

Central Queensland Coal Project

Appendix 14 - Stakeholder Engagement Plan

**Supplementary
Environmental Impact
Statement**



Central Queensland Coal Project
Appendix A14 – Stakeholder Engagement Plan

20 December 2018

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1 Introduction

1.1 Purpose of the Community and Stakeholder Engagement Plan

This Community and Stakeholder Engagement Plan (the Plan) has been developed for the Central Queensland Coal Project (the Project) to build a working relationship with stakeholders and meet the regulatory requirements specified under the *Environmental Protection Act 1994* (EP Act) and EIS Terms of Reference (ToR). The Plan has also been prepared to be consistent with the intent of the *Strong and Sustainable Resource Communities Act 2016* (SSRC Act) that was assented to on 31 August 2017.

The Plan is focused on building an understanding of stakeholder values and expectations and outlining how Central Queensland Coal will work with stakeholders to address these expectations. The Plan aligns with the requirements specified in the Queensland Government Social Impact Assessment (SIA) Guideline (March 2018) and incorporates comments received by stakeholders during the Public Consultation Period for the Project Environmental Impact Statement (EIS) and Project Supplementary Environmental Impact Statement (SEIS).

The Plan also considers the principles and conditions specified under the 2016 Land Access Code (DNRME) and incorporates leading practice engagement approaches including those identified by the International Council on Mining and Metals (ICMM).

This Plan should be read in conjunction with the social impact analysis reported in Appendix 17 – Social Impact Assessment and Chapter 19b – Social Environment.

1.2 Aims and Outcomes

This Plan aims to:

- Identify stakeholders;
- Identify the potential impacts and issues (both beneficial and adverse) that may be faced by stakeholders;
- Align with regulatory requirements;
- Outline how Central Queensland Coal will engage with stakeholders regarding potential impacts and issues and what outcomes stakeholders can expect to gain from engagement;
- Outline what engagement has already been undertaken to date and provide an overview of what will be undertaken in remaining project lifecycle phases; and
- Define the monitoring and evaluation approach that will be implemented to demonstrate how stakeholder feedback is being addressed by Central Queensland Coal and how it is upholding its commitments.

This Plan will be a key mechanism to facilitate the achievement of the Social Performance outcomes which are:

- Use of local workers and contractors;
- Procurement of local and regional businesses and services; and
- Prepare and implement management plans.

The outcome of the Plan is to achieve common understanding amongst stakeholders regarding the Project and how Central Queensland Coal will work with them to minimise potential adverse impacts and maximise potential beneficial impacts. The outcome is also for Central Queensland Coal to gain an informed understanding of stakeholder values to ensure that the engagement approach undertaken not only meets regulatory requirements, but community needs and expectations where practicable according to Project requirements.

1.3 Regulatory Requirements

The EIS has been prepared and assessed under the EP Act. An EIS is required under Chapter 3 of the EP Act, which outlines the purpose of an EIS – “to assess the potential adverse and beneficial environmental, economic and social impacts of [a] project”. The final EIS ToR addressed the assessment of social impacts related to the Project and, as such, assessment of social impacts was included in the EIS (Chapter 20). The EIS ToR requires a SIA to be completed in accordance with the SIA Guideline (March 2018), and requires inclusion of elements regarding community and stakeholder engagement. This Plan builds upon the assessment of social impacts in Chapter 20 of the EIS to address Central Queensland Coal’s statutory obligations under the EP Act, SSRC Act and ToR.

1.3.1 Strong and Sustainable Resource Communities Act 2016

The SSRC Act was assented to on 31 August 2017. This Act includes:

- Prohibitions affecting Queensland resources projects that utilise 100 per cent fly-in, fly-out (FIFO) workers;
- Anti-discrimination provisions aimed at protecting workers in regional communities; and
- Strong powers for the Coordinator-General to administer the Act and ensure compliance.

The SSRC Act has a stated object of supporting regional Queensland communities located near large resources projects to ensure that they can benefit from these projects. This is being achieved by limiting the use of FIFO workforces to provide employment opportunities for those that live in nearby communities.

The prohibition on using 100 per cent FIFO workers applies to all large resources projects in Queensland, both existing and future, that have a nearby regional community, regardless of when the resources project was approved and public notification given of the EIS. The default definition of a ‘nearby regional community’ is a regional town of at least 200 residents that is located within a 125km radius of the main access of a project site, although the Coordinator-General has discretion to determine a greater or lesser radius.

Anti-discrimination provisions in the Act also apply to all existing and future resources projects to ensure that discrimination against local workers does not occur as part of future recruitment

activities by resources projects, and to also allow FIFO workers to move into the community if they wish to.

Significantly, the Coordinator-General has been given discretion, as part of the EIS evaluation, to decide whether the provisions of the Act will extend to workers engaged for the construction phase of a project.

Central Queensland Coal has developed a management plan framework consistent with the SSRC Act requirements for the social impacts associated with the Project. This framework is referred to as the Social Impact Strategy (see Appendix 17 – Social Impact Assessment and Chapter 19b – Social Environment). The Social Impact Strategy consists of indicative frameworks and associated draft Action Plans (note – the Action Plans and frameworks will be finalised on approval of the Project) for the management of:

- Community and stakeholder engagement;
- Workforce management;
- Housing and accommodation;
- Local business and industry content; and
- Health and community wellbeing.

The management strategies discussed in the indicative frameworks and draft Action Plans support ongoing management of the social change processes and social impacts and benefits associated with the Project. In recognition of the changing nature of social impacts and benefits over the life of the Project, the management strategies and Action Plans will be built on an adaptive management approach and will include regular reviews and updates. It is anticipated that a comprehensive review of management strategies and Action Plans will be undertaken in consultation with stakeholders every five years in line with the release of ABS Census data.

1.3.2 SSRC Management Plan Framework – Social Impact Strategy

A management plan framework has been developed for the social impacts associated with the Project. This framework is referred to as the Social Impact Strategy. The Social Impact Strategy will involve indicative frameworks for the management of:

- Community and stakeholder engagement;
- Workforce management;
- Housing and accommodation;
- Local business and industry content; and
- Health and community wellbeing.

The management strategies will support ongoing management of the social change processes and social impacts and benefits associated with the Project. In recognition of the changing nature of social impacts and benefits over the life of the Project, the management strategies will be built on an adaptive management approach and will include regular reviews and updates. It is anticipated that a comprehensive review of management strategies will be undertaken in consultation with stakeholders every five years in line with the release of ABS Census data.

The management strategies are summarised below.

Community and Stakeholder Engagement - The main purpose of the Stakeholder and Community Engagement Strategy is to develop working relationships with each relevant stakeholder. The strategy will ensure that members of the communities and stakeholders are adequately informed and are aware of communication channels should they have any complaints, issues, questions or comments. The strategy will also include the processes for ongoing consultation and the mitigation and management actions. Engagement will continue throughout the EA period and will continue for the life of the Project. After the ML has been granted, the focus of the consultation will be on developing more details within the Stakeholder and Community Engagement Strategy.

The indicative framework for this strategy is discussed in Section 4 of this Plan.

Workforce Management - The Workforce Management Strategy is to attract and maintain a capable and competent workforce from the local and regional areas across the life of the Project.

The Workforce Management Strategy will focus on recruitment of people at a local, regional, and then state level, and will include policies regarding employment of Indigenous people and other disadvantaged groups.

The Workforce Management Strategy will include (but not be limited to):

- Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains;
- A Workforce Recruitment and Management Strategy; and
- A Workforce Behaviour Code of Conduct.

The indicative framework for this strategy is shown at Table 1-1.

Table 1-1 Workforce Management Strategy framework

Workforce Management Strategy	
Central Queensland Coal Commitment	Central Queensland Coal and its contractors will encourage local and regional residents to seek employment opportunities at the Project to assist in staff and crew retention and strengthen the local communities and their economies. Central Queensland Coal and its contractors will enhance employment opportunities for members of the community by providing education, training, skills development and employment organisations with regular updates about workforce requirements. To the extent practicable, contractors with a commitment to implementing skills and training programs will be selected for contracts.
Objective	To attract and maintain a well-trained and highly skilled workforce from the Livingstone Shire Council, Rockhampton Regional Council and Isaac Regional Council areas across the life of the Project. To enhance workforce retention rates, particularly retention rates of the resident workforce from the Council areas. To support the employment, retention and career development of a workforce, guided by inclusive gender policies.
Content	The Workforce Management Strategy will include (but not be limited to): <ul style="list-style-type: none"> ▪ Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains; ▪ A Workforce Recruitment and Management Strategy; and ▪ A Workforce Behaviour Code of Conduct.

Workforce Management Strategy	
Key Stakeholders	To be identified in consultation with relevant Councils and DSDMIP.
Impacts / benefits to manage	To be identified with stakeholders; however, the following are provided as a guide to begin discussions: <ul style="list-style-type: none"> ▪ Employment opportunities in the local region; ▪ Change in the standard of living (associated with wages) and flow on changes to housing; and ▪ Changes to employment in other industries in the regions.

Local Business and Industry Content Strategy – This strategy will support businesses in the local and broader regional areas across the life of the Project. The plan will promote and implement fair and equitable access for businesses in the Livingstone Regional Council (LSC), Rockhampton Regional Council (RRC) and Isaac Regional Council (IRC) areas, to supply chain tendering opportunities associated with the Project.

The Local Business and Industry Content Strategy will include (but not limited to):

- Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains;
- Outline how Central Queensland Coal will engage with industry across the local and broader regional areas using existing methods and will promote procurement opportunities to local industry (including effective communication of scope of works and tender opportunities) and promote capability requirements to local industry;
- Identify capable industries within the local and broader regional areas; and
- Engage with contractors or subcontractors based on the most competitive tender proposal, that shall include (amongst other things) consideration of direct and indirect cost factors, past performance, reliability, maintainability, innovation, whole-of-life costs, value, safety compliance, environmental sustainability performance, financial capability, and supply chain reliability.

