

**Baralaba  
North  
Continued  
Operations  
Project**

**Environmental  
Impact  
Statement**

## **APPENDIX M**

# **SOCIAL IMPACT ASSESSMENT**



**Cockatoo Coal Limited**  
**Social Impact Assessment**  
Baralaba North Continued Operations Project  
April 2014

Report Reference No. ENAUBRIS09184AA

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# Executive Summary

Coffey International Pty Ltd (Coffey) was commissioned by Cockatoo Coal Limited to complete a Social Impact Assessment (SIA) for the proposed Baralaba North Continued Operations Project (the project).

The SIA involves the identification and analysis of demographic and social characteristics of the study area against the proposed project activities to determine the potential social impact of the project. Mitigation and management measures relating to both positive and negative project impacts are provided.

The key objectives guiding the completion of the SIA have been to:

- Fulfil all requirements outlined in the Baralaba North Continued Operations Project Environmental Impact Statement Terms of Reference (ToR).
- Provide a definition of the social and cultural area of influence (social environment) through the collation and analysis of primary and secondary data.
- Identify the nature and extent to which project related effects may directly, indirectly or cumulatively impact on the defined social environment.
- Provide recommendations for the enhancement of positive impacts and the mitigation of negative impacts on the social environment.
- Contribute to the establishment of a continued partnership between the project and community stakeholders, enabling a collaborative approach to maximising the positive social outcomes associated with the project.
- Provide a sound basis for planning, consultation, ongoing strategy development, performance monitoring and reporting and assist the project to become a valued component of the social and economic fabric of the community.

The SIA investigates key aspects of the social environment of the primary and secondary study areas. These include:

- Population and demography.
- Property and land use.
- Environmental health.
- Housing and accommodation.
- Employment and training.
- Local business and economy.
- Social and community infrastructure.
- Transport and access.
- Municipal infrastructure.
- Community health and wellbeing.

Impacts which the project may have upon the social environment were identified through a number of concurrent processes including direct engagement with potentially affected stakeholders, the analysis of project effects and the knowledge and insight held by members of the project team. A technically appropriate impact assessment methodology (significance assessment) was employed to identify and evaluate social impacts associated with the project. Central to the assessment method was the identification of intrinsic social values associated with the potentially affected community. Intrinsic social values are any attributes of the community, which residents consider important and can range from physical spaces or places to less tangible attributes such as community cohesion, friendliness or character.

Potential measures which manage, mitigate or enhance identified impacts were derived through direct consultation with the community and key stakeholders, further examination of project effects in the context of existing social conditions and through dialogue with the project proponent and key personnel involved in mining operations. Mitigation measures were identified for all impacts on the social environment, which were assessed as having a moderate, high or major level of significance.

A core component of the SIA is the Social Impact Action Plan that provides specific mitigation and management measures relating to identified impact categories:

- Community and Stakeholder Engagement.
- Workforce Management.
- Local Business and Industry.
- Housing and Accommodation.
- Health and Community Wellbeing.

Key to the effectiveness of any mitigation or management measure is implementation by the relevant responsible party or parties and an appropriate monitoring framework. Many issues and impacts associated with the social environment may only be effectively mitigated through a collaborative approach to implementation, therefore, the Social Impact Action Plan identifies the appropriate entity for implementation of mitigation and management measures. In addition, a monitoring framework has been devised which will facilitate the review and refinement of the Social Impact Action Plan implementation.

The final stage of the SIA was the assessment of residual impacts following the effective implementation of mitigation and management strategies. In assessing residual impacts, consideration is made as to how the proposed mitigation affects the sensitivity of the value and the magnitude of the impact so as to derive an overall indication as to the significance of the residual impact.

The SIA has found that the project is likely to have a range of positive and negative social impacts within the study area. The predominant positive impacts are:

- Provision of employment opportunities.
- Injection of wealth into local and regional economy.

The predominant negative impacts relate to increased traffic on Middle Road. On the balance it is assessed that following the application of applicable mitigation and management measures, the project would have a generally positive social impact on the local and regional area.

To address direct and cumulative impacts, Social Impact Action Plan has been developed in parallel with this assessment. It will assist CCL, its contractors, Queensland state and local governments, as well as other project partners in managing any adverse impacts while maximising the benefits associated with the project.

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# 1 Introduction

Coffey International Pty Ltd (Coffey) were commissioned by Cockatoo Coal Limited (CCL) to complete a social impact assessment (SIA) for the Baralaba North Continued Operations Project (the project) which is proposed to be developed by CCL in the Bowen Basin in Queensland.

SIA gauges the impact an organisation, or any of its major initiatives, has upon host communities and stakeholders. Through the collection of quantitative and qualitative data, the SIA identifies and compares impacts likely to eventuate across the life of a project, together with community perceptions about those impacts. This enables a proponent, in this case CCL, to ascertain its host community's priorities and understand the effects associated with the project which need to be sensitively managed. With a greater understanding of the community's expectations, values and perceptions, CCL will be better able to mitigate negative impacts and enhance opportunities to make a positive contribution to the community. The SIA will be an important reference for CCL when developing its social performance framework and future communication plans, as well as providing a benchmark against which to measure and report the company's social performance in the future.

SIA involves analysis of the demographic and social characteristics of the study area in the context of the proposed project activities to determine the potential social impact of the project. Existing research and documentation available from regional councils, the Queensland Government and other sources, details of the proposed project, stakeholder interviews and community consultations undertaken by CCL, have been used to inform the SIA.

The assessment has considered the nature of the proposed project in the context of the social environment in which it would operate. Recommendations are provided regarding measures to enhance the potential benefits and to mitigate the potentially negative impacts arising from the project. An assessment of residual impacts following the effective implementation of proposed mitigation measures has then been undertaken.

## 1.1 Project Proponent

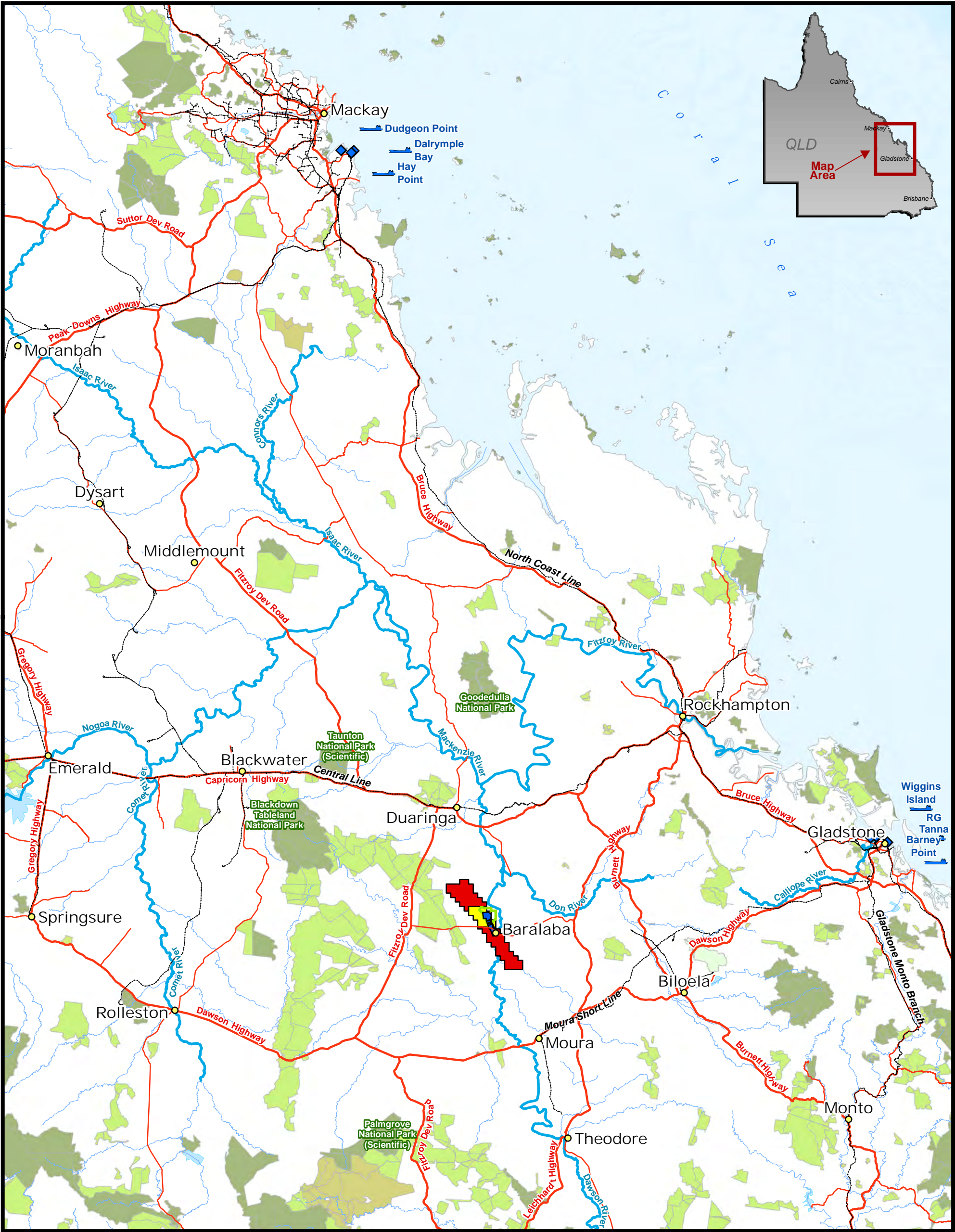
The project proponent is CCL. CCL is the owner of the Baralaba mine and it is managed by the subsidiaries of Baralaba Coal Pty Ltd and Wonbindi Coal Pty Ltd.

Baralaba Coal Pty Ltd is a 62.5 percent (%) owned subsidiary of CCL, with the remaining 37.5% owned by JFE Shoji Trade Corporation (JFE Shoji). Wonbindi Coal Pty Ltd is an 80% owned subsidiary of CCL, with the remaining 20% owned by JS Baralaba Wonbindi Pty Ltd, which is a wholly-owned subsidiary of JFE Shoji.

## 1.2 Project Overview

The project involves an extension to an existing open-cut mine located in Queensland's Bowen Basin about 7 kilometres (km) north of Baralaba and 115 km south west of Rockhampton as identified in Figure 1.1. The project provides for the continuation and expansion of open cut coal mining and introduction of processing activities at the existing Baralaba Coal Mine.

The project would produce up to 3.5 million tonnes per annum (Mtpa) of high quality, low volatile pulverised coal injection product and thermal coal for export. The coal is proposed to be transported by road to a train load out (TLO) facility on the Moura short line and then transported by rail, to the Wiggins Island Coal Export Terminal (WICET) and the RG Tanna Coal Terminal (RGCT). Based on the planned maximum production rate, approximately 50 million tonnes (Mt) of product coal would be produced during the 15 years of the project.



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Figure 1.1 Regional Location		0	Original map output	19/03/14	SIZE A3	DRAWN	MJS				
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								PROJECT NO Baralaba Nth		DRAWING NO BBN-091-19-02-140402	

The project would provide job security for persons already employed at the mine along with creating additional operational positions, with a predicted peak operations workforce of 380 positions. When the project becomes operational, CCL would have an estimated workforce of 190 personnel that will be coming off the Baralaba North/ Wonbindi North projects and therefore available to transfer over to the operations workforce. CCL expects that 75% of the 190 person Baralaba North/Wonbindi North workforce would be sourced from the Banana Local Government Area (LGA) with 10% sourced from Central Highlands LGA and the remaining 15% from the rest of Queensland. Of the additional 190 personnel required for the project, it is expected that 40% would be sourced from the Banana LGA, 10% from Central Highlands LGA and the remaining 50% from the rest of Queensland. Aggregation of these estimates so as to determine the predicted source of the full project operations workforce is presented in Table 1.1.

**Table 1.1 Source of operations workforce**

Locality	Baralaba North/ Wonbindi North projects (190 personnel)	Additional required project workforce (190 positions)	Full project workforce (380 personnel)
Banana LGA	75% (143)	40% (76)	57.5% (219)
Central Highlands LGA	10% (19)	10% (19)	10% (38)
Queensland	15% (28)	50% (95)	32.5% (123)

The general arrangement of the BNCOP uses existing infrastructure and services facilities at the Baralaba Coal Mine and integrates with the development of the approved Baralaba North/Wonbindi North Mine.

The main activities associated with the development of the BNCOP would include:

- ROM coal production up to 4.1 Mtpa for an additional 15 years (commencing approximately 1 April 2015 or upon grant of all required approvals), including mining operations associated with:
  - continued development of the Baralaba North pit;
  - extension of the Baralaba North pit to the north within MDL 416 (tenement held by Wonbindi Coal Pty Ltd); and
  - spoil dump to the east of the Baralaba North pit within EPC 1237 (tenement held by Queensland Coking Coal Pty Ltd).
- exploration activities;
- progressive backfilling of the mine void with waste rock behind the advancing open cut mining operations at the Baralaba North/Wonbindi North Mine and/or within the Baralaba Central void;
- continued and expanded placement of waste rock in spoil dumps adjacent to the pit extents;
- progressive development of new haul roads and internal roads;
- construction and operation of a CHPP at the Baralaba North/Wonbindi North Mine<sup>1</sup>;
- disposal of CHPP rejects on-site within the mine void behind the advancing open cut mining operations and/or within the Baralaba Central void;
- progressive development of sediment dams and storage dams, pumps, pipelines and other water management equipment and structures (including levees);

<sup>1</sup> Until the CHPP is commissioned and other relevant approvals and upgrades in place, the BNCOP would make continued use of the existing on-site ROM coal handling and crushing facilities at the Baralaba Coal Mine.

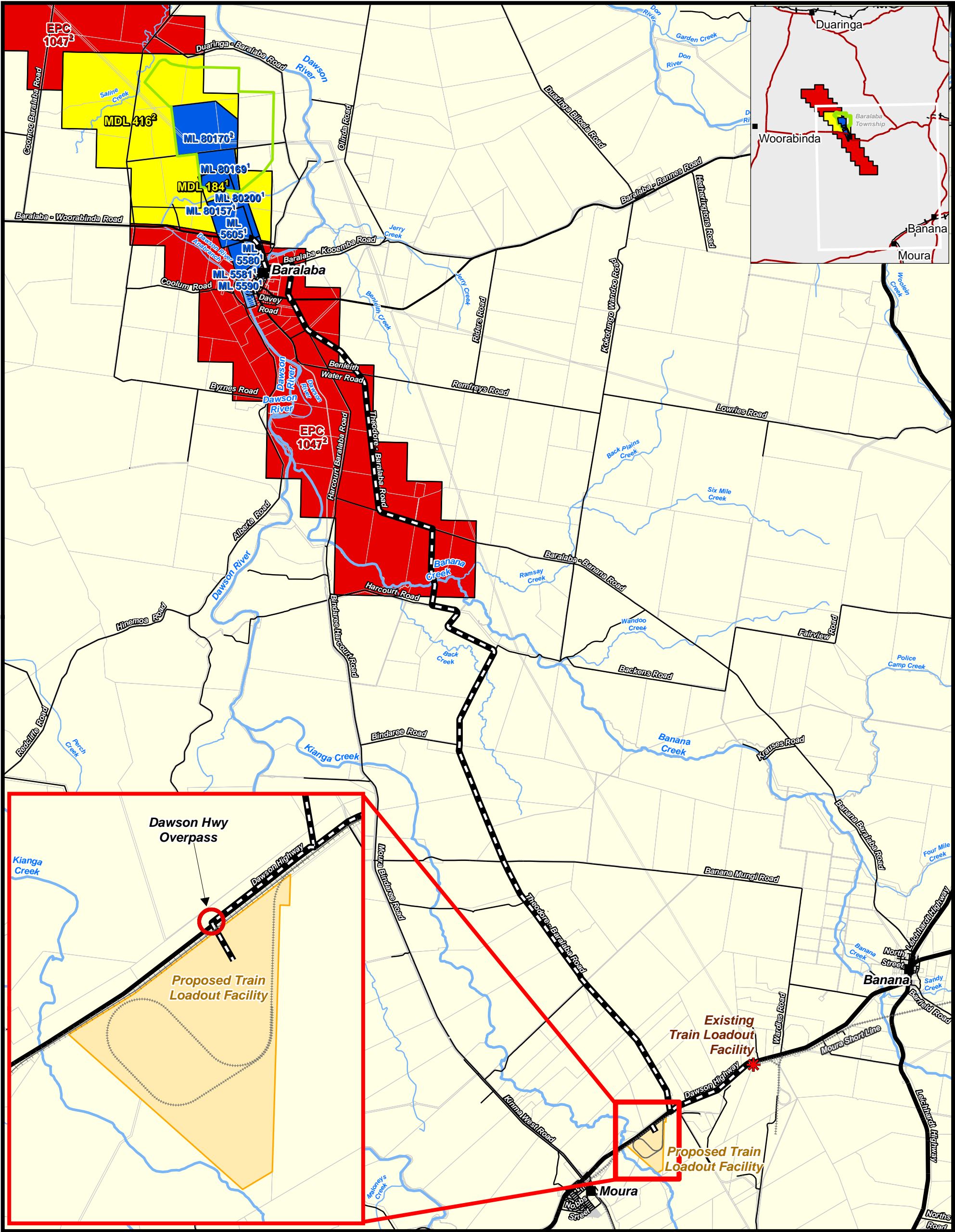
- continued development of soil stockpiles, laydown areas and borrow areas;
- use of upgraded administration and maintenance facilities at the Baralaba Coal Mine and establishment of new mine infrastructure areas at the Baralaba North/Wonbindi North Mine;
- other associated minor infrastructure, plant, equipment and activities, including minor modifications and alterations to existing infrastructure as required to accommodate the increased throughput;
- continued road transport of product coal (using AB triple and AAB quad road-trains) along the existing product coal road transport route (a network of public roads including Theodore-Baralaba Road) to new product coal stockpiles and TLO facility (subject to separate approvals being in place); and
- use of new product coal stockpiles and TLO facility for loading of product coal to trains for transport by rail and export via Gladstone.

Based on the planned maximum production rate, approximately 52 million tonnes (Mt) of product coal would be produced during the 15 years of the BNCOP.

A detailed description of the BNCOP is provided in Section 2 of the EIS.

The project would continue road transport of product coal (using AB triple and AAB quad road-trains) along the “Middle Road” (a network of public roads including Theodore-Baralaba Road) to the product coal stockpiles and TLO facility located approximately 10 km east of Moura, or the new product coal stockpiles and TLO facility (which is subject to a separate approvals process) as identified in Figure 1.2.





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TITLE <b>Figure 1.2 Product Road Transport Route</b>		REV	DESCRIPTION	DATE	SCALE <b>1:175,000</b>	CURRENT ISSUE SIGNATURES		STATUS <b>FINAL</b>	
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		2	Figure Update	02/04/14	PROJECTION <b>MGA Zone 55</b>	APPROVED <b>BJD</b>			

## 1.3 Objectives of the Social Impact Assessment

The purpose of the SIA is to define the existing social environment, identify and consider the potential positive and negative social impacts of the project and to recommend ways to manage and mitigate negative impacts and enhance positive outcomes.

The key objectives guiding the completion of the SIA have been to:

- Fulfil all requirements outlined in the ToR for the project as finalised by the Department of Heritage Protection (EHP).
- Provide a definition of the social and cultural area of influence (social environment) through the collation and analysis of primary and secondary data.
- Identify the nature and extent to which project related effects may directly, indirectly or cumulatively impact on the defined social environment.
- Provide recommendations for the enhancement of positive impacts and the mitigation of negative impacts on the social environment.
- Contribute to the establishment of a continued partnership between the project and community stakeholders, which enables a collaborative approach to maximising the positive social outcomes associated with the project.
- Provide a sound basis for planning, consultation, ongoing strategy development, performance monitoring and reporting and assist the project to become a valued component of the social and economic fabric of the community.

The SIA includes the characterisation of the social environment (social baseline), impact assessment, mitigation and management measures and an assessment of residual impacts.

## 2 Social and Cultural Area of Influence

The project is located approximately 7 kilometres north from the existing town of Baralaba in Queensland's Bowen Basin in the Central Highlands Regional Council LGA. Due to the proximity of the project to the town of Baralaba, the Baralaba community (within Banana Shire Council) constitutes the primary social and cultural area of influence for the assessment of social impacts.

Figure 2.1 shows the township of Baralaba in relation to the project.

