov.au/?id=18>, Accessed December 2010.

Table 3: Social Conditions Indicators – Pipeline

| Indicator | Measures | Status Banana Shire ¹³ | Comparator |
|--------------------------------|---|---|---|
| Population stability | Same address five years | 51 % (Banana LGA) 65 % (Eidsvold SLA) 59 % (Monto SLA) | 45 % (Qld) |
| Economic resources | SEIFA Economic Resources Score | 1,018.2 (Banana LGA) 933 (Eidsvold SLA) 976 (Monto SLA) | 1,000 (Qld) |
| Community cohesion | Community satisfaction (Banana Shire Council Survey) As per consultation and volunteering levels | 93 % believe Banana Shire is a good place to bring up kids, 87 % believe has good mix of people High level of volunteering (approximately 30% in Eidsvold and Monto SLAs and 20 % in Banana Shire) | n/a 14.6 % (level of volunteering in Qld) |
| Cultural Diversity | % of overseas born people | 6% (Banana LGA) 2.8% (Eidsvold SLA) 3.3% (Monto SLA) | 18 % (Qld) |
| Indigenous population | % of indigenous people | 2.3% (Banana LGA) 20.1% (Eidsvold SLA) 1.9% (Monto SLA) | 3.1 % (Qld) |
| Employment rates | Unemployment rate | 3.3% (Banana LGA) 3.7% (Eidsvold SLA) 2.7% (Monto SLA) ¹⁴ | 4.4% (Qld) |
| Workforce skills levels | % of workforce with certificate qualifications | 18% (Banana LGA) 12% (Eidsvold SLA) 15% (Monto SLA) | 18 % (Qld) |
| Community safety | Reported crimes against the person (per 100,000 population) Community perception (Banana Shire Council Survey) | Gladstone Police District = 573 offences (2008-09) ¹⁵ Roma Police District = 902 offences (2008-09) Bundaberg Police District = 690 offences (2008-2009) 91% believe Banana Shire is safe | n/a Qld = 705 offences (2008-09) ¹⁶ |
| Housing availability | % rental households in | 31.4% (Banana LGA) | 65.1 % (Qld) |

13 2006 ABS Census of Population and Housing is used as comparative tool.

14 DEEWR, Small Area Labour Markets, June Quarter 2009, http://www.workplace.gov.au/NR/rdonlyres/6ED7AB8B-65ED-408D-8299-595403068E19/0/SALM_June2009.pdf, Accessed January 2010.

15 Queensland Police, District Crime Profiles, 2008-2009, http://www.police.qld.gov.au/Resources/Internet/services/reportsPublications/statisticalReview/0809/documents/11_District%20Crime.pdf, Accessed January 2010.

16 <http://www.police.qld.gov.au/Resources/Internet/services/reportsPublications/statisticalReview/0708/documents/Queensland%20Crime.pdf>, Accessed 1 April 2009.

| Indicator | Measures | Status Banana Shire ¹³ | Comparator |
|--|--|---|--------------------------------------|
| and affordability | housing stress % purchased dwellings in household stress Average weekly rent | 28.3% (Banana LGA) \$119 (Banana LGA), \$78/week (Eidsvold SLA), \$90/week (Monto SLA) | 50.6 % (Qld) \$217/week (Qld) |
| Social infrastructure access | Quantitative and qualitative assessment | Sufficient facility numbers, apparent oversupply of some facilities Lack of volunteer capacity to support local clubs Need for activities and programs for young people | n/a |
| Business and commercial services access | Number of businesses | 2,627 (Banana LGA) 1,728 (North Burnett LGA) ¹⁷ | n/a |

* Due to data limitations, Indigenous Community Profile 2006 data could not be aggregated based on new Council boundaries.

2.4 Western Downs region

Baseline

Social conditions in the Gas Field communities can be summarised as follows.

Indigenous Values

In 2006, the total indigenous population in Western Downs LGA was 1,179 persons, representing approximately 4% of the region's total population. Between 2001 and 2006 the region experienced a positive growth in indigenous population, with the highest growth (7%) recorded in Tara SLA and a lowest rate of 2% recorded in Dalby SLA.

The age distribution for indigenous communities in the Western Downs reflects a very young population, with most SLAs reporting almost half of the total indigenous population aged 0-14 years in 2006. The unemployment rate for indigenous persons in Western Downs was generally higher than the Queensland average in 2006, at around 20%, and most likely reflects the region's younger indigenous population.

Native title claimant groups with an interest in the gas fields region include the Bigambul, Mandandanji, Iman #2 and BCJWY (Barunggam, Cobble Cobble, Jarowair, Western Wakka Wakka, Yiman Peoples). Key values of these groups are consistent with indigenous values in the Project area and include:

- Connection between the landscape and physical and spiritual health.
- Cultural heritage values, both material and spiritual throughout the region.
- Respect and support for culturally relevant health and social issues.

Traditional Owners identified a number of challenges experienced by indigenous people in their community, and emphasised the need to develop partnerships to overcome these challenges and protect indigenous values. Current challenges and concerns facing these groups include:

17 OESR, Queensland Regional Profiles, North Burnett Regional Council, <http://statistics.oesr.qld.gov.au/qld-regional-profiles>, Accessed January 2010

- Loss of cultural awareness amongst young people.
- Housing availability and affordability.
- Lack of formal education, and employment and training opportunities.
- Access to health and child care facilities.

Population Size and Growth

The total population of Western Downs LGA in 2007 was estimated at 29,656 people. The main population centres in the region are Dalby SLA with a population of 10,402, followed by Chinchilla SLA (6,359), Wambo SLA (5,597), Tara SLA (3,887), Murilla SLA (2,846) and Division 2 of Taroom SLA (545).

From 2001 to 2007, there was a small growth in the population in Western Downs LGA, with the population increasing by 1,050 persons (representing an average annual growth rate of 0.6 %). From 2007 to 2011, the growth rate is projected to almost double in Western Downs LGA, increasing the population by approximately 6,000 people.

Local values

A survey of 400 people living in the Gas Field communities was undertaken by the Project to assess overall community values and attitudes in the Western Downs region (refer to *Volume 8, Chapter 4* of the draft EIS for more information). In general, the survey results indicate that most of the local communities in the Gas Field area enjoy a peaceful, rural lifestyle and have a strong sense of community. The region offers a family-friendly environment, with good employment opportunities and access to a wide range of services and facilities. Housing affordability was of concern to residents.

Communities value their rural lifestyle and local planning values reflect this through the encouragement of activities which protect and enhance the character of towns. The agricultural industry has shaped the character of many towns and diversifying industries consistent with town character is considered vital in increasing economic and employment opportunities and improving the range of facilities and services available to the community.

Further detail on local values of gas field communities is provided in *Volume 8, Chapter 4* of the draft EIS.

Health and Safety

Communities in the Western Downs have strong social capital, as reflected by level of community cohesion and high levels of volunteerism. In 2006, the level of volunteering in the region was 22%, which was considerably higher than the state average of 14.6%.

The latest Census statistics on vulnerable groups in the Western Downs LGA generally revealed greater socio-economic disadvantage and a higher proportion of people requiring assistance, and aged from 0-14 years and over 65 years than Queensland (as detailed in *Volume 8, Chapter 5* of the draft EIS). Unemployment is however typically low in the region, with the latest unemployment figures for the region in the range of 1.4% to 3%¹⁸.

QGC's community attitudes survey indicated that 95 % of residents felt that they had a clean and healthy environment. The key health concern was access to medical practitioners, with 25 % highly concerned about this issue. A shortage of child-care centres and a growing demand for aged care or respite care were highlighted, in addition to the challenges of attracting and retaining skilled staff.

18 DEEWR, Small Area Labour Markets, June Quarter 2009, http://www.workplace.gov.au/NR/rdonlyres/6ED7AB8B-65ED-408D-8299-595403068E19/0/SALM_June2009.pdf, Accessed January 2010

The dispersed rural settlement pattern that has grown around the agricultural and resources-based local economy challenges equitable access to health services. Trends are towards increasingly remote service delivery in specialist medical care.

Like many rural areas, many communities in the Western Downs region enjoy the safety benefits associated with living in small towns. The community attitudes survey showed that only a small proportion of respondents are considerably worried about break-ins and crime in their community (16 % are 'worried a lot').

The crime statistics for the Police Service Districts covering the Gas Field area show no clear trends, with some offences falling and others rising over time (see *Volume 8, Chapter 5* of the draft EIS).

Housing

Rental vacancy rates in Western Downs LGA area from 2007 to 2008 were 6.9 %. Total dwelling stock in 2008 was 10,257 dwellings, of which 2,975 dwellings (or 29 %) were rented. Applying a vacancy rate of 6.9 %, there were likely to be around 205 rental dwellings available in the Western Downs LGA in 2007-2008.

Rental vacancy rates were unavailable for the Western Downs region for 2008-09, however a search of www.realestate.com.au on 6 March 2009 showed that there were 38 dwellings available for rent in Dalby, 34 in Chinchilla, eight in Miles and one in Wandoan or a total of 81 rental dwellings which indicates declining availability. A similar search of properties for sale showed that there were 200 dwellings available for sale in Dalby, 182 in Chinchilla, 30 in Tara, 57 in Miles and 42 in Wandoan.

From 2001 to 2006, average weekly rent in Western Downs LGA doubled to \$164/week. Rent in Chinchilla SLA increased by 99%, from \$85/week in 2001 to \$168/week in 2006. Despite the significant increases, rental prices in the Western Downs region were still considerably lower than Queensland in 2006 (\$131/week compared to \$217/week for Queensland). Anecdotally, house rental costs in Dalby increased from \$120 to \$400 from 2004 to 2008.

Social infrastructure

Western Downs LGA offers a range of health, education, child care, community and cultural services. It was noted in stakeholder consultations however that communities perceive that family support, child-care and health services are stretched beyond capacity, and that a range of specialist medical and therapeutic services are only available in Toowoomba and Brisbane.

Existing facilities in local centres and rural villages will continue to serve the dispersed rural settlements and are critical for the wellbeing of small communities that are not close to the nearest district and regional centres. There is a growing trend towards providing service delivery to rural areas through more remote models of delivery including outreach and technologically based models with implications for the role of services, community expectations and the built infrastructure required to support them.

Much of the built community infrastructure in rural and remote areas is old and unlikely to be well-suited to contemporary needs (as is the case for old hospitals providing modern community health services and local halls supporting outreach services and multiple programs).

Summary of consultation input on social impacts

Stakeholders potentially affected by and/or interested in the Project's activities in the gas fields Study area were consulted during the QCLNG draft EIS public disclosure period. The Supplementary EIS (*Volume 12*) provides more detail and indicates where each issue is addressed in the Supplementary EIS. Key social issues raised and addressed in the draft SIMP include:

- indigenous issues, focused primarily on cultural heritage, with some discussion about the management of housing impacts
- the need for investment in social infrastructure to meet growing needs
- the benefits of increased income and employment, procurement opportunities for locals
- impacts on access to local housing stock, and construction camp management
- concerns about land access management, and impacts to lifestyle of CSG infrastructure
- uncertainty about the gas fields project footprint and future use of the land by CSG companies
- concerns about the increase in traffic volume and frequency, dust and noise impacts resulting from transportation and adverse impacts to local road pavements
- project benefits including employment and training, local procurement, improved social infrastructure and beneficial re-use of associated water
- safety risks and hazards including concern about the potential for gas leakage, personnel driving habits and risk of explosion.

Social Indicators

The status of key socio-economic indicators in Western Downs is summarised in *Table 4*. This table will assist in identifying and monitoring the social impacts of the Project in Gas field communities.

Table 4: Social Condition Indicators – Gas fields

| Indicator | Measures | Status ¹⁹ Western Downs LGA | Comparator |
|-------------------------|---|--|--------------------|
| Population stability | Same address five years ago | 50% | 45% (Qld) |
| Economic resources | SEIFA Economic Resources Score | 986.8 | 1,000 (Qld) |
| Community cohesion | Feel part of the community (survey) | 89% | n/a |
| Cultural diversity | % of overseas born people | 5% | 18 % |
| Indigenous population | % of indigenous people | 4.1% ²⁰ | 3.1% Qld |
| Health status | Self reported good health (survey) | 91% | n/a |
| Employment rates | Unemployment rate | Dalby 1.8% Chinchilla 1.4% Tara 3.0% Murilla 1.5% ²¹ | 4.4% (Qld) |
| Workforce skills levels | % of workforce with certificate qualifications | 16% | 18% (Qld) |
| Community safety | Reported offences against the person (per 100,000 population) | Dalby Police District = 785 offences ²² Toowoomba Police District = 694 offences | 705 offences (Qld) |

19 Latest available comparable data is from 2006 Census if not otherwise noted.

20 Excludes Division 2 of Taroom SLA due to data limitations

21 DEEWR, Small Area Labour Markets, June Quarter 2009, http://www.workplace.gov.au/NR/rdonlyres/6ED7AB8B-65ED-408D-8299-595403068E19/0/SALM_June2009.pdf, Accessed January 2010

22 Queensland Police District Crime Profiles, 2008-2009, http://www.police.qld.gov.au/Resources/Internet/services/reportsPublications/statisticalReview/0809/documents/11_District%20Crime.pdf, Accessed January 2010

| | | | |
|--|--|--|--------------------------|
| Housing availability and affordability | Rental vacancy rate Average weekly rental | 6.9% ²³ \$131/week | 2.8% (Qld) \$217/week |
| Social infrastructure access | Quantitative and qualitative assessment | Sufficient facility numbers, services under stress | |
| Business and commercial services access | Number of businesses | 4,444 | NA |

3.0 MITIGATION STRATEGIES AND ACTION PLANS

The project comprises three very different components and associated works, with differing construction programs (start-up and duration), and different operational regimes. The project components are also located in disparate geographical areas, which are home to diverse communities.

As such the impacts and their significance vary widely across the project area. The impacts are summarised in *Table 5* (Gladstone region), *Table 6* (pipeline region) and *Table 7* (gas fields region). These tables include references to the sections of the SIMP where impacts are addressed.

Each of the major strategies outlined in *Sections 3.1* and *4.3* address the Gladstone and Western Downs regions in turn as relevant, with the pipeline regions where required. These strategies are being undertaken to inform the specific arrangements (partnerships, investments and actions) which will be implemented as part of the action plans in each region.

Similarly, action plans have been provided for the whole project area, as objectives and performance criteria (e.g. for camp management, housing access, social and health infrastructure access and local values) remain consistent across the project. The exceptions are the Land Access and Land Use Action Plan which pertains principally to the gas fields and pipeline areas, and Marine Values Action Plan which pertains to Gladstone.

This section therefore includes:

- a summary of social impacts of moderate to high significance for each of the project areas, including reference to where impacts are addressed in the SIMP, as derived from the draft and supplementary EIS Volumes 8 (and other volumes as referenced)
- major social performance strategies being undertaken in preparation for finalising the mitigation action plans and social investments
- draft action plans for:
 - Indigenous participation
 - Housing and accommodation
 - Community health and safety
 - Social infrastructure
 - Land use and land access
 - Cultural heritage
 - Employment and economic development
 - Traffic and transport
 - Marine recreation values.

3.1 Social Impact Summary and SIMP References

Summary of Potential Impacts and Benefits in Gladstone Region

The project would have a range of potential benefits and impacts for communities in the Gladstone region as summarised below in *Table 5*, and as addressed in the SIMP in accordance with the references.

Most impacts pertain to the construction period. Those that pertain to the operational period are followed by an asterisk.