The indicative framework for this strategy is shown at Table 1-2.

Table 1-2 Local Business and Industry Content Strategy

Local Business and Industry Content Strategy	
Central Queensland Coal Commitment	To provide full, fair and reasonable opportunity for capable local industry to compete for the supply of goods and services for the Project.
Objective	To support businesses in the local region across the life of the Project. To promote and implement fair and equitable access for businesses, in the local region to supply chain tendering opportunities associated with and across the life of the Project.
Content	The Local Business and Industry Content Strategy will include (but not be limited to): <ul style="list-style-type: none"> ▪ Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains; ▪ Outline how Central Queensland Coal will engage with and continue to engage with, industry across the local region using existing methods and will: <ul style="list-style-type: none"> – promote procurement opportunities to local industry (including effective communication of scope of works and tender opportunities) – promote capability requirements to local industry ▪ Identify capable industries within the local region; and

Local Business and Industry Content Strategy	
	<ul style="list-style-type: none"> Engage with contractors or subcontractors based on the most competitive tender proposal, that shall include (amongst other things) consideration of direct and indirect cost factors, past performance, reliability, maintainability, innovation, whole-of-life costs, value, safety compliance, environmental sustainability performance, financial capability, and supply chain reliability.
Key Stakeholders	To be identified in consultation with relevant Councils and DSDMIP.
Impacts / benefits to manage	<p>To be identified with stakeholders; however, the following are provided as a guide to begin discussions:</p> <ul style="list-style-type: none"> Change in business opportunities in the local region; and Access to industry portals and their requirements.

Health, Social, Family and Community Wellbeing Strategy – This strategy aims to proactively manage any change in demand on government and community provided services and facilities from Project related workforce (residential and non-residential) and their families. The plan looks to optimise positive interactions between the non-residential workforce and the local community and support a safe and secure environment for the Project workforce (residential and non-residential) and their families within the local and broader region.

The Strategy will include (but not be limited to):

- Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains;
- Development and implementation of the Plan to ensure members of the communities that live in the LSC, RRC, and IRC areas, either on a temporary or permanent basis are adequately informed and are aware of communication channels in case they have any issues, complaints, questions or comments;
- Encourage participation in and support for the LSC, RRC and IRC community planning processes and outcomes;
- Working with community and emergency service providers to monitor types of services and demand to ensure any change predicted or caused by the Project’s workforce and their families can be managed appropriately; and
- The governance regime of a sponsorship and donations program.

The Social Impact Strategy will be completed in consultation with the Coordinated Project Delivery Division in the Office of the Coordinator-General, Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP). The Strategy will be developed in accordance with the current Coordinator-General’s *Social impact assessment guideline*. The indicative framework for this strategy is shown at Table 1-3.

Table 1-3 Health, Social, Family and Community Wellbeing Strategy

Health, Social, Family and Community Wellbeing Strategy	
Central Queensland Coal Commitment	Central Queensland Coal workers and the families to be valued members of the communities they live in, with a focus on Marlborough, Ogmore, St Lawrence, Clairview and other towns / communities in the LSC, RRC and IRC areas.
Objective	<p>Be aware of any change in demand on government and community provided services and facilities from Project related workforce and their families.</p> <p>To optimise positive interactions between any non-residential workforce and the local community.</p> <p>To support a safe and secure environment for the Project workforce and their families within the region.</p>

Health, Social, Family and Community Wellbeing Strategy	
Content	<p>The Health and Community Wellbeing Plan will include (but not be limited to):</p> <ul style="list-style-type: none"> ▪ Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains; ▪ Development and implementation of the Plan to ensure members of the local community are adequately informed and are aware of communication channels in case they have any issues, complaints, questions or comments; ▪ To encourage participation in and support for the LSC, RRC and IRC community planning processes and outcomes; ▪ Working with community and emergency service providers to monitor types of services and demand to ensure any change predicted or caused by the Project’s workforce and their families can be managed appropriately; and ▪ The governance regime of a sponsorship and donations program.
Key Stakeholders	To be identified in consultation with relevant Councils and DSDMIP.
Impacts / benefits to manage	<p>To be identified with stakeholders, however the following are provided as a guide to begin discussions:</p> <ul style="list-style-type: none"> ▪ Changes in demand for health and emergency services, community services and facilities and transport networks; ▪ Changes in the social identity of the local community; and ▪ The Health, Social, Family and Community Wellbeing Strategy will need to be closely integrated with the other Project environmental management plans.

Housing and Accommodation Strategy - This Strategy will be developed to provide accommodation solutions for the Project workforce across the life of the Project that avoids placing additional pressure on:

- Housing and accommodation resources in Marlborough, Ogmores, Clairview or St Lawrence; and
- Housing and accommodation resources in the LSC, RRC and IRC areas.

The Housing and Accommodation Plan will (but not limited to):

- Ensure Central Queensland Coal’s commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains;
- Outline how Central Queensland Coal will engage with and will continue to engage with housing and accommodation providers in LSC, RRC and IRC areas; and
- Monitor housing availability and affordability within the LSC, RRC and IRC areas, with focus on Marlborough, Ogmores, St Lawrence and Clairview.

The indicative framework for this strategy is shown at Table 1-4.

Table 1-4 Housing and Accommodation Strategy

Housing and Accommodation Strategy	
Central Queensland Coal Commitment	Central Queensland Coal is committed to providing workers the choice of where they live. Central Queensland Coal is committed to employing people from the townships of Marlborough, Ogmores, St Lawrence and Clairview. To further support the ongoing development of the LSC, RRC and IRC, Central Queensland Coal will look more broadly within these Local Government areas should a local workforce not be available.

Housing and Accommodation Strategy	
Objective	To provide accommodation solutions for the Project workforce across the life of the Project that avoids placing additional pressure on: <ul style="list-style-type: none"> ▪ Housing and accommodation resources in Marlborough, Ogmore, St Lawrence and Clairview; or ▪ Housing and accommodation resources in the LSC, RRC and IRC.
Content	The Housing and Accommodation Plan will include (but not be limited to): <ul style="list-style-type: none"> ▪ Central Queensland Coal commitment is communicated and integrated within the procurement strategies and procedures of the company and within its supply chains; ▪ Outline how Central Queensland Coal will engage with and will continue to engage with housing and accommodation providers in LSC, RRC and IRC; and ▪ Monitor housing availability and affordability within the LSC, RRC and IRC with particular focus on Marlborough, Ogmore, St Lawrence and Clairview.
Key stakeholders	To be identified in consultation with relevant Councils and DSDMIP.
Impacts / benefits to manage	To be identified with stakeholders, however the following are provided as a guide to begin discussions: <ul style="list-style-type: none"> ▪ Changes to demand for housing across accommodation type (permanent and temporary), dwelling types (houses, units or other) and number of bedrooms; ▪ Cost of housing across accommodation type, dwelling type and number of bedrooms; and ▪ Availability of housing across accommodation type, dwelling type and number of bedrooms.

1.4 Project Description

Central Queensland Coal Proprietary Limited (Central Queensland Coal) and Fairway Coal Proprietary Limited (Fairway Coal) (the joint Proponents), propose to develop the Central Queensland Coal Mine Project (the Project). As Central Queensland Coal is the senior proponent, Central Queensland Coal is referred to throughout this Supplementary Environmental Impact Statement (SEIS). The Project comprises the Central Queensland Coal Mine where coal mining and processing activities will occur along with a train loadout facility (TLF).

The Project is located 130 km northwest of Rockhampton in the Styx Coal Basin in Central Queensland (see Figure 1-1). The Project is located within the Livingstone Shire Council Local Government Area. The Project is generally located on the “Mamelon” property, described as real property Lot 11 on MC23, Lot 10 on MC493 and Lot 9 on MC496. The TLF is located on the “Strathmuir” property, described as real property Lot 9 on MC230. A small section of the haul road to the TLF is located on the “Brussels” property described as real property Lot 85 on SP164785.

The Project will involve mining a maximum combined tonnage of up to 10 million tonnes per annum (Mtpa) of semi-soft coking coal (SSCC) and high grade thermal coal (HGTC). The Project will be located within Mining Lease (ML) 80187 and ML 700022, which are adjacent to Mineral Development Licence 468 and Exploration Permit for Coal 1029, both of which are held by the Proponent. It is intended that all aspects of the Project will be authorised by a site specific environmental authority (EA).

Development of the Project is expected to commence in 2019 with initial early construction works and extend operationally for approximately 19 years until the depletion of the current reserve, and rehabilitation and mine closure activities are successfully completed.

The Project consists of two open cut operations that will be mined using a truck and shovel methodology. The run-of-mine (ROM) coal will ramp up to approximately 2 Mtpa during Stage 1 (2019 - 2022), where coal will be crushed, screened and washed to SSCC grade with an estimate 80% yield. Stage 2 of the Project (2023 - 2038) will include further processing of up to an additional 4 Mtpa ROM coal within another coal handling and preparation plant (CHPP) to SSCC and up to 4 Mtpa of HGTC with an estimated 95% yield. At full production two CHPPs, one servicing Open Cut 1 and the other servicing Open Cut 2, will be in operation. Rehabilitation works will occur progressively through mine operation, with final rehabilitation and mine closure activities occurring between 2036 to 2038.

A new TLF will be developed to connect into the existing Queensland Rail North Coast Rail Line. This connection will allow the product coal to be transported to the established coal loading infrastructure at the Dalrymple Bay Coal Terminal (DBCT).

Access to the Project will be via the Bruce Highway. The Project will employ a peak workforce of approximately 275 people during construction and between 100 (2019) to 500 (2030) during operation, with the workforce reducing to approximately 20 during decommissioning. Central Queensland Coal will manage the Project construction and ongoing operations with the assistance of contractors.

