

Central Queensland Coal Project Appendix 14b – Stakeholder Engagement Report

Central Queensland Coal

CQC SEIS, Version 3

October 2020



Contents

1	Comn	nunity and Stakeholder Engagement Report	1
1.1	Intro	duction and purpose	1
	1.1.1	Objectives	1
	1.1.2	Regulatory requirements	1
	1.1.3	Outline of the report	2
1.2	Proje	ect Summary and affected communities	2
	1.2.1	The project in brief	2
	1.2.2	Affected communities	3
1.3	Stake	eholder analysis	4
1.4	Cons	ultation activity	6
	1.4.1	Pre-EIS consultation	6
	1.4.2	Terms of Reference advertising and associated Consultation	6
	1.4.3	EIS preparation, consultation and notification	8
	1.4.4	Supplementary EIS	10
	1.4.5	Revised SIA consultation	10
	1.4.6	Cultural Heritage Management Plan preparation	10
	1.4.7	Summary of themes from consultation	11
1.5	Cons	ultation plan beyond the EIS	11
	1.5.1	Objectives	12
	1.5.2	Elements of community engagement program	12
	1.5.3	Feedback and complaints	12
	1.5.4	Reporting	13
1.6	Conc	lusion	13
Fig	jures		
_		erview of EIS consultation program	
_		portion of responses by EIS chapter / technical area ments of the community engagement program	
ı ıgu	ie 3 Liei	ments of the community engagement program	12
Tal	bles		
Tabl	e 1 Area	is and towns near the project	4



Table 2 Stakeholder groups	4
Table 3 Responses to ToR consultation	7
Table 4 Summary of themes from consultation	11



Terms and Abbreviations

ATP	Authority to Prospect		
ВКҮ	Barada Kabalbara Yetimarala		
СНМР	Cultural Heritage Management Plan		
СНРР	Coal handling and preparation plant		
CQC / the Proponent	Central Queensland Coal Pty Ltd		
CQC Project/the Project	The Central Queensland Coal Project		
DAF	Department of Agriculture and Fisheries		
DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships		
DBCT	Dalrymple Bay Coal Terminal		
DES	Department of Environment and Science		
DNRME	Department of Natural Resources, Mines and Energy		
DoEE	Department of the Environment and Energy		
DSDMIP	Department of State Development, Manufacturing, Infrastructure and Planning		
DTMR	Department of Transport and Main Roads		
EA Environmental Authority			
EIS	Environmental Impact Statement		
EP Act	Environment Protection Act 1994 (QLD)		
НСТС	High Grade Thermal Coal		
LGA	Local Government Area		
ML	Mining Lease		
Mtpa	Million tonnes per annum		
MNES	Matters of National Environmental Significance		
QAS	Queensland Ambulance Service		
QFES	Queensland Fire and Emergency Services		
QPS	Queensland Police Service		
ROM	Run of Mine		
SEIS Supplementary Environmental Impact Statement			
SIA	Social Impact Assessment		
SSCC	Semi Soft Coking Coal		
TLF	Train Loadout Facility		
ToR	Terms of Reference		



1 Community and Stakeholder Engagement Report

1.1 Introduction and purpose

This community and stakeholder engagement report has been developed for the Central Queensland Coal Project's (CQC) Environment Impact Statement (EIS) and Supplementary Environment Impact Statement (SEIS). It provides an account of the consultation undertaken for the project prior to the EIS commencing, as well as that undertaken during the EIS and subsequent versions of the SEIS. It also provides an outline of the Proponent's approach to ongoing community engagement for the life of the project.

1.1.1 Objectives

The objectives of the consultation program for the CQQ Project EIS were to:

- Initiate and maintain open and honest communication on all aspects of the project and the EIS with interested and affected stakeholders;
- Engage in a consultation process that provides genuine, active, two-way exchange and feedback;
- Provide a range of communication methods to engage and inform stakeholders about the project, and to identify stakeholder issues of concern about the Project;
- Consider and address stakeholder issues of concern via the technical studies conducted for the EIS;
- Record and address stakeholder issues of concern through the EIS process and establishment of a grievance / feedback mechanism; and
- Provide ongoing feedback to stakeholders on their issues of concern and advise them how comments have been used to inform the Project.