Table 5: Impacts and Benefits – Gladstone

| Social Value | Impacts and benefits | SIMP Section |
|--------------------------------------|--|--|
| Population impacts | <ul style="list-style-type: none"> Potential increase in Gladstone of up to 330 new families by 2013-14 as a direct result of the project's construction Up to 30 new families as a direct result of permanent jobs in the LNG facility* Potential increase in the number of younger people as a proportion of existing and new residents due to project employment opportunities and economic vitality. | Section 3.2 Key Strategies 2, 4 and 5 Section 3.3 Action Plans 3, 4 and 8 |
| Employment and local business | <ul style="list-style-type: none"> Creation of an average of 1,500 jobs peaking to approximately 3,000 jobs by mid-2012 and an expected 300 to 1,000 indirect jobs during the peak construction phase. Ongoing direct permanent employment of approximately 160 people* Opportunities to build the local workforce capacity through training and development strategies. Opportunities to increase levels of indigenous and youth employment. Drawing workers from existing local industry and business, causing labour shortages, including the cumulative impacts of several major projects | Section 3.2 Key Strategies 1 and 8 Section 3.3 Action Plans 1 and 7 |
| Housing and accommodation | <ul style="list-style-type: none"> Potential demand for more than 300 dwellings at the peak of the construction phase, impacting on housing availability and affordability Cumulative demands of multiple projects on housing, resulting in increased housing stress for low income households and requiring some households to relocate away from the region. | Section 3.2 Key Strategy 2 Section 3.3 Action Plans 1 and 2 |
| Social infrastructure | <ul style="list-style-type: none"> Increased demand on community services and facilities, including <ul style="list-style-type: none"> health care education family support services Impacts due principally to population increase, with some demand from the FIFO workforce Potential for increased demand on emergency services, including medi-evac arrangements if using local service providers. Cumulative impact on social infrastructure demand against supply | Section 3.2 Key Strategies 1, 4 and 5 Section 3.3 Action Plans 4 and 5 |
| Community health and safety | <ul style="list-style-type: none"> Potential change in the perception of community safety due to an imbalance in the single male population. | Section 3.2 Key Strategies 3, 8 and 9 Section 3.3 |

| Social Value | Impacts and benefits | SIMP Section |
|---------------------------------------|---|--|
| | <ul style="list-style-type: none"> Increased demand for health services due to population increases. Potential impact on traffic volumes resulting from increased traffic associated with transport of workers, materials and equipment. | Action Plans 3, 8 and 9 |
| Lifestyle and community values | <ul style="list-style-type: none"> Increased economic vitality and employment security. Cumulative effects due to several major projects proceeding in the region, on equity for low-income households if social infrastructure access or housing affordability is affected. | Section 3.2 Key Strategies 2, 5 and 8 and 9 Section 3.3 Action Plans 3, 8 and 9 |
| Marine Values | <ul style="list-style-type: none"> Potential impacts on commercial boating and fishing activities in Gladstone Harbour, particularly the Narrows, as a result of the cumulative impacts of dredging, LNG facility site access construction and the Narrows crossing for several projects Minor impacts on commercial boating and fishing activities in Gladstone Harbour as a result of shipping movements and safety zones.* | Section 3.2 Key Strategy 7 Section 3.3 Action Plan 7 |
| Cultural heritage | <ul style="list-style-type: none"> The former Yards Site was assessed as having local historical significance and will be impacted upon by the proposed development. The site is located in the centre of the proposed LNG Plant, and will consequently require demolition. | Section 3.3 Action Plan 6 |

Summary of Potential Impacts and Benefits in Pipeline Region

The project would have a range of potential benefits and impacts for communities in the pipeline region as summarised below in *Table 6*, and as addressed in the SIMP in accordance with the references. All impacts pertain to the construction period.

Table 6: Impacts and Benefits – Pipeline

| Social Value | Impacts and benefits | SIMP Section |
|--------------------------------------|--|---|
| Employment and local business | <ul style="list-style-type: none"> Creation of up to 880 direct jobs for the construction of the export header, as well as indirect employment through increased demand for local goods and services. | Section 3.2 Key Strategy 8 Section 3.3 Action Plan 7 |
| Social infrastructure | <ul style="list-style-type: none"> Potential for increased demand on health and emergency services, including medi-evac arrangements if using local service providers. | Section 3.2 Action Plan 4 |
| Community health and safety | <ul style="list-style-type: none"> Potential safety risks to people and livestock during construction, due to open trenches. Potential safety impacts on road users, due to increased truck movements on local roads. | Section 3.2 Key Strategy 3 Section 3.3 Action Plan 5 and 8 |
| Property owners and land use | <ul style="list-style-type: none"> Temporary loss of access to and use of land during the construction phase, potential impacting on grazing and livestock movements. Disturbance to future land uses and restrictions on the use of land within the pipeline corridor. Temporary impact on farm infrastructure, such as fencing, | Section 3.2 Key Strategy 3 Section 3.3 Action Plan 5 |

| Social Value | Impacts and benefits | SIMP Section |
|---------------------------------------|--|---|
| | stock yards and irrigation systems. | |
| Lifestyle and community values | <ul style="list-style-type: none"> • Temporary impacts on local amenity resulting from increased noise and dust and changes to local access during the construction phase. • Potential temporary impacts on privacy and security for property owners, due to increase in construction workers in vicinity of houses. | Section 3.2 Key Strategy 3 Section 3.3 Action Plan 5 |
| Cultural heritage | Two non indigenous heritage places were identified during the survey as being impacted upon by the proposed pipeline route: <ul style="list-style-type: none"> - The O'Reilly Graves and Former Rainbow Hotel Site have been assessed as being of local significance and should be avoided if possible by the pipeline route. - The Defence Road is a potentially State significant heritage place. The Pipeline is proposed to run parallel to the Defence Road and will cross the road in two locations close to a stone bridge and culvert. Additional bridges and culverts along the Defence Road maybe indirectly affected by road upgrades and additional access tracks which may be required for the Pipeline construction. | Section 3.3 Action Plan 6 |

Summary of Potential Impacts and Benefits in Gas Fields Region

The project would have a range of potential benefits and impacts for communities in the gas fields region as summarised below in *Table 7*, and as addressed in the SIMP in accordance with the references below. Impacts pertain primarily to the construction period to 2014 as assessed in the QCLNG EIS in detail.

Additional impacts from operations are not expected, with the exception of an increase in the number of permanent employees for QCLNG, as the project aims to build to full local employment for gas fields operations over time. This could see an additional 300 families (with some already resident in the area). Achieving full local employment though is dependent on the sufficiency of adequate housing supplies, social and health infrastructure and water supplies. As such, full employment for operations is not expected for some years.

Construction of the gas gathering, water treatment and field compression stations will continue until at least 2020. As such impacts related to land access, employment, non-local workers, and traffic infrastructure will continue at a much lower level beyond 2014. The review of the SIMP planned or 2014 will need to address this against baseline conditions at the time.

Table 7: Impacts and Benefits – Western Downs

| Social Value | Impacts and benefits | SIMP Section |
|--------------------------------------|--|--|
| Population Impacts | <ul style="list-style-type: none"> • Increase in the population of Western Downs estimated at more than 200 families during construction to 2014, with additional new families as a direct result of permanent jobs in the gas fields, over time to 2020. • Increase in permanent residents and employment levels likely to increase the vitality and population stability of the area. • Potential increase in the number of younger people due to retention of existing people and attraction of new residents for project employment opportunities and economic vitality. • Potential for greater cultural diversity through workers from other states and countries. | <p>Section 3.2 Key Strategies 2, 4 and 5 Section 3.3 Action Plans 2, 3 4 and 7</p> |
| Employment and local business | <ul style="list-style-type: none"> • An average of 2,500 jobs during construction (2010-2014), peaking at approximately 5,000 jobs and an average of 750 indirect jobs during the peak construction phase. • Opportunities to build local workforce capacity through training and development strategies. • Opportunities for local business development through local content and procurement policy. • Cumulative impacts due to several major projects proceeding in the region, impacting on labour force availability. | <p>Section 3.2 Key Strategy 8 Section 3.3 Action Plan 7</p> |
| Housing and accommodation | <ul style="list-style-type: none"> • Potential demand for more than 300 dwellings by 2014, impacting on housing availability and affordability. • Cumulative demands of multiple projects on housing, potentially resulting in increased housing stress for low income households and requiring some households to relocate away from the region. • Low income households may experience increasing difficulty in maintaining secure housing. | <p>Section 3.2 Key Strategy 2 Section 3.3 Action Plan 2</p> |
| Social infrastructure | <ul style="list-style-type: none"> • Social infrastructure that maybe affected due to demand from Project staff by 2014 is as follows: <ul style="list-style-type: none"> - An increased demand for education - local school enrolments. - Increased demand on affordable housing. - Increased demand on child care, family support and youth support services. - Incremental increased demand on community and cultural facilities such as libraries, parks, community centres and sporting grounds. • Increased membership pool for community, cultural and sporting associations. • Potential for an increase in demand for local emergency services, including Fire and Rescue, Ambulance and Police services and concern related to the capacity of local fire fighters to deal with CSG related fires. | <p>Section 3.2 Key Strategies 2, 4 and 5 Section 3.3 Action Plans 3 and 4</p> |

| Social Value | Impacts and benefits | SIMP Section |
|---------------------------------------|--|---|
| Property owners and land use | <ul style="list-style-type: none"> • Concern about the impacts of gas gathering infrastructure in rural residential areas. • Potential fragmentation of agricultural land and loss of connectivity between and within allotments. • Potential disruption to grazing patterns of livestock and stock crossings. • Loss of privacy due to construction and operations work on private property. • Effects on lifestyle due to noise, vibrations, dust, air emissions and artificial light. | <p style="text-align: center;">Section 3.2 Key Strategy 3, Section 3.3 Action Plans 3, 4, 5 and 8</p> |
| Community health and safety | <ul style="list-style-type: none"> • Additional pressure is expected on health and medical services provided by general practitioners and community health centres • Potential change in the perception of community safety and security due to large influx of FIFO workers and gender imbalance. • Potential impact on road safety resulting from increased traffic associated with transport of workers and materials and equipment. • Stress and anxiety as a result of uncertainty about the location of gas fields infrastructure. | <p style="text-align: center;">Section 3.2 Key Strategies 3, 4, 5 and 6 Section 3.3 Action Plans 3, 4, 5 and 8</p> |
| Lifestyle and community values | <ul style="list-style-type: none"> • Potential for social fragmentation due to introduction of FIFO workforce and changing economic structure. • Potential for impacts on quiet rural lifestyle from traffic, infrastructure facilities and gathering systems. | <p style="text-align: center;">Section 3.2 Key Strategies 3, 4 and 5 Section 3.3 Action Plans 4, 5 and 8</p> |
| Gas Field | <ul style="list-style-type: none"> • Comprehensive cultural heritage surveys will be carried out in the gas field as infrastructure location is finalised and site access agreements are in place. • Project activities in the gas fields such as drilling wells, drilling camps, access tracks, CPPs and FCSs will require levelling of the ground surface and subsurface drilling, and consequently have potential to impact on places of historic cultural heritage. • This will be surveyed, monitored and mitigated in accordance with procedures outlined in CHMPs agreed as part of ILUAs and as detailed in the Supplementary EIS Volume 8 Chapter 8. | <p style="text-align: center;">Section 3.3 Action Plan 6</p> |

3.2 Key Strategies

In preparation for development and implementation of the Final SIMP, QGC is undertaking eight major strategies for mitigation of QCLNG's impact on social and cultural heritage values, and maximisation of benefits. Each strategy is based on research, consultation with key stakeholders, and partnership development to build sustainable responses to impacts.

The major strategies address impacts and benefits of local and regional significance and are key areas of co-operation for QGC, the Queensland Government, Regional Councils and communities.

Key strategies are summarised in *Table 8*, with reference to the mitigation plans they will support as outlined in *Section 3.2*.

Table 8: Key Strategies

| Strategies | Purpose | Related Action Plan |
|--|--|-------------------------------------|
| 1. Indigenous Participation | Support implementation of Employment and Enterprise development, including training and employment for indigenous people. Build shared skills between QGC and indigenous communities to maximise social and economic outcomes for indigenous communities from QCLNG. | Indigenous Participation |
| 2. Integrated Project Housing | Mitigate project impacts on housing availability and affordability across the project footprint, through stock creation, worker housing management and investments in affordable housing. | Housing and Accommodation |
| 3. Infrastructure Locations | Protect community values in rural areas through development of the Rural Residential Code of Conduct, use of the social constraints methodology to locate project infrastructure in the gas fields, and location and management of camps to protect community values. | Land use and land access |
| 4. Health and Safety Partnerships | Partnership development with Western Downs stakeholders to offset impacts on rural health service provision by supporting capacity building and sustainability. Work with Gladstone region health stakeholders to upgrade health facilities, and develop safety education initiatives. | Community Health and Safety |
| 5. Social Infrastructure | Develop partnerships with community and government stakeholders to develop and implement social infrastructure projects (networks, services and facilities) in project area communities. | Social Infrastructure |
| 6. Traffic and Transport Infrastructure | Through engagement with Western Downs RC, Toowoomba RC and DTMR, develop a detailed traffic mitigation implementation plan. Work with Gladstone RC to provide upgrades of key intersections. | Community Health and Safety |
| 7. Gladstone Marine Partnership | Engage marine recreation stakeholders, marine safety stakeholders and community organisations in enhancing marine recreation and safety in Gladstone Harbour. | Marine Values |
| 8. Employment and Economic Development Strategy | Work with industry, government and training stakeholders to develop capacity for employment in the CSG/LNG industry and pathways to operational employment in QCLNG, including local content strategy initiatives to develop readiness for business engagement and supplier opportunities. | Employment and economic development |

3.3 Action Plans

These draft social impact mitigation action plans are based on the mitigations in the QCLNG EIS (draft and supplementary), and include:

1. Indigenous participation
2. Housing and accommodation
3. Community health and safety
4. Social infrastructure
5. Land use and land access
6. Cultural heritage

7. Employment and economic development
8. Traffic and transport
9. Marine recreation values.

Each draft action plan includes:

- Objectives
- Stakeholders
- Actions identified as part of the EIS.

Actions identified in the action plans and major strategies address those impacts considered likely and of moderate to high significance as summarised in Tables 5, 6 and 7.

The timeframe, performance criteria and potential residual impacts for successful implementation are outlined in the implementation plan at *Section 4.4*. Draft action plans will be refined through:

- consultation and research strategies discussed in the previous section
- consultation on the draft SIMP during February-April 2010
- discussion with DIP and other Queensland Government agencies regarding responsibilities for social impact mitigation.

The final form of major strategies and actions is dependent on the results of consultation with DIP and other stakeholders. For example, successful outcomes, on 'Closing the Gap' priorities, cumulative impacts of projects on housing access and economic development will require co-operation with indigenous stakeholders, Queensland Government and Councils.

In particular QGC believes that successful mitigation is dependent on a shared approach to impact mitigation and benefit maximisation, and looks forward to working with Government, community and industry partners to ensure this occurs.

The outcomes of consultation, major strategies and discussion will be documented in the Final SIMP to be produced prior to the Final Investment Decision in June 2010.