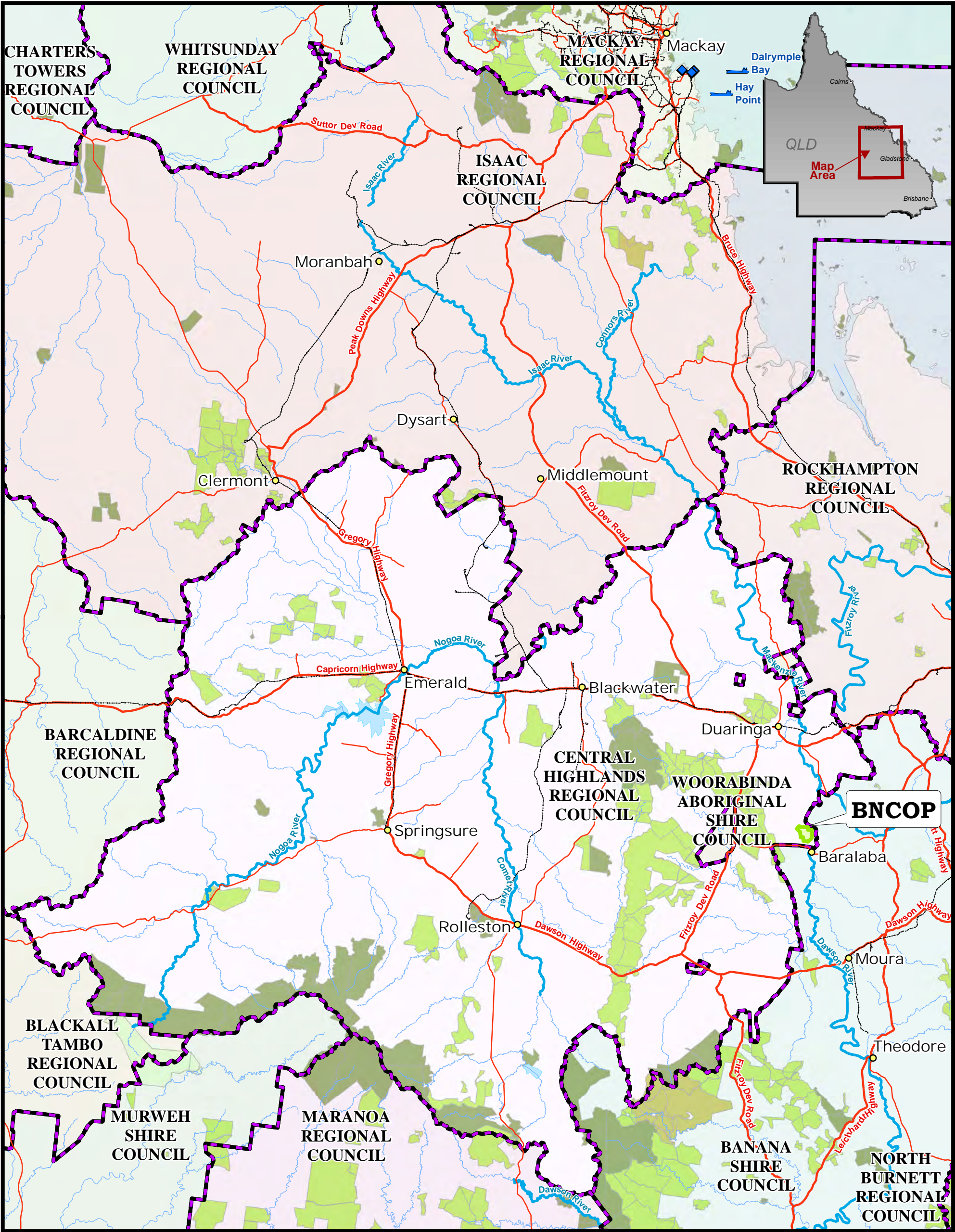
As there are likely to be some broader project related effects, a secondary social and cultural area of influence has been defined. This encompasses the LGAs of Central Highlands Regional Council, Banana Shire Council and Woorabinda Aboriginal Shire Council. Figure 2.2 depicts the regional area as the secondary study area in relation to the project.


The area has been mined since the discovery of coal in the late 1800s. Since CCL's acquisition of the mine in 2008, operations have produced approximately 500,000 tonnes of product coal per annum using open cut mining.









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Figure 2.2 Local Government Areas		0	Original map output	19/03/14	SIZE A3	DRAWN	MJS	<div><div><div>Coal Terminal.....</div><div>Populated Place.....</div><div>Road.....</div><div>Rail.....</div><div>Watercourse.....</div><div>Local Government Area.....</div><div>BNCOP Operational Land.....</div></div><div><div>Protected Areas</div><div>National Park</div><div>Forest Reserve</div><div>State Forest</div><div>Timber Reserve</div><div>Other</div></div></div>	
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### 3 Study Method

The SIA identifies the existing baseline social conditions of the defined study areas and predicts the nature and extent of impacts which the project may have upon those conditions. These impacts may be direct or indirect, intended or unintended, positive or negative. The intent of the SIA is to use an evidence-based approach to determine the magnitude of impacts and identify practical ways to mitigate potential adverse social impacts and enhance potential project benefits.

The following social aspects of the study area were examined as part of the SIA:

- Population and demography.
- Property and land use.
- Environmental health.
- Housing and accommodation.
- Employment and training.
- Local business and economy.
- Social and community infrastructure.
- Transport and access.
- Municipal infrastructure.
- Community health and wellbeing.

Management, mitigation and enhancement measures relevant to all identified impacts were presented in the SIA. Discussions were held with CCL to understand the social initiatives already being advanced by the company, and to discuss and agree on the mitigation measures that would be needed to address the impacts identified. These mitigation and management measures form the basis of the Social Impact Action Plan.

In July 2013, the Queensland Government released the Social Impact Assessment Guideline (DSDIP, 2013). The guideline requires that mitigation and management strategies be submitted as part of the SIA and include:

- The impacts documented in the SIA.
- A description of mitigation and management strategies.
- Outcomes, performance indicators and targets.
- Significant stakeholders.
- Timing and timeframes.
- A monitoring framework.

Advice received from the Social Impact Assessment Unit within the Department of State Development, Infrastructure and Planning (DSDIP) was for a Social Impact Action Plan which presents mitigation and management measures and associated performance indicators, timeframes and responsibilities to be developed and integrated into the SIA. In accordance with this advice and the Social Impact Assessment Guidelines, the Social Impact Action Plan has been developed and is provided in Appendix A.

The final stage of the SIA is the completion of a residual risk assessment. Impacts were rated according to sensitivity and magnitude with the effective implementation of management, mitigation and enhancement measures, to define the residual significance of the impact.

A depiction of the model for the SIA is provided in Figure 3.1. The constituent stages of the model include:

1. Scoping
2. Stakeholder perception analysis
3. Baseline characterisation
4. Impact assessment/evaluation
5. Development of mitigation and management measures
6. Residual risk/ impact assessment.

Further details relating to each stage are outlined in the following sections.

Coffey's approach to SIA was developed in consideration of the International Principles for Social Impact Assessment (IAIA, 2003) and incorporates the elements outlined in the International Finance Corporation's Good Practice Note, Addressing the Social Dimensions of Private Sector Projects (IFC, 2003).

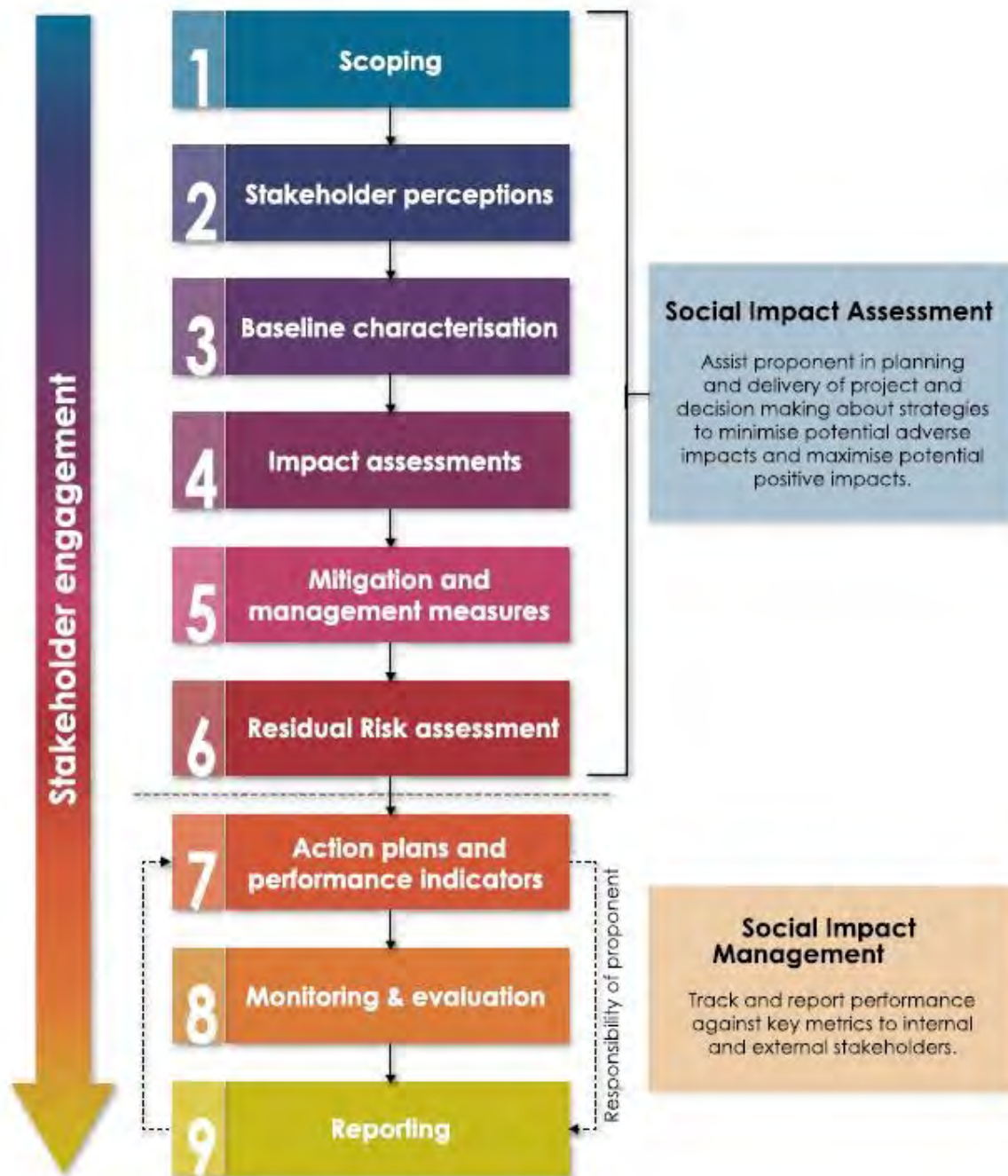
Both the international principles and Coffey's approach broadens the traditional definition of SIA beyond the identification and mitigation of adverse impacts, to the enhancement of the social performance of the project. Coffey's approach expands the scope and function of social assessment to include identification and assessment of positive impacts and opportunities for enhancing the socioeconomic wellbeing of the people who live and work in the project area.

## **3.1 Scoping**

Scoping involves the preliminary identification of potential impacts of the project, and the framing of the assessment to ensure the most relevant impacts are adequately considered. Coffey assessed the impact area via discussions with the proponent, an understanding of key risks drawn from initial inception meetings with EHP, and in cognisance of the ToR for the social impact assessment.



Figure 3.1 Coffey Social Impact Assessment Model



Key issues relating to the social environment identified during the scoping phase included the following:

- Positive effects associated with reinvigoration of Baralaba.
- Adequacy of health and community infrastructure to cope with population growth.
- Impacts on present community wellbeing from increased population, demographic change and health and safety issues arising from commuting and employee fatigue.
- Adequacy of existing housing and accommodation to cope with workforce requirements and population growth.
- Positive local employment effects.
- Positive effects on local education and training opportunities.
- Impacts on the social cohesion of the community.

CCL has identified key project stakeholders and has developed a stakeholder engagement and community consultation plan, elements of which inform the SIA.

## **3.2 Baseline Characterisation**

Baseline characterisation involved the detailed profiling of the community of Baralaba and of the broader region. Social profiling provided a definition of the existing situation in the study area – providing a snapshot of the social conditions at a point in time.

Baseline characterisation involved the investigation of a range of community aspects as outlined in the ToR for the Baralaba North Continued Operations Project Environmental Impact Statement (EIS). This included population, demographic features and trends, political structures, social services, infrastructure and accommodation, land tenure and use, community organisations and events, cultural and heritage matters and other factors which may influence the way local communities respond to potential changes brought about by the project.

The baseline characterisation utilised both primary and secondary data. Primary data was sourced by CCL/Coffey through qualitative and quantitative research, a review of stakeholder interviews and consultation with the community of Baralaba and those in surrounding areas. Secondary data was sourced by Coffey from the Australian Bureau of Statistics (ABS), the Queensland Government, historical literature, maps and spatial data, and other publicly available information.

Characterisation of the existing social environment provides a baseline against which to measure changing perceptions and social performance in the future. Understanding the existing social environment enables the prediction of the capacity of the local population of Baralaba and those outside the study area to cope with the range of impacts the project may bring, as well as a community's ability to take advantage of opportunities the project may create.

## **3.3 Impact Identification and Assessment**

The impact identification and analysis component of the SIA involved assessing the project characteristics against the social context of the environment within which the project would occur (i.e., the social baseline characterisation). This was done through the assessment of the project's potential to impact key social and cultural values.

An initial impact scoping assessment was undertaken to identify potential impacts (positive and negative) of the project. This was based on review of the baseline data and desktop analysis of likely impacts which could result from project activities, and an assessment of the current impacts (real and perceived) occurring throughout the study area.

A detailed study was then carried out to ascertain the likely nature, magnitude, timing and duration of potential impacts, and the population segment that could be affected, including an assessment of the affected population's capacity to adapt.

A wide variety of issues were considered in the SIA, which drew on desktop research, stakeholder engagement and the findings of other specialist studies that have been undertaken for the EIS, including cultural heritage, transport and traffic impacts, land use, community health and water management.

The assessment of identified issues has been undertaken utilising an impact significance assessment methodology. In this approach, the significance of an impact is assessed by considering the sensitivity of social values and the magnitude of a predicted impact.

Central to the assessment method are intrinsic social values associated with the potentially affected community. Intrinsic social values include the core attributes of any typical Australian community such as population, housing, environmental health, infrastructure and economic characteristics along with values which are unique to a particular community. These are any attributes of the community which residents consider important and can range from physical spaces or places to less tangible attributes such as community cohesion, friendliness or character. Such values can usually only be identified through consultation and engagement with residents of the community.

The intrinsic social values examined as part of the social impact assessment are the following:

- Population and demography.
- Property and land use.
- Environmental health.
- Housing and accommodation.
- Employment and training.
- Local business and economy.
- Social and community infrastructure.
- Transport and access.
- Municipal infrastructure.
- Community health and wellbeing.

The significance of a particular impact is determined by assessing the sensitivity of a social value against the magnitude of a potential impact.

### **3.3.1 Sensitivity**

The sensitivity of a value is determined from its relative social significance in the context of the potentially affected community, which may be both real and perceived, and the susceptibility of the value to change. The following provides a guideline as to the criteria for determining whether a value is of high, medium or low sensitivity.

#### **High Sensitivity**

- Alteration of the value is likely to result in major public outrage.
- Health effects associated with a negative impact on the value are likely to result in death or a widespread negative effect on human health.
- Financial effects associated with a negative impact on the value are likely to result in huge financial loss.

## **Moderate Sensitivity**

- Alteration of the value could possibly attract public concern in the wider community (i.e. outside of the directly affected community).
- Health effects associated with a negative impact on the value could possibly result in injuries requiring medical attention.
- Financial effects associated with a negative impact on the value could possibly result in major financial loss.

## **Low Sensitivity**

- Alteration of the value is unlikely to create public concern in the community.
- Health effects associated with a negative impact on the value are unlikely to result in minor injuries that require first aid treatment.
- Financial effects associated with a negative impact on the value are unlikely to result in minor financial loss.

The sensitivity (high, moderate or low) of each of the intrinsic social values specifically with respect to the primary and secondary study area (i.e. relative social significance and susceptibility to change) was identified through questions posed to community members and key stakeholders in the course of consultations undertaken as part of the SIA.

### **3.3.2 Magnitude**

The magnitude of an impact is an assessment of the extent, duration and severity of the impact upon environmental values. The following provides a guideline for determining whether an impact is considered as having a high, moderate or low level of magnitude.

#### **High Magnitude Impact**

A high magnitude impact is an impact that is widespread, long lasting and results in substantial and possibly irreversible change to the social value.

#### **Moderate Magnitude Impact**

A moderate magnitude impact is an effect that may extend beyond the direct impact area to the surrounding area with impacts being generally short term and result in changes that can be ameliorated through collaborative mitigation and management.

#### **Low Magnitude Impact**

A low magnitude impact is a localised impact that is temporary or short term and either unlikely to be detectable or may be effectively mitigated through simple control measures.

### **3.3.3 Significance of Impacts**

The significance of impacts on an environmental value is determined by the sensitivity of the value itself and the magnitude of the change it experiences. Table 3.1 shows how, using the criteria described above, the significance of impacts is determined by considering the sensitivity of the social value and the magnitude of the expected impact or change.



**Table 3.1 Risk Matrix Used to Assess the Significance of Impacts**

	Sensitivity of Social Value or Receptor		
Magnitude of Impact	High	Moderate	Low
High	Major	High	Moderate
Moderate	High	Moderate	Low
Low	Moderate	Low	Negligible

The significance of an impact derived using Table 3.1 is defined as follows:

### **Major Impact**

A major impact occurs when the project effect or change will potentially cause irreversible or widespread harm to a social value or characteristic of the community. Avoidance through appropriate design responses is generally the only effective mitigation.

### **High Impact**

A high impact occurs when the project effect or change will potentially affect the intrinsic characteristics and structural elements of a social value. Avoidance through appropriate design responses or extensive mitigation and management is required.

### **Moderate Impact**

A moderate impact occurs when project induced effects would degrade a social value (despite its intrinsic resilience) due to the scale of the impact, or alter the susceptibility of a value to further change. Appropriate mitigation and management of the change is required.

### **Low Impact**

A low impact occurs where a social value is of local importance and temporary and transient changes will not adversely affect its viability provided adequate control measures are implemented.

### **Negligible Impact**

A degraded (low sensitivity) social value exposed to minor changes (low magnitude impact) will not result in any noticeable change in its intrinsic value and hence the activities will have negligible impact.

## **3.4 Management, Mitigation and Enhancement Measures**

The objective of this stage is to identify and recommend management measures and opportunity strategies to minimise the potential negative impacts of the project and optimise positive effects. Potential measures to avoid, minimise or mitigate negative impacts and enhance positive impacts have been developed to address impacts identified as being of moderate, high or major significance. Stakeholder engagement and community consultation provided insight into community expectations around ways to enhance opportunities and manage negative impacts.

A series of discussions were held with CCL to understand the social initiatives already being advanced by the company, and to discuss and agree on the mitigation measures that would be needed to address the impacts identified.

Recommendations have been made in consideration of:

- The ToR.
- CCL's policies and standards.
- CCL's existing stakeholder engagement and socio-economic program outcomes.
- Stakeholder perceptions and suggestions.
- National and international standards and guidelines.
- Coffey's experience in analysing social impacts.

Stakeholder perceptions gathered during consultation activities, are detailed in Section 6. Recommended mitigation and management measures are outlined in Section 9 of this report.

## **3.5 Residual Impact Evaluation**

The objective of the residual impact evaluation stage is to define the residual impact that remains after the assumed effective implementation of the opportunity strategy or mitigation measure.

The impacts were rated according to sensitivity and magnitude in order to define the residual significance of the impact.

## **3.6 Cumulative Effects**

Consideration has been given to the cumulative effect of a number of mining and major infrastructure projects occurring simultaneously in the region. Projects that have been included in the consideration of cumulative effects have been selected on the basis that they have either commenced or are scheduled to commence in the same timeframe as that proposed by the project and are:

- Located within the study area
- Likely to contribute to impacts on the social environment.

Cumulative impacts are presented in Section 11 of the report.