This SEIS supports the Environmental Impact Statement (EIS) by responding to the submissions that were made during the public notification period regarding the original EIS and identifies the material changes to the Project.

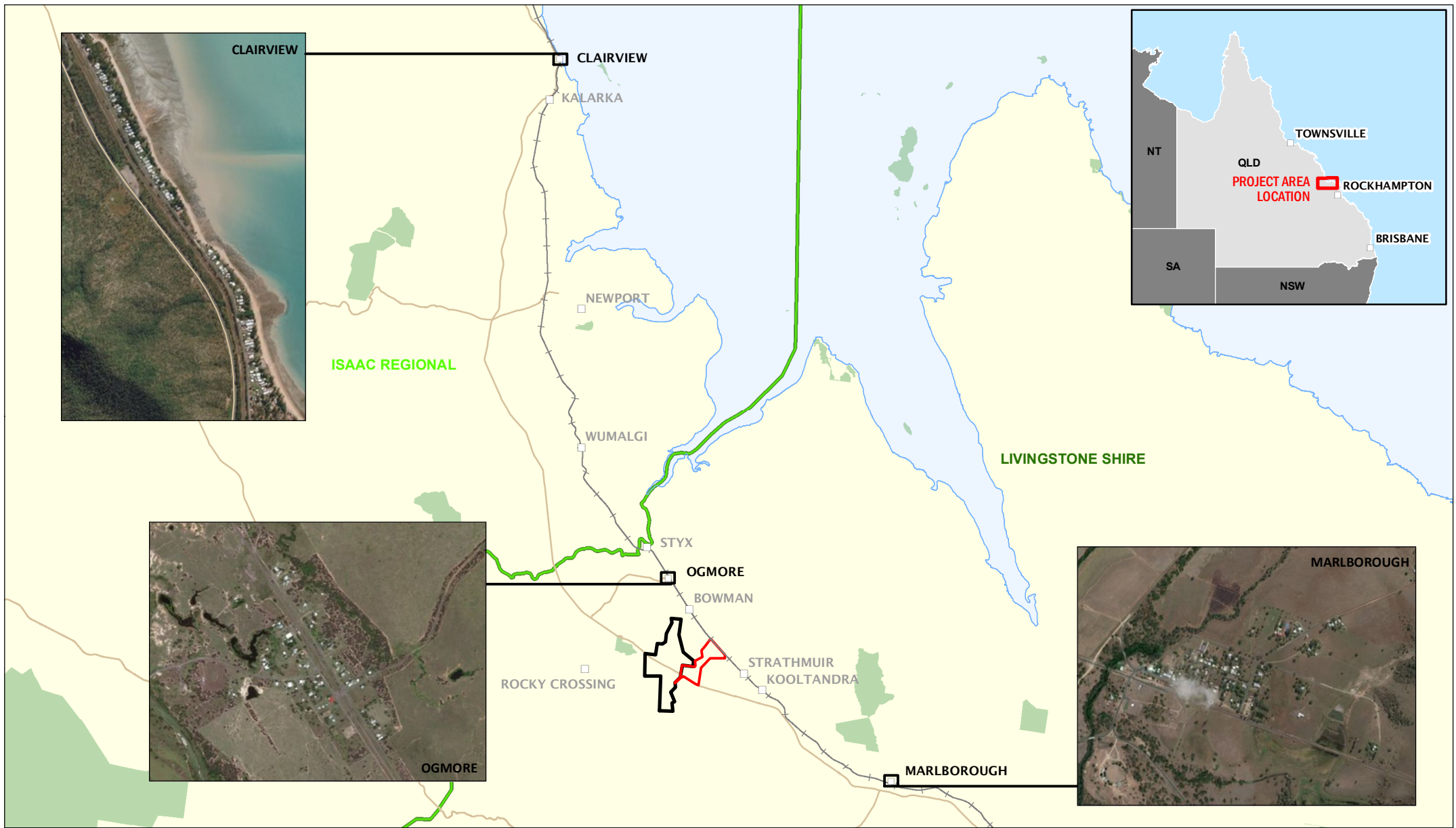
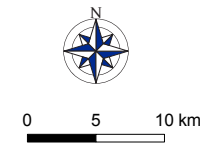


Figure 1-1
Proximity of the Project to the community



- Legend**
- ML 80187
 - ML 700022
 - Main road
 - North Coast Rail Line
 - Isaac Regional Council
 - Livingstone Shire
 - Protected areas
 - Town

Scale @ A4 1:550,000
Date: 20/02/18
Drawn: Gayle B.

DATA SOURCE
QLD Spatial Catalogue (QSpatial), 2017



1.5 Engagement Communities

1.5.1 Project Location

The Project is in the Styx Basin approximately 6.8 km southwest of the Ogmore township and 30 km to north of Marlborough in a rural area with scattered nearby homesteads. The current land use of the Project area is cleared livestock breeding and fattening on improved pasture with limited areas of native remnant vegetation. The nearest dwellings are TSC Res 1 and TSC Res 2 located within 100 m from the Tooloombah Creek Service Station, approximately 2 km to the northwest of Open Cut 1. The Tooloombah Creek Service Station is the closest business to the Project. The mine is located wholly within the Mamelon property and the TLF is located on the “Strathmuir” property. A small section of the haul road to the TLF is located on the “Brussels” property.

The Plan has been targeted specifically towards stakeholders and communities based in the study areas identified in the SIA as outlined below.

- Local – including the towns of Marlborough, Ogmore and Clairview; and
- Regional – including the Council areas of LRC, RRC and IRC areas.

The Plan also refers to stakeholders outside the direct Study Areas as outlined in Table 1-5. The Plan has been developed to address both regulatory requirements, as outlined in Section 1.3 and to meet stakeholder and community expectations.

1.5.2 Study Area Environment

To identify and analyse stakeholders it is important to gain an understanding of the environment surrounding the Project area. The main economic activity undertaken in the local study area is cattle grazing. The closest townships are:

- Ogmore (approx. 20 km by road northeast of the Project area);
- Marlborough (approx. 28 km by road south of the Project area);
- Clairview (approx. 87 km by road northeast of the Project area); and
- Rockhampton (approx. 130 km by road southeast of the Project area).

The proximity of the Project to the above communities is shown at Figure 1-1.

The social impacts of the Project have been assessed at different geographic levels, which are identified in the following sections.

Local Area – The nearest town to the Project is Ogmore, located approximately 10 km to the north of the Project. Marlborough, another nearby town, is located approximately 25 km to the southeast. Both townships are within the LSC LGA. As these townships are the only populated areas within a reasonable commuting distance (i.e. less than 40 minute drive from the Project), these townships are defined as the local communities, being the primary social and cultural area of influence relating to the Project. Employees from these towns are considered as local-commuters.

Nearby Rural Centres – Outside of Marlborough and Ogmore, residents from other regional areas may choose to seek employment at the Project. There is potential for employees to be sourced from Yaamba, The Caves, St Lawrence and Clairview. These communities are within 45 minutes drive from the Project.

Nearby Urban Centres – Similarly, residents of others regional centres such as Yeppoon and Rockhampton (155 km and 129 km by road, respectively) may also seek employment opportunities. Rockhampton is the second largest city in central Queensland with a population of around 81,000. It is a major service centre and transport hub and is well known for beef cattle production. Tourism and education are also important industries.

The location of these townships to the Project area are shown at Figure 1-1.

Local Region – The broader local region is considered in the assessment. The local region is defined as the LSC, Rockhampton Regional Council (RRC) and Isaac Regional Council (IRC).

State level – Data will be presented, and assessments undertaken at the state level for comparative purposes.

Several Indigenous groups have traditional links to the areas that shall contain Project facilities. These include the Barada Kabalbara Yetimarala group for the mine and part of the TLF haul road and the Darumbal group for the TLF and remaining part of the TLF haul road. Information is presented for each Indigenous group and impacts specified separately where appropriate. In other circumstances, more general information is provided on a geographical basis which includes both Indigenous and non-Indigenous populations.

1.6 Stakeholder Groups

Considering the Study Area and additional stakeholder groups who may be impacted by or have interest in the Project, Table 1-5 outlines the initial list of stakeholder groups considered as part of this Plan. It is important to acknowledge that this is an initial list and as the Plan is implemented further stakeholders and more specific stakeholder details will be added.