Table 9: Indigenous Communities Action Plan

| | |
|---|---|
| OBJECTIVES | <ul style="list-style-type: none"> • Avoid or mitigate impacts on indigenous peoples' customary management of lands, custodial obligations, cultural values and recreational and social uses. • Encourage indigenous peoples' involvement in the land management, including cultural heritage management, land maintenance, and rehabilitation. • Enable participation of indigenous people in the Project workforce at all levels. • Support indigenous business growth to supply project services. • Ensure project housing mitigations and social infrastructure investments benefit indigenous people. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Aboriginal Traditional Owners. • Indigenous community representatives. • Government agencies. • Local communities. • Contractors. |
| ACTIONS | |
| Work with indigenous people to protect social and cultural values | |
| <ul style="list-style-type: none"> • QGC will develop an Indigenous People's Plan which encompasses employment, business, social impact management, social investment and engagement. • QGC will work with indigenous communities to contribute to 'Closing the Gap' priorities for indigenous education, employment and economic development, through ongoing consultation with Traditional Owners, and social investments as priorities with the Community Committees. • Continue to consult with relevant TO groups regarding the Narrows Crossing construction and alignment. • QGC will provide assistance for Traditional Owner groups to establish governance and capacity building initiatives to ensure community and economic development activities are sustained. • Promote good work practices through sport and coaching programs. | |
| Cultural heritage and land management plans and process in place | |
| <ul style="list-style-type: none"> • Implementation of and compliance with Cultural Heritage Management Plans as agreed with Traditional Owners in the ILUA process. • Provide a framework for the involvement of QCLNG CH monitors and community development staff to work with Traditional Owner groups in the next phase of project development (2010). • Support the development of indigenous businesses with a focus on land-based services such as land maintenance, rehabilitation and road maintenance. | |
| Housing provision and social infrastructure investments | |
| <ul style="list-style-type: none"> • QGC's housing strategy will include a component designed to address specific vulnerabilities faced by indigenous communities. • QGC will work with indigenous communities through capacity building initiatives and community development fund activities to increase the adequacy of community services for indigenous people, particularly care options for young people and elders. • As part of the Indigenous Peoples' Plan, QGC will develop an agreed program or working together on community and economic development priorities during 2010 and beyond. | |

Indigenous employment and business participation

- Identify indigenous community members' skills and employment aspirations (skills audit undertaken by UQ)²⁴.
- Establish scholarship, apprenticeships and cadetship programs with Aboriginal people
- Continue the QGC Indigenous employment and enterprise development program, including training and job/supply readiness initiatives.
- Employ at least 100 indigenous people by the construction workforce peak.
- Identify opportunities for contract delivery by indigenous owned or operated small businesses in road maintenance, construction of accesses and drill pads, and rehabilitation.
- Incubate indigenous micro businesses for long-term field production, operations and maintenance activities.
- Work with indigenous communities, businesses and training providers to maximise opportunities for indigenous economic benefits, including: (a) training and job readiness for construction employment, (b) supply opportunities for construction and (c) readiness for employment in project operations.
- Major contractors are required to develop Indigenous Participation Plan, which are likely to include:
 - Indigenous employment commitments.
 - Training for indigenous employees.
 - Opportunities for indigenous businesses.
 - Weighting to support subcontractors who show commitment to indigenous participation.

24 QGC commissioned the University of Queensland to undertake an Indigenous Skills Audit. The results of this audit, along with consultation with Indigenous communities and participation in cross-industry initiatives, are informing QGC's Indigenous Employment Plan, which will be complete before project approvals.

Table 10: Housing and Accommodation Action Plan

| | |
|--|--|
| OBJECTIVES | <ul style="list-style-type: none"> • Avoid upward pressure on housing prices which will exacerbate housing stress from Project worker demands. • Ensure temporary worker housing solutions do not impact on local values. • Strengthen the capacity of local community housing providers and provide a sustainable addition to housing stock. • Avoid displacement of tourism accommodation uses. • Work with Government, Council and other industry stakeholders to address cumulative impacts on housing. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Local communities. • Low-income households Regional Councils. • Government agencies. • Indigenous community representatives. • Tourism accommodation providers. • Community housing providers. • Housing construction industry • Construction workers. |
| ACTIONS | |
| Provision of accommodation camps for non locals and camp management to protect community values | |
| <ul style="list-style-type: none"> • QGC through its major LNG contractor will build a workers' accommodation camp on Curtis Island to accommodate all non-local workers and reduce social impacts on Gladstone communities. • QGC is investigating use of on shore workers accommodation camps in the Gladstone region • QGC is developing a gas fields and pipeline Camp Location and Management Strategy to minimise impacts on landholders and the local community, which will include workers' codes of conduct, and actions to protect community safety. • QGC and its contractors will consult with the relevant Local Governments with respect to the location of camps, and with Council, businesses and other stakeholders about how to maximise the benefits of camps to local towns, whilst minimising potential impacts. • Camp management measures to prevent or minimise negative impacts on the social values of nearby communities include a Camp Location and Management Strategy, Code of Conduct, and Traffic Management Plan. • See also Community Health and Safety. | |
| Integrated Project Housing Strategy | |
| <p>QGC has initiated development of an Integrated Housing Strategy for the QCLNG project, to manage, provide and integrate housing actions as discussed in the draft and Supplementary EIS, across the project area. The Housing Strategy will be developed in consultation with stakeholders identified above, commencing in February 2010, with the strategy finalised in June 2010, and implementation upon project approval. The housing strategy will include actions as detailed in the draft and Supplementary EIS <i>Volumes 8, Chapters 4, 5 and 6</i>, including:</p> <ul style="list-style-type: none"> • workers' camps to house non-local workers for construction and operation of the Project, to reduce housing demand • a workers' housing pool and management system to manage demand for rental housing from accompanied workers, with consideration to managing impacts on dwelling supply and rental costs • joint ventures or investment for construction of dwellings to provide housing for QCLNG workers and offset demands on local housing stock • developing relationships with Government, commercial, industry and community housing stakeholders to generate co-operative housing solutions to cumulative impacts | |

- investing in community housing for households who may be affected by rental price increases
- implementing information and integration strategies for workers' families to settle in Gladstone, Western Downs and Toowoomba
- monitoring the Project's impacts on affordable housing, particularly for local indigenous people and low income households.

QGC will initiate consultation with other industry stakeholders and Government agencies to discuss collaborative approaches to cumulative housing impacts, with a view to co-operative or joint mitigation strategies.

Avoid impacting tourist use of Temporary Accommodation

- QGC will undertake consultation with tourism accommodation providers and local tourism boards to manage worker demands for tourism accommodation and maintain steady occupancy in local accommodation facilities, whilst avoiding displacement of seasonal tourist stays.

Table 11: Community Health and Safety Action Plan

| | |
|---|--|
| OBJECTIVE | <ul style="list-style-type: none"> • Reduce and offset demand on health and emergency services from workers and their families. • Ensure health and safety of project workers and community in relation to marine and road traffic, and workers' movements within communities. • Contribute to an increase in rural health capacity and Gladstone health services. • Strengthen capacity of social infrastructure through partnerships and community development fund. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Workers • Workers' families • Emergency service providers • Medical professionals • Government agencies • Local communities • Marine recreation users |
| ACTIONS | |
| Strengthen Community Health Services and Facilities | |
| <ul style="list-style-type: none"> • QGC has initiated a rural health initiative which targets capacity building for rural health services within the Western Downs region (see Appendix A) for implementation after project approval. • QGC will work with Queensland Health, Regional Health Advisory Boards and health providers to plan co-operatively for service expansions and upgrades for health facilities in Gladstone. QGC will commence discussions with health stakeholders to develop a plan for health service investment in Q1 2010. • QCLNG will provide for construction workforce health and safety within workers' camps, including full time general practitioners, worker health facilities within major camps, paramedic/nurse practitioner services, and occupational health and medical evacuation services.²⁵ • QGC's mitigation and social investment strategies will target existing health and safety initiatives in the area such as family support and mental health programmes, health promotion for families and workers, and initiatives associated with the high incidence of single males, e.g. personal safety and resilience programs for young women. • QGC is developing a protocol for medical evacuation arrangements with Queensland Health as part of occupational health and safety obligations. • QGC will review and implement corrective actions of Project demands on social, health and emergency services. | |
| Ensure safe construction demands do not impact local people | |
| <ul style="list-style-type: none"> • All workers and contractors will undergo awareness training about local values, and the Project's behavioural standards will be strictly enforced with respect to behaviour in public places. • QGC will invest in local community capacity to provide targeted initiatives to ensure any residual impacts on community safety perceptions or other community values are offset. • Develop and implement an Emergency Response Plan (ERP) in consultation with relevant agencies, including Queensland Police, Queensland Health, and Queensland Fire and Rescue. • Implement training programs and initiatives to support rural fire brigades in the project area. | |

25 QGC has recently requested for tenders for the provision of primary health care services including General Practitioners, Practice Nurses, allied health professionals and ambulance services.

- Provide safety induction to all personnel and contractors working on the Project, including work safety and community safety.
- Identify and implement measures for workers relating to driver training and road safety, including defensive driving and fatigue management.
- Contractors will be required to develop and implement camp management strategies including a workers code of conduct. Key safety management strategies will include:
 - workers will be required to sign in and out of the camp for emergency management purposes
 - no access to camps by unauthorised personnel and use of security passes for workers
 - zero tolerance of illegal activities, including use of illegal drugs
 - strict policies with respect to alcohol use and abuse
 - zero BAC during working hours
 - no hunting or fishing
 - a description of disciplinary measures for infringement of the camp rules and code of conduct
 - personal health information associated with occupational health responsibilities that will include access to advice on communicable diseases, including STDs.
- Undertake audits of contractors and sub-contractors Health, Safety, Security and Environment Standards to ensure that they comply with QGC standards.
- Develop detailed bushfire and emergency response plan provided to all emergency services located in or near the gas field to ensure that there is quick, clear and timely communication and decision making if a fire or an emergency event occurs.
- QGC is consulting with Emergency Service and health providers in regard to ensuring QGC's practice and operational provisions for health and safety are adequate to mitigate any excessive demand on emergency and health services.
- QGC will also co-operate with other key stakeholders to address community education and support needs regarding safety and emergency responses.
- QGC will implement a public grievance and incident reporting procedure, including procedures for responding in a timely manner to community issues.

Table 12: Social Infrastructure Action Plan

| | |
|---|--|
| OBJECTIVES | <ul style="list-style-type: none"> • Avoid net increase in demand on community services from Project workers and their families by improving capacity of key social infrastructure services and facilities. • Build capacity of local community organisations to address impacts, develop delivery partnerships and make investments in improving the capacity of key social infrastructure services and facilities. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Regional Councils • Community service providers • Government agencies (State and Local) • Gladstone Economic and Industry Development Board • Surat Development Corporation • Workers • Workers' families • Local communities. |
| ACTIONS | |
| Enhance the capacity of social infrastructure in the Gladstone and Western Downs regions | |
| <ul style="list-style-type: none"> • QGC's Social Infrastructure Partnership project was initiated in November 2009 to update QGC's needs assessment and identify partners and potential projects for implementation from early 2010 (see Appendix B). Key areas for investigation include: <ul style="list-style-type: none"> – community, cultural and recreation networks – community facilities - upgrades and larger investments – family support and mental health programmes – health promotion for families and workers – affordable housing – education initiatives, including youth training – job readiness initiatives. • Liaison with the Gladstone Strategic Social Infrastructure Study and Western Downs Community Plan, to assist targeting of QGC's social infrastructure initiatives and co-operative responses. • QGC will participate in consultative relationships with key social infrastructure providers (i.e. Qld Health, Education Qld, QPS, Regional Councils, and Department of Communities, community organisations and industry stakeholders) in relation to the delivery of community services and facilities to meet the needs of workers and local communities. • Establish and implement a QGC community development fund, which includes initiatives to build local community organisations' capacity to address impacts, Implement family support programs (i.e. counselling, parenting support, playgroups and youth programs) through QGC Social Infrastructure Partnerships and community development fund projects. • New residents from non English speaking backgrounds will be considered in the development of social investment strategies. • Social investments to address community integration and community resilience will include: <ul style="list-style-type: none"> – support for local sporting clubs and facilities to integrate QCLNG workers in club and social sporting programs – support for programs which strengthen young people's resilience – employee participation projects which involve QCLNG workers in community projects and activities. | |

- Consult with Toowoomba Regional Council and social infrastructure stakeholders regarding the capacity of regional services to service gas fields communities, and refer findings to Community Committees for action through the QGC community development fund.
- The project's social investment strategy will include consideration of increasing the capacity of recreational organisations. Priorities for development of recreational facilities will also be addressed through the Community Reference Groups.
- Regularly monitor impacts of QCLNG workers and families on social infrastructure demands in cooperation with the Gladstone Strategic Social Infrastructure Plan management group, and Western Downs partners to be identified.
- QGC will work co-operatively with industry, council and Government stakeholders to address cumulative impacts.

Table 13: Land Use and Land Access Action Plan

| | |
|--|---|
| OBJECTIVE | <ul style="list-style-type: none"> • Ensure that the project does not impact land uses on adjoining properties. • Minimise disruption to land owners' use of land, and work with land owners to tailor mitigation strategies in relation to land use by the project on private properties. • Minimise disturbance to community movement patterns, lifestyle and social uses from project use of land. • Ensure that the project does not prevent access by indigenous people to areas of cultural significance, and comply with CHMP and ILUA agreements. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Property owners • Local indigenous groups • Local communities • Neighbouring property owners |
| ACTIONS | |
| Locate CPPs and FCSs to avoid impacts on local communities and sensitive receptors | |
| <ul style="list-style-type: none"> • CPPs and FCSs will generally not be located within 2.4 km of town boundaries to avoid or minimise impacts on the character and amenity of the towns due to operational noise and the visual impact of facilities and safety for motorists • CPPs and FCSs will be located at the required distance to meet the specified noise criteria for sensitive receptors including community facilities such as education facilities, childcare, health and aged care facilities, formal recreational facilities, community halls • Facilities (CPPs, FCSs and water treatment) will not be constructed within 1,000 m of land zoned for rural residential uses, and will be sited to ensure that QGC can meet DERM noise mitigation requirements • Construction camps for gas fields construction workers and some field compression stations will be co-located with CPP sites to minimise land use • Additional field compression stations will be distributed in proximity to the central processing plant sites, as described in <i>Volume 2, Chapter 17</i> of the sEIS • QGC will minimise the amount of vegetation clearing in the vicinity of facilities, and where necessary, establish appropriate screening and landscape buffers, to minimise impacts on visual amenity • QGC will minimise the construction and design footprint of facilities in areas identified as cropping land or GQAL and ensure that facilities are located to minimise or avoid further loss or fragmentation of GQAL • QGC is progressively determining specific lots which would need to be fully or partially acquired for facility locations. These will be managed through QGC's land acquisition process, including the provision of fair market value and consideration of expenses • QGC will acquire some properties where needed to allow construction and operation of its infrastructure collection header without impacting unduly on land holders • QGC will avoid locating facilities, wells and pipelines within a reasonable distance from cultural heritage sites. Consultation with the relevant authority or community group will be conducted with respect to the potential need for mitigation for facilities located up to 500 m from heritage sites. Where this is not possible the impacts on the heritage will be mitigated as outlined in the Cultural Heritage mitigation plan • Other mitigations which will be considered as required include: <ul style="list-style-type: none"> – implementation of noise mitigation works at the sensitive receptor – purchase of noise sensitive receptors located within 1 km of facilities. • Consultation and communication with occupiers of sensitive receptors about construction activities, likely impacts and mitigation measures will also be incorporated in construction planning • More detailed assessment of relocation, land use change or severance issues may be required prior to construction, and mitigation for impacts experienced will be developed in consultation with stakeholders including land holders and Councils. | |

Minimise impacts on agricultural land

- All property impacts will be managed in accordance with the Acquisition of Land Act 1967 (Qld) to ensure fair compensation for landholders and proper recourse and protection measures.
- QGC will develop and implement land access protocols in consultation with property owners and local communities, to minimise disruption to people, cattle, land and crops. Confirmation of any agreed arrangements will be provided to landholders/occupiers in writing.
- QGC contractors will develop and put in place measures to minimise disruptions to grazing and cropping as determined with land holders.
- QGC's site supervisor will ensure that wells and lines are placed in positions as indicated to the landowner, and consult the landowner and resident about significant changes to the program of works, prior to implementation.
- QGC will negotiate and finalise repairs, corrective actions, and rehabilitation work with the minimum of delay, and will invite the landowner to inspect the work area when the program of works is finished so that any problems can be discussed.
- QGC will rehabilitate and restore land to original land use following construction of the pipeline.
- Implement measures to minimise impacts on livestock during construction, including provision of stock crossing points at key locations and trench breakers and ramps.
- Restore on-farm infrastructure disturbed during construction, including irrigation systems, fencing and gates, access tracks and stock watering facilities.
- Permanent disruption to land use will be avoided and appropriate compensation negotiations undertaken where this is not possible.
- Temporary loss of access to land will be restored after construction activities.
- Wells and pipelines will be situated further than 500 m from community facilities including education facilities, childcare, health and aged care facilities and formal recreational facilities.
- QGC will implement a community feedback procedure. Landowners will be able to deal directly with QGC regarding any concerns that they have. QGC will have a 24 hour emergency response line for all members of the community to report incidents or issues relating to safety, health and environmental amenity or harm. Stakeholders can provide feedback to a QGC employee, or to a toll free number 1800 030 443 or to the Project email address community@qgc.com.au. Complaints will be acknowledged, feedback provided within 24 hours, and stakeholders advised regularly of progress in addressing their complaint.