## 4 Existing Social Environment

This chapter presents an overview of the social characteristics of the study area. It includes a detailed quantitative profile along with a synopsis of the qualitative values expressed by members of the community in community consultation and stakeholder engagement undertaken for the EIS and specifically for the SIA. The section identifies and describes social parameters at a point in time so as to define a social baseline from which an assessment of project related impacts may be advanced.

The ability to characterise and define the social attributes of an area relies on the identification, summary and analysis of meaningful data. The availability of current data relating to a geographic area which is relevant to the study area, can present a challenge. Data such as that provided by the ABS is produced for a variety of geographic classifications, only some of which will be relevant to the defined study area.

The social baseline profiles a range of relevant social characteristics at the following geographical areas:

- The primary study area is defined by the ABS 'state suburb' of Baralaba. For comparison, the ABS 'state suburb' of Moura has also been included.
- The secondary study area as delineated by the Central Highlands Regional Council, Banana Shire Council and Woorabinda Aboriginal Shire Council.
- The state of Queensland.

Throughout this section, data is represented in text, table and figure formats. Tables and figures have been produced to provide detailed data describing the primary and secondary study areas along with applicable state averages.

### 4.1 Historical Context and Settlement Pattern

Aboriginal people have occupied the region for over 60,000 years. At the time of European arrival, many distinctive Aboriginal groups were present across Central Queensland with 14 different Aboriginal tribes living in the Central Highlands alone (Central Highlands Sustainability Plan, 2004). Today, the main Aboriginal community in the region is Woorabinda. The community was established in 1926, with the Woorabinda Shire Council formed in 2002. The current township of Woorabinda has a population of between 800 to 1,000 residents and provides a number of community services including a hospital, a community hall, a sports complex, a swimming pool, a general store, a primary school and two churches.

The Bowen Basin in Central Queensland covers approximately 60,000 km<sup>2</sup>, extending from Collinsville in the north to Theodore in the south. The Bowen Basin has the largest coal reserves in Australia. Coal mining has had a major influence in the development of the region and there are more than 49 mines currently operating in the Basin with a further 84 mines identified for future expansions or development (Mining and Safety, 2012).

The primary townships and service centres for the Bowen Basin region include Emerald and Moranbah along with the coastal cities of Gladstone and Rockhampton. These centres offer a range of social infrastructure and services including schools, universities and TAFE campuses along with hospitals, medical centres and services for the elderly.

Banana Shire Council has traditionally been reliant on agriculture and farming, with agriculture remaining an important industry, particularly cattle grazing, dry land cropping and irrigation cropping such as lucerne and cotton (Banana Shire Council, 2012). However, more recently, the LGA has seen the development of a number of coal, gas and energy projects. Key townships in the Banana Shire include Biloela, Moura, Banana and Baralaba.

Baralaba has a long association with the coal mining industry, with coal found near the town in 1901. The Mt Morgan Gold Mining Company commenced operations in 1921, operating until the closure of the mine in 1969. The mining of coal recommenced at the mine in 2004, with CCL acquiring the mine in 2008 from Peabody Pacific Pty Ltd.

## 4.2 Population and Demography

Changes to population and migration patterns are stimulated by numerous variables including employment opportunities, family ties, age and climate. Table 4.1 details the population at the time of the 2006 and 2011 census events conducted by the ABS.

The population of Baralaba as recorded in 2011 was 479. Population growth in Baralaba between 2006 and 2011 has been substantial (65.2%); notably higher than that of Queensland (11%). Such population growth is directly attributable to the recommencement of mining operations. It is notable that the population of Moura has experienced less substantial growth (7.0%) since 2006.

The population of the secondary study area (the LGA's of Banana, Central Highlands and Woorabinda) in 2011 was 44,116 which accounts for approximately 1% of the population of Queensland. The LGA of Woorabinda recorded the highest rate of population growth from 2006 to 2011 at 10.9%.

**Table 4.1 Population and Population Change**

Locality	2006 Population	2011 Population	Population Change 2006 to 2011
Baralaba (state suburb)	290	479	65.2%
Moura (state suburb)	1,774	1,899	7.0%
<i>Secondary Study Area</i>			
Banana (S) LGA	13,361	14,456	8.2%
Central Highlands (R) LGA	26,479	28,715	8.4%
Woorabinda (S) LGA	852	945	10.9%
<i>State</i>			
Queensland	3,904,534	4,332,737	11.0%

Source: (ABS, 2012a, b, c, d, e, f), ABS Census of Population and Housing, 2006.

### 4.2.1 Full-time Equivalent Population

Since the introduction of FIFO/ DIDO work practices, it has become increasingly common for mining areas to have a high incidence of non-resident workers who commute long distances to work and live in the area temporarily while rostered on, but return to their place of usual residence when rostered off. The full-time equivalent (FTE) population measure includes the usual resident population (people who live in the area permanently) and non-resident workers (those who regularly stay in the area for extended periods when working, but who are not classified as permanent residents). The concept was developed to provide a more complete picture of the service population of an area and provides a more effective measure of total demand for goods, services and infrastructure in regions where there is a high incidence of commuting workers.

The FTE population estimate for the Central Highlands Local Government Area (LGA) is presented in Table 4.2. The non-resident workforce of the Central Highlands Council is substantial, accounting for an additional 14.4% to the resident population. In contrast, this figure was somewhat lower for the Banana LGA (8.7%).

**Table 4.2 Full-time Equivalent Population Estimate**

Locality	2011 Residential population	2011 Non-resident workforce*	FTE estimate
Banana (S) LGA	14,456	1,380	15,836
Central Highlands (R) LGA	28,715	4,830	33,545
Woorabinda (S) LGA	945	0	945

Source: (ABS, 2012c, d, e) and OESR, Bowen and Galilee Basins Population Report, 2011.

## 4.2.2 Projected Populations

The Office of Economic and Statistical Research (OESR) has produced population projections for the LGAs. Medium series projections predicting population from 2016 to 2031 are provided in Table 4.3.

**Table 4.3 Project Population (Medium Series)**

Locality	2011	2016	2021	2026	2031
Banana (S) LGA	14,456	16,948	17,310	17,759	18,277
		7.7%	2.1%	2.6%	2.9%
Central Highlands (R) LGA	28,715	36,256	40,880	45,686	50,742
		13.8%	12.8%	11.8%	11.1%
Woorabinda (S) LGA	945	1,065	1,152	1,246	1,357
		12.7%	8.2%	8.2%	8.9%
Queensland	4,611,491	5,092,858	5,588,618	6,090,618	6,592,858
		10.4%	9.7%	9.0%	8.2%

Source: (ABS, 2012 c, d, e, f) and OESR, Queensland Regional Profiles 2011.

These projections indicate that the Central Highlands LGA is predicted to experience strong population growth in the period from 2011 to 2031, being a substantially higher rate than that of Queensland. The most likely explanation for high predicted population for the Central Highlands LGA is the predominance of mining activity in this region; however the recent slowing of the resources sector may have an effect on rates of growth.

## 4.2.3 Age and Gender Distribution

Age and gender are key demographic variables which influence the character of a community and the needs of its residents. Census information (2011) indicated that the median age of the population of Baralaba (49 years) was significantly higher than that of Queensland (36 years). A comparatively large proportion of the population (27.6%) was recorded as being aged 65 and above in Baralaba, accounting for 27.6% of the population. In comparison, the median age for the Central Highlands LGA (35 years) was similar to that of Queensland.

The ratio of males to females as at 2011 is presented in Table 4.4. Overall there is a skewing of gender balance with more recorded males than females across all localities with the exception of Woorabinda. The population of Moura recorded a substantially higher ratio of males to females; with males comprising 54.5% of the population whilst for the Central Highlands 53.6% of the population was male. This potentially indicates a correlation between mining activity and a population which has a higher proportion of males.

**Table 4.4 Gender Proportions**

Locality	Proportion of Males	Proportion of Females
Baralaba (state suburb)	51.8%	48.2%
Moura (state suburb)	54.5%	45.5%
<i>Secondary Study Area</i>		
Banana (S) LGA	51.7%	48.3%
Central Highlands (R) LGA	53.6%	46.4%
Woorabinda (S) LGA	47.3%	52.7%
<i>State</i>		
Queensland	49.6%	50.4%

Source: (ABS, 2012a, b, c, d, e, f).

## 4.2.4 Cultural Diversity

The degree of cultural diversity in a community provides an insight into the cultural characteristics of residents and an indication of the type of support services which may be required. Both the primary and secondary study areas recorded a lower proportion of persons born overseas than the state average (17.9%). In the population of Baralaba, 6.7% were recorded as being born overseas, whilst Woorabinda recorded 0.0%. Accordingly, Baralaba also recorded low rates of a language other than English being spoken at home.

## 4.2.5 Family Structure and Household Composition

The way in which households and families are structured can provide an indication as to the character of the built environment along with social relationships and latent social capital within a community. Table 4.5 provides information as to household type. Baralaba was similar to the state averages in relation to the average household size and percentage of family households.

**Table 4.5 Household Type**

Locality	Average household size (persons)	Total dwellings	Occupied Detached dwellings (%)	Family households (%)
Baralaba (state suburb)	2.2	253	91.9	73.2
Moura (state suburb)	2.5	874	90.4	70.9
<i>Secondary Study Area</i>				
Banana (S) LGA	2.6	6270	92	73.9

Locality	Average household size (persons)	Total dwellings	Occupied Detached dwellings (%)	Family households (%)
Central Highlands (R) LGA	2.8	11,316	85.8	76.3
Woorabinda (S) LGA	3.8	268	79.4	77.6
<i>State</i>				
Queensland	2.6	1,725,214	78.5	72.4

Source: (ABS, 2012a, b, c, d, e, f).

In terms of the physical nature of the built environment, Moura recorded a relatively low proportion of houses which are detached houses, 50.8% compared to a state average of 70.4%. Woorabinda recorded the highest average household size and the lowest proportion of occupied detached dwellings in the secondary study area.

## 4.2.6 Indigenous Community

Being the first people of Australia, persons of an Aboriginal and Torres Strait Islander heritage are a uniquely important stakeholder in Australian society. It is subsequently appropriate to examine the population profile of the Indigenous population in more detail.

A summary of the Indigenous population of the primary and secondary study areas is provided in Table 4.6. Woorabinda SC had the largest proportion of Indigenous persons, whilst Baralaba had the lowest, with a proportion which is 50% less than the Queensland average.

A notable feature of the Indigenous population of the region is the lack of persons aged 55 years and over. This is reflective of national trends where socioeconomic disadvantage and poor health is resulting in Indigenous Australians having a notably shorter life expectancy compared to the mainstream population.

**Table 4.6 Indigenous Persons**

Locality	Indigenous proportion of total population (%)	Number of Indigenous Residents (persons)
Baralaba (state suburb)	1.9	22
Moura (state suburb)	3.4	115
<i>Secondary Study Area</i>		
Banana (S) LGA	4.0	582
Central Highlands (R) LGA	3.6	1,021
Woorabinda (S) LGA	87.0	877
<i>State</i>		
Queensland	3.6	155,826

Source: (ABS, 2012a, b, c, d, e, f).

## 4.3 Employment and Income

This section provides an overview of employment trends and income generation in the primary and secondary study areas.

### 4.3.1 Labour Force and Unemployment

Labour force participation and unemployment are primary indicators relating to employment.

**Table 4.7 Labour Force in the Study Area 2011**

Locality	Labour force	% of population in labour force
Baralaba (state suburb)	262	54.7
Moura (state suburb)	1,054	55.5
<i>Secondary Study Area</i>		
Banana (S) LGA	7,731	53.5
Central Highlands (R) LGA	15,656	54.5
Woorabinda (S) LGA	279	29.5
<i>State</i>		
Queensland	2,171,074	50.1

Source: (ABS, 2012 a, b, c, d, e, f).

As outlined in Table 4.7, Baralaba recorded a labour force of 262 persons in 2011. This represents a labour force participation rate that was higher than the proportion of the Queensland (50.1%) population that identified as being in the labour force.

Table 4.8 provides further employment data relating to the primary and secondary study area.



**Table 4.8 Labour Force**

Locality	Proportion of labour force unemployed and looking for work (%)	Employed Full Time (%)	Employed Part Time (%)	Away from work (%)
Baralaba (state suburb)	1.9	72.1	15.6	10.3
Moura (state suburb)	2.9	70.2	19.4	7.5
<i>Secondary Study Area</i>				
Banana (S) LGA	2.6	67.9	22.6	6.8
Central Highlands (R) LGA	2.5	70.7	20.3	6.5
Woorabinda (S) LGA	27.2	46.2	21.1	5.4
<i>State</i>				
Queensland	6.1	60.0	28.2	5.8

Source: (ABS, 2012a, b, c, d, e, f).

In June 2011, Baralaba recorded a very low unemployment rate of 1.9%. This was substantially lower than the rate for Moura (2.9%) and Queensland (6.1%). A high proportion of the labour force of Baralaba was employed full time (72.1%) as opposed to part time (15.6%). The category 'away from work' refers to whether the employed person had not worked any hours in the week prior to the Census. This may be because the respondent was on leave, worked on a shift arrangement or for some other reason was away from work. Due to the relatively small sample size, a recorded rate of 10.3% for Baralaba is not considered significant.

### 4.3.2 Occupation and Industry of Employment

As outlined in Table 4.9, agriculture (sheep, beef cattle and grain farming) was recorded as being the most significant industry of employment with 35.8% of all employed persons working in this industry. Coal mining (15%) was the second most significant industry of employment followed by school education (9.8%).

For the secondary study area, a notable feature is the predominance of coal mining as the largest generator of employment, accounting for 22.3% of employment in Central Highlands LGA and 15.2% of employment in Banana LGA.

A key feature of the secondary study area is the comparatively very low level of unemployment across the Central Highlands Regional Council compared to the state average. As at the 2011 census, the estimated proportion of unemployed persons aged 15 years and over in Central Highlands was less than 2.5% compared to a Queensland rate of 6.1%.

**Table 4.9 Top Three Areas of Employment**

Locality	Employed people aged 15 years and over %		
Baralaba (state suburb)	Sheep, Beef Cattle and Grain Farming (35.8%)	Coal mining (15%)	School Education (9.8%)
Moura (state suburb)	Coal mining (34%)	School Education (6.4%)	Sheep, Beef Cattle and Grain Farming and Road Freight Transport (3.8%)
<i>Secondary Study Area</i>			
Banana (S) LGA	Coal mining (15.2%)	Sheep, Beef Cattle and Grain Farming (15%)	School Education (5.6%)
Central Highlands (R) LGA	Coal mining (22.3%)	Sheep, Beef Cattle and Grain Farming (9%)	School Education (5.0%)
Woorabinda (S) LGA	Hospitals (17.9%)	Local Government Administration (17.4%)	School Education (14.5%)
<i>State</i>			
Queensland	School Education (5.0%)	Cafes, Restaurants and Takeaway Food Services (4.2%)	Hospitals (4%)

Source: (ABS, 2012a, b, c, d, e, f).

In terms of employment by occupation, for the primary study area 'Managers' (39.4%) was the most prevalent occupation. This correlates with the predominance of the agriculture industry and the management of primary production activities. For the secondary study area, technicians and trade workers, labourers, machinery operators and drivers were the most prevalent occupational groups.

**Table 4.10 Top Three Occupations**

Locality	Employed people aged 15 years and over %	Employed people aged 15 years and over %	Employed people aged 15 years and over %
Baralaba (state suburb)	Managers (39.4%)	Machinery Operators and Drivers (17.3%)	Labourers (10.2%)
Moura (state suburb)	Machinery Operators and Drivers (25.8%)	Technicians and Trades Workers (21.4%)	Professionals (11.5%)
<i>Secondary Study Area</i>			
Banana (S) LGA	Managers (19.8%)	Technicians and Trades Workers (16.5%)	Machinery Operators and Drivers (15.9%)
Central Highlands (R) LGA	Machinery Operators and Drivers (19.9%)	Technicians and Trade Workers (18.8%)	Managers (14.6%)
Woorabinda (S) LGA	Community and Personal Service Workers (27.3%)	Labourers (22%)	Professionals (15.1%)
<i>State</i>			

Locality	Employed people aged 15 years and over %	Employed people aged 15 years and over %	Employed people aged 15 years and over %
Queensland	Professionals (18.9%)	Technicians and Trade Workers (14.9%)	Clerical and Administrative Workers (14.7%)

Source: (ABS, 2012a, b, c, d, e, f).

### 4.3.3 Income

As outlined in Table 4.11, the median individual (\$490) and household weekly income (\$1,114) recorded in 2011 for Baralaba was lower than that for Queensland (median individual income of \$587 and household income of \$1,235). In contrast, Moura had a median individual (\$841) and household weekly income (\$1,823) which was higher than Queensland in 2011. It is likely that high wages associated with employment in the mining sector is the explanation for such high median incomes in Moura.

For the secondary study area, the Central Highlands LGA also recorded substantially higher weekly individual and family incomes greater than Queensland and the surrounding local government areas.

**Table 4.11 Median Income 2011**

Locality	Median individual income (\$/weekly)	Median household income (\$/weekly)
Baralaba (state suburb)	490	1114
Moura (state suburb)	841	1823
<i>Secondary Study Area</i>		
Banana (S) LGA	651	1392
Central Highlands (R) LGA	831	1998
Woorabinda (S) LGA	284	760
<i>State</i>		
Queensland	587	1235

Source: (ABS, 2012 a, b, c, d, e, f).

### 4.3.4 Disadvantage

The Socio-economic Index for Areas (SEIFA) developed by the ABS provides a measure of comparative social and economic well-being across localities. One such index focuses upon indicators of advantage/ disadvantage with relative disadvantage being associated with a low score.

The population within the Central Highlands LGA recorded a SEIFA index rating of 1024 on the SEIFA index (ABS, 2013). In contrast, Banana recorded 980, whilst Woorabinda recorded 592.

A higher score on the index means a lower level of disadvantage. A lower score on the index means a higher level of relative disadvantage. A score of 592 is very low, indicating that Woorabinda is one of the most relatively disadvantaged communities in Queensland.

## 4.4 Housing and Accommodation

The housing market in Baralaba differs substantially to that which exists elsewhere. The 2011 census recorded that there were 120 dwellings in Baralaba, 84.3% of which were separate houses. Refer to Table 4.12 for an overview of housing in the study area.

As at January 2014, there were 33 properties for sale in Baralaba including 16 blocks of land and 17 other sites (future developments, units and houses). There were no rentals available in Baralaba, however there were 33 properties available for rent in Moura ([www.realestate.com.au](http://www.realestate.com.au), Jan 2014). Whilst no rentals were available in Baralaba, the median rent per week in the primary and secondary study area, is significantly less than that for Queensland.

**Table 4.12 Tenure Type 2011**

Locality	Fully owned	Being purchased	Total rental	Other tenure type	Not stated
Baralaba (state suburb)	53.0%	14.8%	24.3%	0.0%	7.8%
Moura (state suburb)	27.3%	25.4%	43.6%	1.2%	2.6%
<i>Secondary Study Area</i>					
Banana (S) LGA	33.4%	28.3%	33.4%	1.5%	3.4%
Central Highlands (R) LGA	22.2%	44.5%	1.6%	2.4%	2.4%
Woorabinda (S) LGA	0.0	1.3%	95.6%	1.3%	1.8%
<i>State</i>					
Queensland	29.0%	34.5%	33.2%	0.9%	2.4%

Source: (ABS, 2012a, b, c, d, e, f).

**Table 4.13 Median Rent and Housing Repayment 2011**

Locality	Median rent (\$/weekly)	Median housing loan repayment (\$/monthly)
Baralaba (state suburb)	80	1,517
Moura (state suburb)	125	1,733
<i>Secondary Study Area</i>		
Banana (S) LGA	148	1,625
Central Highlands (R) LGA	112	2,000
Woorabinda (S) LGA	105	0*
<i>State</i>		
Queensland	300	1,850

Source: (ABS, 2012 a, b, c, d, e, f).

Note: \*There were no mortgage holders in Woorabinda (S) LGA at the time of the 2011 Census.

#### 4.4.1 Temporary Accommodation

There are a range of short-term accommodation options available in the Banana LGA, including farm stays, caravan parks and motels (Table 4.14). Within the Banana LGA, the majority of short-term accommodation facilities are located in Biloela and Moura. In Baralaba, short-term accommodation includes the Myella Farm Stay, the Baralaba Caravan Park and the Baralaba Hotel. Temporary accommodation is constrained in the region, due to limited supply and demand from contractors.