Table 1-5 Stakeholders

Group	Stakeholders
Landholders	<ul style="list-style-type: none"> ▪ Neighbouring
Indigenous groups	<ul style="list-style-type: none"> ▪ Barada Kabalbara Yetimarala People #1 ▪ Barada Kabalbara Yetimarala People #2 ▪ Darumbal People ▪ Indigenous businesses
Ogmore, Marlborough, St Lawrence and Clairview, Yaamba and The Caves Communities	<ul style="list-style-type: none"> ▪ Residents and businesses in these townships
Rockhampton and Mackay Communities	<ul style="list-style-type: none"> ▪ Residents and businesses
Local Government	<ul style="list-style-type: none"> ▪ Livingstone Shire Council ▪ Rockhampton Regional Council ▪ Isaac Regional Council
Federal Government Representatives	<ul style="list-style-type: none"> ▪ Member for Capricornia
State Government Representatives	<ul style="list-style-type: none"> ▪ State Member for Mirani ▪ State Member for Rockhampton
Regional Community	<ul style="list-style-type: none"> ▪ Residents and businesses within the Local Government Communities
Federal and State Government	<ul style="list-style-type: none"> ▪ Department of the Environment and Energy (DotEE) ▪ Department of Environment and Science (DES) ▪ Department of Natural Resources, Mines and Energy (DNRME) ▪ Department of Agriculture and Fisheries (DAF) ▪ Department of Transport and Main Roads (DTMR) ▪ Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)

	<ul style="list-style-type: none"> ▪ Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) ▪ Queensland Police Service (QPS) ▪ Queensland Fire and Emergency Services (QFES) ▪ Queensland Ambulance Service ▪ Local and District Disaster Management Groups ▪ Queensland Health ▪ Queensland Government Statistician’s Office (QGSO) ▪ Queensland Treasury ▪ Rockhampton Public Health
Community Groups and Interest Groups	<ul style="list-style-type: none"> ▪ Marlborough community groups (i.e. Marlborough Show Committee) ▪ Fitzroy Basin Association ▪ Other non-governmental organisations ▪ Capricorn Conservation Council
Employees and Contractors	<ul style="list-style-type: none"> ▪ Central Queensland Coal employees and contractors
Industry	<ul style="list-style-type: none"> ▪ Pacific National ▪ Dalrymple Bay Coal Terminal ▪ Aurizon ▪ Ergon Energy

2 Engagement Approach

2.1 Engagement Principles

Central Queensland Coal's approach to engagement is focused on a commitment to building a working relationship with stakeholders, particularly those most affected by our proposed activities. This approach is underpinned by Central Queensland Coal's emphasis on providing ongoing and transparent communication to facilitate the alignment of stakeholder and Central Queensland Coal's own expectations. Central Queensland Coal is committed to engaging with local community members to enable them to maximise the benefits of job and supplier opportunities. Central Queensland Coal's engagement will be underpinned by the following commitments:

- Maximise local employment;
- Maximise local business activity;
- Contribute towards community infrastructure, in line with local planning;
- Minimise impacts on property owners and demonstrate that agriculture and mining can successfully coexist; and
- Engage meaningfully and effectively with all Project stakeholders throughout all phases of the Project.

The Project's stakeholder engagement under this Plan will be completed based on the abovementioned principles / commitments.

2.2 Engagement Methodology

It is recognised that Project impacts (both beneficial and adverse) will differ depending on the Project life cycle phase and as a result, engagement methods will be tailored for each stage. The assumptions on which the definition of engagement methods have been made are that:

- Construction will commence in 2019;
- Mining operations will be for 19 years from 2019 to 2037; and
- Final rehabilitation, decommissioning and closure in years 2036 to 2038.

At the beginning of each life cycle phase the engagement plan, will be re-visited, an updated stakeholder analysis will be undertaken, and an engagement schedule with specific activities for different stakeholders identified. For construction this Plan will be updated based on further stakeholder feedback gained prior to construction commencement. An updated Plan will be developed and provided to stakeholders once Mining Leases have been granted and once further engagement has been undertaken (to understand the engagement preferences of different stakeholders).

Engagement methods will be shaped by potential level of impact and interest experienced by different stakeholder groups, with higher levels of impact generally correlated with deeper levels of engagement. Recognised methods such as the International Association for Public Participation (IAP2) Public Participation Spectrum will be drawn on to create a framework for aligning level of impact with participation goals.

Monitoring and evaluation, outlined in more detail in Section 5, will be regularly undertaken to demonstrate to stakeholders how their feedback has been incorporated into Project decisions and to ensure that lessons learned and stakeholders' expectations are integrated into the Engagement approach on an ongoing basis.

2.3 Engagement Undertaken to Date

This section provides a summary of the consultation and stakeholder engagement undertaken to date and future planned activities.

2.3.1 Terms of Reference Consultation

The draft ToR for the EIS was publicly advertised for comment by DES from 10 April 2017 to close of business 8 June 2017. A total of 23 responses on the draft ToR were received by EHP for consideration in finalising the ToR. Responses were received from the following government agencies, regional bodies and the community during the public submission period:

- Queensland Treasury – Hazardous Industries and Chemicals Branch (three comments);
- Powerlink (requests a copy of the EIS no comment on ToR);
- Department of Community, Child Safety and Disability Services (one comment);
- Livingstone Shire Council (requests a copy of the EIS no comment on ToR);
- Department of National Park, Child Safety and Disability Services (requests a copy of the EIS no comment on ToR);
- Rockhampton Regional Council (six comments);
- Ergon Energy (requests a copy of the EIS no comment on ToR);
- Department of Infrastructure, Local Government and Planning (one comment);
- Queensland Ambulance Service (11 comments);
- Commonwealth Department of the Environment and Energy (28 comments);
- Queensland Police Service (five comments);
- Department of Transport and Main Roads (three comments);
- Fitzroy Basin Association (five comments);
- Department of Tourism, Major Events, Small Business and the Commonwealth Games (no comment on ToR);
- Martin Molesworth (four comments);
- Department of Aboriginal and Torres Strait Island Partnerships (two comments);
- Department of State Development (eight comments);
- Department of Natural Resources and Mines (17 comments);
- Department of Housing and Public Works (no comment on ToR);

- Capricorn Conservation Council (19 comments);
- Queensland Health (11 comments);
- Queensland Fire and Emergency Services (no comment on ToR); and
- Department of Agriculture and Fisheries (14 comments).

Seven respondents (29 per cent) had no comment to make on the draft ToR. Of those respondents who commented on the draft ToR, the most common issues raised included:

- Downstream greenhouse gas (GHG) emissions;
- Impacts to the Great Barrier Reef Marine Park;
- Offset package to compensate for significant residual impacts;
- Ongoing communications and liaison with stakeholders and the community;
- Aboriginal and Torres Strait Islander specific plans and strategies;
- Surface water and groundwater impacts;
- Groundwater dependent ecosystems and stygofauna impacts;
- Transport impacts;
- Local industry participation;
- Emergency and health services capacity;
- Impacts to arable land;
- Fish passage and connectivity for aquatic fauna;
- Impacts to the aquatic environment; and
- Potential for flooding.

The final ToR was issued on 4 August 2017 and encompassed the relevant and applicable issues raised during the consultation.

2.3.2 Ongoing Consultation during EIS Development

Consultation was undertaken in 2015 with representatives from government agencies, service providers and businesses from the local community to inform the scope and assessment of the Project during the preparation of the EIS. Consultation and discussions with landowners in the vicinity of the Project area commenced in 2012. A number of meetings and discussions have been held with landholders regarding exploration activities. After the issuing of the final ToR and as part of the EIS process, consultation was undertaken 21 - 22 November 2017 with representatives from government agencies. This took the form of a Government stakeholder briefing and site visit. A separate community consultation meeting was held 23 November and was attended by residents, Local Government representatives, service providers and businesses from the local community.

Discussions with the Traditional Owners commenced in June 2017 and has continued to occur variously in 2017 and 2018. A Cultural Heritage Management Plans (CHMP) are in the process of

being finalised with the Barada Kabalbara Yetimarala People #1, Barada Kabalbara Yetimarala People #2 and the Darumbal People.

Consultation was undertaken with meetings and discussions held with representatives from the following agencies and organisations:

- Councils (LSC and RRC);
- Department of Environment and Science;
- Department of Natural Resources, Mines and Energy;
- Department of State Development;
- Department of Infrastructure, Local Government and Planning;
- Department of Transport and Main Roads;
- Department of National Parks, Sport and Racing;
- Department of Agriculture and Fisheries;
- Department of Energy and Water Supply;
- Department of the Environment and Energy;
- Federal Member for Capricornia;
- State Member for Mirani;
- State Member for Rockhampton;
- Aurizon;
- Queensland Rail;
- Pacific National;
- Ergon Energy;
- Powerlink;
- Telstra;
- Darumbal People;
- Barada Kabalbara Yetimarala People;
- Scorpion Energy Pty Ltd – EPC 2128;
- Waratah Coal Pty Ltd – EPC 2268; and
- Arrow Energy Pty Ltd – Authority to Prospect (ATP) 700.

The purpose of the meetings was to update and brief agencies and stakeholders on the status of the Project, along with identifying and discussing potential impacts and opportunities.

2.3.3 Consultation for Public Notification and Beyond

Following notification of the EIS, Central Queensland Coal consulted with DES, DotEE, advisory agencies, interested and affected persons to assist with their understanding of the EIS, the Project and the approvals process.

A second community consultation meeting was held on 19 July 2018 at the Marlborough Community Hall. The purpose of this forum was for the project management team to provide updates about the Project's development and how comments to the EIS have been addressed, and provide the community with further opportunity to provide input and feedback. Flyers advertising the meeting were placed at various businesses at Clairview, St Lawrence, Marlborough, Yaamba and The Caves. Residents of Marlborough and Ogmoo were advised of the meeting via the local mail delivery system. Approximately 40 people attended the meeting.

In addition to the community meeting, interviews were held with property owners that immediately adjoin the Project site. Various businesses at The Caves, Yaamba, Rockhampton and St Lawrence were also consulted. Both LSC and RRC were briefed on the Project as part of this engagement process. The Capricorn Conservation Council were also briefed in person on the updated Project design and progress of the EIS.

Following the Project's approval, engagement with Project stakeholders and the community will continue for the life of the Project and be delivered through this Plan. The Plan is designed to facilitate community and stakeholder input into the Project's development and delivery (including mine decommissioning) through the implementation of two-way engagement mechanisms which will be in place for the life of the Project. It also outlines the engagement tools which will be used and the purpose of these tools. The Plan will remain a dynamic document and will be updated as required and the commencement of Project lifecycle phases and on an ongoing basis throughout the Project's duration.

The Plan is guided by the IAP2 Public Participation Spectrum, as shown in Figure 3-1 which will be used to help define the role of Project stakeholders in any participation process.

2.3.4 Engagement with Indigenous Groups

Central Queensland Coal is in the process of negotiating Cultural Heritage Management Plans (CHMPs) which covers the protection and management of all Indigenous cultural heritage in the Project area for the purposes of the Project activities. Central Queensland Coal commenced the process of negotiating the CHMPs with the Darumbal People, the Barada Kabalbara Yetimarala People # 1 and Barada Kabalbara Yetimarala People # 2 on 27 June 2017.