Recognise the social values pertaining to rural residential land

- A Code of Conduct has been developed regarding QGC activities in rural residential areas. The Rural Residential Code of Conduct provides specific measures to reduce amenity impacts from the location of gas field and pipeline infrastructure on residential, rural residential and rural land. The code of conduct has been developed in consultation with rural residential area residents, to agree specific provisions for operations in rural residential areas. As part of the code of conduct, QGC has committed to the following mitigations for rural residential areas:
 - Wells and pipelines will be located with regard to dwellings, domestic and agricultural water sources and property improvements, and will be managed to avoid impacts on residents' amenity, privacy and enjoyment of their property.
 - QGC will not locate wells on properties with an area less than 12 ha without the agreement of the property's owner.
 - QGC will not carry out drilling operations, install above-ground infrastructure or construct access tracks within 200 m of an occupied dwelling, except with the consent of the dwelling occupiers.
 - QGC will consult the occupiers of all dwellings within 400 metres of proposed wells, access roads and other infrastructure in order to avoid or mitigate impacts.
 - Vehicle speeds on rural residential properties will not exceed 10 km / hr within 200 m of dwellings, and will not exceed 40 km/ hr elsewhere on rural residential properties. Vehicle movements on rural residential properties will be avoided where possible between 6.00 pm and 6.00 am.
 - Construction work will not be undertaken between the hours of 6.00 pm and 6.00 am unless written agreement is received from each household within 200 m of the work.
 - Construction activities and operating wells on residential properties will be fenced to ensure residents' and animals' safety.

Manage land Use and land access near LNG Plant

- Minimise impacts on recreational access to and use of Laird Point in relation to the Narrows Pipeline crossing through route selection.
- Minimise clearing of mangroves and impacts on commercial fishing and crabbing habitats from construction works associated with The Narrows Crossing, including in the vicinity of Targinnie Creek, Humpy Creek and Friend Point.
- Undertake ongoing consultation with commercial fishing and crabbing operators to identify measures to minimise potential impacts on commercial fishing and crabbing habitats from construction of the Narrows pipeline crossing.
- Undertake ongoing consultation with PCCC people so that access to areas of cultural significance is maintained.

Cultural Heritage Impact Mitigation

Under the Aboriginal Cultural Heritage Act (ACHA), a Cultural Heritage Management Plan (CHMP) is required when an environmental impact statement is required under other legislation.

ACHA compliance can be achieved when the CHMP is included as a schedule to an Indigenous Land Use Agreement (ILUA) that is registered for an area of the Project.

QGC is committed to negotiating CHMPs with each of the eight Traditional Owner (TO) groups impacted by the QCLNG Project. This is achieved by implementing a cultural heritage process, the key steps of which are:

- Identification of parties for potential inclusion in negotiation
- Advertisement seeking indigenous parties for 'endorsement' in accordance with ACHA
- Endorsement of indigenous parties (any Aboriginal party that gives notice within the 30 day period)
- Agreement on undertaking cultural heritage surveys, preparation of technical reports and provision of protection and management recommendations
- Development and execution of CHMP agreement
- Approval of CHMP in accordance with ACHA
- Implementation of CHMP.

CHMP negotiations are well advanced with the TO groups and QGC expects to have all the agreements in place by the second quarter of 2010.

Each CHMP contains an arrangement whereby Cultural Heritage (CH) will be managed by a CH Committee comprising Traditional Owner group and QGC representatives.

This will ensure ongoing cooperation and dialogue with Traditional Owner groups over the life of the project and will assist in meeting social performance standards and objectives for the Project.

Indigenous CHMP negotiations and arrangements are confidential, and as such, the following impact management action plan discusses only the management non-indigenous cultural heritage.

Table 14: Cultural Heritage (non indigenous) Action Plan

| | |
|--|---|
| OBJECTIVE | <ul style="list-style-type: none"> • Avoid or mitigate project impacts on non-indigenous material culture and sites of cultural heritage significance. • Manage non-indigenous cultural heritage sites in accordance with the Queensland Heritage Act and associated regulations. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Local communities • Local historical societies • Museums • DERM |
| ACTIONS | |
| Avoid and mitigate impacts on non-indigenous cultural heritage | |
| <ul style="list-style-type: none"> • Mitigation measures in the Project area will be in accordance with The Environment Protection and Biodiversity Conservation Act 1999 (Cth) (EPBC Act), the Australian Heritage Council Act 2003 (Cth) and the Burra Charter principles of heritage conservation best practice, and in respect to DERM requirements. • Specific mitigation measures will be developed as comprehensive cultural heritage surveys are undertaken in the Project area during site inspection prior to commencement of construction activities. • Comprehensive field survey in the Gas field and pipeline study areas will continue as sites for infrastructure location are established, land access is approved and places of non indigenous heritage value identified. • The comprehensive non indigenous heritage field survey will involve: <ul style="list-style-type: none"> – Undertaking site inspections of proposed infrastructure locations to identify any places of non indigenous cultural heritage likely to be impacted upon by the proposed development. – Consultation with local historical societies and additional research into identified non indigenous cultural heritage places to determine historical background of identified places. – Significance assessments of places identified against Queensland Heritage Act 1992 criteria and local criteria where these are available to determine whether the place is significant at local, State or National level. – An assessment of the likely impact on places of non indigenous cultural heritage, and reporting on mitigation measures. – Implementation of any mitigation measures which may include realigning or relocating infrastructure, collection and relocation of surface artefacts, archaeological investigation or archival recording. • Mitigation of impact on heritage places and items will follow the following process: <ul style="list-style-type: none"> – Alter location of the proposed development to ensure retention of the known heritage place. Where indirect impacts are likely to occur, further mitigation measures may be required such as fencing off and restricting access during construction phases or monitoring the site. – Relocation of the heritage place or item where there is no prudent or feasible alternative to the development. Relocation of the heritage place will also include archival recording of the heritage place in its original context prior to being moved. – Salvage and archival recording if there is no prudent or feasible alternative to the development Articles 31 and 32 of the Burra Charter recommend documenting changes and keeping records of a heritage place for the benefit of future generations. Archival recording will involve the preparation of measured drawings and colour and black and white photographs in accordance with DERM's draft guidelines dated January 2009. – Interpretation - Where proposed development results in significant loss of heritage value, interpretation will be done for retaining important information about the site's history for future generations. Depending on the appropriateness following methods of interpretation will be applied: <ul style="list-style-type: none"> ○ Internal Promotion – There is opportunity for internal promotion showing the protection and conservation of heritage places by QGC. ○ Open Day – A public open day could coincide with a salvage excavation, archival recording or clean-up of a site. ○ Local Exhibition – Information gathered in the archival recording or salvage of a site may be donated to a local historical society or museum and could be used to create a display exhibiting the items or place's heritage values. | |

Management of discoveries in compliance with DERM requirements

Any discoveries of material during excavation and construction will trigger a statutory requirement to report to DERM. The following details the mechanism for any discoveries during construction, operation and decommissioning of the project.

- Discoveries during construction
 - Comprehensive surveys of the study area will be undertaken in order to reduce the likelihood of places or items of cultural heritage value, and mitigate impacts on cultural heritage values.
 - Additional mechanisms to mitigate impacts on potential discoveries of non indigenous heritage places and items will include incorporating a section on cultural heritage in the induction process for the project. This will outline the types of heritage items which might trigger reporting and stopping work, and a notification process in the event that something of heritage value is discovered. Anything discovered during the construction process will be assessed by a suitably qualified heritage professional who will determine whether the feature will require notification to DERM in accordance with the s89 requirements.
- Discoveries during Operation
 - While it is unlikely that any new places of non indigenous cultural heritage will be discovered during the operation of the facility, a process will be put into place where the environmental manager will be notified, and a suitably qualified heritage professional engaged to assess the cultural heritage significance of the place. If the feature has potential to significantly contribute to our knowledge of Queensland's past it will be reported to DERM for further assessment. This process will be included in any operational manual produced for the facility.
- Discoveries during Decommissioning
 - Cultural heritage surveys are also proposed in order to reduce the likelihood of any places or items of cultural heritage discovered during decommissioning of the project.
 - If any new cultural heritage places are discovered during the decommissioning of the project, a similar notification process will be followed in which the feature is assessed by a heritage professional and reported to DERM if assessed as being of high cultural heritage significance. This process will be included in any manual produced for the decommissioning of the facility.

Table 15: Employment and Economic Development Action Plan

| | |
|---|--|
| OBJECTIVE | <ul style="list-style-type: none"> • As far as practicable within competition and anti-discrimination rules, prioritise recruitment opportunities for those living near to project activities. • Maximise local business opportunities from the project. • Maximise participation by indigenous people in project employment and supply opportunities. • Minimise and off-set the labour draw from other businesses. • Enhance local knowledge and skills capacity to engage in the CSG and LNG industry. |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Local businesses • Tourism organisations • Economic development boards • Government agencies |
| ACTIONS | |
| Work with stakeholders to improve training for CSG and LNG industries | |
| <ul style="list-style-type: none"> • QGC has a range of professional development, apprenticeship and training opportunities for staff. • Consideration of training commitments is included in selection criteria for major contractors. • QGC will continue its current support for industry and school partnerships in order to build increased opportunities for apprenticeships and employment. • QGC will support skills building initiatives for trades with local shortages. • QGC is participating in the QMEA cross-industry training initiative, and assessing strategies proposed by the National Resources Sector Employment Taskforce. • To build local labour force capacity for the long term QGC will invest in local training and skills development programs. • QGC will work with indigenous communities, businesses and training providers to maximise opportunities for indigenous economic benefits. • In developing training initiatives and training programs, QGC will work with existing training providers and economic development groups to ensure that new training programs compliment existing training initiatives and local training capacity where possible. • Training and recruitment strategies will include a focus on: <ul style="list-style-type: none"> – Indigenous people – skills development programs required to involve women in Project employment – Targeted skills development and job placement programs for young and unemployed people in the Western Downs region. | |
| Enhance local employment options | |
| <ul style="list-style-type: none"> • QGC is undertaking a labour availability study in order to inform the development and implementation of recruitment and training programs, to achieve a progressive increase in the percentage of local workers. The labour availability study will address both construction and operational workforce requirements to support the development of pathways to operational employment, including training and career development programs. • QGC will position QLNG as an employer of choice, with a focus on recruitment strategies and contract conditions which will attract local labour. • Recruitment processes will ensure fair and equitable access for local people. All locals with appropriate skills levels considered for employment in construction of the project. Recruitment and jobs marketing campaigns are current and ongoing. • QGC will participate in events where potential employees and service providers can meet Project staff, learn about the Project, and register their interest in opportunities. | |

- Consideration of commitments to local employment is included in selection criteria for major contractors.
- Indigenous skills audit has been undertaken by University of Queensland for QGC and the QGC Indigenous employment and enterprise development program initiated.
- Opportunities in operations roles will be communicated to employees as demobilisation at the end of construction approaches.

Contribute to local business development

- QGC will incubate indigenous businesses for long-term field production, operations and maintenance activities, as described in the Indigenous Participation Social Impact Action Plan.
- QGC will undertake local content strategies and involve local businesses in capacity building strategies to offset drawing of labour to QCLNG. This is likely to include working with agricultural and services businesses in the Western Downs region and manufacturing and service industries in the Gladstone and Banana regions.
- The Local Content Strategy developed by QGC aims to maximise local economic benefits. The Strategy provides measurable strategies to ensure economic benefits for local businesses and includes:
 - working with local suppliers to increase their capacity to supply QCLNG and like projects
 - providing capable suppliers with full, fair and reasonable opportunity to supply equipment, materials and services to the Project
 - facilitating suppliers to competitively replace imports to ensure that where possible local goods and services are utilised.
- The Local Content Strategy includes specific references to Indigenous employment and business development. Consultation with stakeholders will occur in 2010 as part of the implementation of the local content strategy.
- QGC is integrating local content objectives into contracts and procurement process. This will include, where appropriate, preparing tenders, evaluation criteria and contract provisions that are aligned with local content strategy objectives and support full, fair and reasonable participation of Australian industry and development of Australian Suppliers.
- QGC is establishing a Chinchilla office in the gas fields which will improve local residents' and businesses' access to the project, in Q1 2010.
- Local Governments and regional economic development organisations will be consulted to assist in implementation of the Project's Local Content Strategy.