The Baralaba Caravan Park was recently purchased by CCL. The existing public facilities would remain open to the public while the capacity of the park is expanded to accommodate employees and contractors associated with the project.

There is limited supply of social and community housing in the study area. In Baralaba there are four units of housing for the elderly, all of which are occupied.

**Table 4.14 Temporary Accommodation**

Accommodation type	Banana LGA	Central Highlands LGA
Farms stays, bed and breakfast and tourist parks	5	2
Caravan parks	10	22
Hotels/ motels	27	51
Total	42	75

Source: BSC, 2013

### 4.5 Education

Census data (2011) in Table 4.15 indicated that approximately 25.9% of the population of Baralaba had completed schooling to a Year 12 level, 39.3% in Moura and 35.5% in the Banana LGA. The proportion of the population which has completed Year 12 schooling for the state of Queensland was substantially higher at 58.9%. Overall, the recorded level of attainment of a secondary education in the region was lower than the applicable state average.

The dominance of mining and agriculture related occupations in both the primary and secondary study areas, suggests that a primary reason for the lower than average recorded rates for completion of secondary education is that of employment opportunities which do not require higher levels of formal education.

**Table 4.15 Education Levels**

Locality	Highest year of school completed (2011) Number of Persons, %		Tertiary education applicable to persons aged 15 years and over (2011) Number of Persons, %		
	Year 10 or equivalent Secondary	Year 12 or equivalent	Bachelor Degree or higher	Adv Diploma or Diploma	Certificate
Baralaba (state suburb)	148 (36.4%)	105 (25.9%)	32 (7.8%)	22 (5.4%)	66 (16.1%)
Moura (state suburb)	415 (29.3%)	556 (39.3%)	157 (10.8%)	50 (3.4%)	329 (22.6%)
<i>Secondary Study Area</i>					
Banana (S) LGA	3,324 (31%)	3,803 (35.5%)	972 (8.8%)	489 (4.4%)	2,341 (21.2%)
Central Highlands (R) LGA	5,941 (69.1%)	8,593 (41.2%)	2,062 (9.5%)	1224 (5.7%)	5,228 (24.1%)
Woorabinda (S) LGA	244 (41.2%)	92 (15.5%)	27 (4.4%)	21 (3.5%)	56 (9.2%)
<i>State</i>					
Queensland	815,723 (24.6%)	1,595,327 (58.9%)	550,890 (15.9%)	260,779 (7.5%)	686,995 (19.9%)

Source: (ABS, 2012a, b, c, d, e, f).

## 4.6 Health

One measure of community health is the proportion of the population which requires dedicated assistance. In 2011, 479 persons or 3.3% required assistance in the Banana LGA. In 2011, 636 persons or 2.2% required assistance in the Central Highlands LGA. This compared against 4.4% in Queensland.

## 4.7 Land Use and Land Ownership

Land use within the region surrounding the project is a mix of large-scale grazing and cropping along with coal mining activity. Details of the properties which will potentially be directly affected by the project in terms of physical encroachment are outlined in Table 4.16 and in Figure 4.1. CCL would negotiate compensation arrangements with landholders that are directly impacted by the project.

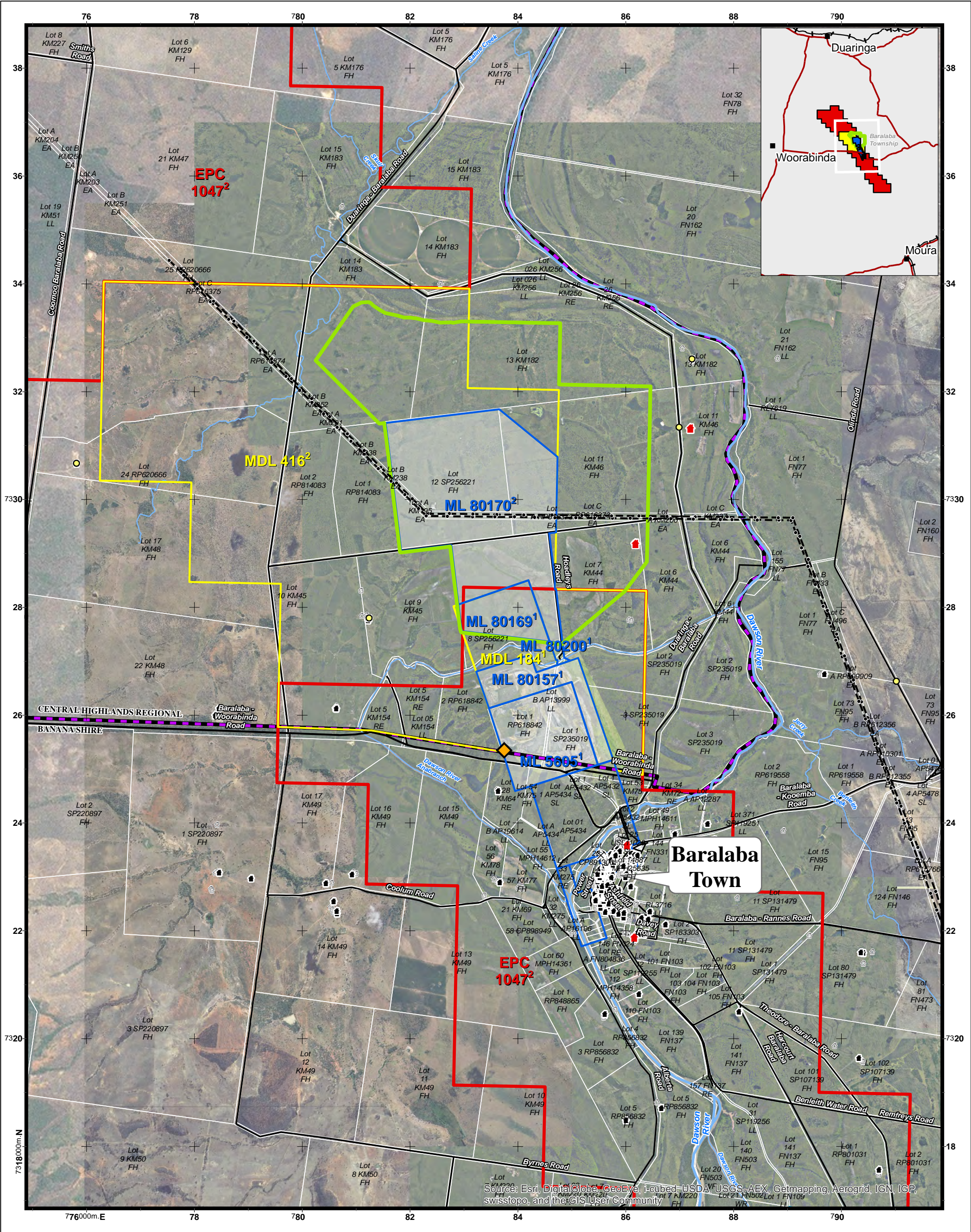
**Table 4.16 Property Tenure – BNCOP Project**

Lot	Plan	Tenure	Property Address
7	KM44	FH	'Willeroo' BARALABA QLD 4702
11	KM46	FH	'Dawson Dell' BARALABA QLD 4702
13, 14, 26	KM182	FH and LL	'Coominglah' BARALABA QLD 4702
9	KM45	FH	PO Box 80 BARALABA QLD 4702
1	RP814083	FH	PO Box 80 BARALABA QLD 4702
10	KM45	FH	'Anabank' BARALABA QLD 4702
A	RP616373	EA	Powerlink
C	RP616371	EA	Powerlink
B	KM238	EA	Powerlink
A	KM195	EA	Powerlink
A	KM196	EA	Powerlink
A	KM201	EA	Powerlink
B	KM252	EA	Powerlink

Source: Cockatoo Coal, 2013.

Sensitive receptors within 2 km of the project site have been identified in Figure 4.1. This figure identifies CCL owned properties and other houses which are located close to the project site. The dwelling on Lot 7 KM44 is in located within the project operational land. Additionally dwellings on Lot 11 KM46 and Lot 13 KM182 are located in close proximity to the operational land. CCL is undertaking face to face consultation with affected landholders.





PROJECT <div>BARALABA NORTH CONTINUED OPERATIONS PROJECT</div>		DISCLAIMER: Cockatoo Coal Ltd has exercised all due care in the production of this map. Cockatoo Coal Ltd makes no warranty or representation to the client or third parties (expressed or implied) in respect to the information conveyed on this map, particularly with regard to any commercial investment decision made on the basis of this map. Use of this map by the client or third parties shall be at their own risk, and extracts from this map may only be published with the permission of Cockatoo Coal Ltd.			<div><div><div><div></div><div>N</div></div><div><div>0</div><div>500</div><div>1,000</div><div>1,500</div><div>2,000</div></div><div><div></div><div>Metres</div></div></div></div>		DATA SOURCES: VECTOR DATA: © DERM - LAND & PROPERTY DATA © GEOSCIENCE AUSTRALIA.  PUBLICLY ACCESSIBLE DATA HAS BEEN INCORPORATED INTO THIS MAP (ACCREDITED ABOVE). COCKATOO COAL PROVIDES NO WARRANTY TO THE ACCURACY, COMPLETENESS OR CURRENCY OF THIS DATA.		NOTE: 1: HELD BY BARALABA COAL PTY LTD 2: HELD BY WONBINDI COAL PTY LTD		<div><div>coffey</div><div></div></div>	
TITLE <div>Figure 4.1 Sensitive Receptors</div>		REV	DESCRIPTION	DATE	SCALE 1:65,000	CURRENT ISSUE SIGNATURES		<div>Legend</div> <div><div>Road.....</div><div>Watercourse.....</div><div>Cadastral.....</div><div>Cockatoo Coal ML.....</div><div>Cockatoo Coal MDL.....</div><div>Cockatoo Coal EPC.....</div><div>Meteorological Station.....</div><div>Residence / Building.....</div><div>Residence - COK Owned.....</div><div>Assessment Location.....</div><div>Powerline &amp; Power Pole.....</div><div>Local Government Area.....</div><div>Existing Operational Land.....</div><div>BNCOF Operational Land.....</div></div>		STATUS <div>FINAL</div>		
		0	Original map output	19/03/14	SIZE A3	DRAWN MJS						
		1	Data Updates	01/04/14	DATUM GDA 94	CHECKED BJD						
		2	Figure Update	02/04/14	PROJECTION MGA Zone 55	APPROVED BJD						
							PROJECT NO Baralaba Nth		DRAWING NO BBN-091-23-02-140402			



## 4.8 Community Infrastructure and Social Services

The provision of infrastructure and services which support and maintain community health and well-being is often a challenge in sparsely populated rural and remote areas. However the primary study area differs somewhat from similarly sized townships in that there is a relatively high level of provision of community infrastructure.

### 4.8.1 Health

Table 4.17 indicates the availability of health services across the region. Plate 4.1 shows the Baralaba Multipurpose Health Service which provides 24 hour accident and emergency services. Specialist visiting services include immunisation clinics, child health nurse, women's health services, physiotherapy, x-ray, speech therapy and occupational therapy. A doctor is permanently located within Baralaba township.

**Table 4.17 Existing Health Services in the Primary Study Area**

Locality	Health Services Available
Baralaba	<ul style="list-style-type: none"> <li>• Medical.</li> <li>• Paediatric.</li> <li>• Accident and emergency.</li> <li>• Aged and palliative care.</li> <li>• Radiography.</li> <li>• Pharmacy.</li> </ul>
Moura	<ul style="list-style-type: none"> <li>• Medical.</li> <li>• Surgical.</li> <li>• Paediatric.</li> <li>• Accident and emergency.</li> <li>• Radiography.</li> <li>• Pharmacy.</li> <li>• Palliative care.</li> </ul>
Woorabinda	<ul style="list-style-type: none"> <li>• Emergency.</li> <li>• Acute inpatient.</li> <li>• Community health.</li> <li>• Oral health.</li> <li>• Dialysis.</li> <li>• Child health.</li> </ul>

Source: Queensland Health website, July 2013.



**Plate 4.1 Baralaba Multipurpose Health Service**

## 4.8.2 Education

Educational facilities in the primary and secondary study areas are provided in Table 4.18.

**Table 4.18 Availability of Educational Services in the Study Area**

Locality	Education Services Available
Baralaba	Baralaba State School (Prep to Year 10)
Moura	Moura State School, Moura State High School
Woorabinda	Woorabinda State School (Prep to Year 7), Wadja Wadja High School

Source: [www.myschool.edu.au](http://www.myschool.edu.au), 2013.

Baralaba State School reported 98 enrolments across Prep to Year 10 in 2012. Moura State School reported 317 enrolments across Prep to Year 7, while Moura State High reported 156 enrolments in 2012 (ACARA [www.myschool.edu.au](http://www.myschool.edu.au), 2013).

Plate 4.2 shows the Baralaba State School.



**Plate 4.2 Baralaba State School**

### **4.8.3 Emergency Services**

There is a police station located in both Baralaba and Moura. Both towns also have emergency services including Queensland Ambulance, Queensland Fire and Rescue and the State Emergency Services (SES) Group. Plate 4.3 and Plate 4.4 show the local ambulance service and police station at Baralaba. There are currently two police officers based in Baralaba.





**Plate 4.3 Queensland Ambulance Service at Baralaba**



**Plate 4.4 Baralaba Police Station**

## 4.8.4 Recreational Facilities and Services

Existing community facilities, sporting and recreational groups are outlined in Table 4.19.

**Table 4.19 Recreation groups and facilities in Baralaba and Moura**

Locality	Community facilities	Sporting facilities
Baralaba	Baralaba Agricultural and Pastoral Society Inc. Baralaba and District Historical Society Inc. Baralaba Patch and Stitch Group. Baralaba Playgroup Association. Baralaba and District Progress Association Inc. Baralaba Landcare Group. Baralaba Masonic Lodge. Baralaba Weir. Baralaba Senior Citizens Club.	Baralaba Bowls Club. Baralaba Cricket Club. Baralaba Golf Club Inc. Baralaba Netball Association. Baralaba Old Time Dance Club. Baralaba Panthers Junior Rugby League Football Club. Baralaba Pony Club. Baralaba Swimming Club. Baralaba Tennis Club. The Baralaba Recreation and Fish Stocking Committee.
Moura	Agforce Moura. Apex Club of Moura Inc. Lions Club of Moura Inc. Moura Chamber of Commerce. Moura Community Progress Association. Moura Coal and Country Festival Committee. Moura Garden Lovers. Moura Girl Guides Association. Moura Choral Society. Rotary Club of Moura. Moura RSL Service and Citizen Club Inc.	Moura and District Golf Club Inc. Moura Amateur Swimming Club Inc. Moura Apex Fish Stocking Group. Moura Ballet and Dance Appreciation Group Inc. Moura Bowls Club. Moura Cricket Club Inc. Moura Gliding Club. Moura Little Athletics Association Inc. Moura Maddogs Triathlon Club Moura Pony Club. Moura Rangers Soccer Association Inc. Moura Rugby League Football Club Inc. Moura Karate Club. Moura Squash Club. Moura Tennis Club Inc. Moura Junior Cricket Association Inc. Moura Junior Rugby League Inc.

Source: Baralaba Shire Council 2011, Moura Chamber of Commerce 2010.

The region provides a range of recreational facilities and services, which include, but are not limited to, galleries and museums, national parks, local parks and playgrounds, walking trails, as well as golf and sailing clubs, swimming pools, tennis courts and sports grounds. In addition to recreational facilities, natural areas and reserves offer opportunities for informal recreational pursuits such as hiking and swimming.

## 4.8.5 Communications Infrastructure

Compared to the Queensland average of 78.3%, the proportion of households with connection to the internet in Baralaba (61.8%) is relatively low (ABS 2012g). Across the region, the internet was available in all townships. In addition, libraries in Moura, Woorabinda and Duaringa offer computers with internet access to students, staff and the general public for a range of purposes.

## 4.8.6 Transport Infrastructure and Services

Major roads in the region include the Dawson Highway, Leichardt Highway and Capricorn Highway. Access to Baralaba from Rockhampton is via the Leichardt Highway and Baralaba Rannes Road. Access to Moura is via several public roads including the “Middle Road” route. Moura is located beside the Dawson Highway.

There are no railway services to Baralaba from Moura. The project has commenced early discussions with the DTMR regarding future usage of the disused rail line.

Coal would be transported by heavy vehicles to the train load out facility near Moura, which would be exported via the WICET or the RGTCT at Gladstone.

There is no existing public transport in Baralaba, with the closest bus service running from the towns of Moura and Banana. Accordingly there is a high dependency on private motor vehicles for all transportation requirements.

Biloela (Thangool) airport is the closest airport to Baralaba and is classified as a small airport. There is an airstrip at Baralaba, Moura and Woorabinda for light aircraft. Regional and domestic flights are all serviced by the Emerald and Rockhampton airports.

## 4.8.7 Crime

The study area is located within the Capricornia District of the Central Police Region. In the 2011 to 2012 year for the Capricornia Police District, there were a total of 20,407 reported offences. Rates of crime data for the Central Police Region (which is comprised of the Longreach, Mackay, Rockhampton and Gladstone Districts) are presented in Table 4.20.

The rate of offences against property in Central Queensland is significantly lower than the Queensland rate.

**Table 4.20 Crime Rate**

Locality	Offences against person /per 100,000 persons	Offences against property/per 100,000 persons	Other offences/ per 100,000 persons
Central Region	747	4388	4557
Queensland	680	5101	3706

Source: Queensland Police, 2011 – 2012 Annual Statistical Review.

## 4.8.8 Volunteering

Participation in volunteer activities provides a measure of social capital in a community. Identifying volunteer activities provides insight into the opportunities for social participation and the importance the community places in the values of community ownership and assistance. Table 4.21 details volunteer activities and associations in the primary study area. Table 4.22 provides comparative rates of participation in voluntary activities.

**Table 4.21 Volunteer Activities and Associations**

Locality	Volunteer Associations
Baralaba	<ul style="list-style-type: none"> <li>Landcare Inc.</li> <li>Volunteers in Policing.</li> <li>Baralaba Masonic Lodge.</li> <li>Baralaba &amp; District Progress Association Inc.</li> <li>Baralaba &amp; District Historical Society Inc.</li> <li>Queensland Country Women's Association (Baralaba).</li> <li>Queensland Rural Fire &amp; Rescue Service – Baralaba.</li> </ul>
Moura	<ul style="list-style-type: none"> <li>Lions Club of Moura Inc.</li> <li>Moura Apex Fish Stocking Group.</li> <li>Moura Coal and Community Festival Committee.</li> <li>Moura Coal and Country Historical Society.</li> <li>Moura Community Progress Association.</li> <li>Moura Garden Lovers.</li> <li>Moura RSL Service &amp; Citizens Club.</li> <li>Queensland Country Women's Association (Moura).</li> <li>Rotary Club of Moura.</li> <li>State Emergency Service – Moura Branch.</li> </ul>

Source: BSC website, July 2013.

**Table 4.22 Rates of Participation in Voluntary Activities 2011 in the last 12 months**

Locality	Volunteers (%)	Does Not Volunteer (%)
Baralaba (state suburb)	30.1%	61.1%
Moura (state suburb)	26%	67.1%
Banana (S) LGA	26.8%	65.5%
Central Highlands (R) LGA	23.9%	64.6%
Woorabinda (S) LGA	6.9%	90.1%
Queensland	18.7%	72.9%

Source: (ABS, 2012a, b, c, d, e, f).

The rate of participation in voluntary activities in both Baralaba (29.8%) and Moura (26%) as recorded in 2011 are significantly higher than the rate for Queensland (18.7%) reflecting community which values community assistance, which is also reflective of the older population base.

## **4.9 Intangible Community Characteristics**

Complementing the collection and analysis of secondary, quantitative data which describes region, primary data has been collected through consultation with members of the community and associated stakeholders. In addition to seeking feedback on specific issues relating to proposed project activities, an objective of community consultation was to identify the aspects of life which are most highly valued by members of the Baralaba and Moura communities. As described in Section 7, a broad range of consultative activities have been completed in the course of undertaking the EIS and SIA. Feedback has informed the identification of the three broad intangible community characteristics as described below.

### **4.9.1 Strong Community Spirit**

Residents of Baralaba and Moura broadly reported the existence of a strong community spirit in their respective communities. These towns were founded on mining and agricultural production and this provides a distinct community identity. Residents identify with being part of a mining and rural community and value the hard work and determination that has gone into their creation. Furthermore there is a general appreciation of being able to earn high financial rewards through hard work. High rates of volunteering are reflective of a community which values the wellbeing of civil society.