Various communications were exchanged with the recognised Indigenous groups until 4 September 2017, when written notice was provided to the groups advising that due to changes in the planning and approval schedule for the Project, the commencement of discussions regarding the development of an approved CHMP has been set aside until early 2018. In January 2018 Central Queensland Coal recommenced the negotiations of the CHMPs with the three groups. Negotiations with each group will continue until each respective CHMP is finalised.

2.4 Community Liaison and Complaint Handling

An appointed company officer will be responsible for community liaison. All stakeholder communications will be recorded by Central Queensland Coal as soon as practicable after being received or issued. This includes copies of correspondence, agreements, and records of contact / meeting minutes. It will also include records of enquiries, feedback, issues and complaints along with Central Queensland Coal's responses / actions.

The officer appointed to manage community liaison will:

- Assist Central Queensland Coal in managing the interface between the Project, stakeholders and the community; and
- Be the first point of contact for managing complaints, enquiries and / or comments in relation to the Project.

The appointed company officer will be responsible for:

- Coordinating a response to any complaints, enquiries and / or comments received; and
- Monitoring the frequency and number of complaints received monthly.

Complaints management will be a requirement of the Project's Environmental Authority. All grievances will be reported, investigated and resolved in accordance with the procedure provided in Appendix B. Complaints and grievances about the Project will be able to be lodged in person to identified staff members or in writing to the Project. In addition, complaints will be able to be lodged over the phone, or by email. The complaints number and email will be established on approval of the Project and prior to the commencement of construction activities.

The completed Record of Contact Form will be forwarded to an appointed company officer by the next business day. The person taking the complaint is to inform the complainant within 24 hours of receiving the initial complaint that (initial response):

- The complaint has been recorded;
- Status of the complaint; and
- When a formal reply will be expected to be provided.

3 Stakeholder Analysis

3.1 Approach to Analysis

The analysis for the purposes of this Plan has been informed by understanding the potential adverse impacts and beneficial impacts during construction, operations and closure identified through the EIS process (which involved detailed technical studies and consultation) and is outlined in Table 3-1. These potential beneficial and adverse impacts will be discussed throughout engagement with stakeholders to gain their feedback. Interpretation and analysis of the potential adverse and beneficial impacts are discussed in Appendix A17 – Social Impact Assessment and Chapter 19b – Social Environment.

Outcomes of engagement activities will differ depending on stakeholder group and are discussed in further detail in Appendix A. All potential adverse impacts have been assessed by the EIS and shown not to be significant. Monitoring will be carried out to review the effect of impacts throughout the life of the Project.

Table 3-1 Potential perceived adverse and beneficial impacts

Potential impact area	Description of potential impact	
Economy	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Foregone cattle grazing activities due to mine site being on grazing land and resulting economic generation opportunities lost during Project lifecycle. ▪ Loss of ecosystem services during Project lifecycle. ▪ Disruptions to farm operations during the mine lifecycle leading to revenue impacts for farming businesses. ▪ Increased traffic potentially impacting access and operations on properties (adversely impacting productivity). 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Employment and training opportunities arising across all stages of the Project lifecycle (particularly during construction and operations). Opportunities for people with existing skills in the mining industry and people without existing mining industry experience. ▪ Opportunities for local and regional suppliers across all stages of the Project lifecycle (particularly during construction and operation). ▪ Royalty revenue earned by Queensland Government during Project operations.
Social	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ People living close to the Project’s construction sites may experience a different quality of living environment (e.g. changes in noise, air quality or lighting), particularly during construction and operations. ▪ Stress for impacted landholders, particularly leading up to construction. ▪ A change to the character of the area, a change to agricultural land uses and the landscape of the region with impacting property owners’ attachment to place. ▪ Potential visual amenity impacts. ▪ Potential impacts for people living close to the mine (including Central Queensland Coal employees and contractors) due to potential impacts to environmental values. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Increased investment in social infrastructure if population increases driving need for increased services. ▪ Increased training and employment opportunities improving capabilities and skills in local and regional study areas. ▪ Presence of the Project and jobs and opportunities generated during Project lifecycle in the region leading to improved socio-economic conditions which has a proven correlation within improved health and social outcomes.
Traffic and transport	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Increase in production and traffic volume in local area. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Potential opportunities to improve local road infrastructure.

Potential impact area	Description of potential impact	
	<ul style="list-style-type: none"> ▪ Potential for collision to occur with cattle, farm machinery and people. 	<ul style="list-style-type: none"> ▪ Increased government royalties potentially leading to re-investment in regional transport infrastructure through the 'Building our Regions' program.
Waste	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Potential increase in local waste volumes through Project lifecycle, which combined with other potential cumulative waste impacts, may lead to the need to expand existing landfill facilities. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Potential increase in work for local waste service companies. ▪ Potential opportunity to explore alternate energy resources such as waste to energy.
Water Resources	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Potential water quality and water availability impacts during all Project phases resulting from potential watercourse disturbance, accidental pollutant and contaminant releases and reduction in available draw down at landholder bores. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Greater understanding of the hydrogeological and hydrological environment due to mine related investigations. ▪ Greater understanding of surface water resources and groundwater dependent ecosystem and their water requirements. ▪ Ability to monitor the health of local water resources on an ongoing basis.
Air Quality	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Surrounding residents and stock feed impacted by dust deposition during construction, operation or decommissioning. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Greater understanding of the local meteorological conditions and the impact of current mining operations.
Noise and vibration	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Noise generation during construction from activities such as truck movements, blasting, construction of facilities and power generation. ▪ During operations noise generation will arise from the operations of the open-cut mine and movements, such as compression braking. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Greater understanding of the existing local noise conditions and the impact of current mining operations.
Fire	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ There is a potential risk of fire due to the combustibility of coal. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Greater resources available in the event of a fire in the local and regional area.
Cultural heritage	<p style="text-align: center;">Potential Adverse</p> <ul style="list-style-type: none"> ▪ Unidentified Indigenous cultural heritage items have potential to occur and be damaged due ground disturbance during construction. ▪ Unidentified non-Indigenous cultural heritage items have potential to occur and be damaged due to ground disturbance during construction. 	<p style="text-align: center;">Potential Beneficial</p> <ul style="list-style-type: none"> ▪ Investigations into the Indigenous and non-Indigenous cultural heritage within the mine site area and increased understanding of potential local cultural heritage.

3.2 Values

Based on the potential adverse and beneficial impacts identified in Table 3-1, the following initial list of stakeholder values have been identified. It is important to consider that these values will be updated based on feedback received from stakeholders during engagement. Stakeholder values inform the undertaking of stakeholder analysis and subsequent mapping of stakeholder engagement levels and activities.

Table 3-2 Stakeholder values

Social	Environmental	Economic
<ul style="list-style-type: none"> ▪ Safe, healthy and prosperous community with strong quality of life. ▪ Access to social infrastructure and services. ▪ Access to affordable housing. ▪ Access to transport infrastructure. ▪ Access to training and development opportunities. 	<ul style="list-style-type: none"> ▪ Conserving and protecting the natural environment including critical ecosystem services. ▪ Access to ecosystem services that are safe and clean. ▪ Access to ecosystem services (e.g. safe drinking water for people and stock) that enable economic growth, health and wellbeing. 	<ul style="list-style-type: none"> ▪ Prosperous and resilient economy with employment and training opportunities for all demographics. ▪ Prosperous and resilient economy with supply opportunities for local and regional businesses. ▪ Access to stable employment opportunities across a range of sectors.

3.3 Stakeholder Analysis

The potential impacts and values identified in Table 3-1 and Table 3-2 enable the analysis of stakeholder interest and impact levels, which provides the basis for understanding how stakeholder engagement should be undertaken. The levels of participation are adapted from the IAP2 public participation spectrum¹ - four levels of which are depicted in Figure 3-1.

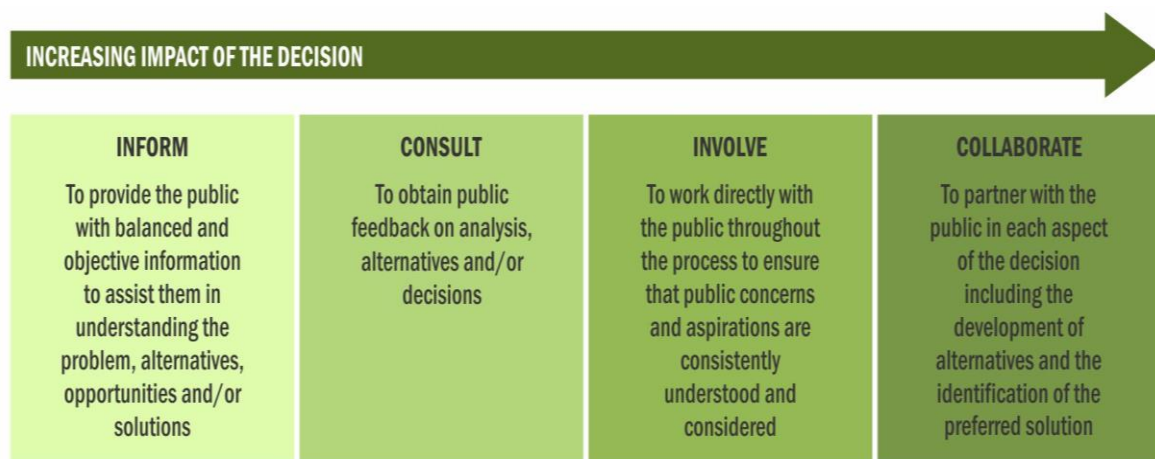


Figure 3-1 Overview of levels of participation

Potential levels of influence and interest by stakeholder group and assesses potential stakeholder participation levels are identified and assessed at Appendix A. These levels will continue to be refined and defined through ongoing consultation with representatives of stakeholder groups.