1.1.2 Regulatory requirements

This document has been prepared in response to the Terms of Reference (ToR) for the CQC Project. The ToR's are issued under the *Environment Protection Act 1994* (EP Act), and require the Proponent to consult with interested and affected stakeholders during the preparation of the EIS, and provide a report describing the consultation activities. **Attachment A** to this report provides the aspects of the ToR's that specifically relate to consultation and a cross reference to relevant sections in this report.

Further, the ToR's require a Social Impact Assessment (SIA) to be prepared as part of the EIS, specifically drawing on consultative and participatory data. The SIA has been revised for this version (Version 3) of the SEIS, and has been prepared in accordance with the Queensland SIA guideline (March 2018), and the requirements of the *Strong and Sustainable Resource Communities Act 2017*.

This document replaces the former Appendix 14 (Stakeholder Engagement Plan) presented with Version 2 of the SEIS. This document includes the detail of the former Appendix 14, but has been altered to align with the content of the revised SIA, and also includes additional consultation activity undertaken in October 2019 to March 2020 to support the revised SIA. This document should be read in conjunction with Appendix A13 and Chapter 3 of this SEIS (v3), which together provide a comprehensive response to all submissions to date on the EIS/SEISs, and Appendix 17, which provides the revised SIA and social impact management plan for the project.



1.1.3 Outline of the report

This document proceeds as follows. Firstly, a summary of the project and directly affected communities is provided in section 1.2, followed by a stakeholder analysis in section 1.3. Section 1.4 describes the consultation undertaken as part of the EIS, SEIS and revised SIA development, including a summary of issues raised during consultation. The document concludes in section 1.5 with an outline of the plan for ongoing community engagement and consultation following the completion of the EIS process.

1.2 Project Summary and affected communities

1.2.1 The project in brief

Central Queensland Coal Proprietary Limited (CQC) and Fairway Coal Proprietary Limited (Fairway Coal) (the joint Proponents), propose to develop the Central Queensland Coal Mine Project (the CQC Project, or the Project). CQC is the senior proponent and as such is referred to as the Proponent throughout this report. 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. The Project is located within the Livingstone Shire Council Local Government Area (LGA). 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 107 on SP316283. 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 partially overlain by Mineral Development Licence 468 and are adjacent to 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).

Subject to requisite approvals, development of the Project is expected to commence in 2021 with initial early construction works and extend operationally for approximately 19 years until the depletion of the current reserve, and progressive 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, where coal will be crushed, screened and washed to Semi Soft Coking Coal (SSCC) grade with an estimated 80% yield. Stage 2 of the Project will include further processing of up to an additional 8 Mtpa ROM coal within another coal handling and preparation plant (CHPP) to SSCC, and a High Grade Thermal Coal plant 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 in the last two years of the project.

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 ship 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 (year one) to 500 (year 12) 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.

1.2.2 Affected communities

The Project is located in the Styx Basin approximately 6.8 km southwest of the Ogmore township and 30 km to the 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 two dwellings are located within 100 meters 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.

For the purposes of this plan and the SIA, a local study area has been defined to include the communities within approximately one hours' drive of the project. This includes the state suburbs of Clairview, St Lawrence, Ogmore, Marlborough, Kunwarara and Canoona. The main towns and townships within this area are Clairview, St Lawrence, Marlborough and Ogmore. Residents within this local study area are most likely to be directly affected by social change from the project, including change related to in-migration, employment and business, housing, as well as more direct biophysical impacts such as noise, dust and traffic, particularly for residents in direct proximity to the site.

Other interested and potentially affected stakeholders are residents in the broader regional area, and other interest groups and organisations, as well as Indigenous people with a connection to the relevant land. The main urban centres or cities nearby the project are Yeppoon in Livingstone Shire Council, and Rockhampton, within the Rockhampton Regional Council area. It is likely that these will experience some employment and business opportunities associated with the project, as well as some minor pressures on services and housing markets, particularly in concert with cumulative pressures from other nearby projects.