### **4.9.2 Friendly, Safe and Stable Communities**

Residents of the study area value living in friendly, safe, stable communities, which offer a high standard of living. A number of key qualities were consistently raised as being factors that contributed to an attractive community. First, residents highly valued that their community was safe and offered a healthy environment to raise a family. There was a strong public perception of community safety, which is reflected in relatively low rates of crime across the study area. Living in a quiet and friendly place was considered by residents as a preferred environment in which to raise a family.

Residents also appreciated the availability of social services and facilities, which support a good standard of living. Accessibility of health, education and recreational services was considered a valuable attribute of communities. The residents of both Baralaba and Moura valued being small, tight knit communities.

### **4.9.3 Sustained Economic Prosperity**

Residents of the study area value the ability to earn a living through hard work. The mining and agriculture sectors provide the basis for the local economy and there was recognition that the competing interests of these sectors need to be balanced and supported so that they may provide a prosperous future. In Moura there was evident unease regarding continued mining operations and the effect which this might have upon prosperity whilst in Baralaba there was optimism as to the positive effect which the project might have upon local economic conditions.



## 5 Legislative Context

This section outlines the international, national, state and local legislation and policy relevant to undertaking an assessment of social impacts associated with the project. The SIA is a component of the EIS prepared as an assessment requirement for Commonwealth and State approval of the proposed project.

### 5.1 International

This SIA has been developed in consideration of the International Principles for Social Impact Assessment (IAIA, 2003) and incorporates the requirements of the World Bank Group's performance standards for social assessment (World Bank, 2005/2012) and elements outlined in the International Finance Corporation's Good Practice Note, Addressing the Social Dimensions of Private Sector Projects (IFC, 2003), (IFC, 2007). Further information is provided in Section 3, Study Method.

### 5.2 Commonwealth

The *Native Title Act 1993* (Cwlth) recognises and protects native title, with objectives to:

- Provide for the recognition and protection of native title.
- Establish ways in which future dealings affecting native title may proceed and set standards for those dealings.
- Establish a mechanism for determining claims to native title.
- Provide for or permit the validation of past acts and intermediate period acts invalidated because of the existence of native title.

The Native Title Act (Cwlth), in association with the *Native Title (Queensland) Act 1993*, enables a process for native title dealings (for example, the preparation of Cultural Heritage Management Plans) in relation to the native title claim registered by the Gaangalu Nation People that underlies the project area.

### 5.3 State

Queensland legislation applicable to the SIA includes:

- *Environmental Protection Act 1994 (Qld)* – administered by the Department of Environment and Heritage Protection, this Act identifies activities that require environmental approval.
- *Sustainable Planning Act 2009 (Qld)* – administered by the Department of State Development, Infrastructure and Planning, this Act identifies activities that require development approval. To be granted approval, development must be consistent with planning intent including desired community outcomes. Activities associated with the project, such as the establishment of the accommodation at the Baralaba Caravan Park, will require development approval. These items are subject to a separate approvals process outside of the EIS.
- *Local Government Act 2009* – administered by the Department of Local Government, this act is the principal legislation for local governments throughout Queensland. It provides councils with the flexibility to make choices suiting their individual size, location and administrative circumstances and provides checks and balances designed to improve transparency and accountability.

- *Mineral Resources Act 1989 (Qld)* - administered by the Department of State Development, Infrastructure and Planning, this act provides the legislative framework for exploration, development and mining tenure in the state. A mining lease is granted for mining operations, which entitles the holder, i.e. CCL, to mine specified minerals and carry out activities associated with mining or promote the activity of mining. This is determined in accordance with the amount of reserves identified and the projected mine life, and can be granted for those minerals specified in either the prospecting permit, exploration permit or mineral development licence held prior to the grant of the lease. Under the act, an exploration permit issued for the purpose of exploration allows the holder to take action to determine the existence, quality and quantity of minerals on, in or under land by methods which include prospecting, geophysical surveys, drilling, and sampling and testing of materials to determine mineral bearing capacity or properties of mineralisation. This exploration may lead to an application for a mineral development licence or mining lease, which can be granted for a period of up to five years and may be renewed.
- *Aboriginal Cultural Heritage Act 2003 (Qld)* – administered by the EHP this act recognises Indigenous Australians as the primary guardians and knowledge holders of their cultural heritage and as owners of secret and sacred material. It requires that a Cultural Heritage Management Plan (CHMP) is agreed on between the land user and Traditional Owners to minimise harm to Aboriginal Cultural Heritage for high-impact activities where an EIS is required by law.
- *Queensland Heritage Act 1992*– administered by the EHP this act established the Queensland Heritage Council as an incorporated body for the purpose of protecting areas and sites of cultural heritage State significance. The Queensland Heritage Council maintains the Queensland Heritage Register, and the act explains the criteria and process for any addition or removal of heritage places on the register.

State government policies pertaining to the SIA for the project are provided in Table 5.1.

**Table 5.1 State and Regional Policies**

Scope	Policy/Strategy	Description and Aims	Applicability
State	Sustainable Resources Communities Policy (Queensland Government).	<p>The Sustainable Resources Community Policy focuses on communities that are being impacted by rapid development as a result of the resource industry. These impacts, primarily on community infrastructure and services and social structures, have the potential to change the landscape of existing communities throughout the state, in particular the <b>Bowen Basin</b> and the North West Minerals Province.</p> <p>It aims to:</p> <ul style="list-style-type: none"> <li>• Strengthen the Government's coordination role.</li> <li>• Improve linkages between social impact assessment and regional planning.</li> <li>• Foster partnerships with local government, industry and community.</li> <li>• Enhance the regulatory environment for social impact assessment.</li> </ul>	As this policy pertains to resource projects assessed under the <i>State Development and Public Works Organisation Act 1971</i> , it is directly applicable to the completion of an SIA for the project.
State	Major Resource Projects Housing Policy (Queensland Government, 2011).	The objective is to make clear the government's expectations of the accommodation and housing issues that project proponents submitting an EIS will need to consider, working alongside the SIA and SIMP Guidelines.	As this policy pertains to resource projects assessed under the <i>State Development and Public Works Organisation Act 1971</i> , it is directly applicable to the completion of an SIA for the project.
Regional Queensland	Central Queensland Regional Plan	The Central Queensland Regional Plan was gazetted on 18 October 2013 and covers the local governments of: BSC, CHRC, Gladstone Regional Council, Rockhampton Regional Council and Woorabinda Aboriginal Shire Council. The regional plan safeguards areas required for the growth of towns in the regions through the establishment of Priority Living Areas while providing for resource activities to locate within these areas where it meets communities' expectations as determined by the relevant local government.	The Regional Plan applies to development on land which is outside mining and petroleum leases. The policies in the regional plan are of relevance but not directly applicable to the completion of the SIA for the project.
Regional Queensland	Managing the impacts of major projects in resource communities	This policy was released to better facilitate growth in resource communities	The policy discusses the focus on high risk social impacts and for the state government to work together with local government and industry.

## 5.4 Local Government

To further understand the governance context, a number of local government policies and plans which relate to the study area have been considered. A brief description of these is provided below.

The project is in proximity to three local government jurisdictions. These include:

- Banana Shire Council, which was established in March 2008 following the amalgamation of Banana and Taroom Shire Councils.
- Central Highlands Regional Council, which was established in March 2008 following the amalgamation of the former shires of Bauhinia, Daringa, Emerald and Peak Downs.
- Woorabinda Aboriginal Shire Council.

Community plans for the following councils are available:

- Banana Shire Council Community Plan 2011 – 2024. Banana Shire Council has prepared a Community Plan to gain a clear appreciation of the needs and priorities of its residents, to provide a framework for future development and growth of the region, and to comply with its statutory obligations. It provides direction and vision. The vision for Baralaba is to be a community that is safe and friendly, vibrant and prosperous. The community places great value on its youth and elderly, recognising them as their future and history. Baralaba will grow to accommodate growth in local industries and continue to support the surrounding areas.
- Central Highlands Regional Council 2022 Community Plan. The Community Plan is comprised of a region-wide plan setting out regional outcomes and goals, and 13 place community plans listing the priorities for each community within the LGA. The priorities for Daringa include retaining and attracting population growth, expanding access to community services, developing additional industries to enhance employment opportunities and improving and maintaining infrastructure.

Planning schemes provides future direction and guides the way development occurs in a local government area.

Banana Shire Council presently administers two planning schemes:

- Banana Shire Planning Scheme.
- Taroom Shire Planning Scheme.

On 18 August 2010, Banana Shire Council resolved to prepare a new planning scheme under the *Sustainable Planning Act 2009*. The new planning scheme was considered necessary in order to improve process and provide a more measured approach towards development throughout the Shire and combine the two presently operational schemes. Council is aiming for adoption of the new planning scheme in 2015.

Central Highlands Regional Council currently administers four current Planning Schemes:

- Bauhinia.
- Daringa.
- Emerald.
- Peak Downs.

The Central Highlands Strategic Framework 2031 is a long term plan that will inform development assessment and preferred land use in the new Central Highlands Regional Council Planning Scheme. It builds upon the regional vision, goals and local community priorities outlined in the Central Highlands 2022 Community Plan. The Strategic Framework focuses on seven (7) key themes including Settlement Pattern; Natural Environment; Natural Resources and Landscape; Access and Mobility; Infrastructure and Services; Economic Development and Community Identity and Diversity.

## 6 EIS Community Consultation and SIA Stakeholder Engagement

This SIA has been informed by consultation undertaken by CCL for the broader project Environmental Impact Statement (EIS) and targeted consultation for the SIA. Further information regarding stakeholder and community consultation which has been undertaken as part of the project is contained in Appendix C Public Consultation Report.

### 6.1 Stakeholder Engagement and Community Consultation Program

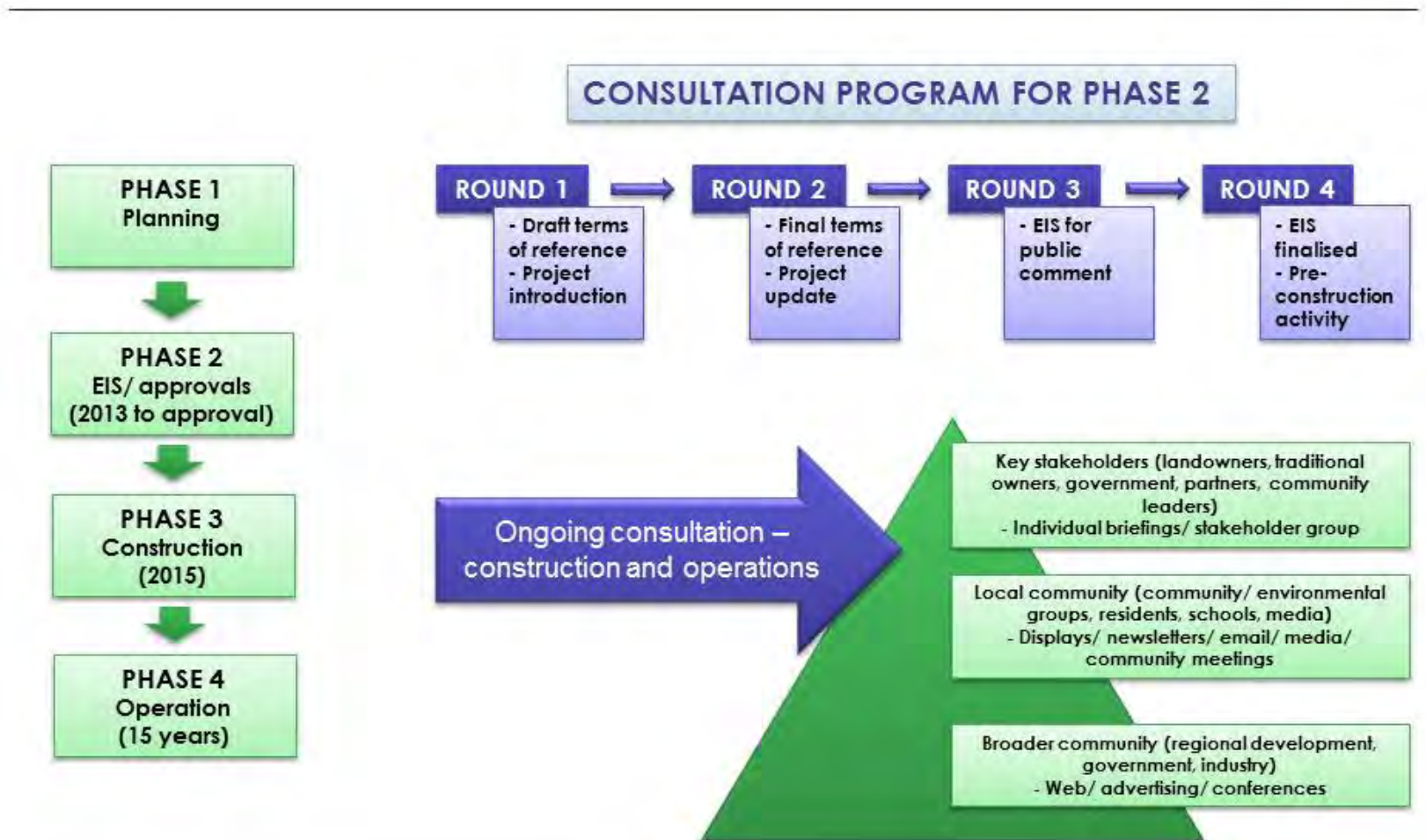
Cockatoo Coal Limited has sought to ensure stakeholders, including the Baralaba and Moura communities, are aware of the proposed project and the EIS process. The stakeholder engagement strategy informing the EIS was designed to attain meaningful participation and involvement that enabled stakeholders and the community to actively contribute to the development of new ideas and options as the project is planned and developed.

The stakeholder engagement strategy was developed to:

- Ensure the planning process is transparent and inclusive by informing relevant stakeholders of CCL's initial thinking about the project
- Raise awareness and build the capacity of interested and affected persons to express their views, provide feedback and inputs, and choose from a range of options in relation to the potential benefits and impacts of the proposed project. Awareness and capacity building has been promoted through:
  - Direct face-to-face meetings with interested and affected persons.
  - Presentations to the community followed by open forum for questions and answers.
  - Encouragement of an appreciation of the multiple and diverse viewpoints in the community concerning the potential expansion of the mine.
- Create a growing sense among stakeholders as interested and affected persons, and members of the community in and around Baralaba, of belonging to a 'community of interest' that has the potential to work together in a broad and inclusive partnership with CCL and relevant government agencies to create a common vision for the mutual benefit of the community and the mining operation.

This has involved the development of a stakeholder engagement and community consultation program for the project to align with key stages of the EIS process. The consultation program is presented in Figure 6.1.

Figure 6.1 Baralaba North Continued Operations Project Consultation Timeline





A summary of stage 1 consultation is provided below.

CCL has provided public briefings in Baralaba and Moura on the Baralaba Coal Mine Expansion (North). The briefings have covered the project approvals process, updates regarding the project, Infrastructure Requirements, Baralaba Caravan Park Stage 2, Electricity Substation, Coal Haulage Activities and the Moura Train Load Out Facility. The general consensus was positive. Issues raised by attendees included:

- Dust in Baralaba
- Increased road haulage and safety
- TLO impacts on Moura
- Impact of flood levees on future floods.

CCL is undertaking targeted consultation with affected landholders.

CCL has briefed CHRC and WSC on a regular basis and will undertake consultation at all key milestones for the project.

CCL has also briefed BSC in more detail, as BSC was the Assessment Manager for the Caravan Park development application and is currently assessing the Train Load Out Facility development application.

CCL attended the Queensland Government Community Cabinet meeting in Emerald on 20 October 2013 and briefed the Minister for Environment and Heritage Protection, the Coordinator-General and the Director-General of Natural Resources and Mines.

## **6.2 SIA Stakeholder Engagement**

Coffey undertook targeted stakeholder engagement activities to support the SIA. The stakeholder engagement process for the SIA required the following steps:

- The identification of stakeholders and members of the community.
- The provision of information to the stakeholders.
- Engagement with stakeholders and the collation of information provided.
- Integration of the information gathered into design of the project.

Stakeholder perceptions have been obtained through qualitative, quantitative and participatory research methods.

For the purposes of the SIA, consultation was undertaken broadly in Baralaba with additional meetings in Moura, Duaringa and Woorabinda. This included meetings with the following personnel listed in Table 6.1.

**Table 6.1 Stakeholders**

Date	Organisation	Personnel
2/12/13	Banana Shire Council	Mayor, Division 4 Councillor, Division 5 Councillor, CEO, Director Planning, Strategy and Sustainability and Manager Administration and Community Services
2/12/13	Baralaba State School	Principal
2/12/13	Moura Chamber of Commerce	Various
2/12/13	Moura Progress Association	Various
3/12/13	Queensland Ambulance Service	Officer in charge
3/12/13	Queensland Police Service	Officer in charge and Constable
3/12/13	Middle Road Landholder – 1	
3/12/13	Baralaba Multipurpose Health Service	Director of Nursing and CN
4/12/13	Middle Road Landholder – 2	
4/12/13	Aged Care	Secretary/Treasurer of Baralaba Community Aged Care Association Inc. and Admin and Finance Officer
4/12/13	Central Highlands Regional Council	Councillor, Manager Community Planning and Engagement, Senior Community Development Officer
4/12/13	Baralaba Resident Action Group	Various
5/12/13	Landcare	Field Officer
5/12/13	Woorabinda Aboriginal Shire Council	Mayor, Deputy Mayor, two Councillors and Acting CEO.
5/12/13	Middle Road Landholder – 3	
17/12/13	Discussion with Office of the Coordinator-General	Project Manager

The purpose of the SIA stakeholder engagement was to identify possible issues and possible mitigation measures for these stakeholders. The surveys were conducted in December 2013 and obtained community values, perceptions and comments about the project. A total of 16 written responses were obtained and are provided in Appendix B.

The stakeholder consultation highlighted geographical differences with regards to issues raised. A summary of issues raised, is provided below:

### **Baralaba**

- The Baralaba community was broadly supportive of the project and CCL's community engagement process.
- The community raised numerous positives aspects of the project from the creation of employment, to CCL sponsorship and involvement in community events/projects.

- Concerns raised by the Baralaba community related to heavy vehicle traffic movements through town (this was not related to coal haulage), dust and workforce impacts. Additionally the community said a large externally sourced project workforce would have an impact in terms of prevalence of drugs in the community.
- The community strongly supports further opportunities for local employment/procurement.

### ***Middle Road***

- Residents along Middle Road raised concerns relating to traffic volumes, frequency of heavy vehicle movements, size of transport vehicles, safety and risk issues regarding the haulage of coal down Middle Road to the train load out facility near Moura.
- Residents felt communication about the project needed to be increased and suggested independently facilitated mediation with CCL, DTMR and BSC to address concerns.

### ***Moura***

- The Moura community supports the expansion project. Both the Chamber of Commerce and the Community Progress Association raised concerns with employment losses in the coal mining sector in the period preceding the interviews and strongly supported local employment and procurement opportunities created by the project.
- There were concerns raised regarding the proposed location of the Train Load Out facility which is in close proximity to Moura and subject to separate assessment and approval.

### ***Woorabinda***

- Woorabinda Aboriginal Shire Council was generally supportive of the project and CCL's community engagement process.
- Council strongly supports further opportunities for local employment, indigenous training programs, and CCL's sponsorship/support for the community.

### ***Duaringa***

- Central Highlands Regional Council was generally supportive of the project and CCL's community engagement process.
- Council strongly supports further opportunities for local employment programs and CCL's sponsorship/support for the community.

A further objective of stakeholder engagement undertaken as part of the SIA was to determine the sensitivity of intrinsic social values. Through responses provided by community members and stakeholders to questions posed by the SIA consultation team the sensitivity of respective social values was ascertained. The results are presented in Table 6.2.