¹ IAP2 2014 Public Participation Spectrums <https://www.iap2.org.au/resources/resources>

4 Engagement Activities

Based on the stakeholder analysis and participation levels identified in Appendix A, engagement activities for each stakeholder group have been developed. It is important to consider that this is an initial overview of activities that will be used to gain stakeholder feedback regarding the development of a comprehensive engagement activity implementation plan that will be designed once Mining Leases have been granted.

Figure 4-1 provides an overview of engagement levels by stakeholder groups based on the analysis in Table 4-1 with a focus of engagement to be undertaken in the pre-construction phases. Figure 4-2 provides an indication of the types of activities that will be undertaken based on participation level.

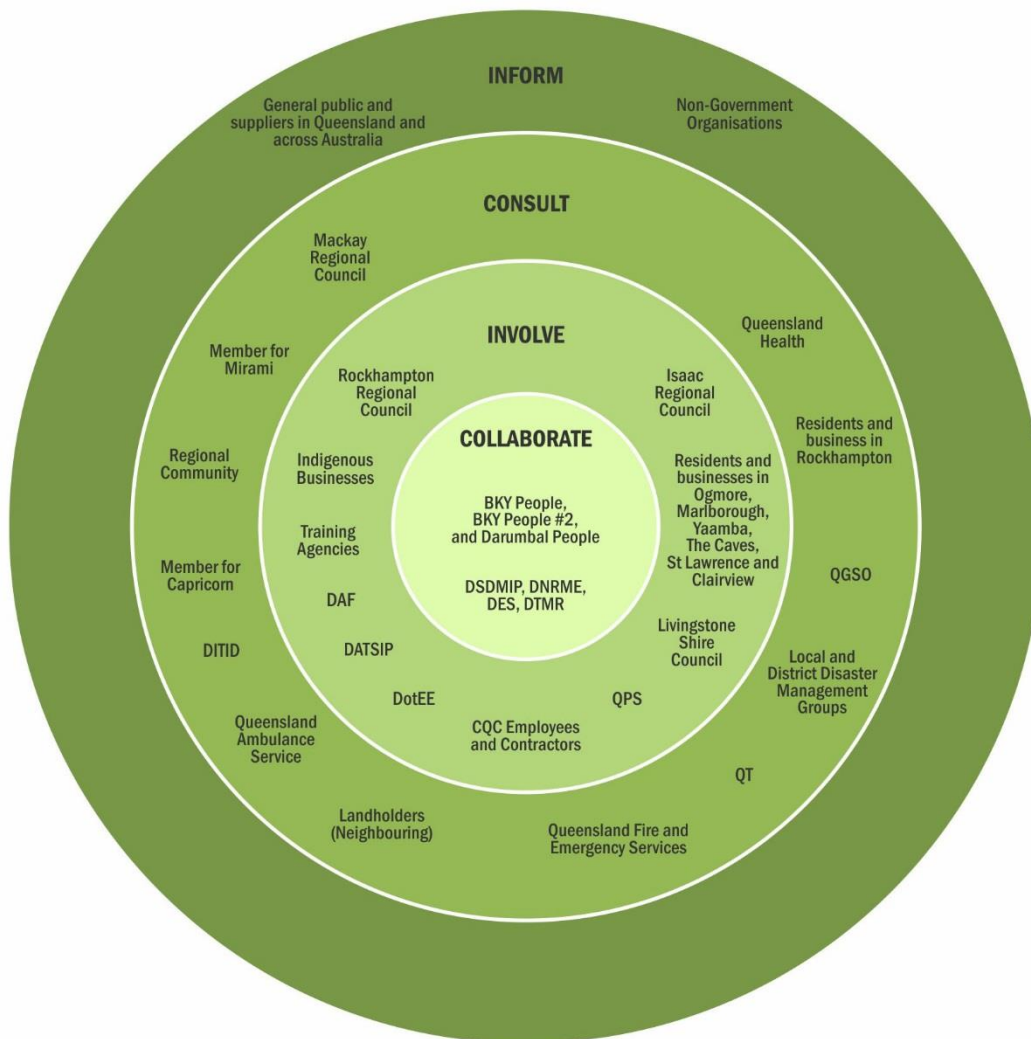


Figure 4-1 Stakeholder groups and level of engagement

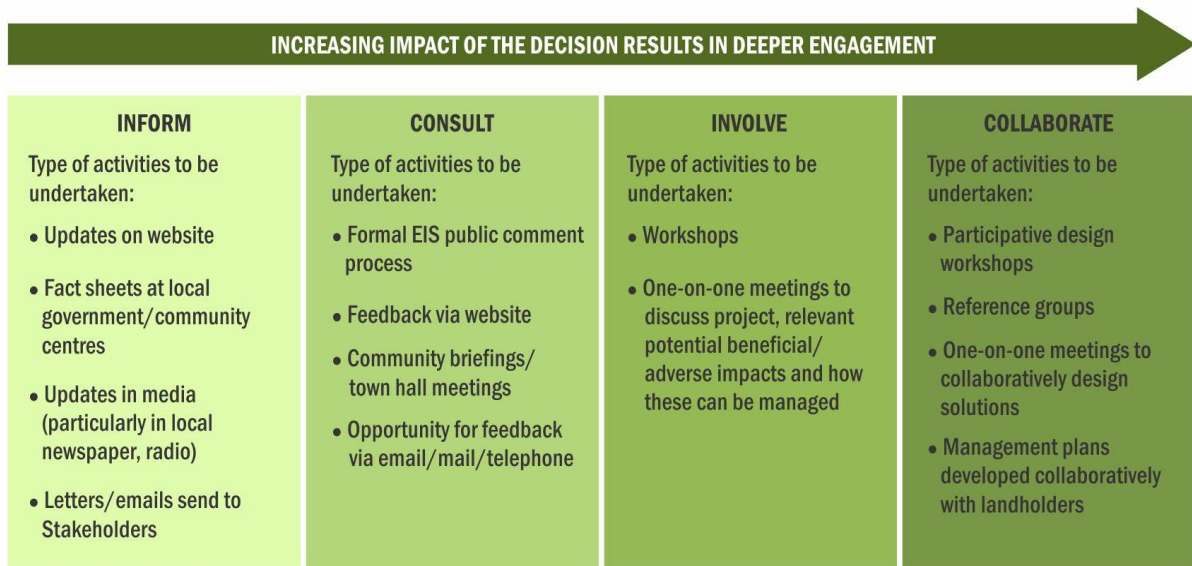


Figure 4-2 Levels of engagement

4.1 Engagement Activity Schedule

An outline of the types of activities and timeframe for activities that will be undertaken with each stakeholder group prior to construction is shown at Table 4-1. This engagement will inform the development of the comprehensive engagement activity implementation plan (designed once Mining Leases have been granted).

It is important to consider that levels of engagement for each stakeholder / stakeholder group may change across the Project lifecycle depending on potential Project impacts and stakeholder level of interest, highlighting the importance of re-visiting the stakeholder analysis and engagement plan at the beginning of each project phase. It has been assumed that stakeholders who progress up the scale in terms of deeper level of engagement will also have access to activities associated with lower levels of engagement e.g. stakeholders with whom Central Queensland Coal will collaborate will also have access to inform activities (such as website and media releases).

Table 4-1 Level of participation and types of activities

Stakeholder Group	Level of participation and types of activities	Timeframe
Landholders		
Neighbouring	<p>Consult</p> <ul style="list-style-type: none"> ▪ One-on-one meetings. ▪ Opportunities to participate in workshops/ broader community meetings. 	<p>Central Queensland Coal will consult with neighbouring landholders across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved.</p> <p>The types of activities to be undertaken will be confirmed with neighbouring landholders and will range from those specified in Figure 4-2.</p>
Indigenous Groups		
<p>Barada Kabalbara Yetimarala People #1</p> <p>Barada Kabalbara Yetimarala People #2</p>	<p>Collaborate</p> <ul style="list-style-type: none"> ▪ Cultural Heritage Management Plans and Indigenous Content Policy developed. ▪ One-on-one meetings. 	<p>Central Queensland Coal will collaborate with Indigenous Groups across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved.</p>

Stakeholder Group	Level of participation and types of activities	Timeframe
Darumbal People	<ul style="list-style-type: none"> ▪ Opportunities to participate in broader community meetings / presentations 	The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified above in Figure 4-2.
Indigenous Businesses	<p>Consult</p> <ul style="list-style-type: none"> ▪ Opportunities for feedback via email / mail / telephone. ▪ Participation at local community field days. ▪ Opportunities to participate in broader community meetings / presentations ▪ Indigenous Content Policy ▪ One-on-one meetings 	Central Queensland Coal will consult with Indigenous businesses across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Local Communities		
Residents and businesses in Marlborough, Ogmoo and Clairview	<p>Consult</p> <ul style="list-style-type: none"> ▪ Local Content Policy ▪ Opportunities to participate in broader community meetings / presentations ▪ One-on-one meetings where practicable to discuss Project, relevant beneficial/adverse impacts and how these are being managed. 	Central Queensland Coal will consult with residents across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Regional Community		
Livingstone Shire Council Rockhampton Regional Council Isaac Regional Council	<p>Involve</p> <ul style="list-style-type: none"> ▪ Management plans developed collaboratively with Councils. ▪ One-on-one meetings. ▪ Opportunities to participate in broader community meetings / presentations 	Central Queensland Coal will involve the relevant local governments across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Residents and businesses within: Livingstone Shire Council Rockhampton Regional Council Isaac Regional Council	<p>Consult</p> <ul style="list-style-type: none"> ▪ Participation at Project specific industry and business involvement briefings. ▪ Local Content Policy ▪ One-on-one meetings. ▪ Opportunities to participate in broader community meetings / presentations 	Central Queensland Coal will consult with regional residents and businesses across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Local and District Disaster Management Groups	<p>Consult</p> <ul style="list-style-type: none"> ▪ Meetings (combined with government emergency service agencies). ▪ Opportunities to participate in broader community meetings / presentations 	Central Queensland Coal will consult with Local and District Disaster Management Groups across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.