Key data about these areas are provided in Table 1 below.



Table 1 Areas and towns near the project

Area	Туре	Approximate Distance to site	Population 2016
Clairview	State suburb and township	70km	145 (State suburb)
St Lawrence	State suburb and township	45km	235 (State suburb)
Ogmore	State suburb and township	7km	105 (State suburb)
Marlborough	State suburb and township	30km	149 (State suburb)
Kunwarara	State suburb	80km	71 (State suburb)
Canoona	State suburb	90km	81 (State suburb)
Yeppoon	Urban centre	160km	16,350 (Urban Centre / Locality)
Rockhampton	Urban centre	140km	61,214 (Urban Centre / Locality)

1.3 Stakeholder analysis

Table 2 below outlines stakeholder groups that are likely to be affected by or have an interest in the project.

Table 2 Stakeholder groups

Stakeholder group ¹	Details
Landholders and neighbours	Three properties and one road reserve are directly impacted by the project location. These are:
	The 'Mamelon' property, which is owned by an entity related to the Proponent and will contain the majority of the project infrastructure
	'Strathmuir', on which the TLF is proposed to be located. This property is owned by the Department of Defence
	'Brussels'. The project will require a small portion of the Brussels property for the haul road.
	 Mount Bison Road. The second phase of the project will impact Mt Bison road.
	In addition, there are several neighbours and landholders whose land has been required for various monitoring activities, including monitoring bores. A total of 8 landholders have project infrastructure on their land.
Local community residents and organisations	The communities in the direct vicinity of the project location; the SIA local study area. These include the state suburbs of:
	Marlborough
	Ogmore
	St Lawrence
	Clairview

¹ This table aligns with the stakeholders identified for the SIA but contains a small number of additional stakeholder groups who – arguably – have an interest in the project but not necessarily or primarily in the SIA.

CQC SEIS, Version 3 , August 2020



Stakeholder group ¹	Details
	Canoona
	Kunwarara.
	A total of 786 persons resided in this area at the time of the 2016
	Census.
Traditional Owners	The Traditional Owners with an interest in the land on which the project
	is proposed to be located are the Barada Kabalbara Yetimarala (BKY) people and the Darumbal people.
Residents in the broader region	Residents across the regional study area, which includes Central
/ nearby urban centres	Queensland and Broadsound - Nebo, in particular the nearby urban
	centres of Rockhampton and Yeppoon.
Local Councils	Three local councils have a direct interest in the project:
	 The project is proposed to be located on a site that is located within the Livingstone Shire Council.
	 The local study area also includes communities which are located in the Isaac Regional Council area
	 It is anticipated that some residents and businesses from Rockhampton Regional Council will support the project.
State Government Departments	The state government departments with an interest in the project are:
	Department of Environment and Science (DES)
	Department of Natural Resources, Mines and Energy (DNRME)
	 Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)
	Department of Agriculture and Fisheries (DAF)
	Department of Transport and Main Roads (DTMR)
	 Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)
	Department of Communities
	Department of Housing and Public Works
	Queensland Rail Network
	Queensland Fire and Emergency Services (QFES)
	Queensland Police Service (QPS)
	Queensland Ambulance Service (QAS)
	Queensland Health
	Queensland Treasury
Regional community and business organisations	A number of community, environmental and business organisations have an interest in the project, including:
	Advance Rockhampton Region
	Capricorn Enterprise
	Capricorn Conservation Council
	Fitzroy Basin Association
Federal Government Departments	Department of the Environment and Energy (DoEE)
Elected representatives	Local Councillors for IRC
	Local Councillors for LSC
	Local councillors for RRC



Stakeholder group ¹	Details	
	State member for Mirani	
	State member for Rockhampton	
	Federal member for Capricornia	
Industry	Rail and port operators	
	Nearby tenement holders	
	Electricity and telecommunications services	
	Potential suppliers, including Indigenous businesses	
Other interested stakeholders	Potential employees	
	Users of the Bruce Highway	

1.4 Consultation activity

Stakeholder and community engagement for the project has occurred at various intensities since 2012, when discussions with landholders and neighbours commenced. Consultation feeding into the EIS commenced with the EIS ToR consultations which occurred in early 2017, and was followed by specific consultation for the EIS, the SEIS's and for the revised SIA. Figure 1 shows an overview of the consultation program since project inception.