Table 16: Traffic and Transport Action Plan

| | |
|--|--|
| OBJECTIVE | <ul style="list-style-type: none"> • Contribute to maintenance of safe traffic conditions on roads used by the project • Contribute to upgrades in local road networks • Avoid traffic impacts on sensitive receptors |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Department of Transport and Main Roads • Regional Councils • Community members • Department of Education and local schools |
| ACTIONS | |
| Mitigate impacts on local and main roads | |
| <ul style="list-style-type: none"> • A detailed Traffic Management Plan will be developed in consultation with relevant local authorities and agencies. The integrated plan will consider factors including routes, location of camp facilities, transport of materials and personnel movements, key roads in terms of local services, social constraints such as bus routes, and measures to limit impacts on the roads and existing users. • The project will comply with the requirements of the DTMR and any damage to roads will be rectified by agreement with the DTMR or local government as appropriate. • QGC will include consideration of sensitive receptors in traffic management planning and haul route selection • Up to 55% of Gladstone based workers will be bussed to work. • QGC is consulting with Gladstone Regional council to agree the implementation plan for intersection upgrades in Gladstone. QGC will upgrade intersections in Gladstone where this is required to meet the following objectives: <ul style="list-style-type: none"> – enable project construction traffic to use the road network with minimal impact on levels of service – prevent the contribution of project traffic to road safety issues – a legacy of upgraded intersections. • QGC has initiated engagement with Western Downs Regional Council and the Department of Transport and Main Road, to develop a traffic impact mitigation strategy, including a focus on road network safety. Intended outcomes include: <ul style="list-style-type: none"> – assessment of upstream traffic impacts on townships, residential areas, local movement patterns and local/district road infrastructure in the Western Downs Regional Council LGA – engagement with key stakeholders to ground-truth impacts – development of a partnership with key stakeholders, to scope and prioritise road network mitigation priorities of relevance to QGC impacts – an implementation strategy for mitigation of impacts on local roads, movement patterns and community safety for post-FID (Q2 2010). • Road safety will be protected by establishing and enforcing driving rules for all Project staff and a code of conduct for Project activities involving major transport. • QGC will invest in education and awareness programs for local people about traffic safety during project construction. • QGC will consult with relevant councils, the Department of Education and DTMR regarding schools and school bus routes, and may need to avoid or limit the haulage of construction materials and equipment on school bus routes during school bus hours. • QGC will minimise disruptions to local traffic through careful selection of haulage routes, including assessment of the number of residential users of roads and the suitability of roads for heavy vehicles use. • QGC will advise local governments (and DTMR where relevant) in advance of the intent to move large equipment including drilling rigs to allow condition surveying of roads, and planning for road remediation. | |

Table 17: Marine Values Action Plan

| | |
|---|--|
| OBJECTIVE | <ul style="list-style-type: none"> • Avoid or offset project impacts on recreational values in the Gladstone Harbour and Narrows area • Maintain deep water access to The Narrows to allow boats to pass through The Narrows • Maintain access to safe harbours within Graham's Creek and the Narrows • Avoid activity on Laird Point • Minimise activity near Friend Point |
| KEY STAKEHOLDERS | <ul style="list-style-type: none"> • Gladstone Port Authority • Recreational Sailing and Fishing Groups • Commercial Fishing Groups • Traditional Owners • Volunteer Marine Rescue |
| ACTIONS | |
| <p>Consultation to identify activities and values</p> <ul style="list-style-type: none"> • QGC will continue consultation with Traditional Owners regarding Narrows crossing construction methodology, location and mitigation measures, particularly in respect to Kangaroo Island, Graham's Creek, Phillipies Landing, the creek system and mangroves. QGC will also manage cultural heritage pertaining to its work in the area such as to meet all duties of care and comply with the CHMP for the area. • In planning construction barge traffic, commuter traffic and marine facility construction, consultation is required with The Gladstone Sportfishing Association, The Port Curtis Sailing Club and Voluntary Marine Rescue. • QGC will provide notifications for users of The Narrows about construction activities, including timing, duration and potential impacts. • QGC has committed to ongoing consultation with the commercial fishing and boating industry in Gladstone to ensure impacts of construction and operation are mitigated through detailed knowledge of local values and consideration of local issues wherever possible in project planning. | |
| Gladstone Harbour Partnership to enhance marine recreation use and safety | |
| <ul style="list-style-type: none"> • QGC intends to establish a Gladstone Harbour Partnership in Q2 2010 to engage stakeholders in mitigation and social investment projects to protect the safety, enjoyment and environmental qualities of Gladstone Harbour and the Narrows. QGC will work with local stakeholders to: <ul style="list-style-type: none"> – Identify initiatives to enhance safe enjoyment of the Harbour, Narrows and adjacent creeks. – Make social investments in community fishing and boating events. – Support environmental protection initiatives in this area. – Undertake an education campaign describing the Project's boating traffic, protocols and safety management practices. – QGC will provide training and contract management practices for barge and ferry staff regarding the safety of recreational craft, including protocols which respect regular weekly events such as "learn to sail" classes and family events. • A Marine Transport Management Plan will be developed by the Project with its principal contractors to ensure the recreational values and safety of Gladstone Harbour are not impacted by construction traffic in the Harbour. This will include: <ul style="list-style-type: none"> – consultation with boating, sailing and fishing representatives to identify key activity periods – assurance to the fishing and boating community that LNG vessels in the established channel and their moving safety zones will have minimal impact on recreational boating and fishing in the harbour and general area – avoidance of barge and ferry movements during major events such as yacht races and regattas. | |

- regular liaison with community representatives to monitor the effectiveness of the management plan and review as required
- a buffer zone around the LNG jetty will be agreed with GPC, and is likely to encompass an approximately 250 m radius from the loading manifold at all times. Refer to Volume 5, chapter 15 of sEIS for further detail
- QGC will plan construction and operational activities to maintain safe harbour usage of The Narrows.

Manage Narrows Pipeline Crossing Construction to reduce impacts on social and cultural values

- The pipeline crossing is likely to be constructed as part of the common user corridor, which will require further consultation with local users.
- QGC is undertaking a detailed assessment of potential pipeline alignments to feed into consideration of the corridor's alignment.
- QGC is willing to work with industry stakeholders to address cumulative impacts and maximise collaborative benefits.
- evaluation of the significance of impacts will be reviewed when common corridor issues (such as location and possible co-location of pipelines) and construction methods are resolved. However mitigations which will be required in respect to the Narrows Crossing include:
 - Undertake consultation with Traditional Owners regarding construction locations and methodology.
 - Manage cultural heritage in the area such as to meet all duties of care and comply with the CHMP for the area.
 - Undertake consultation with key user groups and marine event managers about construction activities, including timing, duration, potential impacts and mitigation measures.
 - Minimise clearing of mangroves and construction impacts on important crab habitats, including in the vicinity of Targinnie Creek, Humpy Creek and Friend Point.
 - If possible, schedule works that may result in the temporary closure of Phillipies Landing during the low seasons for commercial crabbers (i.e. August - October).
 - Maintain deep water access to The Narrows to allow boats to pass through The Narrows.
 - Provide early and ongoing notification for users of The Narrows about construction activities, including timing, duration and potential impacts (specifically around closures or restricted access).
 - Ongoing consultation and notification to commercial fishers, particularly commercial crabbing operations.
 - Implement signage at Phillipies Landing boat ramp, notifying users of construction activities and potential disruptions to local access.

Work with other project so minimise dredging impacts

- In dredging for QCLNG access to the worksite including construction of material offloading docks, QGC will:
 - Consult with stakeholders listed above to identify and manage any issues regarding recreational sailing, boating and fishing uses.
 - Minimise clearing of mangroves and construction impacts on important crab habitats.
 - Maintain access through the Narrows.
 - Schedule activities wherever possible to avoid community boating events and areas such as Laird Pont, Graham's Creek and Friend Point.
- Environmental protection measures are as outlined in the draft and Supplementary EIS
- QGC will share the results of its EIS consultation and QGC's intended strategies to protect marine values and boating safety with other project proponents including Gladstone Port Authority, and seek collaborative actions to address cumulative impacts.

4.0 IMPLEMENTATION

This section outlines:

- the engagement strategy for SIMP development and implementation
- the implementation schedule for mitigation strategies and actions, grouped in the nine key areas detailed in the preceding action plans.

4.1 Community Engagement Strategy for draft SIMP

Community consultation during the EIS process has reinforced QGC's commitment to community involvement in ongoing mitigation planning, to underpin the success of both mitigation and community benefits strategies. QGC believes it is essential that community stakeholders are involved in developing and monitoring mitigations, and has commenced detailed work on this through the rural health, social infrastructure, transport, and housing partnership processes described in the previous Section.

The consultation process for developing the draft SIMP towards a final document is summarised in *Section 1.3*, and will include workshops, individual meetings and partnership development as part of major strategies. Consultation will include reference to action plans, engagement processes and monitoring frameworks. *Table 18* below outlines community, Council and Government consultation on each of the major strategies and action plans.

Consultation with Traditional Owners and other Indigenous stakeholders is also current for the ILUA, CHMP and employment processes.

Six community committees (three local and three regional) are being established March-May 2010, to facilitate more comprehensive involvement as the SIMP is implemented, and involve community members in monitoring progress.

4.2 Council and Queensland Government Engagement for Draft SIMP

QGC sees community wellbeing and the development of sustainable communities in the project area as critical to the success of QCLNG. In addition to fulfilling our commitment to ensuring communities benefit from our presence on an enduring basis (supporting sustainable communities), the Project's economic and commercial success will be enhanced by:

- liveable, healthy communities for existing and new residents
- the adequacy of social and health infrastructure for families directly or indirectly involved with QGC
- access to affordable housing for both existing and new residents
- safe, harmonious and cohesive communities
- safe and efficient transport networks
- the vitality of local businesses and service industries, including a diverse local skills base and business capacity for supply chain involvement
- community acceptance and support for the project, and
- co-operative practices which respect both QGC and community needs.

As such QGC shares many Council and Government priorities for community wellbeing throughout the project area, as identified in Government and Council consultation for the EIS.

It is anticipated that DIP together with DEEDI will:

- support and co-ordinate Government activity in relation to SIMP development
- facilitate access to information and links between project proponents and departmental and agency planning processes, strategies and actions
- utilise QCLNG's SIA findings and SIMP to improve social infrastructure and service planning in the project area.

As described in *Section 3*, QGC has initiated eight major strategies and developed nine mitigation action plans to support SIMP development. Many of these represent multiple opportunities for QGC, the Queensland Government and Regional Councils to work together on shared priorities, including regional development plans.

Specific engagement activities for each strategy - either in progress or planned for February-April 2010 - are summarised in *Table 18*. Details on the current rural health and social infrastructure strategies are attached in the Appendices.

Table 18: SIMP Consultation Stakeholders

| Strategies & Action Plans | Engagement Activities | Stakeholders |
|---|--|--|
| Indigenous Participation Strategy and Action Plan | <p>QGC and Traditional Owner groups have been involved in consultation and negotiation with respect to the ILUAs, CHMPs and social impacts since late 2008. Traditional owners were also involved in draft EIS and SIA consultation.</p> <p>An Indigenous Skills Audit was conducted for QGC by the University of Queensland in Q4 2009. QGC's Indigenous Employment and Enterprise Development strategy was also initiated in Q4 2009, and consultation with Traditional Owner groups and key stakeholders is current to develop strategies for training, employment and business development.</p> <p>Indigenous people are also involved in consultation on the Social Infrastructure and Rural Health partnership initiatives, and will be involved in the housing strategy.</p> <p>Indigenous people will be part of QGC's Community Committees throughout the project area, and provide advice on community development priorities.</p> | <ul style="list-style-type: none"> • Traditional Owner Groups • Indigenous Community and Cultural Organisations • Indigenous Community members • Dept of Communities - Aboriginal and Torres Strait Islander Services • Indigenous employment and training stakeholders |
| Housing Strategy and Action Plan | <p>Consultation during the EIS process identified housing as a primary concern for communities, Councils and Government stakeholders.</p> <p>QGC has consulted with community housing providers in preparing the sEIS and as part of the social infrastructure partnership process.</p> <p>An Integrated Housing Strategy for the QCLNG was initiated in February 2010, with consultation to begin in later this month. This consultation will focus on development of shared approaches and partnerships to address QCLNG and cumulative housing impacts, and will include Government, council, community, housing industry and CSG/LNG industry stakeholders.</p> | <ul style="list-style-type: none"> • Dept of Communities - Housing and Homelessness • Community housing providers including Indigenous groups • Regional Councils • Housing industry stakeholders • Other industry stakeholders |
| Infrastructure Location Strategy and Land access Action Plan | <p>Locational strategies for major infrastructure including CPPs, FCSs, and workers' accommodation camps were developed with reference to consultation input regarding noise, land use and land access, social character and</p> | <ul style="list-style-type: none"> • Traditional Owner Groups • Property Owners and Occupiers |

| Strategies & Action Plans | Engagement Activities | Stakeholders |
|--|---|---|
| | <p>rural amenity. Social constraints used in the ongoing location of infrastructure are outlined in <i>Volume 8, Chapter 4</i>.</p> <p>QGC consulted on its rural residential code of conduct (contacting all rural residential land holders in the project area) with respect to well and infrastructure locations in October-November 2009.</p> <p>QCLNG is a large and complex project with an ongoing construction program (in the gas fields) to 2020, and some elements will evolve over the next few years. Ongoing consultation with residents, Councils and Government agencies will be undertaken to ensure infrastructure is appropriately located in relation to social constraints and impacts are successfully mitigated.</p> | <ul style="list-style-type: none"> • Regional Councils • Community members • Government agencies |
| <p>Health Partnership and Community Health and Safety Action Plan</p> | <p>A strategy to identify potential rural health partnerships and projects was initiated in November 2009. The scope of the strategy development is outlined in the appendices to this draft SIMP. The next stage of the strategy will build on options identified, with consultation targeted to the development of effective partnerships between QGC and rural health stakeholders aimed at capacity building initiatives.</p> <p>In Q1 2010, QGC will initiate consultation with the Gladstone Regional Health Advisory Board and Queensland Health to develop options for health facility upgrades in the Gladstone region, and supplement planning for rural health capacity projects.</p> | <ul style="list-style-type: none"> • DIP - SIA Unit and LNG Unit • Queensland Health • Regional Health Advisory Groups • Traditional Owners • Regional Councils • Dept of Emergency Services • Queensland Police Service • Non-government organisations |
| <p>Social Infrastructure Partnership And Social Infrastructure Acton Plan</p> | <p>A QGC strategy to confirm social infrastructure priorities in the Western Downs and identify local partners and projects was initiated in November 2009. The scope of the strategy development is outlined in the appendices.</p> <p>Following the release of the Gladstone Strategic Social Infrastructure study, a similar process of partner and project identification will commence in the Gladstone region. Project and partnership options will then be identified, to inform the development of social infrastructure capacities to address project impacts, with implementation to follow project approvals and the final investment decision.</p> <p>Further consultation with the Department of Communities on social infrastructure priorities will be undertaken in Q1-Q2 2010.</p> | <ul style="list-style-type: none"> • Dept of Communities • Regional Councils • Dept of Emergency Services • Queensland Police Service • Non-government organisations |
| <p>Traffic and Transport Infrastructure Mitigation and Upgrades</p> | <p>A partnership strategy with Western Downs Regional Council commenced in December 2009, to identify priorities for road infrastructure upgrades and a shared implementation plan. Consultation with DTMR regarding district road impacts and mitigations is also underway.</p> <p>Consultation with Gladstone Regional Council on the need for traffic infrastructure upgrades will commence in February 2010.</p> <p>Traffic impact mitigation strategies will be finalised by June 2010, for initiation following the Final Investment Decision on QCLNG.</p> | <ul style="list-style-type: none"> • Dept of Transport and Main Roads • Western Downs Regional Council • Toowoomba Regional Council • Gladstone Regional Council |

| Strategies & Action Plans | Engagement Activities | Stakeholders |
|---|---|--|
| Local Employment and Training Strategy | <p>Strategies to address workforce availability issues have been initiated. These include participation in industry training initiatives, the development of a local content strategy, and ongoing recruitment.</p> <p>A labour availability study is underway to support ongoing training and recruitment initiatives.</p> <p>QGC is currently participating in cross-industry and government initiatives aimed at building labour force skills for the LNG industry.</p> <p>QGC is currently consulting key stakeholders in the development of its indigenous employment and enterprise development strategy.</p> <p>QGC will commence a communication and engagement program for businesses to ensure local and regional businesses have full and fair opportunities to participate in the QCLNG supply chain.</p> | <ul style="list-style-type: none"> • DIP • DEEDI • Regional Councils • Gladstone Economic and Industry Development Board • Surat Development Corporation • Local economic development committees in Western Downs • Toowoomba Regional Council • Business networks and industry associations |
| Gladstone Marine Partnership and Marine values | <p>A partnership with the Volunteer Marine Rescue in Gladstone was initiated in November 2009, including a project to develop and publish safety and communication procedures for the Gladstone boating public, building on a successful VMR service.</p> <p>The broader Gladstone Marine partnership will encompass activities to protect the safety and enhance recreational amenity of the Gladstone Harbour and Narrows area, with consultation to begin in Q2 2010.</p> | <ul style="list-style-type: none"> • Marine Safety Queensland • Port of Gladstone • VMR • Boating and community groups • Marine event managers |

4.3 Implementation of SIMP

Table 19 outlines the implementation schedule including timeframe and performance criteria for action plans. It also includes potential residual impacts in relation to the impacts each strategy addresses as referenced in Tables 5-7. Stakeholders for each of the key strategies are outlined in the relevant action plans in *Sections 3.3* and major strategies in *Section 4.3*.