**Table 6.2 Consultation Summary**

<b>Social Values</b>	<b>Relative Social Significance</b>	<b>Susceptibility to Change</b>	<b>Sensitivity</b>
Population and demography	M	M	M
Property and land use	M	L	M
Environmental health (air quality)	H	M	H
Environmental health (noise and vibration)	M	M	M
Housing and accommodation	M	L	M
Employment and training	H	M	H
Employment and training opportunities for Indigenous people	H	L	M
Opportunities for local businesses	M	L	M
Competition for labour	M	L	M
Social and community infrastructure	M	M	M
Increased traffic (Baralaba)	M	M	M
Increased traffic (haulage)	M	H	H
Fear of disaster event	M	M	M
Community health and wellbeing	M	L	M

Social values which recorded the highest level of sensitivity related to environmental health (i.e., dust and noise), employment and training and transport (specifically with respect to safety issues associated with the coal haulage route and heavy vehicle traffic through Baralaba). These recorded sensitivity ratings have been subsequently utilised to determine the significance of potential projects impacts as presented in Section 8.

## 7 Project Details

This section describes particular aspects of the project which will influence the direct or indirect effects the project may have on the social and cultural environment. In particular, this relates to project timeframes, the required workforce and particular financial characteristics of the project. The section provides:

- Key project timeframes.
- A profile of required workforces for the construction, operations and decommissioning phases of the project.
- Accommodation and transportation arrangements for the workforce.
- An overview of key financial characteristics of the project.

### 7.1 Key Project Timelines

The development and operation of the project is comprised of a number of phases. The first is the construction. The second is the operations. The final phase is decommissioning of the site. An overview in terms of the construction phase and the operations components are provided in Table 7.1.

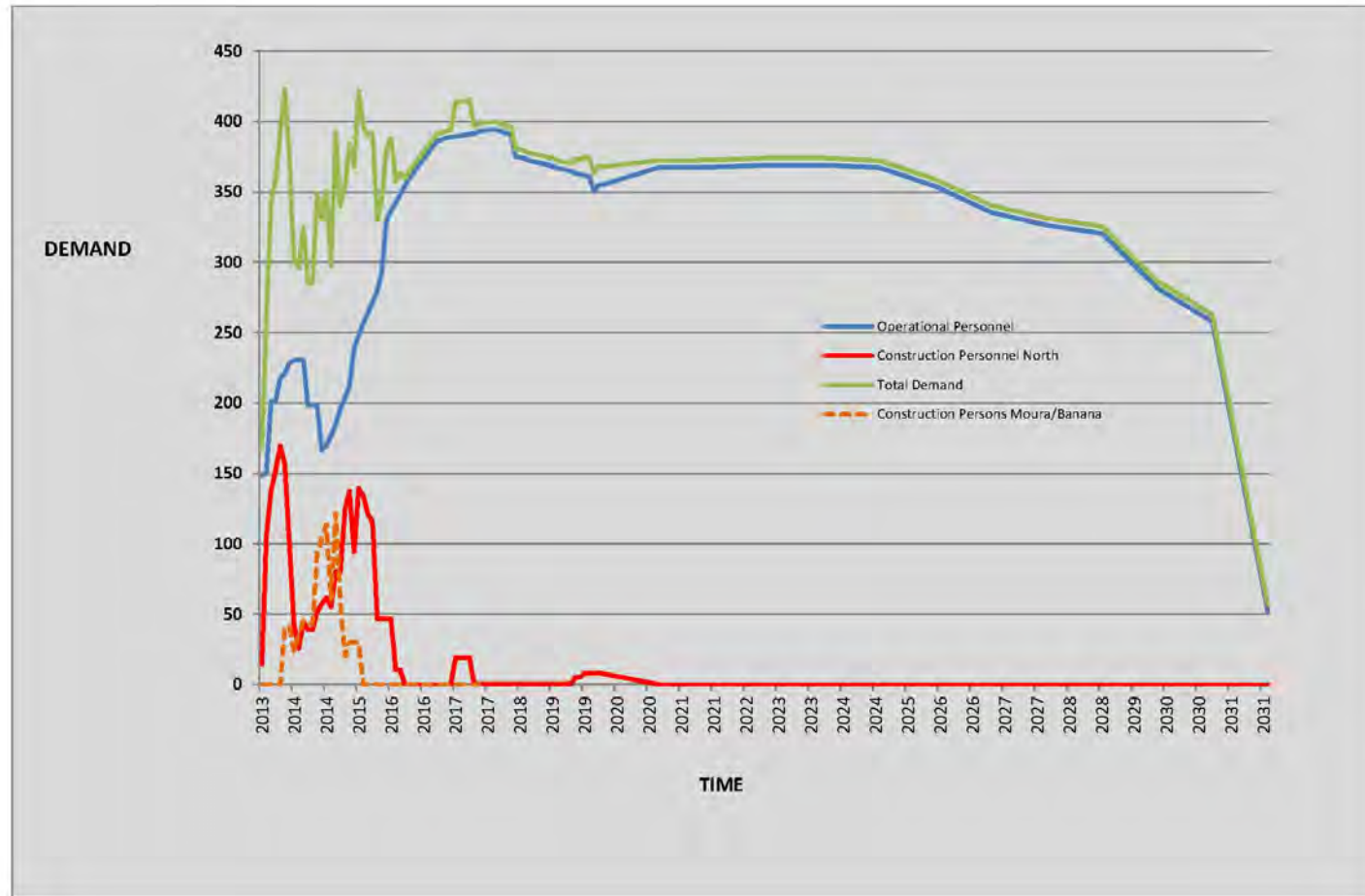
**Table 7.1 Key Project Timelines**

Stages	Timing
Construction Phase	Project initiation - Project Year 2
Operations Phase	Project Year 1 - Project Year 15
Decommissioning Phase	Post Project Year 15

### 7.2 Workforce Profile for Life of Project

An overview of the workforce requirements of respective phases of the project is outlined in Figure 7.1. These numbers represent the most accurate estimation of workforce numbers as at the date of SIA preparation.

Figure 7.1 Workforce Profile





## 7.2.1 Construction Workforce

The construction workforce requirement associated with the project would vary over the construction phase reaching a peak of 130 personnel and an average of 76. The project would utilise existing infrastructure and supporting services at the Baralaba Coal Mine and Baralaba North/Wonbindi North Mine. Additional infrastructure and construction/development activities which are required to support the project (including modifications and alterations to existing infrastructure) would be progressively developed in parallel with ongoing mining operations, including:

- mine infrastructure areas;
- levees to the north of the proposed explosives storage and to the south-east of the CHPP infrastructure area; and
- CHPP and associated infrastructure.

In addition, other elements subject to separate assessment and approval would be developed including:

- upgrades to product coal handling and transport infrastructure including construction of the proposed TLO facility;
- relocation of a 132 kilovolt (kV) Powerlink ETL;
- upgrades to existing public roads for the product coal road transport route (Section 2.2.2); and
- expansion of the Baralaba Town Caravan Park.

The workforce required to complete these components would differ in terms of skills sets and it is likely that numerous individual contractors would be commissioned. Thereby, the source of the construction workforce cannot be predicted with any degree of certainty as it is dependent upon the availability of required contractors and where such contractors are based, however in accordance with current CCL practice, every opportunity would be provided to contractors from the local and regional area.

## 7.2.2 Construction Workforce Transportation

Throughout the relatively short construction phase (approximately 13 months) it is most likely that all members of the construction workforce would be accommodated at the mine accommodation village or in company rental properties. The construction workforce would primarily commute to/from the accommodation village in Baralaba at the start and end of shift rosters. Daily transportation to the site would be via contractor vehicles, with a shuttle bus provided if feasible.

## 7.2.3 Operations Workforce

At full development, the peak project operational workforce requirement is estimated to be 380 personnel occurring in project year 2. When the project becomes operational, CCL would have an existing operations workforce of up to 190 personnel associated with the Baralaba North/ Wonbindi North Mine to draw upon. With the wind down of these operations at the Baralaba Coal Mine, it is anticipated that this workforce would roll directly on to the project, thereby reducing the additional operations workforce requirement for the project to an estimated 190 personnel.

CCL expects that 75% of the 190 person Baralaba North/ Wonbindi North workforce would be sourced from the Banana LGA with 10% sourced from Central Highlands LGA and the remaining 15% from the rest of Queensland. Of the additional 190 personnel required for the project, it is expected that 40% would be sourced from the Banana LGA, 10% from Central Highlands LGA and the

remaining 50% from the rest of Queensland. Aggregation of these estimates so as to determine the predicted source of the full project operations workforce is presented in Table 7.2.

For existing operations CCL has demonstrated a commitment to employ people from the local and regional area and this would also be the intention for the project. In accordance with this intention it is expected that approximately 68% of the operations workforce would be sourced from within the Banana and Central Highlands LGAs. The remaining 32% would be sourced from other areas in Queensland.

**Table 7.2 Source of Operations Workforce**

Locality	Baralaba North/ Wonbindi North projects (190 personnel)	Additional required BNCOP workforce (190 positions)	Full BNCOP workforce (380 personnel)
Banana LGA	75% (143)	40% (76)	67.5% (219)
Central Highlands LGA	10% (19)	10% (19)	10% (38)
Queensland	15% (28)	50% (95)	32.5% (123)

The operational hours at the project would be 24 hours a day, seven days a week. Mining operations is proposed on a 12 hour shift cycle roster, working 7 days on/ 7 days off. Technical staff would work 10 hours per day, on a 7 days on/ 7 days off roster. Senior management and staff would work on a 5 days on/ 2 days off roster.

The project operations workforce would provide employment opportunities across a range of occupations and skill sets. A breakdown of the proportion of the overall workforce devoted to respective operational elements is provided in Table 7.3. It shows that the greatest proportion of the workforce (41%) would be mining personnel followed by management, supervision and administration (13.5%), road haulage (12%) and maintenance (10%).

**Table 7.3 Jobs by Occupation during the Operations Phase**

Role	% of Total Workforce
Management, Supervision & Administration	13.5%
Mining Personnel (heavy machinery operators etc.)	41%
Maintenance	10%
Road Haulage	12%
Drilling and Blasting	7.5%
Coal Handling Preparation Plant (non-managerial)	6%
Accommodation village staff	5.5
Exploration	4.5%

## **7.2.4 Operations Workforce Transportation**

The operations workforce would primarily commute to/from Baralaba at the start and end of shift rosters.

It is likely that a proportion of those who commute would utilise private transport when starting and completing shift rotations, however bus transportation would be provided from key localities such as Moura.

With respect to daily mobilisation of the workforce, employees accommodated in the accommodation camp in Baralaba would be transported to the mine site for their daily shift rotation via shuttle bus.

## **7.3 Workforce Accommodation Strategy**

This section briefly outlines the workforce accommodation strategy proposed by CCL.

### **7.3.1 Accommodation Choice**

CCL is committed to providing its future workforce with the choice of where to live and would encourage workers to live locally, which supports the region's vision of a strong and vibrant community.

CCL is cognisant of the potential negative impacts which the influx of a project workforce can have upon the local housing market in terms of availability and affordability. CCL's workforce accommodation strategy includes the regular appraisal of effects on the local housing market so that any impacts relating to housing availability and affordability may be identified and suitable alternative arrangements implemented in a timely fashion.

### **7.3.3 Key Elements of the Workforce Accommodation Strategy**

The Workforce Accommodation Strategy would be structured on the following parameters:

- CCL has secured approval to expand the existing accommodation camp in Baralaba. The expanded Baralaba Caravan Park will have a capacity of up to 350 rooms.
- Utilisation of CCL owned houses in Baralaba (up to 10 dwellings).
- Maximisation of local employment (within a 1 hour drive) thereby reducing the workforce accommodation requirement.

### **7.3.4 Construction Workforce Accommodation Requirements**

It is expected that non-local members of the construction workforce would be accommodated at the mine accommodation village which is located at the expanded Baralaba Caravan Park. Contractors would be required to utilise this accommodation.

### **7.3.5 Operations Workforce Accommodation Requirements**

The bulk of the operations workforce would be accommodated in the expanded mine accommodation village located at the Baralaba Caravan Park. CCL is advancing expansion of the capacity of the mine accommodation village on the assumption that 75% of the operations workforce would be required to be accommodated at the mine accommodation village whilst on shift.

CCL would encourage long term operations employees to consider living permanently in the Baralaba community as this would stimulate local growth and vitality and serve to further integrate the project

into the community. The percentage of the operations workforce who would choose to live in Baralaba would not be known until the workforce is employed and workers make their choice as to whether to live in town or operate on a FIFO/DIDO basis. The FIFO component is expected to be small.

An indication of the likely proportion of the workforce that might choose to live locally may be derived from current operations. Of the current CCL workforce of 135 employees, approximately 28% live in the local area as defined by a 1 hour drive from the project site (note that the proportion of the workforce sourced from Banana and Central Highlands LGA is expected to be 67.5% however many of these employees would not reside within a 1 hour commute). It is expected that 25% of the project operations workforce would be sourced from within a 1 hour drive from the project site and therefore not require accommodation at the mine village

## 7.4 Financial Characteristics

This section briefly outlines some of the projects financial characteristics so as to gain an indication of the economic effects which might be experienced by communities in the social and cultural area of influence.

For the regional economy (i.e. Banana and Central Highlands LGAs), the construction phase of the project is anticipated to contribute up to (Appendix N of the EIS):

- \$72M in annual direct and indirect output;
- \$26M in annual direct and indirect value added;
- \$9M in annual direct and indirect household income; and
- 184 direct and indirect jobs.

Once operations have commenced, the increased impact on the regional economy is estimated to be up to:

- \$364M in annual direct and indirect regional output or business turnover;
- \$49M in annual direct and indirect regional value added;
- \$19M in annual direct and indirect household income; and
- 472 direct and indirect jobs.

The project would have a variety of economic implications for the region. In total, and subject to coal prices and exchange rate variations, it is estimated that up to approximately \$292M (present value) in total royalty payments and levies over the life of the project, would be made to the Queensland Government.

Community grant schemes and royalty payments are anticipated to assist the funding of social and economic infrastructure which would benefit the community. Additionally, investment in the project is expected to generate increased economic activity and employment in the region, which in turn is anticipated to increase the region's population as workers and their families move to the area.

## 8 Issues and Potential Social Impacts

The assessment of identified potential issues and impacts was conducted using the impact significance assessment method described in Section 3. The assessment considered the construction, operations and decommissioning phases of the project for each aspect of the social environment. The impact ratings assessed the raw potential impacts, prior to implementation of any social mitigation or management measures.

The issues and impacts discussed in this section were identified through a number of concurrent processes including direct engagement with potentially affected stakeholders, both through the project community consultation strategy and the SIA stakeholder engagement program. As outlined in Section 6, the sensitivity (high medium or low) of respective social values was ascertained through responses provided by community members and stakeholders to questions posed by the SIA consultation team.

Complementing direct engagement, issues and impacts have been defined through the assessment of project effects against the attributes of the existing social environment. Lastly, the assessment has drawn upon the knowledge and insight held by members of the project team and the application of best practice impact assessment methodology to identify and evaluate social impacts associated with the project.

### 8.1 Population and Demography

The potential social impacts relating to population and demography are presented below.

#### 8.1.1 Population Growth and Demographic Change

The Project construction phase would occur over an estimated 13 month period. The population effects associated with the construction workforce would be temporary.

The temporary and transient influx of up to 130 construction workers (peak) represents a 27% increase to the population of Baralaba. As the construction workforce is likely to have a younger median age and higher proportion of males than the local population, the presence of the construction workforce would temporarily alter the existing demographic balance of Baralaba's population. However, the impact of this population increase would be limited due to shift scheduling and accommodation arrangements, which means that members of the workforce would have limited opportunity to interact with the broader community.

The sensitivity of this value was determined as being moderate. The magnitude of the impact is considered to be low due to its limited duration and severity. Therefore, population and demographic effects associated with the construction workforce is rated as being an impact of **low** significance.

Project operations would occur over a 15 year period with a peak operations workforce requirement of an estimated 380 positions. When the project becomes operational CCL would have an existing operations workforce of up to 190 personnel associated with the Baralaba Coal Mine and Baralaba North/ Wonbindi North Mine to draw upon. With the wind down of these operations, it is anticipated that this workforce would roll directly on to the project, thereby reducing the additional operations workforce requirement for the project to an estimated 190 personnel.

Of the additional 190 personnel required for the project, it is expected that 40% would be sourced from the Banana LGA, 10% from Central Highlands LGA and the remaining 50% from the rest of Queensland. Whilst 50% of the workforce is expected to be sourced from the Banana and Central Highlands LGA's not all of these employees would live within a 1 hour commute time from the project site. Based on current operations, it is estimated that 28% of the operations workforce would be permanent residents within a 1 hour drive of the project site. This includes existing residents (25%)



and members of the operations workforce who would choose to reside permanently in Baralaba (3%) following gaining employment of the project. Of the additional operations workforce required for the project considered likely to relocate permanently to Baralaba (3% or 6 positions), it is assumed that 3 would have families comprising two adults and two children (12 persons), 2 would be in a couple relationship (4 persons) and 1 would be single. This equates to an estimated additional 17 permanent residents in Baralaba.

The remaining 72% of the operations workforce would reside in Baralaba only whilst on shift. This influx of 137 persons represents a 29% increase to the existing population however as these are not permanent residents and would be accommodated in the self-contained mine accommodation village, the impact associated with this population impact is limited.

In addition to population effects directly related to the project workforce, it is likely that the project would stimulate the local economy, resulting the creation of some additional 'service' employment opportunities. In the context of Baralaba, additional employment generation is likely to be constrained due to most of the services and businesses likely to be affected currently operating below full capacity, thus limiting the requirement to employ additional staff. Nonetheless, it is likely that the project would stimulate some additional employment growth, estimated to be the equivalent of 5% of the peak operations workforce of 380 personnel which equates to 19 positions.

Considering local unemployment (5%) along with additional local population associated with the operations workforce (17 additional residents), it is estimated that 50% (10 positions) of these new employment opportunities would be filled by locals, with the remainder attracting new residents to the Baralaba area. Applying the same demographic assumptions as that of the operational workforce, (i.e., 50% in families of four persons, 25% in couple relationships and 25% single), the total population increase associated with the stimulation of local economic activity is estimated to be 26 persons- 5 families, 2 couples and 2 singles.

A summary of the population effects associated with the project is presented in Table 8.1.

**Table 8.1 Population Effects of Operations Workforce**

Parameter	Number of people
Operations workforce (peak)	380 employees
Existing CCL workforce able to deployed onto BNCOP	190 employees
Additional operations workforce requirement	190 employees
% likely to reside locally	28% (53 employees)
% likely to be existing residents	25% (47 employees)
% likely to reside locally only whilst on shift	72% (137 employees)
Number of operational employees re-locating to local area	3% (total of 17 people)
Non-project jobs stimulated by the project	19 positions- 50% filled by local residents (total of 26 people)
Total estimated permanent population increase	43 people
Total population increase	180 people

The estimated addition of 43 permanent residents represents a 9% increase to the existing population of Baralaba. The sensitivity of this value was moderate and the magnitude of the impact also considered moderate. Therefore, population and demographic effects associated with the operations workforce is an impact of **moderate** significance, prior to implementation of social mitigation and management measures.

### 8.1.2 Population Decline Upon Decommissioning

The decommissioning phase of the project is estimated to occur over a one year period following a 15 year operations phase. The estimated size of the workforce associated with the decommissioning phase would be approximately 30 employees. These employees would primarily be sourced from the existing operations workforce and therefore does not constitute any additional population increase in the primary study area.

The operations workforce is predicted to reduce in numbers in Project Year 13 from 321 to 282 and then from Project Year 15 to Project Year 16 (decommissioning) from 252 to 52. Decommissioning of the project would result in the discontinuation of those positions associated with mining operations. Of the 252 person operational workforce in project year 15, it is assumed that 72% (181 employees) operate on a DIDO arrangement and are not permanent residents of the local area, 25% (63 employees) were residents of the local area prior to being employed on the project and the remaining 3% (8 employees) moved permanently to Baralaba due to being employed on the project.

With the loss of permanent employment on the project, it is likely that those that moved to reside permanently in the local area would migrate out of the Baralaba area unless alternative employment opportunities arise. This equates to a total predicted decrease to the population of Baralaba of 22 persons. Population and demographic effects carry a moderate level of sensitivity and the magnitude of the effect with respect to project decommissioning to be low and therefore is an impact of **low** significance.

## 8.2 Property and Land Use

The project is an expansion of a brownfield mining site and involves an extension of existing mining activities (i.e., drilling, blasting, excavation, truck movements) to the north of the site, in an area which currently supports low intensity grazing of cattle along with some infrastructure easements.

The project requires additional land surrounding the existing mine site to accommodate an open cut mine, water and sediment dams, top soil dumps and spoil dumps. The overall project area is 2,498 ha. As listed in Table 4.16, a total of 17 individual allotments of land would be affected by the project. This includes 5 privately held freehold land parcels along with seven infrastructure easements held by the state. The remaining 4 lots are held in freehold by CCL holding companies.