In addition to these instances of formal consultation, it is important to note that CQC has had a number of employees working on the project who live in or near the local communities, and who have held numerous informal conversations with community members about the project throughout the EIS phase.

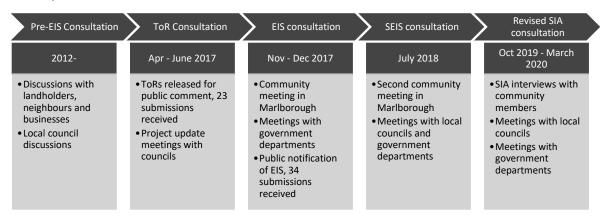


Figure 1 Overview of EIS consultation program

1.4.1 Pre-EIS consultation

Engagement for the project commenced in 2012 with discussions with nearby landholders, business and community members, as well as local councils. As preparations for the EIS commenced, 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.

1.4.2 Terms of Reference advertising and associated 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 the department for



consideration in finalising the ToR. Table 3 outlines the entities providing a response to the consultation and the most common issues raised.

Table 3 Responses to ToR consultation Common issued raised Respondents Queensland Treasury – Hazardous Industries Downstream greenhouse gas emissions; and Chemicals Branch (three comments); Impacts to the Great Barrier Reef Marine Park; Powerlink (requests a copy of the EIS no Offset package to compensate for significant comment on ToR); residual impacts; Department of Community, Child Safety and Ongoing communications and liaison with Disability Services (one comment); stakeholders and the community; Livingstone Shire Council (requests a copy of the Aboriginal and Torres Strait Islander specific EIS no comment on ToR); plans and strategies; Department of National Park, Child Safety and Surface water and groundwater impacts; Disability Services (requests a copy of the EIS no Groundwater dependent ecosystems and comment on ToR); stygofauna impacts; Rockhampton Regional Council (six comments); Transport impacts; Ergon Energy (requests a copy of the EIS no Local industry participation; comment on ToR); Emergency and health services capacity; Department of Infrastructure, Local Impacts to arable land; Government and Planning (one comment); Fish passage and connectivity for aquatic fauna; Queensland Ambulance Service (11 comments); Impacts to the aquatic environment; and Commonwealth Department of the Environment and Energy (28 comments); Potential for flooding. 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

comments).

comment on ToR); and

Department of Agriculture and Fisheries (14



Seven respondents (29 per cent) had no comment to make on the draft ToR. The final ToR was issued on 4 August 2017 and encompassed the relevant and applicable issues raised during the consultation.

1.4.3 EIS preparation, consultation and notification

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. During the EIS, preparation and notification 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 Transport and Main Roads;
- 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;
- 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.

A separate community meeting was held in Marlborough on the 23rd of November 2017 and was attended by residents, Local Government representatives, service providers and businesses from the local community. Key issues raised during the meeting included:

- Employment opportunities for local communities;
- Potential impacts to emergency services and allied health;
- Infrastructure improvements to support the project;
- Spending royalties in the local area;
- Perceived issues associated with accommodation camps;
- Impacts to environmental values (i.e. surface water and groundwater); and



Increased traffic and potential road closures due to blasting.

The issues raised in the community consultation meeting and stakeholder meetings have been addressed throughout the SEIS.

The EIS was publicly notified from 6 November 2017 to 18 December 2017, during which period a total of 34 written submissions were received, which combined provided 509 comments on the information presented in the EIS. Of the 34 submitters, seven submitters did not require any additional points or clarification. A single submission was made in support of the project as it was proposed. The submitters included independent organisations, state and commonwealth advisory agencies and government departments. Figure 2 shows the proportion of comments relating to each EIS chapter / technical area.