Stakeholder Group	Level of participation and types of activities	Timeframe
State Government		
DES, DNRME, DSDMIP, DAF, DTMR	Collaborate / Involve <ul style="list-style-type: none"> ▪ Management plans developed collaboratively. ▪ One-on-one or combined government meetings. 	Central Queensland Coal will collaborate / involve agencies across all phases of the Project lifecycle, particularly during pre-construction and construction, and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
DATSIP	Consult <ul style="list-style-type: none"> ▪ Group / one-on-one meeting to discuss Project, relevant beneficial/adverse impacts (focusing on Indigenous heritage) and how these are being managed. 	Central Queensland Coal will consult with DATSIP across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
QPS	Consult <ul style="list-style-type: none"> ▪ Group meetings to discuss Project, workforce management, emergency access and ongoing collaboration. 	Central Queensland Coal will consult with QPS across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Queensland Fire and Emergency Services, Queensland Ambulance Service, Queensland Health	Consult <ul style="list-style-type: none"> ▪ Group meetings to discuss Project, risks, hazards and emergency response 	Central Queensland Coal will consult with relevant organisations across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
QGSO	Inform <ul style="list-style-type: none"> ▪ Opportunities to access any relevant information collected by Central Queensland Coal where relevant 	Central Queensland Coal will inform with QGSO across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Queensland Treasury	Consult <ul style="list-style-type: none"> ▪ Issue specific meetings with individuals / group from Queensland Treasury to discuss the project and how they would like to be engaged. Also, to gain input regarding relevant royalty considerations 	Central Queensland Coal will consult with Queensland Treasury across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Federal Government		
Department of Environment and Energy	Consult <ul style="list-style-type: none"> ▪ Issue specific meetings with individuals / group from DotEE to discuss the project and relevant environmental issues / opportunities ▪ Regular project updates 	Central Queensland Coal will consult with DotEE across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.

Stakeholder Group	Level of participation and types of activities	Timeframe
Member for Capricornia	Consult <ul style="list-style-type: none"> ▪ Regular project updates ▪ Issue specific meetings where relevant around issues that may be of political interest 	Central Queensland Coal will consult with the Member for Capricornia across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Community Groups and Interest Groups		
Non-Government Organisations	Inform <ul style="list-style-type: none"> ▪ Website updates Access to publicly available information	Central Queensland Coal will inform non-government organisations across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Employees and Contractors		
Central Queensland Coal employees and contractors	Involve <ul style="list-style-type: none"> ▪ Internal employee communication and feedback processes and systems ▪ Staff meetings and one-on-one meetings to discuss Project, relevant beneficial / adverse impacts and how these are being managed 	Central Queensland Coal will involve staff members and contractors across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.
Public		
General public in in the state of Queensland General public across Australia	Inform <ul style="list-style-type: none"> ▪ Website updates ▪ Access to publicly available information 	Central Queensland Coal will inform the general public across all phases of the Project lifecycle and will develop an implementation plan with a specific schedule of activities once Mining Leases have been approved. The types of activities to be implemented will be developed with stakeholders and will include the types of activities specified in Figure 4-2.

5 Monitoring, Reporting and Review

5.1 Monitoring Program

The Project's social impacts monitoring program will be applied across the life of the Project and will be implemented in conjunction with monitoring programs included in other technical management plans. A variety of monitoring approaches will be used to provide information on the full range of potential impacts and opportunities identified during the consultation and engagement processes. These approaches will utilise a combination of qualitative and quantitative data. To further augment the use of secondary data, Central Queensland Coal will consult with stakeholders to gather relevant primary data throughout the life of the Project.

5.1.1 CQC Stakeholder Engagement Group

A stakeholder engagement group will be established for the Project. The intent of the group will be to provide a forum for monitoring and discussing the effectiveness of the mitigation measures outlined in the Action Plans. This benefit to be derived from the establishment of the group will be the achievement of a shared understanding of community views while minimising consultation fatigue for the community through limiting the number of forums in which issues need be discussed.

5.1.2 Workforce Reporting

Contractors will provide Central Queensland Coal with regular reports, which will include consideration of the following indicators associated with management of potential social impacts:

- Demographic characteristics of the workforce;
- Place of residence;
- Accommodation arrangements;
- School enrolments;
- Monetary value of any community grants and other community support initiatives;
- Membership of and participation in any community or sporting organisations;
- List of local suppliers;
- Number of call outs to site by emergency services;
- Intention to remain in or leave town at mine closure; and
- Satisfaction levels with workforce arrangements.

5.1.3 Use of Secondary Data

Central Queensland Coal will utilise secondary data such as the ABS Census data and reports, OESR data and reports and other data sources and reports that are publicly available to monitor potential impacts and opportunities. This data will be used to contextualise broader trends that occur both in and outside of the local and regional area. This will help Central Queensland Coal understand potential impacts, both positive and negative in a geographical and thematic based approach.

5.2 Reporting

Effective and efficient communication of the findings of the monitoring process is important to provide key stakeholders and the communities of Marlborough and Ogmoo with information on how social management activities are progressing. Communication will be the responsibility of Central Queensland Coal through a Stakeholder Manager function that will be established once the Project is approved. Regular communication will help to generate knowledge of successful opportunities and those opportunities that require adaptation to enable success. The establishment of an adaptive approach will help the Project appropriately manage impacts throughout the life of the Project.

External reporting during the life of the Project will take place via an annual report on progress against the Action Plans. This report will be presented to the stakeholder engagement group, and then more broadly to the local communities.

Central Queensland Coal understands that the requirement and frequency to report the progress of the implementation of the Action Plans to the Queensland Government will be conditioned as part of the Project's approval. Central Queensland Coal proposes that the frequency could be initial reporting at the completion of construction and then at five-year intervals from the commencement of operations.

5.3 Review

The Social Impact Management Plan (SIMP) process requires a mechanism for the adaptive management, regular review and update. As such, internal review of the Project's Action Plans (once finalised post approval of the Project) will take place on an annual basis, in consultation with relevant stakeholders (i.e. relevant Councils, Government agencies and key community stakeholders).

External review could occur during various key milestone stages during the life of the Project. External review will involve the commissioning of an independent third-party, who will audit the SIMP process undertaken to date, and will also report on progress against key performance indicators. The audit process will culminate in a report to Central Queensland Coal and the stakeholder committee that will include:

- An overview of the effectiveness of implementation to date;
- An assessment of progress against nominated indicators;
- An explanation as to why specific actions were not carried out, where applicable; and
- Recommendations as to how Central Queensland Coal can improve future performance.

5.4 Action Plan Update

Amendments and updates to the Action Plans will be made if the strategies and actions described no longer meet the desired outcomes of the Action Plans, or if improvements to existing measures can be made. Amendments and updates will occur during the regular review process as described above. Amendments and updates will be communicated to key stakeholders for the Project through the Stakeholder Engagement Committee.

Appendix A – Level of Participation

Level of participation based on stakeholder group interest and impact

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
Landholders					
Within Project area	<ul style="list-style-type: none"> Loss of land, livelihood and disruption of farming. Potential adverse social impacts that affect quality of life (including safety etc.). Potential impacts to environmental values that impact quality of life and health (e.g. visual amenity, air quality, pests, water quality, flooding, changed fire regime, noise vibration etc.). Increases in traffic volume that may cause access or safety issues. Landholder compensation agreement. Implementation of property management plans. 	<p>Involve</p> <p>Expected outcomes of engagement</p> <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, approval process, potential adverse and beneficial impacts etc. Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. Negotiation or determination of Landholder compensation agreement. Negotiation and implementation of property management plans. 	To be defined based on feedback from stakeholder received during pre-construction engagement.		
Neighbouring	<ul style="list-style-type: none"> Impact management and make good agreements. Potential beneficial social and economic impacts including employment and training opportunities, business opportunities. Potential adverse social and economic impacts that affect quality of life (including impacts to business activities, housing prices etc.). Potential impacts to environmental values that impact quality of life and health (e.g. visual amenity, air quality, pests, water quality, changed fire regime, noise vibration etc.). Increases in traffic volume that may cause access or safety issues. Whether Central Queensland Coal will develop a Local Content Policy. 	<p>Consult</p> <p>Expected outcomes of engagement</p> <ul style="list-style-type: none"> Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. Understanding of how stakeholders can participate through Local Content Policy. 	To be defined based on feedback from stakeholder received during pre-construction engagement.		