The primary land use change associated with the project is the utilisation of land for open cut mining and associated infrastructure rather than the current use of low intensity grazing of cattle. Whilst the land required for the project does not impact directly on any occupied residence, there are two dwellings located in the vicinity of the project area and relocation may be sought in the future.

Vegetation would be progressively cleared over the life of the project ahead of the active mining and waste rock emplacement areas. Landform profiling and rehabilitation of disturbed areas would be undertaken progressively over the life of the project.

A review of the relevant trigger maps for the properties in the area indicate that areas of potential Strategic Cropping Land (SCL) are present and therefore, an SCL Validation Assessment would be required under the *Strategic Cropping Land Act 2011*. This is a separate approvals process which would occur outside of the EIS.

The sensitivity of this value was determined as being moderate. The magnitude of the impact is considered to be low due to the low number of directly affected landowners (i.e., low severity of

effect). Therefore the significance of project impacts upon property and land use is rated as being **low**.

## **8.3 Environmental Health**

Project construction and operation have the potential to affect environmental health in the local area. The potential social impacts relating to environmental health investigated as part of this assessment relate to air quality (dust) and noise and vibration. Environmental health effects associated with lighting and odour have not been analysed as such project effects would be minimal.

### **8.3.1 Effects on Air Quality**

Due to the nature of project activities, environmental conditions and the proximity of the residential areas (i.e. Baralaba township), the generation of dust and associated impacts on air quality is an issue of ongoing community concern. Project activities that have the potential to generate dust include the mining activities (e.g. blasting and haulage of waste rock and coal), windblown dust from land clearing and coal handling and preparation (e.g. crushing and stockpiling).

As reported by stakeholders in the Baralaba Community Meeting, the community of Baralaba has experienced elevated levels of dust from the existing Baralaba Coal Mine. This had been due to prevailing environmental conditions, particularly during dry periods, which is understood to have reduced the effectiveness of mitigation measures (e.g. haul road watering) applied by CCL.

The project would see the mine move further away from Baralaba, by progression of mining operations to the north and well away from the township of Baralaba in the long term.

The air quality modelling results indicate that there is potential for air quality levels to exceed the air quality objective for 24-hour PM10 concentrations at three rural receptors near the mine, (Todoroski Air Sciences, 2014). CCL is seeking to negotiate agreements for acquisition, relocation of living arrangements or physical treatment of the three private residences where the exceedances are predicted.

Importantly, no exceedance of the air quality objectives is predicted to occur at the Baralaba township over the life of the project (Todoroski Air Sciences, 2014), with the application of appropriate air quality measures. Such measures include the use of adaptive management on a few days in the year when adverse weather conditions may lead to dust. It is expected that the air quality objectives would be met in Baralaba during the operation of the project (Todoroski Air Sciences, 2014).

The sensitivity of this value (i.e. effects on air quality) was determined as being high. The project is predicted to have a low effect on air quality in Baralaba with the implementation of the proposed management and mitigation measures. Therefore the significance of this impact is rated as being moderate at the township of Baralaba.

### **8.3.2 Noise and Vibration Impacts**

Noise and vibration have the potential to result in impacts to community amenity through exposure to elevated noise levels from mining equipment and vibration from blasting.

At the Baralaba Community Meeting, no members of the community in attendance raised issues relating to noise or vibration from the existing Baralaba Coal Mine. The increased rate of production would result in an increase in the intensity of mining activities (e.g. drilling and blasting), an increase in the frequency of haul truck pass-bys and the introduction of coal processing activities (i.e. the Coal Handling and Preparation Plant). However, the progression of the project to the north in the long term would potentially reduce the noise and vibration effects experienced by residents of Baralaba Township.

A Noise and Vibration Assessment for the project was undertaken by Simpson Engineering (2014), which found that, with the application of appropriate noise management and mitigation measures, the project would comply with the adopted noise level goals throughout the life of the project.

The sensitivity of this value (i.e. noise and vibration impacts) was determined as being moderate. The magnitude of project effects with respect to noise and vibration are considered to be moderate. Therefore the significance of this impact is rated as being moderate prior to implementation of any social mitigation and management measures.

## **8.4 Housing and Accommodation**

The population effects associated with any project has the potential to impact upon the local availability and affordability of housing and accommodation. In Australian communities, housing typically carries levels of meaning greater than merely the provision of adequate shelter, although this is one of our most basic social needs. The concept of the home and home ownership carries cultural values and any threat to these values carries a concomitant degree of sensitivity.

### **8.4.1 Increased Demand for Permanent Housing**

As outlined in Section 8.1, it is not anticipated that the construction or decommissioning workforces would generate any additional demand for housing in the study area. This is due to the entire construction workforce operating on a DIDO basis and being housed in the mine accommodation village when on shift. In order to provide sufficient accommodation for the influx of this workforce, the existing mine village is to be expanded to a capacity of up to 350 rooms. To facilitate the expansion of the existing mine village, required land use planning permits and approvals have already been attained through the local authority in accordance with provisions of the *Sustainable Planning Act 2009*.

CCL currently operates the Baralaba Central Mine with a workforce of approximately 135 personnel. Of this workforce, approximately 28% live in the local area. It is expected that of the 190 additional operations employees required for the project (taking in into account that when the project becomes operational CCL will have an existing workforce of 190 personnel able to roll over onto the project), 72% would choose to operate on a FIFO/ DIDO basis and reside in the mine village when of shift. The mine accommodation village would have sufficient capacity to fully meet this accommodation demand.

It is anticipated that 25% of the operations workforce would be sourced from within a one hour drive of the project site and therefore would commute from their place of residence on a daily basis and would not require accommodation. The remaining 3% (6 positions) of the operations workforce would choose to permanently relocate to the Baralaba area. These employees would seek suitable accommodation (i.e., detached housing) thereby generating a slight increase in demand in the local housing market. In addition, as outlined in Section 8.1, the project would stimulate 'service' employment opportunities of up to 19 positions, which would attract additional new residents to Baralaba. It is estimated that up to 5 families, 2 couples and 2 singles would seek to move into the Baralaba area. Therefore it is estimated that the project may result in demand for up to 15 houses in the Baralaba area.

Current total housing stock in Baralaba is recorded as comprising 120 detached houses, 33 of which were listed for sale as at January 2014. In addition there were 16 residential blocks of land listed for sale. There were no houses listed as being available for rent.

The sensitivity of this value was determined as being moderate. Whilst the total estimated demand for permanent for housing stimulated by the project is less than the quantity of housing listed for sale, due to the relatively small size of the housing market there is a risk of rapid escalation in price and therefore the magnitude of the effect is considered to be moderate. Therefore the significance of this

impact is rated as being **moderate** prior to implementation of any social mitigation and management measures.

## 8.4.2 Increased Demand for Temporary Accommodation

As outlined above, the construction workforce and the bulk of the operations workforce would be accommodated in the expanded mine accommodation village located at the Baralaba Caravan Park. CCL recently purchased the Caravan Park and is advancing the expansion of the mine accommodation village component to a capacity of up to 350 beds. Existing public facilities would remain and the Caravan Park would still be able to be accessed by members of the public seeking temporary accommodation. However, the character of the Caravan Park would be altered and it is likely to be less attractive to tourists and other potential users.

In addition to accommodation of the direct project workforce, it is likely that intermittently throughout the construction, operation and decommissioning phases of the project, contractors and other personnel affiliated with project activities would seek short term accommodation in the local area. The availability of short term accommodation in Baralaba is limited to the Caravan Park and the Baralaba Hotel. Whilst there is a low level of demand for temporary accommodation generated by tourism and other non-project related sources, there may be times when there is a shortage of accommodation in the local area. The sensitivity of this value was determined as being moderate. The magnitude of the impact is considered to be moderate and therefore the significance of this impact is rated as being **moderate** prior to implementation of any social mitigation and management measures.

## 8.5 Employment and Training

The generation of employment opportunities and subsequent stimulation of training and capacity building initiatives are key positive outcomes associated with project development. Assessment of potential social impacts relating to employment and training is presented below.

### 8.5.1 Increased Regional Employment and Training Opportunities

The project would have a positive impact on employment and training in the study area through the creation of employment opportunities and the stimulation of training and skills development. Such project effects would provide a positive impact upon the social wellbeing of the community.

The project would directly create an estimated peak of 130 construction jobs and 380 operations positions over a 15 year operational life. The construction workforce would include a range of skills and occupations including management and supervision, engineering, geotechnical, earthworks and general labouring. Primarily contractors would bring in their own workforces to undertake specific components of construction and therefore the source of the workforce is difficult to predict, however the project would generate direct and indirect opportunistic employment for members of the local community throughout the construction phase. An estimated construction timeframe of 13 months does not facilitate the development of local expertise for the supply of construction employment to the project. Consequently the positive employment and training impacts resulting from the construction phase of the project are likely to be at the regional and state wide rather than local level.

The project would provide employment stability for the existing operations workforce (up to 190 positions) and create 190 additional operations positions. CCL have demonstrated a commitment to source as many staff as possible from the local area and it is estimated that 25% of the operations workforce would be sourced from within a one hour drive of the project site. It is anticipated that 50% of operations workforce would be able to be sourced from the Banana and Central Highlands LGA's, with the remaining 50% sourced from other areas in Queensland. The sensitivity of this value was determined as being high. The magnitude of the impact (i.e., the creation of employment



opportunities) is considered to be moderate. Therefore the significance of this impact is rated as being **high** prior to implementation of any mitigation and management measures.

Associated with the creation of employment opportunities, is the stimulation of training and skills development, both locally and in the broader region. Local residents along with those of the broader region would be aware of the employment opportunities which the project would create and would seek to develop the skills and capabilities required to attain such employment. Such a stimulation of demand for specialist training and skills development may be met by either public (schools, technical colleges, etc.) or private sector providers.

Targeted training courses may be provided through Vocational and Educational Training organisations such as TAFE and or other private accredited training providers. As there are no such training providers located in the local Baralaba area, it is likely that the closest available training courses would be offered in Moura, Biloela, Gladstone or Rockhampton. Members of the community most in need of training opportunities, such as unemployed persons and underemployed sectors of the community, stand to benefit if training is orientated so as to encourage participation. The stimulation of training and skill development opportunities is a positive social impact which has a moderate level of sensitivity and considered to be of moderate magnitude. Therefore the significance of this impact is rated as being **moderate** prior to implementation of any enhancement measures.

### 8.5.2 Employment and Training Opportunities for Indigenous People

The project has capacity to impact on Indigenous people in the regional area including residents of Woorabinda which is located approximately 45 minutes' drive from the project site. These impacts would be predominantly positive in the form of enhanced employment and training opportunities. The project can provide impetus for investment in training and skills development and tailored assistance packages which enable Aboriginal and Torres Strait Island people to participate and gain relevant qualifications. The proximity of Woorabinda and other townships which have a proportionally high Indigenous population (i.e., Duaringa) presents opportunities for residents of these communities to access employment and training opportunities.

The creation of employment opportunities for Indigenous peoples is an issue of moderate sensitivity. In the context of the limited employment opportunities which are available for Indigenous people in the region, this is considered an impact of moderate magnitude. Therefore the significance of this impact is rated as being **moderate** prior to implementation of any enhancement measures.

### 8.5.3 Loss of Employment upon Decommissioning

Decommissioning of the project is likely to have a negative impact on employment and training opportunities available both locally and regionally, as the demand for employees with particular skills decreases in line with project closure. Currently it is estimated that approximately 28% of the total labour force of Baralaba is employed on existing CCL operations. With the development of BNCOP this proportion is likely to be substantially higher and therefore the loss of such a key source of employment would see the release of a large number of people with similar skill sets released onto a relatively small employment market. If there are no CCL operations or other mines in the region, then project decommissioning would result in employees either leaving the area in search of employment or seeking alternative local employment in another industry.

The loss of employment opportunities is a social impact which has a high level of sensitivity and the effect considered to be of moderate magnitude. Therefore the significance of this impact is rated as being **high** prior to implementation of any mitigation and management measures.

## 8.6 Local Business and Economy

The potential social impacts relating to local business and economy are presented below.

### 8.6.1 Increased Economic Opportunities for Local Businesses

The project has the capacity to impact positively upon local businesses and economic conditions. The expenditure associated with construction and operation of the project would generate a range of direct and indirect economic opportunities for local businesses. Direct impacts comprise the direct employment and procurement of goods and services for the project. The project would also provide indirect stimulation of economic growth and business opportunities due to the injection of wealth associated with the presence of a resident workforce and an increase in the discretionary income expended in the community. However, the proportion of these wages that would be spent in the local economy would be constrained due to limited goods and services which are available to purchase locally.

Baralaba is a relatively small township with few businesses and subsequently there is not a broad range of goods and services available locally. A search of local businesses via the 'White Pages' and the 'true local' web site ([www.truelocal.com.au](http://www.truelocal.com.au)) undertaken in January 2014, found that there were 24 businesses excluding pastoral enterprises listed in the local area. These included such businesses as mechanical services, food related providers and agricultural products and services.

With regard to the construction phase of the project, it is not likely that a large number of direct procurement opportunities would be generated for local businesses due to the specialised nature of goods and services required for project construction. Similarly for project operations, the requirement for specialised mining equipment and the scale of the goods and services required for operation and maintenance of a 3.5mtpa mine are likely to be beyond the capacity of local businesses to provide. There would however be a multitude of smaller tender opportunities generated by the project which local businesses would be capable of providing and CCL have demonstrated a commitment to encouraging local tenderers to apply.

Whilst highly specialised procurement contracts are not likely to be able to be secured by local businesses, project construction and operation would result in additional patronage for many existing local businesses. This would include mechanical and agricultural products and services, food, beverage and grocery and accommodation providers. So as to provide a basic understanding of the magnitude of the inflow of wealth into the local economy associated with the project, an assessment of the dollar value of expenditure by project employees whilst in the community has been estimated.

With respect to the construction workforce, the peak is 130 personnel across a 13 month construction period. If it is assumed that the average expenditure of each employee on items purchased from businesses in Baralaba is \$5 per day (considering that the workforce would be residing in the fully catered mine camp and therefore opportunities for expenditure would be limited), this equates to a total of \$20,475 per month or \$245,700 over the 12 months construction period.

For the operations phase, it is estimated that the project would generate \$17,204,000 in gross wages per year being paid to project employees that reside in the local area (i.e. Banana and Central Highlands LGAs) (Gillespie Economics, 2014). In addition, the remainder of the operations workforce (274 employees) would reside at the mine village when on shift and are likely to spend some money on consumables in the local area. It is again assumed that the average expenditure of each employee on items purchased from businesses in Baralaba is \$5 per day. This equates to \$498,680 being expended per year in the local area.

In the context of the small size of the Baralaba community and small number of businesses that would benefit from such inflows, the project would have a substantially positive effect on the viability of such businesses and on the commercial vitality of the community. It is expected that the quantum of financial inflows to the local economy is sufficient to stimulate the creation of additional business opportunities in the community. Considering the low unemployment rate in Baralaba, these new jobs are likely to attract new residents, further stimulating the local economy.

Increased economic opportunities for local businesses is a positive social impact which has a moderate level of sensitivity and considered to be of moderate magnitude. Therefore the significance of this impact is rated as being **moderate** prior to implementation of any enhancement measures.

## 8.6.2 Competition for Labour

Development of the project would increase competition for skilled labour in the local area. This has the capacity to affect the viability of local businesses which commonly cannot compete with mining projects in terms of wages and therefore stand to lose staff. In addition, the comparatively high wages able to be attained on mining projects can drive up the general price of labour in the local area which affects the profitability of local businesses.

CCL are seeking to source as many employees as possible in the local area, however it is not considered likely that this would have a substantial effect on the availability of labour for local businesses. This is due to a majority of businesses in Baralaba being relatively small, predominately being family owned and operated and employing few additional employees. In addition, the other major industry in the region competing for labour is agricultural production, predominantly cattle grazing along with cotton and dryland cropping. The proposed shift scheduling for the project is a seven day on/seven day off roster. This arrangement supports the co-existence of mining and agriculture as it allows those involved in agricultural production to both work for the mine and progress agricultural operations when not on shift.

Competition for labour is a negative social impact which has a moderate level of sensitivity and considered to be of moderate magnitude. Therefore the significance of this impact is rated as being **moderate** prior to implementation of any mitigation measures.

## 8.6.3 Loss of Local Economic Stimulus Upon Decommissioning

In the decommissioning phase of the project, the number of employees that may spend money in the township would decrease thereby having a negative impact on the profitability of some local businesses. Whilst the project would extend CCL operations in the area and thereby provide additional time to plan and mitigate against the effect of decommissioning, the loss of such local economic stimulus has a sensitivity rating of moderate and is considered to be an impact of moderate magnitude and therefore is rated as being of **moderate** significance.

## 8.7 Social and Community Infrastructure

The larger itinerate and permanent population created by the project construction and operational workforces would have a consequential effect on the demand for social infrastructure and services in the local area. For example, regional emergency services such as ambulance, police and fire services may incur higher call out rates. Similarly, medical services including allied health, mental and emergency health services located in Baralaba and possibly Moura may be sought by members of the project workforce and therefore contribute to overall demand for such services. The increased local population is also likely to result in increased usage of limited local recreational infrastructure such as sporting and leisure facilities. It is estimated that the project would stimulate local population growth of approximately 43 people, 16 of which would be children. The Baralaba State School is the only school located in the local area and it is subsequently presumed that these children would seek to enrol in this school.

Whilst a peak operational workforce represents a substantial increase to the local population, the effect of this workforce on demand for social infrastructure and services is tempered by a relatively high proportion of the workforce being sourced from the local area along with workforce management provisions which include the provision of on-site first aid and a comprehensive HS/HSE system. This should serve to reduce demands on local medical and emergency services. Baralaba is currently well

served in terms of ambulance and police services and anticipated higher call out rates should be able to be met by existing services. There is potentially some existing capacity in terms of health services in Baralaba; however an aging local population may result in ongoing high levels of demand. Without measures to reduce the demand which the operations workforce may have upon this service it is likely that there would be a negative effect on availability for local residents.

The Baralaba State School services Baralaba and the surrounding area as well as Woorabinda, with a bus service running between Baralaba and Woorabinda on a daily basis. The school does however have sufficient existing capacity to adequately service the anticipated influx of 16 additional children. Currently, recreational infrastructure in Baralaba including football ovals, lawn bowls and tennis courts are available yet are aged and requiring additional maintenance. The mine accommodation village offers a gymnasium to staff and it is not expected that the operations workforce would generate demand for other forms of infrastructure which encroaches upon local enjoyment of such facilities.

Increased demand for social infrastructure and services is an issue which has a moderate level of sensitivity in the local community. It is considered that the magnitude of the impact is moderate and therefore the significance of this impact is rated as being **moderate** prior to implementation of any mitigation measures.

## 8.8 Transport and Access

In Baralaba, which is relatively remote and has limited services available locally, access and mobility are important factors influencing the social wellbeing of members of the community. Higher order education, health and other services are only available in Biloela or Rockhampton and subsequently members the community need to travel long distances to access such services. A lack of public transport means that private vehicle use is the only means of transport available. It is likely that the project would have a number of transport related project effects as presented below.

### 8.8.1 Increased Traffic and Heavy Vehicle Volumes (Baralaba)

The project is likely to result in an intensification of transport activity in the local area. This would be as a result of both an increase in heavy vehicle movements throughout the construction and operations phases of the project and an increase in private vehicle movements due to the operations workforce being on a drive in drive out basis from within the Banana and Central Highlands LGAs. The majority of the project workforce would be housed in the upgraded Baralaba Town Caravan Park and would be transported to and from the site via shuttle bus. This is anticipated to minimise the impact of workforce traffic on the local road network.

The impact of heavy vehicle movements associated with the project would be minimised through the use of a dedicated heavy vehicle haul road (Middle Road) so that these vehicles would not travel through Baralaba. It was noted in consultation that the project may result in an increase of non-project related heavy vehicles traversing through the township as a result of proposed improvements to Middle Road which would potentially provide a short cut for heavy vehicles seeking to connect up with the Fitzroy Development Road. Such vehicles would travel through town and it was noted that there are safety concerns regarding such vehicles travelling through the intersection of Dunstan Street and Stopford Street.