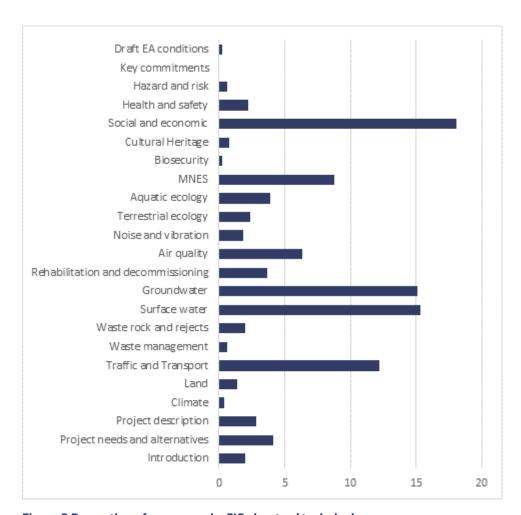


Figure 2 Proportion of responses by EIS chapter / technical area

The submissions were reviewed and categorised according to the relevant EIS chapter, technical area or appendix. Where recommendations were made to improve upon the information provided in the EIS, or where clarification of the information was sought, a cross-reference to the appropriate section of the SEIS where the recommendation or clarification is addressed is provided in Appendix A13.



Where comments did not include a recommendation, seek clarification or were considered to be outside of the scope of the EIS, the comments were noted. Further, where recommendations were considered to have been already addressed in the EIS, these were noted and cross-referenced to the relevant section of the EIS. In these cases, there responses are included at Appendix A13.

1.4.4 Supplementary EIS

A supplementary EIS was prepared to address the feedback received during the consultation and notification of the EIS. During this period a number of meetings and interviews were held with local stakeholders including landholders, businesses in Marlborough, Clairview, the Caves and Yaamba, as well as the Capricorn Conservation Council and Livingstone Shire Council and Rockhampton Regional Council.

A second community meeting was held in Marlborough in July 2018. The purpose of this forum was to provide updates about the project's development and how comments to the EIS had been addressed, and provide the community with further opportunity to provide input and feedback. To advertise the meeting, flyers were placed at various businesses in Clairview, St Lawrence, Marlborough, Yaamba and The Caves. Residents in Marlborough and Ogmore were advised of the meeting via the local mail delivery system. Approximately 40 people attended the meeting.

1.4.5 Revised SIA consultation

Additional consultation with government agencies and community members was undertaken in October 2019 to March 2020 to provide input to the revised SIA. This included SIA interviews with 17 community members in Marlborough, Ogmore and St Lawrence, and meetings with Rockhampton Regional Council, Isaac Regional Council and Livingstone Shire Council, government departments including DATSIP, DSDMIP, Queensland Health, Department of Communities, QPS, QFES and Department of Housing and Public Works.

The issues raised during the SIA consultation are described in detail in Appendix 17 to the SEIS.

1.4.6 Cultural Heritage Management Plan preparation

The proponent is in the process of negotiating Cultural Heritage Management Plans (CHMP) which cover the protection and management of all Indigenous cultural heritage in the project area for the purposes of the project activities. The proponent commenced the process with the Darumbal people, the Barada Kabalbara Yetimarala people #1 and Barada Kabalbara Yetimarala people #2 on 27 June 2017.

Various communications were exchanged 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 had been set aside until early 2018. In January 2018 the Proponent recommenced negotiations of the CHMP's with the three groups. Negotiations with each group will continue until each respective CHMP is finalised.

Discussions with Traditional Owners have included topics such as cultural heritage protection, as well as social and economic opportunities.