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
Indigenous Groups					
BKY People Darumbal People	<ul style="list-style-type: none"> ▪ Beneficial social and economic impacts including employment, training and economic opportunities. ▪ Protection of Indigenous cultural heritage and other environmental values of importance ▪ Whether Central Queensland Coal will develop an Indigenous Content Policy ▪ Cultural Heritage Management Plan (CHMP) and management of compliance 	Collaborate Expected outcomes of engagement <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Development of Indigenous Content Policy. ▪ Implementation of Management Plans to protect cultural heritage. 			To be defined based on feedback from stakeholder received during pre-construction engagement.
Indigenous Businesses	<ul style="list-style-type: none"> ▪ Beneficial social and economic impacts including employment, training and economic opportunities ▪ Protection of Indigenous cultural heritage and other environmental values of importance ▪ Whether Central Queensland Coal will develop an Indigenous Content Policy 	Consult Expected outcomes of engagement <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them ▪ Development of Indigenous Content policy 			To be defined based on feedback from stakeholder received during pre-construction engagement.
Marlborough, Oqmore, Yaamba, The Caves, St Lawrence and Clairview Communities					
Residents and businesses in Marlborough, Oqmore, Yaamba, The Caves, St Lawrence and Clairview	<ul style="list-style-type: none"> ▪ Beneficial social and economic impacts including employment, training and economic opportunities. ▪ Opportunities for local suppliers. ▪ Potential adverse social and economic impacts including pressure on local infrastructure and housing, skills shortages, security. ▪ Potential impacts to environmental values that impact quality of life and health (e.g. visual amenity, air quality, changed fire regime etc.). ▪ Increases in traffic volume that may cause access or safety issues. ▪ Local Content Policy. ▪ Project schedule. 	Consult Expected outcomes of engagement <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Consultation regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Local Content Policy. 			To be defined based on feedback from stakeholder received during pre-construction engagement.

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
Local Government					
<p>Livingstone Shire Council</p> <p>Isaac Regional Council</p> <p>Rockhampton Regional Council</p>	<ul style="list-style-type: none"> ▪ Beneficial social and economic impacts including employment, training and economic opportunities. ▪ Opportunities for regional suppliers. ▪ Potential adverse social and economic impacts including pressure on regional infrastructure and housing, skills shortages, security, pressure on regional services provision (e.g. emergency services). ▪ Potential impacts to environmental values that impact quality of life and health. ▪ Increases in traffic volume that may cause access or safety issues on local controlled roads. ▪ Local Content Policy. ▪ Project schedule. 	<p>Involve</p> <p>Expected outcomes of engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Development of Local Content Policy. ▪ Development of joint initiatives where relevant including with regards to waste management. 	<p>To be defined based on feedback from stakeholder received during pre-construction engagement.</p>		
Regional Community					
<p>Residents and businesses within:</p> <p>Livingstone Shire Council</p> <p>Isaac Regional Council</p> <p>Rockhampton Regional Council</p>	<ul style="list-style-type: none"> ▪ Beneficial social and economic impacts including employment, training and economic opportunities. ▪ Opportunities for regional suppliers. ▪ Potential adverse social and economic impacts including pressure on regional infrastructure and housing, skills shortages, security. ▪ Potential impacts to environmental values that impact quality of life and health. ▪ Increases in traffic volume that may cause access or safety issues. ▪ Regional Content Policy. ▪ Project schedule. 	<p>Consult</p> <p>Expected outcomes of engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Development of Local Content Policy. 	<p>To be defined based on feedback from stakeholder received during pre-construction engagement.</p>		
<p>Public Health</p>	<ul style="list-style-type: none"> ▪ Potential pressure on regional health services and infrastructure 	<p>Consult</p> <p>Expected outcomes of engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. 	<p>To be defined based on feedback from stakeholder received during pre-construction engagement.</p>		

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
		<ul style="list-style-type: none"> ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 			
Local and District Disaster Management Groups	<ul style="list-style-type: none"> ▪ Consultation in relation to the development of these Emergency and Risk Management Plans to ensure there is no conflict and / or place unnecessary burdens on existing disaster management arrangements. 	<p>Consult</p> <p>Expected outcomes of engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Agreement of how cooperation will occur regarding Disaster Management. 			<p>To be defined based on feedback from stakeholder received during pre-construction engagement.</p>
State Government					
DES, DNRME, DSDMIP, DTMR, DAF	<ul style="list-style-type: none"> ▪ Potential beneficial social, economic and environmental impacts and how these opportunities can be maximised. ▪ Potential adverse social, economic and environmental impacts and how these potential impacts are managed. ▪ Management Plan Development. ▪ How local and regional community are engaged in the Project. 	<p>Collaborate / involve (issues based)</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Management Plans developed. ▪ Regulatory and compliance requirements confirmed. 			<p>To be defined based on feedback from stakeholder received during pre-construction engagement.</p>
Queensland Treasury	<ul style="list-style-type: none"> ▪ Potential beneficial economic impacts (including royalties) 	<p>Consult</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Clarity regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 			<p>To be defined based on feedback from stakeholder received during pre-construction engagement.</p>

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
DATSIP	<ul style="list-style-type: none"> ▪ Employment, training and economic participation strategies for Indigenous people during both construction and operations. ▪ Strategies for engaging with Indigenous businesses to encourage their involvement in the supply chain for the mine. 	<p>Involve</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Local Content Policy Developed. ▪ Indigenous Participation / Content Policy Developed. 			To be defined based on feedback from stakeholder received during pre-construction engagement.
QPS	<ul style="list-style-type: none"> ▪ Management of Project impacts on services provision and infrastructure. ▪ Further detailed project workforce information (e.g. Size of Workforce, project schedule, DIDO, Roster arrangements, Location of workforce). ▪ Further detailed information on the makeup of the workforce occupying the accommodation including DIDO. ▪ The assessment of potential impacts and risk. This should be extended to include consultation regarding the development of Emergency Risk Management Plans. 	<p>Involve</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc., and workforce information (including makeup of workforce). ▪ Clarity regarding management of Project impacts on services provision and infrastructure. ▪ Agreement regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 			To be defined based on feedback from stakeholder received during pre-construction engagement.
<p>Queensland Fire and Emergency Services</p> <p>Queensland Ambulance Service</p>	<ul style="list-style-type: none"> ▪ The assessment of potential impacts and risk. This should be extended to include consultation regarding the development of Emergency and Risk Management Plans. 	<p>Consult</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> ▪ Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. ▪ Clarity regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. ▪ Development of Emergency and Risk Management Plans. 			To be defined based on feedback from stakeholder received during pre-construction engagement.

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
Queensland Health	<ul style="list-style-type: none"> Management of Project impacts on service provision and infrastructure, including Rockhampton Base Hospital. 	<p>Consult</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc., and Project impacts from health service. Clarity regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 			To be defined based on feedback from stakeholder received during pre-construction engagement.
QGSO	<ul style="list-style-type: none"> Demographic, economic and social data relating to the region. 	<p>Consult</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. 			To be defined based on feedback from stakeholder received during pre-construction engagement.
Federal Government					
Department of the Environment and Energy	<ul style="list-style-type: none"> Any potential referrals and associated approvals processes regarding Federal Government legislation. Compliance associated with Federal Government regulatory requirements 	<p>Consult</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. Clarity regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 			To be defined based on feedback from stakeholder received during pre-construction engagement.
Member for Capricornia	<ul style="list-style-type: none"> Potential adverse impacts on environmental, social and economic values. Opportunities associated with employment, training and supply chains (business opportunities). How local and regional community are engaged in the Project. 	<p>Consult</p> <p>Expected Outcomes of Engagement</p> <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. Clarity regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 			To be defined based on feedback from stakeholder received during pre-construction engagement.

Stakeholder Group	Area of Interest and Impact	Level of participation Pre-construction (Current - up until construction commencement)	Level of participation Construction (2019-2020)	Level of participation Operations (2019-2037)	Level of participation Decommissioning (2036 - 2038)
Community Groups and Interest Groups					
Non-Governmental Organisations	<ul style="list-style-type: none"> Perceived potential impacts to environmental values. Perceived potential impacts to human and animal health. Perceived potential impacts to local livelihoods e.g. farmers. 	Inform Expected Outcomes of Engagement <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. 	To be defined based on feedback from stakeholder received during pre-construction engagement.		
Employees and Contractors					
Central Queensland Coal employees and contractors	<ul style="list-style-type: none"> Employment, training and contract opportunities and details (e.g. role types, roster etc.). Project schedule. Accommodation. How social impacts will be managed (e.g. impact of noise / vibration for employees / contractors living on site). 	Involve Expected Outcomes of Engagement <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. Clarity regarding how stakeholders will participate in the Project and how Central Queensland Coal will engage with them. 	To be defined based on feedback from stakeholder received during pre-construction engagement.		
Public					
General public in in the state of Queensland General public across Australia	<ul style="list-style-type: none"> General Project information with a focus on economic opportunities and potential adverse impacts to environmental values. 	Inform Expected Outcomes of Engagement <ul style="list-style-type: none"> Stakeholders gain clear understanding of Project and key details including schedule, potential adverse and beneficial impacts etc. 	To be defined based on feedback from stakeholder received during pre-construction engagement.		

Appendix B – Complaint Reporting, Investigation and Resolution Procedure

The following processes will apply to the investigation, resolution and reporting of complaints received:

- Upon receiving the complaint, an appointed officer shall report the issue(s) of concern to mine senior management and record the complaint within the Record of Contact Form (Appendix C);
- The appointed officer for the complaint will insert relevant details (complainant, aspects of concern, format received etc.) into the Project's overarching Complaint Register (database);
- The appointed company officer shall investigate the cause of the complaint and liaise with management in developing an appropriate response;
- An initial response to the complainant acknowledging the receipt of the complaint and advising the complainant of the status of the investigation is to be provided as soon as possible and no later than 24 hours upon receiving the complaint;
- The appointed company officer shall address the complaint and communicate a full response to the complainant in an appropriate medium within the timeframe in the initial response;
- The action plan to correct any valid issues which lead to the complaint will be implemented as soon as practicable; and
- Action(s) will be monitored by the appointed company officer to ensure they are implemented satisfactorily.

Once the appointed company officer is satisfied the action(s) have been completed, they will record this on the Record of Contact Form (Appendix C) and in the Complaints Register.

Appendix C – Draft Record of Contact Form

Central Queensland Coal - Record of Contact			
Date		Time	
Enquirer's Name			
Organisation / Property			
Contact Details			
Details of discussion			
Recorded by			
Action required			
Action taken		Date of Action	
Follow up actions?			
Comments			