Construction of the LNG Facility and associated works is planned to begin in Q3 2010, and construction of gas fields and pipeline components from Q1-2 2011. As such, timing for actions such as housing stock investment differ between Gladstone, the Western Downs and the pipeline regions, as indicated in *Table 19*.

With respect to residual impacts, this refers to the expected effect on social indicators discussed in the QCLNG EIS in *Volume 8 (Chapters 4, 5, 6 and 8)* such as housing stress, community cohesion, population stability, and social and health infrastructure access, after mitigation. Mitigation strategies are being refined to address residual impacts wherever possible, however most refer to existing issues (such as the adequacy of road networks for project needs) or cumulative impacts (such as housing stress) and will require Government and industry co-operation. QGC's community benefits projects and community development fund will assist to offset these impacts.

During consultation on the draft SIMP, the following elements of the implementation framework will be further detailed:

- Council, government and community initiatives including local and regional plans, which QGC will build on.
- Partnerships between QGC, Councils, community groups and Government agencies to upgrade the capacity of health, social and traffic infrastructure.
- Actions and strategies to be shared or done in co-operation between the Queensland Government and QGC.
- Specific accountabilities for shared responsibilities.
- Indicators for monitoring against the performance criteria.

Table 19: Implementation Schedule

| 1. INDIGENOUS PARTICIPATION | | | |
|---|---------------------------|--|--|
| Actions | Timeframes | Performance Measures | Residual Impact |
| <i>Work with indigenous people to protect social and cultural values</i> | | | |
| Prepare an Indigenous People's Plan, to encompass social and economic development, engagement and future co-operation, including an agreed program for working together on community and economic development priorities during 2010 and beyond | By July 2010 | Indigenous people are members of QGC Community Committees and community development partnerships | Positive - community participation and employment levels |
| Work with indigenous communities and Government agencies to contribute to 'Closing the Gap' priorities through QGC social, health, employment and training programs | Current - 2014 | Social and health infrastructure partnerships improve service capacity to respond to indigenous community needs | Positive - social indicators |
| Consult with PCCC regarding the Narrows Crossing | Current - 2012 | QGC's Narrows Crossing elements minimise impacts on cultural heritage, as agreed within CHMP framework | Neutral - cultural heritage values |
| Provide assistance for Traditional Owner groups to establish governance and capacity building initiatives | March - Dec 2010 | Governance structures for co-operation with QGC enhanced | Positive - community and economic participation |
| Cultural heritage and land management plans and process in place | By June 2010 | Protection of cultural heritage and mitigation of cultural heritage impacts as governed by the CHMPs | Neutral - cultural heritage values |
| Implementation of and compliance with Cultural Heritage Management Plans | Current and in perpetuity | | Neutral - cultural heritage values |
| Actions – Indigenous Participation | Timeframes | Performance Measures | Residual Impact |
| <i>Indigenous employment and business participation</i> | | | |
| Continue Indigenous employment and enterprise development program, and develop training and job readiness initiatives for CSG and LNG in co-operation with industry and training stakeholders | Current - Dec 2010 | Training programs for CSG and LNG industry employment delivered in 2010 By end of 2011, employment of indigenous people in QGC construction and contracting equivalent to representation in the population (approx. 3%) | Positive - indigenous business numbers |

| | | | |
|--|--------------------|--|----------------------------------|
| Employ 100 indigenous people in the construction workforce | By Dec 2011 | Indigenous employment in QGC construction and contracting will build to 100, with 20 to be employed by the end of 2010 | Positive - employment and income |
| Facilitate the development of indigenous businesses for long-term field production, operations and maintenance activities | By July 2010 | New business (supply) opportunities and value of supply opportunities created through QCLNG as recorded by the project with participants | Positive - business numbers |
| Review contractors' Indigenous Participation Plans to ensure compliance with BG standards for indigenous participation | Current to Q1 2011 | Consultation confirms satisfaction with contractor outcomes in training and employment, at end 2010 and end 2011 | Positive - employment and income |
| Actions – Indigenous Participation | Timeframes | Performance Measures | Residual Impact |
| <i>Housing provision and social infrastructure investments</i> | | | |
| Include consideration of indigenous people's needs for secure and affordable housing in Integrated Housing Strategy | Feb - June 2010 | Indigenous people in the Project area are not further disadvantaged as a result of the development of the QCLNG Project, as monitored through consultation and assessment of social statistics | Neutral |
| Work with indigenous communities through the Community Committees, QG departments and QGC community development fund activities to increase the adequacy of community services for indigenous people | Feb - Oct 2010 | QGC and QG work together to support Indigenous community priorities and 'Closing the Gap' initiatives | Positive |

| 2. HOUSING AND ACCOMMODATION | | | |
|---|-------------------|---|---|
| Actions | Timeframes | Performance Measures | Residual Impact |
| <i>Detailed planning and engagement to avoid and minimise housing impacts</i> | | | |
| Maximise local employment in early works in Gladstone, as discussed in Action Plans 2 and 7 | Current - Q2 2011 | All qualified non-local workers considered for employment in LNG construction | Positive for workers and families Negative for labour availability for other employers |
| Produce Integrated Housing Strategy for QCLNG, as discussed in Action Plan 2. | By June 2010 | Strategy outlines worker housing management, housing stock creation partnerships and investment in affordable housing for low income households | Neutral to slight negative on housing availability, depending on cumulative impacts of other projects |
| Consult with Queensland Government and other industry proponents to identify potential joint strategies and co-ordinated management of housing demand | By June 2010 | Joint or co-operative strategies identified to manage housing demand and offsets | Neutral/negative |

| Actions | Timeframes | Performance Measures | Residual Impact |
|---|---|---|--|
| <i>Integrated Housing Strategy Implementation</i> | | | |
| Workers' housing pool and management system for accompanied and non-manual workers | Gladstone - Q2 2010 WD - Q4 2010 | Comprises existing rental stock by mid 2010, and new stock created through QGC investment by Q3 2011 Less than 25% of rental stock available (at Q2 2010) taken up by QCLNG by Q4 2010 | Potential negative, depending on cumulative impacts |
| Joint ventures and/or investment for construction of dwellings for project workers | Gladstone - Q3 2010 - Q4 2011 WD - Q4 2010 - Q1 2012 | Production of housing, stock numbers to be determined by housing strategy (potentially constrained by serviced land supply in Western Downs) | Neutral (Positive for local employment in gas fields operations) |
| Invest in affordable housing for very low income households, in partnership with community housing providers, Queensland Government and potentially other industry proponents | Q3 2010 - Q4 2011 | Increase in availability of community-managed housing options for low income households | Neutral - affordable housing supply |
| Information and integration strategies for workers' families to settle in Gladstone, Western Downs and Toowoomba | Q3 2010 - Q4 2011 | Workers (as surveyed) report satisfaction with support for integration in local communities | Positive - community cohesion |

| Actions – Housing and Accommodation | Timeframes | Performance Measures | Residual Impact |
|--|--|--|---|
| <i>Provision of accommodation camps for non locals and management to protect community values and local housing supply</i> | | | |
| Investigate use of on shore workers accommodation camps in Gladstone region | Q1 2010 | Pending agreement with camp providers, uptake of onshore camp places for QCLNG workers | Neutral - rental housing cost |
| Workers' accommodation camp on Curtis Island for non local manual workers | By Q2 2011 | Accommodation in camps for all non-local workers Project's contribution to housing stress for low income households minimised. | Potential negative 2010 - housing availability Neutral 2011-2014 |
| Provision of camps in the gas fields and pipeline areas for all non local QCLNG workers | As required, beginning Q1 2011 | | Neutral - housing availability |
| Camp Location and Management Strategy for Gas fields and Pipeline to be developed as part of Integrated Housing Strategy, including consultation with the relevant Local Governments on the location of camps for pipeline and gas fields construction workers | Complete Q2 2010, delivered from Q3 2010 as required | Camps are located and managed to avoid impacts on local values. Camp locations and supply arrangements maximise economic benefits for local towns | Neutral - community values Positive - economic activity |
| Consult tourism accommodation providers and local tourism boards to manage worker demands from workers travelling between shifts | Q2 2010 | Displacement of seasonal tourist stays avoided | Neutral |

| 3. COMMUNITY HEALTH AND SAFETY | | | |
|---|---|---|---|
| Actions | Timeframes | Performance Measures | Residual Impact |
| <i>Strengthen Community Health Services and Facilities</i> | | | |
| Develop Rural Health Capacity Building Partnership strategy | Q2 2010 - Q4 2013 | Partnerships ready for implementation by Q3-4 2010 | Positive - engagement |
| Implementation of rural health initiatives | From Q3 2010 | Increased self-stated capacity of rural health providers to address community needs, and increased service access numbers (clients/patients) | Positive - health service access/ sustainability |
| QGC will work with Queensland Health, and other stakeholders to plan and invest co-operatively for service expansions and upgrades for health facilities in Gladstone | Consultation from Q1 2010, delivery 2011 or as determined | QGC investment in health service upgrades as identified in consultation with Qld Health | Neutral to positive - health service access |
| As part of social infrastructure partnership process, identify mitigation initiatives (including strengthening existing programs) to be funded, and priorities for smaller investments through community Development Fund | Q3 2010 - | Increase in capacity of community services, facilities and networks to meet community health program access needs | Neutral to positive - program access and sustainability |
| Actions – Community Health and Safety | Timeframes | Performance Measures | Residual Impact |
| <i>Provide medical, health and evacuation services for project employees</i> | | | |
| Provide general practitioners and worker health facilities within major camps (LNG and CPPs), with access for work-related medical care available to all camp residents | Q1 2011 - Q4 2014 | All work-related health needs met by Project GPs No increase in waiting times for local health services as a result of the project, as reported by health stakeholders | Neutral - health service access |
| Develop protocol for medical evacuation arrangements | Q1 2010 | Emergency evacuations for workers conducted without undue stress on emergency service capacity | Neutral - emergency service access |
| Review and implement corrective actions of Project demands on social, health and emergency services | From Q1 2011, quarterly to Q4 2014 | Regular engagement with health and social infrastructure stakeholders to monitor demands and responses | Neutral - health service access |

| Actions – Community Health and Safety | Timeframes | Performance Measures | Residual Impact |
|--|--|---|---|
| Ensure project construction and operation does not impact local community safety | | | |
| Embed community safety provisions in all relevant project execution plans and contracts | Q1 and Q2 2010 | QGC and Contractors' social performance plans include safe driving provisions, including disciplinary action for unsafe driving | Neutral |
| Identify and implement measures for workers relating to driver training and road safety, including fatigue management | Q1 and Q2 2010 | | Neutral - road safety |
| Undertake communication and information programs to increase community awareness of CSG and LNG safety standards and procedures | Q2 2010 | Increased community awareness of industry safety standards | Neutral - community perception of safety |
| Contractors will train workers in awareness about local values, safety standards and the Project's behavioural standards | Q3 2010 and ongoing | Worker behaviour on the roads and in public places has no negative impact on community safety statistics or perceptions | Neutral - community safety and project acceptance |
| Implement a public grievance and incident reporting procedure | Q3 2010 | Community complaints regarding worker behaviour are satisfactorily resolved and approach zero by Q3 2011 | Neutral |
| QGC with major contractors will develop and implement camp management strategies including workers' codes of conduct and local supply opportunities, as specified in the QCLNG EIS <i>Volume 4, Chapters 4 and 6</i> . | Q2 2010 - Gladstone Q4 2010 - Gas fields and pipeline | Community satisfaction with minimisation of impacts and maximisation of benefits deriving from workers accommodation camps | Neutral |
| Actions – Community Health and Safety | Timeframes | Performance Measures | Residual Impact |
| Increase community capacity to respond to local emergency and fire issues | | | |
| Co-operate with other key stakeholders to address community education and support needs regarding safety and emergency responses | Q2 2010 Gladstone Q3 2010 WD | Education and support needs identified and incorporated in social investment planning | Neutral |
| Consult with Emergency Service and health providers to ensure provisions to mitigate excessive demand on emergency services | Q1 - Q2 2010 | Monitoring protocols in place with provision for reporting where corrective action is necessary | Neutral - emergency and health service access |
| Develop detailed bushfire and emergency response plan, including local fire brigade training and support | Q3 2010 | Increased capacity of local fire brigades to respond to fires | Neutral/positive - emergency service access |

| SOCIAL INFRASTRUCTURE | | | |
|--|--|--|---|
| Actions | Timeframes | Performance Measures | Residual Impact |
| Community Partnerships and Social investments | | | |
| Develop Social Infrastructure Partnerships Strategy for Gladstone, Banana and Western Downs | By Q2 2010 | Strategy identifies partners, projects and investments | Positive – Engagement |
| Develop consultative relationships with key Queensland Departments and regional social infrastructure providers | By Q2 2010 | Relationships established, with agreement for co-operation in place | Neutral |
| Implement agreed partnerships and projects to strengthen capacity of community services and facilities to address population growth, community integration and community resilience. This will include a focus on: <ul style="list-style-type: none"> • Training • Affordable housing • Youth development • Family support | By Q4 2010 - Gladstone By Q1 2011 - Western Downs | Project's investment in social infrastructure and community projects offsets demands of Project workers and worker families new to the Project's regions QGC's mitigations have measurable positive outcomes on local well being | Neutral – Social infrastructure access |
| Establish and implement a QGC Community Development Fund to build local community organisations' capacity for service and facility provision through ongoing investments, advised by the Community Committees | From Q3 2010 | Community Development Fund contributes to ongoing improvements in local services and programs | |
| Actions – Social Infrastructure | | | |
| Actions – Social Infrastructure | Timeframes | Performance Measures | Residual Impact |
| Co-operation to address cumulative impacts | | | |
| In co-operation with the Gladstone Strategic Social Infrastructure team, industry, council and Government stakeholders, investigate targeting of co-operative strategies to address cumulative impacts in Gladstone | Q2 2010 | Government and industry stakeholders work together to address existing issues and cumulative impacts, with measurable outcomes Capacity of social infrastructure including community centres, health services and family support is increased to meet needs of new project families | Positive - engagement |
| In co-operation with the Western Downs Community Planning team, industry, council and Government stakeholders, investigate targeting of co-operative strategies to address cumulative impacts in the Western Downs | Q3 2010 | | Neutral - social infrastructure access |
| Consult with Toowoomba Regional council and social infrastructure stakeholders regarding the capacity of regional services, and refer potential investments to Community Committees for consideration in the Community Development Fund | Q2 2010 | Potential impacts on regional services identified for monitoring, with corrective actions possible through the Community Development Fund | Neutral - service access |
| Provide information to workers and their families on support services in the region | From Q3 2010 | Workers new to the project area are aware of services, programs and clubs which will assist their integration | Neutral - integration and family health |