1.4.7 Summary of themes from consultation

Table 4 below describes the key themes that emerged from the EIS, SEIS and revised SIA consultation.²

Table 4 Summary of themes from consultation

Theme	Description
Aspiration for employment, training opportunities and business participation	There is a strong desire from the local and regional study areas that the project provides employment and business opportunities for residents.
Reversal of rural decline	The study area is experiencing population decline and the project is seen as a potential to reverse this trend.
Ground and surface water	Landholders and neighbours who rely on ground and surface water have expressed concerns about the project's impact on these.
Change in rural values	Some residents in the local community have expressed concerns that project induced in-migration may change the traditional rural values of the local community to become more materialistic.
Amenity impacts from mining operations and coal trains	Residents from Ogmore, St Lawrence and Clairview have expressed concerns about amenity impacts primarily related to dust and noise from the project operations, including coal train traffic.
Social Issues associated with non-resident workers	There is a slight concern from the police and residents in the local study area about the risk of disorderly behaviour from non-resident workers
Impacts to essential services	Some questions were raised about potential for impact to essential services, including electricity and town water.
Traffic and transport	During the early phases of consultation questions were raised about impacts to the Bruce Highway, particularly related to the potential for road closure.
Cumulative impacts	There was a concern, primarily from regionally based agencies, that the project in conjunction with other projects may cause cumulative pressures on services and facilities as well as housing and labour markets.
Ongoing communication	There was a clear expectation from local communities and councils for ongoing communication as the project progresses through approvals and through construction and operations.

1.5 Consultation plan beyond the EIS

The SIA (Appendix 17) contains the core elements of a community and stakeholder engagement plan to be executed for the life of the project. This section describes key element of that plan, and should be read in conjunction with the SIA.

² This table summarises issues raised during consultation carried out for the EIS, SEIS and revised SIA. It does not repeat content from the EIS submissions, which are provided in full in Appendix A13 to the SEIS.



1.5.1 Objectives

The objectives of the ongoing community engagement for the project are to:

- Maintain open and transparent communication with affected and interested stakeholders;
- Ensure affected stakeholders views and concerns are incorporated in decision making;
 particularly as it relates to management of social impacts;
- Continually build trusting relationships between the project and local stakeholders; and
- Ensure complaints and feedback are handled swiftly and fairly.

1.5.2 Elements of community engagement program

The project's community engagement program will contain both passive and active methods, as well as avenues for information provision, consultation and participation. Figure 3 below shows the key elements of the community engagement program.



Figure 3 Elements of the community engagement program

Importantly however, the community engagement program will also be flexible, and seek to adapt to changing community preferences for consultation.

1.5.3 Feedback and complaints

Resolving feedback and complaints is an important part of any community engagement program. A complaints and feedback process has been developed for the project and is contained in the SIA.

The process aims to provide a process for aggrieved community stakeholders to achieve remedy, provide a tool for Central Queensland Coal to continually improve its performance, and comply with relevant environmental and social conditions of approval.

The core commitments in the complaints system are to:

- Providing community stakeholders with various options to lodge complaints and feedback;
- Listening to stakeholders to ensure their perspective is heard;
- Resolving complaints fairly and swiftly;
- Engaging face to face as much as possible when resolving complaints; and



• Reporting publicly on the number and nature of complaints received.

1.5.4 Reporting

The project will provide annual public reporting on its implementation of the social impact management plan, including community engagement. Key indicators relating to community engagement are:

- Number of complaints received by theme, and timeframes for resolution;
- Engagement and consultation activities carried out; and
- Stakeholder satisfaction with engagement process.

1.6 Conclusion

This document has provided a brief report on the consultation objectives, approach and activities, as well as an outline of the plans for future engagement and consultation for the Central Queensland Coal Project. The consultation activities have been guided by the objectives and terms of reference.



Attachment A

Terms of Reference

ToR item	Reference	
6 Consultation Process	This report in its entirety reports	
Provide information on the development and implementation of a consultation plan for the people and organisations identified as affected or interested persons, or stakeholders for the project.	ions identified as consultation plan	
Describe issues of potential concern to any and all stakeholders at various stages of the project from project planning to commencement, project operations and decommissioning.	Section 1.4.	
The description should at least include the following matters:	Section 1.1.1.	
the objectives of the consultation process		
timing of consultation	Section 1.4 and Attachment B	
the number and interests of the people and organisations involved in the consultation (particularly the affected and interested persons defined in sections 38 and 41 of the EP Act)	Section 1.3.	
methods of consultation and communication	Section 1.4.	
reporting and feedback methods of the consultation process	Section 1.4.	
an assessment explaining how the consultation objectives have been met	Section 1.6.	
an analysis of the issues raised and their completed or planned resolution, including any alterations to the proposed project as a result of the received feedback.	Appendix A13 of the SEIS.	



Attachment B

List of EIS related meetings and consultations

Stakeholder Group	Entity	Date	Key content
Landholders and neighbours	14 Landholders and neighbours	Multiple meetings between January 2017 and present.	Project overview and updates
			Land access for various activities
			Flora, fauna, water sampling
			Ecology surveys
			Compensation
General	Open community	23/11/2017	Project overview
Community	meetings	19/07/2018	Q&A
			Social impacts and opportunities
			Noise and dust
			Water
	SIA interviews (various	9/10/2019	Project overview
	community members, including fishermen)	10/10/2019	Social impacts
		11/03/2020	
Traditional	Darumbal people and	Meetings and	Project overview
Owners	BKY people.	communications June 2017 to September 2017 and from January 2018.	Cultural heritage management plan
Local government	RRC	28/06/2017	Project overview
		29/08/2017	Opportunities
		6/12/2017 (Advance	Social impacts
		Rockhampton)	
		13/08/2018	
		8/10/2019	
		10/2/2020	
	LSC	16/06/2017	Project updates
		30/06/2017	Water monitoring
		26/07/2017 (jointly with SLAM)	Social Impact Assessment
		15/12/2017 (and following days 18/12 and 21/12)	
		13/08/2018	
		11/10/2019	
		11/02/2020	
	IRC	9/10/2019	Project overview
		11/03/2020	Social Impact Assessment
	DNRM	9/02/2017	project overview



Stakeholder	Entity	Date	Key content
Group			
State government departments		16/06/2017 (joint with DTMR and LSC)	
	DTMR	19/05/2017	Project overview and
		16/06/2017 (joint with DTRM	update
		and LSC)	Potential for conveyor belt under Bruce Hwy
		8/11/2017	dilder brace riwy
	0.550	17/11/2017	
	QFES	31/10/2017	Project overview
		11/10/2019	Emergency services
	240	1/11/2017	Social impacts
	QAS	1/11/2017	Project overview
	QPS	1/11/2017	Emergency services
	QP3	1/11/2017 10/10/2019	Project overview Emergency services
		11/02/2020	Social impacts
	DEHP / DES	22/11/20 17 (joint with	Project update
	DETIF / DES	DotEE)	EIS
		11/04/2018	LIS
	Queensland Health	11/10/2019	Social impacts – health
			services
	Department of Communities	21/10/2019	Social impacts
	Department of Education	9/10/2019 (Marlborough SS)	Social impacts
	Department of Housing and Public Works	8/10/2019	Social impacts – housing
	DSDMIP	8/10/2019	Social impacts and opportunities
l	DATSIP	11/10/2019	Social impacts –
		11/02/2020	indigenous participation
	OCG SIA Unit	2/09/2019	SIA process
		1/11/2019	
		22/01/2019	
		20/03/2020	
Federal	DotEE	22/11/2017	Project update
government departments			EIS
Elected	Federal member for	30/06/2017	Project overview
representatives	Capricornia	19/09/2017	
	State member for Mirani	13/06/2017	Project overview
	State member for Rockhampton	12/06/2017	Project overview
Regional community and	Capricorn Conservation council	13/08/2018	Project overview



Stakeholder Group	Entity	Date	Key content
business	Advance Rockhampton	6/12/2017	Project overview
organisations		10/10/2019	SIA
		10/02/2020	Business opportunities
	Capricorn Enterprise	11/02/2020	SIA
			Business opportunities
Industry	DBCTM	2/08/2019	
	QR	Multiple regular meetings since 2017	
	Pacific National	28/02/2017	
	Local businesses	5/05/2017	Project updates
	(various)	16/07/2018	
		17/07/2018	
		18/07/2018	