| LAND USE AND LAND ACCESS | | | |
|---|------------------------------------|---|---|
| Actions | Timeframes | Performance Measures | Residual Impact |
| Locate CPPs and FCSs to avoid impacts on local communities and sensitive receptors | | | |
| Detailed provisions as outlined in Action Plan 5 | Current and ongoing | Minimum disruption to existing land use, including townships, residential properties, community facilities and cultural heritage sites Restoration of original land use where temporary disruption is caused to land holder /relevant stakeholder satisfaction | Negative - existing land use, existing visual character |
| Minimise the construction footprint of facilities in areas identified as cropping land or GQAL, minimise vegetation clearing and where necessary, establish appropriate screening and landscape buffers | Current and ongoing for gas fields | | Neutral |
| Co-locate workers' camps with worksites | Q1 2011 | | Neutral |
| Avoid locating facilities, wells and pipelines near cultural heritage sites (see Action Plans 5 and 6) | Q3 ongoing | All acquisitions in managed in accordance with the Acquisition of Land Act 1967 (Qld) and State Development Public Works Organisation Act 1973, as relevant | Negative - displacement of residents |
| Determine specific lots to be fully or partially acquired for facility locations or the collection header corridor, or for noise mitigation purposes, and negotiate acquisition and compensation agreements | Q1 and Q2 2010 | Facilities and major pipelines located to minimise land acquisitions and impacts on community movement patterns | Negative - existing land use |
| Ongoing assessment of relocation, land use change or severance issues as locations for Processing Plants, Compression Stations, collection header pipelines and water treatment facilities are defined | Current, ongoing to 2014 | | |
| Actions – Land Access and Land Use | | | |
| Actions | Timeframes | Performance Measures | Residual Impact |
| Manage land access and land use to mitigate impacts on property owners | | | |
| Consultation and communication with occupiers of sensitive receptors about construction activities and noise levels for construction and operation in the gas fields, in order to develop appropriate mitigation at source and/or receptors | Q2 2010 and ongoing as required | Residents understand nature and duration of noise impacts, and are consulted on mitigation measures to ensure compliance with Petroleum and Gas (Production and Safety) Act 2004 requirements and DERM standards | Neutral |
| QGC recognises that residential areas have particular social values and constraints, and will implement the QGC Rural Residential Code of Conduct | Current and ongoing | Acceptance of project impacts by majority of rural residential community | Neutral |
| Work with land owners and residents to ensure that infrastructure is located and operated in a safe way | Current, ongoing to 2020 | Community and land holder acceptance of land use and land access provisions Zero incidents impacting on resident and community safety in relation to QCLNG infrastructure construction and operation | Neutral |
| Work with Traditional Owners and other indigenous community members to ensure that indigenous custodial responsibilities to land are respected | Current, ongoing to 2020 | No disruption to indigenous use of land and existing management practices | Neutral |

| Actions – Land Access and Land Use | Timeframes | Performance Measures | Residual impact |
|---|-----------------------------|---|---------------------------------|
| Minimise impacts on agricultural land | | | |
| Implement measures to minimise disruptions to grazing and cropping from wells and pipelines, as determined with land holders, including: <ul style="list-style-type: none"> • Consulting on well locations • location of pipelines near fences • avoidance of GQAL and property improvements • management of access roads to avoid impacts on stock and crops • management of weed and seed transfer as outlined in the draft EIS • Negotiating and finalising repairs, corrective actions, and rehabilitation work with the minimum of delay | | All land access managed in accordance with the Petroleum and Gas (Production and Safety) Act 2004 | Negative, short term - land use |
| Rehabilitate and restore land to original land use following construction of the header pipelines | From Q2 2011 to Q4 2012 | Property owners' satisfaction with management of land access and restoration of land use | Neutral |
| QGC will implement regular land holder consultation and a community feedback procedure to enable land holders to identify and discuss any issues affecting their amenity or property use, resolve grievances in a timely fashion, and take corrective actions to address land holders' issues where required | Current and ongoing to 2020 | Property owner's satisfaction with resolution of complaints | Neutral |
| Actions – Land Access and Land Use | Timeframes | Performance Measures | Residual Impact |
| Manage land Use and land access near LNG Plant | | | |
| Avoid impacts on recreational access to and use of Laird Point | Current and ongoing | No impact on use of Laird Point | None |
| Minimise and mitigate noise impacts on adjoining users and residents in relation to construction and operation of onshore facilities in Gladstone | Q3 2010 - Q2 2014 | Noise impacts mitigated in compliance with DERM standards | Neutral |
| Minimise clearing of mangroves and consult with fishing and crabbing stakeholders to monitor mitigation of impacts on commercial fishing and crabbing habitats, and develop corrective actions if required | Q3 2010 - Q2 2014 | Minimum clearance of mangroves and minimum duration of disruption to Targinnie-Hump Creeks system and adjoining coastal areas | Negative |
| Consult with PCCC so that access to areas of cultural significance is maintained | Q3 2010 - Q2 2014 | As agreed in the PCCC CHMP | Neutral |

CULTURAL HERITAGE

| Actions | Timeframes | Performance Measures | Residual Impact |
|---|-----------------------------|---|--|
| <i>Avoid and mitigate impacts on non-indigenous cultural heritage</i> | | | |
| <p>Mitigation measures in the Project area will be in accordance with The Environment Protection and Biodiversity Conservation Act 1999 (Cth) (EPBC Act), the Australian Heritage Council Act 2003 (Cth) and the Burra Charter principles of heritage conservation best practice, and in respect to DERM requirements</p> <p>A comprehensive non indigenous heritage field survey procedure is detailed in Action Plan 6. Comprehensive field surveys in the Gas field and pipeline study areas will continue as sites for infrastructure location are established, land access is approved and places of non indigenous heritage value identified.</p> <p>Specific mitigation measures will be developed during site inspection prior to commencement of construction activities. Mitigation of impacts will follow the process, as detailed in Action Plan 6:</p> <ul style="list-style-type: none"> Alter location of the proposed development to ensure retention of the known heritage place. Relocation of the heritage place or item where there is no prudent or feasible alternative to the development. Salvage and archival recording if there is no prudent or feasible alternative to the development. Interpretation. | Life of project | All mitigation of cultural heritage impacts undertaken in compliance with relevant legislation, the Burra Charter principles, DERM requirements and Regional Council's planning scheme requirements | Neutral |
| | Current and ongoing to 2014 | | Neutral |
| | Potential negative | | |
| Actions – Cultural Heritage | Timeframes | Performance measures | Residual impact |
| <i>Management of discoveries during site surveys and construction</i> | | | |
| Comprehensive surveys of the study area will be undertaken in order to reduce the likelihood of places or items of cultural heritage value, and mitigate impacts on cultural heritage values | Q1 2010 ongoing | All mitigation of cultural heritage impacts undertaken in compliance with relevant legislation, the Burra Charter principles, DERM requirements and Regional Council's planning scheme requirements | Neutral |
| QGC will incorporate a section on cultural heritage in the induction process for project workers | Q3 2010 ongoing | | Positive - cultural heritage awareness |
| Any discoveries of material during excavation and construction will trigger a statutory requirement to report to DERM. The following details the mechanism for any discoveries during construction, operation and decommissioning of the project | Q1 2010 - Q4 2014 | | Neutral, potential negative |
| <p>Discoveries during construction will trigger the following actions as appropriate and/or required under legislation:</p> <ul style="list-style-type: none"> reporting and stopping work if required to protect the item or place environmental manager will be notified assessment by a suitably qualified heritage professional who will determine whether | Q1 2010 - Q4 2014 | | Neutral, potential negative |

| | | | |
|--|-------------------|---|------------------------|
| the feature will require notification to DERM in accordance with the s89 requirements • notification process to DERM. | | | |
| Actions – Cultural Heritage | Timeframes | Performance Measures | Residual Impact |
| <i>Management of discoveries during operation and decommissioning</i> | | | |
| Discoveries during operation and decommissioning are unlikely but would trigger the following process: • environmental manager will be notified • a suitably qualified heritage professional engaged to assess the cultural heritage significance of the place or item • If the feature has potential to significantly contribute to knowledge of Queensland's past it will be reported to DERM for further assessment. This process will be included in operational and decommissioning manual produced for the facility. | Post 2014 | All mitigation of cultural heritage impacts undertaken in compliance with relevant legislation, the Burra Charter principles, DERM requirements and Regional Council's planning scheme requirements | Neutral |

| EMPLOYMENT AND ECONOMIC DEVELOPMENT | | | |
|--|----------------------------------|---|---|
| Actions | Timeframes | Performance Measures | Residual Impact |
| Work with stakeholders to improve training for CSG and LNG industries | | | |
| Consider training commitments in selection criteria for major contractors | Current to Q2 2012 | Training commitments articulated to contractors as appropriate and form part of selection criteria | Positive – workforce skills |
| Include a focus on indigenous people, women, young people and unemployed people in training and recruitment strategies | Current to Q2 2012 | QGC workforce has increasing representation of women, young people and unemployed people | Positive – employment |
| Continue support for industry and school partnerships | Current to Q2 2012 | Local young people gain employment in QCLNG construction and operation | Positive – workforce skills |
| Work with existing training providers and economic development groups to ensure QGC training programs complement existing training initiatives and support skills building initiatives for trades with local shortages | Current to Q2 2012 | Training and skills development available for local people in CSG and LNG, such that ability to hire locally is enhanced over time | Positive – workforce skills |
| Work with indigenous communities and training providers to maximise opportunities for indigenous people - see Action Plan 1 | Current to Q2 2013 | Workforce has increasing representation of indigenous people over time, to construction peak of 100 indigenous workers and/or contractors | Positive – workforce skills |
| Actions – Employment and economic development | Timeframes | Performance Measures | Residual Impact |
| Enhance employment opportunities for local people | | | |
| Conduct labour availability study to support the development of training and employment pathways | Current to June 2010 | Labour availability study identifies current availability of appropriate skills and certifications against skills sets for CSG industry | Neutral |
| Position QCLNG as an employer of choice through merit-based appointment of local people, supported by communication, recruitment, training and work practice policies | Current, for duration of project | All appropriately qualified local people have merit-based access to employment options in QCLNG Steady increase in the percentage of local workers for CSG operations, building to full employment as workers and housing become available | Neutral |
| Promote and implement fair and equitable access for local people in recruitment strategies | Current, for duration of project | | Positive - employment, income, cohesion |
| Include consideration of commitments to local employment in selection of major contractors | Current to Q4 2011 | | |
| Implement indigenous employment and enterprise development program | Current to Q4 2012 | | |
| Communicate opportunities in operational employment to local residents and construction employees | Q3 2013 to Q2 2015 | | |

| Actions – Employment and economic development | Timeframes | Performance Measures | Residual Impact |
|--|--------------------|--|---------------------|
| <i>Contribute to local business development</i> | | | |
| Implement the Local Content Strategy, including: <ul style="list-style-type: none"> • working with local suppliers to increase their capacity to supply QCLNG and like projects • providing capable suppliers with full, fair and reasonable opportunity to supply equipment, materials and services to the Project • Facilitating Suppliers to competitively replace imports and global supply chains to ensure that where possible 'local goods and services' are utilised. | Q2 2010 to Q2 2011 | Increasing proportion of project spend on local, Queensland and Australian companies over time (indigenous and non-indigenous) | Positive – economic |
| Establish a Chinchilla office in the gas fields to support interaction, consultation and partnerships for economic development | Q2 2010 | Office established | Positive – economic |

| TRAFFIC AND TRANSPORT | | | |
|--|---|---|------------------------|
| Actions | Timeframes | Performance Measures | Residual Impact |
| Mitigate impacts on local and main roads throughout the project area | | | |
| Develop a traffic impact mitigation implementation strategy with Western Downs Regional Council and the Department of Transport and Main Roads, for upstream | Current to Q2 2010, delivery from Q3 2010 | Strategy identifies principles, priorities, process and accountabilities | Neutral |
| Consult with Gladstone Regional Council to agree and implement intersection upgrades | Q1 2010, delivery from Q2 2010 | Work commences on intersection upgrades in 2010 | Positive |
| Develop Traffic Management Plans for Gladstone, pipeline and Western Downs regions, for commuter, haulage and service traffic, including consideration of sensitive receptors in traffic management planning | Q1 2010, delivery from Q2 2010 | Minimise disruption to local traffic, to satisfaction of community members | Negative |
| Rectify damage to roads by agreement with the DTMR or local government as appropriate | Ongoing | Minimise disruption to local traffic, to satisfaction of DTMR and Councils | Neutral |
| Provide bussing to ferry and airport terminals for non local QCLNG workers in the Gladstone region | Q3 2010 to Q4 2014 | Minimise disruption to local traffic, to satisfaction of community members | Neutral |
| Actions | Timeframes | Performance Measures | Residual Impact |
| Protect road safety | | | |
| Establish and enforce driving standards for all Project staff and contractors | Q3 2010 ongoing | No increase in crash statistics or decline in road safety conditions attributable to project traffic or impacts | Neutral |
| Invest in education and awareness programs about traffic safety for community members prior to and during construction | Q3 2010 ongoing | | Neutral |
| Identify and where possible avoid school bus routes for haulage during school bus hours | Q2 2010 ongoing | | Neutral |
| Advise local governments and DTMR and Queensland Police where relevant, in advance of the intent to move large equipment | Q1 2010 ongoing | | Neutral |

| MARINE VALUES | | | |
|---|--------------------------------------|---|--|
| Actions | Timeframes | Performance Measures | Residual Impact |
| Engagement to develop mitigation and enhancement options to identify activities and values | | | |
| Further consultation with Traditional Owners on mitigation measures regarding the Narrows and Kangaroo Island areas | Q2 2010 | Impacts on cultural heritage mitigated in accordance with PCCC CHMP | Negative - enjoyment of cultural heritage places during construction |
| Manage cultural heritage impacts to address all duties of care and CHMPs in regard to marine environments | Q1 2010 ongoing | | |
| Consult marine stakeholders on managing impacts on recreational marine use | Q2 2010, and to Q4 2014, as required | Mitigation measures discussed and further developed | Neutral |
| Establish a Gladstone Harbour Partnership to protect the safety, enjoyment and environmental qualities of Gladstone Harbour and the Narrows, including: <ul style="list-style-type: none"> identify initiatives to enhance safe enjoyment of the Harbour, Narrows and adjacent creeks support environmental protection initiatives in this area identify economic value which could accrue to the local fishing or boating industries through supply or partnership options. | Q1 2010 - Q4 2011 | Boating activity levels remain constant or improve throughout construction Boating safety is protected at current levels or improved | Neutral |
| Notify users of The Narrows, Targinnie-Hump Creeks system and Graham Creek about construction activities and safety measures in place, and where possible, schedule works near Phillipies Landing during the low seasons for commercial crabbers | Q1 2010 - Q4 2010 | Access to the Narrows, Phillipies Landing and Graham Creek is maintained | Neutral |
| Action – Marine values | | | |
| Actions | Timeframes | Performance Measures | Residual Impact |
| Develop a Marine Transport Management Plan, in consultation with the Gladstone Harbour Master, Gladstone Port Authority and local stakeholders | Q2 2010 | Plan developed to ensure the safety of all Harbour users | Neutral |
| Plan construction and operational activities to maintain safe harbour and deep water usage of The Narrows | Current and ongoing | Safe harbour and deep water usage maintained | Neutral |
| Work with industry stakeholders, Gladstone Harbour Master, Gladstone Port Authority and local stakeholders to address cumulative impacts pertaining to <ul style="list-style-type: none"> Curtis Island access Dredging Narrows Crossing impacts harbour traffic shipping. | Q3 2010 ongoing | Development of co-operative and complementary strategies to mitigate impacts on Harbour and Narrows usage | Negative – Narrows access |
| Observe the values identified in action plan 9 and agreed as part of the Gladstone Harbour Partnership in relation to construction activities, and incorporate provisions in relevant contracts | Q2 2010 ongoing | Provisions incorporated in relevant contracts | Neutral |

5.0 MANAGEMENT AND MONITORING

This section outlines:

- the management processes and system for the SIMP; and
- the framework and process for monitoring, reviewing and reporting on the SIMP.

The monitoring framework will be further detailed following consultation on the draft SIMP.

5.1 SIMP Management

QGC's management team for implementation of the SIMP includes:

- Senior Vice President, Strategy, Portfolio Development and Commercial
- Project Director, LNG or delegate
- Project Director, Upstream and Pipelines or delegate
- General Manager, Social Performance
- General Manager, Land Access
- Gladstone Manager, QGC
- Upstream Manager, QGC
- Manager, Indigenous Relations
- Manager, Social Investment
- Adviser, Social Impact Management
- Co-ordinator, Community Engagement.

This team will be accountable for the successful delivery of the SIMP, including internal engagement and organisational change processes required to integrate provisions to protect social, economic and cultural heritage values.

Following consultation on the draft SIMP, the SIMP will be finalised, provided to the Queensland Government and Regional Councils, and made available to all SIMP stakeholders and the general community.

It is anticipated that a small reference group representing DIP, DEEDI and Department of Communities could assist the QGC team in co-operating with Government Departments, and advising on Government strategies and regional plans of relevance to SIMP actions.

Management processes for mitigation measures are as follows.

Integration in Project Delivery and Operations

QGC's SIMP management team is working with all relevant General Managers to integrate social impact mitigation measures in project construction management and operational planning. This will include:

- Applying social constraints and operationalising locational strategies for camp locations, facility locations, land access and land use, operations in rural residential areas.
- Building managers' and staff awareness of social and cultural heritage values and constraints, and how the project can avoid impacts on social values.
- Implementing housing provision strategies, housing management systems and camp management protocols.
- Involving staff and managers throughout QGC in community engagement, information and grievance resolution processes.

- Supporting managers and staff to work with community stakeholders, including indigenous stakeholders, to ensure they are aware of project activities, impacts, mitigations and grievance resolution.
- Supporting collaboration between QGC staff and those of other industry proponents to address cumulative impacts.

Integration of social mitigations in project delivery will be monitored through quarterly management meetings, corrective actions initiated as required, and results reported on an annual basis.

Integration in Contract Delivery

QGC has integrated social performance requirements for Project construction contractors in invitations to tender and contract discussions.

Project construction contractors are required to integrate social performance requirements into their activities to avoid or minimise social impacts of their activities, and establish and maintain effective relationships with affected stakeholders.

Major construction contractors are required to prepare and submit to QGC for approval, a Social Performance Plan specific to their activities, which is consistent with the overarching QCLNG Social Performance Plan and QGC's social performance standards and accountabilities. The SP Plans prepared by each contractor outline:

- Impact management activities, to ensure that all activities are planned in a manner that will not create unnecessary danger, disturbance or impacts on the local community and that nuisance, disturbance and interference with the community is minimised.
- Communications and stakeholder engagement strategies, to ensure that effective relationships with affected stakeholders are established and maintained.
- Social Performance Training for all persons involved in onsite construction activities.
- Worker code of conduct and camp rules.
- Protocols for monitoring and reporting, including construction activities and community issues.

QGC will implement an assurance system to ensure contractor adherence to social performance plans, including regular monitoring and audits. QGC will monitor contractor performance with respect to social mitigation measures on a quarterly basis and negotiate corrective actions where required to improve performance and outcomes.

Partnership Strategy Implementation

The draft SIMP identifies a number of partnerships required to implement mitigations and support social investment initiatives. Many of these have been initiated, in order that relationships are established and initiatives confirmed and detailed ready for delivery from Q3 2010. These include partnerships with:

- Queensland Health, regarding Gladstone health facility upgrades
- Housing industry stakeholders, community housing providers and councils with respect to implementation of the project's Integrated Housing Strategy
- Department of Communities, Gladstone and Western Downs Regional Councils, and social infrastructure providers, regarding social infrastructure upgrades in the Gladstone and Western Downs region
- Western Downs Regional Council and DTMR, regarding road infrastructure upgrades in the Western Downs region
- Gladstone council, regarding intersection upgrades in Gladstone

- Marine stakeholders, regarding marine recreation and safety program delivery
- Training providers and industry stakeholders, with respect to delivery of CSG and LNG skills development and certification processes.

It is likely that other delivery partnerships will be identified as part of engagement between QGC, the Queensland Government and Regional councils in relation to regional plans and strategies, and these will be documented in the final SIMP.

The results of partnership planning will be communicated to all involved stakeholders including DIP as part of the final SIMP, and implemented from Q3 2010 as described in *Section 4.4*.

Community Committees and Community Development Fund

QGC is establishing community committees in the following locations:

- throughout the Surat Basin (three local committees and one over arching committee to be established)
- along the proposed export pipeline route (one community committee to be established, with membership changing to reflect the location of pipeline construction)
- the LNG facility (one community committee to be established).

The committees will consist of 10-12 community members who represent various parts of the community (including traditionally marginalised groups such as indigenous people, young people, and rural residents).

The committees will allow QGC to regularly inform, consult and where appropriate collaborate with communities directly and/or indirectly affected by our activities on a variety of business issues. Community committee members will be consulted and engaged during the development and design of QGC activities that are likely to have either positive or negative impacts to ensure they are appropriate, impacts are effectively mitigated and that activities positively contribute to the long term sustainability of communities in which QGC operates.

QGC is currently developing a framework for these community committees with the CSRSM (University of Queensland) and will establish the first of the committees by March 2010 with the rest to be established by the end of Q2 2010.

The community committees will also be used as an advisory panel for QGC community development fund activities. .

5.2 Monitoring and Review Process

Monitoring and reporting of social impacts is critical in determining the success or otherwise of mitigation strategies designed to minimise expected impacts. The QCLNG Project will need to demonstrate that it has met the commitments defined in the SIMP and accompanying agreements including Indigenous Land Use Agreements and CHMPs.

Performance Indicators

Performance criteria have been drafted as part of the implementation framework detailed in *Section 4.4*.

Performance indicators, data availability and data gaps will be developed in consultation with Government agencies, Councils and community committees (see below), and a data collection process initiated as part of project, contractor and partnership management processes. Development of performance indicators will also be informed by the process being undertaken by CSRSM with Community Committees discussed below.

Development of performance indicators and metrics will be complete by June 2010, and will include specification of accountabilities for key actions and monitoring negotiated through engagement.

Regional Council and Queensland Government assistance will be required for collection of data for some indicators, and this will be negotiated during engagement on the draft SIMP.

A data register will be developed to include indicators, baseline status, accountability for data collection and protocols for sharing Project and Government information.

An example of QGC's intended monitoring framework is included as *Table 20* (this is indicative only and has not been discussed with stakeholders).

Table 20: Example of SIMP Monitoring Framework

| Performance criteria - Marine Values | Indicators | Accountable | Data Source | Monitoring Process |
|---|---|--|---|---|
| Boating safety is protected at current levels or improved | No boating accidents or near misses related to QGC construction or operational activity Narrows deep water access maintained on 100% of days in cyclone season | QGC EPC Contractor Marine transport and QGC dredging contractors | Gladstone Harbour Master and Water Police | Incident reporting Weekly statistics and quarterly consultation with Harbour Master and Water Police |

Monitoring Process

QGC will establish a process wherein performance criteria and indicators will be monitored by the SIMP Management Team:

- quarterly (where possible) to monitor progress and identify corrective actions where required; and
- annually, for reporting as part of the Social Performance report provided by BG Group for all assets.

The monitoring process will be in place by Q3 2010, with the first annual report due in 2011, and annually thereafter.

A community monitoring program based on sustainable development indicators is being developed for QGC by the University of Queensland's Centre for Social Responsibility in Mining (CSRSM), working with Community Committees. The CSRSM-Community Committees process will identify indicators to measure QGC's contribution to creating long term sustainable communities. Once these indicators are developed, they will be monitored by community stakeholders annually to ensure QGC is meeting the identified needs of communities. Indicators will be developed by Q3 2010, after which monitoring of the indicators will commence.

QGC will complete a perception survey in 2010, 2012, and 2014 to measure how QGC's performance against key community issues is viewed by stakeholders. Survey findings will be incorporated into QGC's mitigation planning into the future.

SIMP Reviews

QGC will undertake annual reviews of the SIMP, in consultation with stakeholders including DIP, DEEDI and Department of Communities, Councils, strategy partners and other affected stakeholders.

External review of the SIMP will be undertaken by an independent 3rd party in consultation with relevant stakeholders including governments, service providers and other affected stakeholders, in 2012 and 2014, and every three years after that.

Following each external review, a progress report will be provided to the DIP SIA Unit, to include:

- an overview of the effectiveness of implementation
- an assessment of progress against nominated performance indicators
- an explanation of why any actions were not undertaken as planned
- if required, recommendations to improve future performance.

Amendments and updates to the SIMP will be made if the strategies and actions no longer meet the desired outcomes, or to improve their effectiveness. If necessary, the community engagement strategy will be updated to describe how stakeholders will be engaged in any change process at the time.

The results of SIMP reviews are reported in BG Group's 'Social and Environmental Performance Report'.

APPENDIX A – QCLNG RURAL HEALTH INITIATIVE PROCESS

QCLNG wishes to support rural health sector capacity across the rural areas of the project footprint. The Western Downs region is the first priority.

Expenditure will begin after QGC takes its Final Investment Decision (expected Q1 2010), although some smaller pilot projects are budgeted for prior to this date.

Objective

Develop strategy to implement QCLNG commitments to mitigate impacts and invest in the rural health sector in the upstream and pipeline project area.

The scope of work involves 2 parts:

Part 1:

- Enhance the project's baseline information of health organisations in the rural areas of the project.
- Develop options for projects and partnership development.
- In conjunction with QGC, select approach.
- Draft an implementation strategy.

Part 2:

- Support implementation of selected partnerships and programs, through partnership negotiation and drafting of service / project specifications

This scope of work covers only Part 1. Part 2 will be defined according to the outcome of Part 1.

Scope – Part 1:

In Part 1, consultation is required with stakeholders to identify

- provision, capacity, priorities and aspirations of stakeholders
- constraints on rural health service provision
- potential initiatives and partnerships which QGC could support or facilitate.

Options will then be selected for further development and implementation in Part 2.

The implementation strategy should:

1. address priority health sector needs identified in consultation with key stakeholders
2. supplement or seed projects and services, but not replace existing health initiatives and programs, including Government responsibilities
3. meet EIS commitments and QGC Business Principles
4. meet BG Group social investment good practice and risk management. This includes, for example, consideration of sustainability and exit strategy.

Activities

1. Desk-based review to refine baseline information:

- a. Review existing baseline and health risk assessment studies, EIS commitments, QCLNG project description, relevant consultation data and social investment governance structure.
- b. Identify existing organisations, networks, facilities and partners.
- c. Identify existing health service organisational strategies and priorities, including programs, facilities and resources.
- d. Liaise with QCLNG to understand company delivery mechanisms, social investment approach and risk management concerns. In particular, work with HSSE to understand worker health and safety initiatives that they are developing.
- e. Develop health sector organisational relationship map.
- f. High level identification of range of potential opportunities and information gaps to be filled.

2. Develop and agree options for health sector interventions:

- a. Conduct targeted interviews with stakeholders to refine options and fill information gaps.
- b. Work up options for short term projects and long term partnerships, with particular reference to:
 - i. Health workforce and education
 - ii. Epidemiological priorities in the region
 - iii. Service infrastructure
 - iv. Access to health services and programs throughout the region
 - v. Models of governance for initiatives to address long term sustainability
 - vi. State and National policy imperatives.
- c. Workshop with QGC team to scope strengths / weaknesses / opportunities / threats of different options and actions to implement.
- d. Write up implementation plan including an outline of preferred projects, including rationale, scope and outline of process to agree them.

Deliverables

Interim report, detailing relationship map and supporting baseline data on organisational strategies and priorities – by mid December

Health sector social investment implementation strategy – by March 2010

APPENDIX B – QCLNG SOCIAL INFRASTRUCTURE MITIGATION AND PARTNERSHIP STRATEGY

QCLNG wishes to support social infrastructure projects across the whole project footprint.

The strategy was initiated with Western Downs in November 2009, and shortly to commence in Gladstone, following the Gladstone Strategic social Infrastructure strategy results.

The adjacent rural LGAs of Banana and North Burnett will be considered in consultation with the Community committees to be established in the first half of 2010.

The following priority areas have been identified through the EIS process:

- Community networks - community, cultural and recreation
- Community facilities - upgrades and larger investments
- Family support and mental health programmes
- Health promotion for families and workers
- Affordable housing - building local capacity including stack, possibly in co-operation
- Youth facility (Gladstone) (to be confirmed)
- Education initiatives, including science students programme, youth training and job readiness initiatives.

Expenditure will begin after QGC takes its Final Investment Decision (expected Q1 2010), although some smaller pilot projects are budgeted for prior to this date.

Objective

Implement QCLNG commitments to mitigate impacts and enhance social infrastructure.

The scope of work involves 2 parts:

Part 1:

- Enhance the project's baseline information of social infrastructure organisations and needs in the project area
- develop options for projects and partnership development
- in conjunction with QGC, select approach, and priorities
- write implementation strategy

Part 2:

- Support implementation of selected partnerships and programs, through partnership negotiation and drafting of service/project specifications

This scope of work covers only Part 1. Part 2 will be further defined according to the outcome of Part 1.

Scope – Part 1:

The selected strategy should:

- address priority needs identified in consultation with key stakeholders

- supplement or seed projects and services, but not replace existing initiatives and programs including Government responsibilities
- meet EIS commitments and QGC business principles
- meet BG Group social investment good practice and risk management. This includes, for example consideration of sustainability and exit strategy.

The following areas are being considered in separate processes:

- CSG vocational education in schools
- Skills training targeted at CSG industry
- Rural health initiative.

Activities

3. Desk-based review to refine baseline information:

- a. Review existing baseline associated studies, EIS commitments, QCLNG project description, relevant consultation data, and social investment governance structure.
- b. Consultation with Gladstone strategic social infrastructure study team (the publication of the study is not due until February).
- c. Identify existing organisations, networks, facilities and partners.
- d. Identify existing organisational strategies and high level priorities, including programs, facilities and resources.
- e. Liaise with QCLNG to understand company delivery mechanisms, social investment approach and risk management concerns In particular understand activities around CSG skills and training being developed by HR department and Contracts and Procurement processes.
- f. Develop social infrastructure organisational relationship map, by sector if appropriate (e.g. affordable housing; community networks; education).
- g. High level identification of range of potential opportunities, partners and information gaps to be filled.

4. Working closely with QGC, develop and agree options for implementation:

- a. Conduct targeted interviews with stakeholders, to refine options and fill information gaps.
- b. Work up options for short term projects and long term partnerships.
- c. Workshop with QGC team to scope strengths / weaknesses / opportunities / threats of different options and actions to implement.
- d. Write up implementation strategy, including an outline of preferred projects, including rationale, scope and outline of process to agree them.

Deliverables

Interim report, detailing relationship map and supporting baseline data on organisational strategies, capacity and priorities – by January 2010.

Social infrastructure implementation plan – by April 2010.