Increased private and heavy vehicle traffic has a moderate level of sensitivity and the magnitude of the effect is considered to be moderate, resulting in a significance rating of **moderate** prior to implementation of any social mitigation or management measures.

### 8.8.2 Heavy Vehicles (Haul Route)

Whilst the upgrade of the existing product road transport route is subject to a separate approvals process, the haulage of coal along Middle Road was a key issue raised in the course of community and stakeholder consultation and has been considered as part of the EIS and SIA. It is proposed that

coal would be hauled by truck from the mine to a train load out facility located outside of Moura on the Moura/Aldoga freight line. This is the means of coal haulage associated with the approved 1 Mtpa operations; however it is proposed that trucks would be upsized from AB triples to double AAB quads as part of BNCOP.

The scaling up of current operations from the approved 1 Mtpa to 3.5 Mtpa would require an increase in the number of truck movements hauling coal along Middle Road to the train load out facility. Middle Road includes some public roads controlled by Banana Shire Council. It is understood that existing Middle Road would also accommodate the greater quantity of heavy vehicle traffic, including sealing all unsealed sections of Middle Road. Residents along Middle Road engaged as part of the SIA expressed concerns as to safety, amenity and property valuation effects associated with the increase of haulage trucks. There was a perception within the community that the haulage trucks presented a safety issue when entering and leaving their properties, when using the road to move stock and other agricultural activities and for children catching bus transportation to and from school. There were also concerns raised as to the noise and lighting effects associated with increased truck movements and how such effects might influence the value of their property.

Increased heavy vehicle traffic associated with coal haulage along Middle Road is an issue which has a high level of sensitivity and the magnitude of the effect is considered to be moderate, resulting in a significance rating of **high** prior to implementation of any social mitigation or management measures.

## 8.9 Community Health and Wellbeing

Community health and wellbeing refers to influences other than direct environmental health factors that contribute to the way in which people interact with and enjoy the community they live in. This includes the way in which residents perceive their level of physical safety and security in the community, and their feelings of inclusiveness and a sense of community connection.

### 8.9.1 Fear of Major Disaster or Hazard

In terms of perceptions of community safety other than those relating to traffic and heavy vehicle movements, stakeholders engaged as part of the SIA did not report feeling threatened by a disaster such as a mine explosion or hazardous chemical fire in spite of the proximity of the mine to the township of Baralaba. However, there were concerns raised as to the risk of flooding. The project involves mine flood mitigation works such as the construction of levees and minor alterations to the flow of the Anabranh. These are discussed in detail in the *Baralaba North Continued Operations Project Flood Study* (Water Solutions, 2014). The SIA is only concerned with community perceptions of greater exposure to flood events and in this respect there was a degree of doubt as to whether the engineering works which are being advanced would not have any effect on the flood immunity of Baralaba. Members of the community did not report feeling any additional fear of flooding; rather they were uncertain as to what potential effects works would have upon flood events in Baralaba.

Fear of a disaster event is a negative social impact which has a moderate level of sensitivity and considered to be of moderate magnitude. Therefore the significance of this impact is rated as being **moderate** prior to implementation of any social mitigation measures.

### 8.9.2 Social Cohesion

The presence of a non-resident workforce in a small community such as Baralaba can have a negative impact on community wellbeing. The relatively large population increase associated with the construction and operations phases of the project has the potential to reduce community cohesion and negatively affect perceptions of safety and security, particularly if there is an associated increase in anti-social behaviour perpetrated by employees of the project. The demographic characteristics of the workforces (high proportion of males with a relatively young average age), increases the risk of alcohol and drug misuse and associated levels of social dysfunction. Risks to community health and



safety include an elevated prevalence of assault, drug and alcohol consumption and sexually transmitted diseases. It was perceived by most of the stakeholders engaged as part of the SIA that there had been an increase in the prevalence of drugs in the community as a result of CCL operations and that this would further increase with the larger workforce required for the project.

New permanent residents in the community, particularly one as small as Baralaba, can alter the existing social balance although usually this has a positive effect over time. Members of the project workforce would generally be paid higher wages than residents of the local community that are not employed in mining occupations and would have higher disposable incomes. Such elevated income disparity may promote social tension and social divide in the community, however as Baralaba has a long association with the mining industry; it may be considered to be less vulnerable to social changes promoted by the project. Influences on social cohesion are an issue which carried a moderate level of sensitivity and the magnitude of effects are considered to be moderate. The significance of the issue is therefore rated as being **moderate** prior to application of mitigation and management measures.

## 8.10 Summary of Social Impacts

Potential social impacts are summarised in Table 8.2 in the absence of any mitigation and management measures that may be implemented to address the potential impacts.

**Table 8.2 Summary of Potential Social Impacts**

Potential Impact	Phase	Sensitivity	Magnitude	Significance Rating
<i>Population and Demography</i>				
Population growth and demographic change	Construction Operations	Moderate	Moderate	Moderate
Population decline upon decommissioning	Decommissioning	Moderate	Low	Low
<i>Property and Land Use</i>				
Land use changes	Construction Operations Decommissioning	Moderate	Moderate	Moderate
<i>Environmental Health</i>				
Effects on air quality	Construction Operations Decommissioning	High	Moderate	Moderate
Noise and vibration impacts	Construction Operations	Moderate	Moderate	Moderate
<i>Housing and Accommodation</i>				
Increased demand for permanent housing	Construction Operations	Moderate	Moderate	Moderate
Increased demand for temporary accommodation	Construction Operations	Moderate	Moderate	Moderate
<i>Employment and Training</i>				

Potential Impact	Phase	Sensitivity	Magnitude	Significance Rating
Increased regional employment and training opportunities	Construction Operations	Moderate	Moderate	Moderate (Positive)
Employment and training opportunities for Indigenous people	Construction Operations	Moderate	Moderate	Moderate (Positive)
Loss of training and employment opportunities upon decommissioning	Decommissioning	High	Moderate	High
<i>Local Business and Economy</i>				
Increased economic opportunities for local businesses	Construction Operations	Moderate	Moderate	Moderate (Positive)
Competition for labour	Construction Operations	Moderate	Moderate	Moderate
Loss of local economic stimulus upon decommissioning	Decommissioning	Moderate	Moderate	Moderate
<i>Social and Community Infrastructure</i>				
Capacity of social infrastructure and services	Construction Operations	Moderate	Moderate	Moderate
<i>Transport and Access</i>				
Increased traffic and heavy vehicle volumes in Baralaba	Construction Operations	Moderate	Moderate	Moderate
Heavy vehicles (haul route)	Construction Operations	High	Moderate	High
<i>Community Health and Wellbeing</i>				
Fear of major disaster or hazard (flooding)	Construction Operations Decommissioning	Moderate	Moderate	Moderate
Social cohesion	Construction Operations Decommissioning	Moderate	Moderate	Moderate

## 9 Avoidance, Management, Mitigation and Enhancement Measures

Table 9.1 presents the avoidance, mitigation and management measures developed for the SIA against each of the potential social impacts assessed in Table 8.2.

The avoidance, mitigation and management measures were derived through the following processes:

- Direct consultation with the affected community.
- Engagement with associated key stakeholders including state and local government agencies.
- Further examination of project effects in the context of existing social conditions.
- Negotiations with the project proponent.

**Table 9.1 Proposed Avoidance, Mitigation and Management Measures**

Potential Impact	Avoidance, Mitigation and Management Measures
<i>Population and Demography</i>	
Population growth and demographic change	<ul style="list-style-type: none"> <li>• Expand the accommodation camp and increase the number of company houses in Baralaba to ensure adequate capacity to accommodate the construction and operations workforce, including all management and contractors.</li> <li>• Develop a Social Impact Action Plan incorporating community and stakeholder engagements in addition to Behaviour Management Procedure. Instruct CCL employees and contractors on what is deemed acceptable behaviour in interactions with the local community.</li> </ul>
Population decline upon decommissioning	<ul style="list-style-type: none"> <li>• Provide specific strategies and actions, assign responsibility regarding the decommissioning of the mine and address the economic sustainability of the township in the Demobilisation Strategy.</li> </ul>
<i>Property and Land Use</i>	
Land use changes	<ul style="list-style-type: none"> <li>• Advise residents and farmers of all changes to land uses, and, where required, make compensation agreements where necessary well in advance of construction stage.</li> <li>• Where required, provide appropriate compensation as negotiated between CCL and property owners.</li> </ul>
<i>Environmental Health</i>	
Effects on air quality	<ul style="list-style-type: none"> <li>• Implement dust suppression measures and effective controls at sources of dust generation to meet Environmental Authority conditions.</li> <li>• Monitor air quality through real-time sampling and monitoring techniques.</li> <li>• Minimise the area to be disturbed during construction and operations, and undertake progressive rehabilitation as soon as practicable.</li> </ul>

Potential Impact	Avoidance, Mitigation and Management Measures
Noise and vibration impacts	<ul style="list-style-type: none"> <li>• Ensure timely communication to the community and other stakeholders of project activities that are major generators of noise (or light if applicable).</li> <li>• Undertake regular acoustic monitoring to record increases in noise impacts in Baralaba, and implement corrective procedures if noise limits are exceeded.</li> <li>• Conduct blasting operations to meet Environmental Authority conditions, and cover risks and associated mitigations in the Blast Management Plan.</li> </ul>
<i>Housing and Accommodation</i>	
Increased demand for permanent housing	<ul style="list-style-type: none"> <li>• Expand the mine village and increase the number of company houses in Baralaba to ensure adequate capacity to accommodate the construction and permanent workforce, including management and contractors.</li> <li>• Manage increased demand for housing by scheduling the number of project personnel staying in the accommodation camp, and work with local accommodation providers to ensure that they are not adversely impacted.</li> <li>• Develop a Social Impact Action Plan incorporating housing and accommodation requirements with strategies to meet the accommodation requirements of the project.</li> </ul>
Increased demand for temporary accommodation	<ul style="list-style-type: none"> <li>• Expand the mine village and increase the number of company houses in Baralaba to ensure adequate capacity to accommodate the construction and permanent workforce, including all management and contractors.</li> <li>• Manage increased demand for housing by scheduling the number of project personnel staying in the accommodation camp, and work with local accommodation providers to ensure that they are not adversely impacted.</li> <li>• Develop a Housing and Accommodation Action Plan with strategies to meet the accommodation requirements of the project.</li> </ul>
<i>Employment and Training</i>	
Increased regional employment and training opportunities	<ul style="list-style-type: none"> <li>• Advertise employment opportunities locally.</li> <li>• Enhance employment and training opportunities through the Workforce Management component of the Social Impact Action Plan, which details strategies for local and equal opportunity employment recruitment and identifies important partnerships to address skills gaps and training requirements.</li> <li>• Enhance opportunities by investigating partnership arrangements with registered training organisations and relevant state and local agencies to identify opportunities, pathways and training needs.</li> </ul>
Employment and training opportunities for Indigenous people	<ul style="list-style-type: none"> <li>• Enhance employment and training opportunities through the Workforce Management Action Plan, which details strategies for local and equal opportunity employment recruitment and identifies important partnerships, such as with Skills Queensland, to address skills gaps and training requirements.</li> <li>• Liaise with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs and Skills Queensland to match the skills required by the project with those of Indigenous residents.</li> </ul>
Loss of training and employment opportunities upon decommissioning	<ul style="list-style-type: none"> <li>• Develop a Demobilisation Strategy to address loss of training and employment opportunities for the local community upon decommissioning.</li> <li>• Provide specific strategies and actions, assign responsibilities regarding the decommissioning of the mine and address the economic sustainability of the township in the Demobilisation Strategy.</li> </ul>

Potential Impact	Avoidance, Mitigation and Management Measures
<i>Local Business and Economy</i>	
Increased economic opportunities for local businesses	<ul style="list-style-type: none"> <li>• Manage increased economic opportunities for local businesses through the Local Business and Industry component of the Social Impact Action Plan, which informs local business of the goods and service provision opportunities and raises awareness of CCL's business vendor register and compliance requirements of business to secure contracts.</li> <li>• Engage regional businesses via CCL's Community Liaison Officer so that they can capitalise on opportunities presented and find out what they could be doing to provide services or goods to the project.</li> </ul>
Competition for labour	<ul style="list-style-type: none"> <li>• Enhance employment and training opportunities through the Workforce Management component of the Social Impact Action Plan, which details strategies for local and equal opportunity employment recruitment and identifies important partnerships to address skills gaps and training requirements.</li> <li>• Enhance opportunities by investigating partnership arrangements with registered training organisations and relevant state and local agencies to identify opportunities, pathways and training needs.</li> </ul>
Loss of local economic stimulus upon decommissioning	<ul style="list-style-type: none"> <li>• Develop a Demobilisation Strategy to address loss of training and employment opportunities for the local community upon decommissioning.</li> <li>• Manage increased economic opportunities for local businesses through the Local Business and Industry component of the Social Impact Action Plan, which informs local business of the goods and service provision opportunities and raises awareness of CCL's business vendor register and compliance requirements of business to secure contracts.</li> <li>• Provide specific strategies and actions, assign responsibilities regarding the decommissioning of the mine and address the economic sustainability of the township in the Decommissioning Strategy.</li> </ul>
<i>Social and Community Infrastructure</i>	
Capacity of social infrastructure and services	<ul style="list-style-type: none"> <li>• Investigate feasibility of supporting the permanent placement of additional doctors in Baralaba. The doctor to resident ratio is normally 1:1,000.</li> <li>• Investigate the potential of supporting additional recreational and sporting facilities in Baralaba.</li> <li>• Liaise with Education Queensland and childcare providers regarding the quantity and timing of the projected increased school attendance associated with the project.</li> </ul>
<i>Transport and Access</i>	
Increased traffic in Baralaba	<ul style="list-style-type: none"> <li>• Mitigate for increased transport activity and potential impacts (localised congestion, increased potential for traffic incidents and injury) using the reporting methods described in Traffic Management Plan. The use of heavy vehicle haul roads for material delivery would minimise impacts on the town centre.</li> <li>• Maximise the use of bus transport between Baralaba and Moura by all members of the construction and operations workforces.</li> </ul>



Potential Impact	Avoidance, Mitigation and Management Measures
Heavy vehicles (haul route)	<ul style="list-style-type: none"> <li>Consult with the Department of Transport and Main Roads and Banana Shire Council with respect to transport impacts and mitigation measures.</li> <li>Undertake committed upgrade works identified in the Road Impact Assessment (Cardno, 2014) prior to the construction stage as per the Infrastructure Agreement.</li> <li>Regularly engage with affected persons on Middle Road and implement the Community and stakeholder engagement component of the Social Impact Action Plan and the Community Complaints Policy, which allows complaints to be received and responded to in an efficient manner.</li> </ul>
<i>Community Health and Wellbeing</i>	
Fear of major disaster or hazard	<ul style="list-style-type: none"> <li>Liaise with Emergency Management Queensland (Department of Community Safety) and Council Disaster Teams when updating Emergency Response Plan and when responding to major disasters.</li> <li>Review Emergency Response Plan to ensure that appropriate notifications are made to community and relevant authorities in the case of a major disaster.</li> <li>Include a substantial focus on risk management in the employee induction program and the Health, Safety and Environmental Management System.</li> <li>Collaborate with emergency services providers, including Queensland Police and Queensland Ambulance, to enhance stakeholder awareness of project activities.</li> <li>Engage with the community to effectively communicate the results of the flood study to those that fear flooding.</li> </ul>
Decline of social cohesion	<ul style="list-style-type: none"> <li>Host occasional social events that provide an opportunity for the project employees to interact with the community.</li> <li>Support community events and facilities.</li> <li>Monitor usage and offer maintenance support or investigate the construction of additional recreational facilities.</li> <li>Develop a Demobilisation Strategy to address loss of training and employment opportunities for the local community upon decommissioning.</li> </ul>

# 10 Residual Impact Evaluation

The purpose of the residual impact evaluation is to define the residual impact that remains after the assumed effective implementation of applicable management and mitigation measures outlined in the Section 9 above. Only those negative impacts which are rated as being of a moderate or high level of significance are addressed in the assessment of residual impacts.

In assessing the residual impact, consideration was made as to how the proposed mitigation affects the sensitivity of the value and the magnitude of the impact. A management or mitigation measure would lower the significance of the impact if it:

- Lowers the degree to which people are concerned about the social value (sensitivity).
- Lowers a quantifiable attribute of the social value (sensitivity).
- Lowers the magnitude of the impact (magnitude).

The results of the residual impact evaluation are summarised in Table 10.1.

**Table 10.1 Assessment of Residual Social Impacts**

Potential Impact	Avoidance, Mitigation and Management Measures	Residual Significance
<i>Population and Demography</i>		
Population growth and demographic change <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>• Expand the accommodation camp and increase the number of company houses in Baralaba to ensure adequate capacity to accommodate the construction and operations workforce, including all management and contractors.</li> <li>• Develop a Social Impact Action Plan incorporating community and stakeholder engagement, in addition to Behaviour Management Procedure. Train CCL employees and contractors on acceptable behaviour in interactions with the local community.</li> </ul>	<b>Moderate</b>
<i>Property and Land Use</i>		
Land use changes <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>• Advise residents and farmers of all changes to land uses, and make compensation agreements where necessary well in advance of construction stage.</li> <li>• Provide appropriate compensation as negotiated between CCL and property owners.</li> </ul>	<b>Low</b>
<i>Environmental Health</i>		
Effects on air quality <b>(High)</b>	<ul style="list-style-type: none"> <li>• Implement dust suppression measures and effective controls at sources of dust generation to meet Environmental Authority conditions.</li> <li>• Monitor air quality through real-time sampling and monitoring techniques.</li> <li>• Minimise the area to be disturbed during construction and operations, and undertake progressive rehabilitation as soon as practicable.</li> <li>• Provide funding and work with the Baralaba community to maintain public buildings (including cleaning of dust).</li> </ul>	<b>Moderate</b>

Potential Impact	Avoidance, Mitigation and Management Measures	Residual Significance
Noise impacts <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Ensure timely communication to the community and other stakeholders of project activities that are major generators of noise (and light if applicable).</li> <li>Undertake regular acoustic monitoring to record increases in noise impacts in Baralaba, and implement corrective procedures if noise limits are exceeded.</li> <li>Investigate recent technologies that muffle vehicle noise and reverse warning signals to reduce noise impacts in Baralaba.</li> </ul>	<b>Low</b>
Vibration impacts <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Conduct blasting operations to meet Environmental Authority conditions, and cover all risks and associated mitigations in the Blast Management Plan.</li> </ul>	<b>Low</b>
<i>Housing and Accommodation</i>		
Increased demand for permanent housing <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Expand the mine village and increase the number of company houses in Baralaba, if necessary, to ensure adequate capacity to accommodate the construction and permanent workforce, including all management and contractors.</li> <li>Manage increased demand for housing by scheduling the number of project personnel staying in the accommodation camp, and work with local accommodation providers to ensure that they are not adversely impacted.</li> <li>Develop a Social Impact Action Plan incorporating housing and accommodation requirements with strategies to meet the accommodation requirements of the project.</li> </ul>	<b>Low</b>
Increased demand for temporary accommodation <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Manage increased demand for housing by scheduling the number of project personnel staying in the accommodation camp, and work with local accommodation providers to ensure that they are not adversely impacted.</li> <li>Develop a Social Impact Action Plan incorporating housing and accommodation requirements with strategies to meet the accommodation requirements of the project.</li> </ul>	<b>Low</b>
<i>Employment and Training</i>		
Increased regional employment and training opportunities <b>(Moderate Positive)</b>	<ul style="list-style-type: none"> <li>Advertise employment opportunities locally.</li> <li>Enhance employment and training opportunities through the Workforce Management component of the Social Impact Action Plan, which details strategies for local and equal opportunity employment recruitment and identifies important partnerships, such as with Skills Queensland, to address skills gaps and training requirements.</li> <li>Enhance opportunities by investigating partnership arrangements with registered training organisations and relevant state and local agencies to identify opportunities, pathways and training needs.</li> </ul>	<b>Moderate (Positive)</b>

Potential Impact	Avoidance, Mitigation and Management Measures	Residual Significance
Employment and training opportunities for Indigenous people <b>(Moderate Positive)</b>	<ul style="list-style-type: none"> <li>Enhance employment and training opportunities through the Workforce Management component of the Social Impact Action Plan, which details strategies for local and equal opportunity employment recruitment and identifies important partnerships, such as with Skills Queensland, to address skills gaps and training requirements.</li> <li>Liaise with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs and Skills Queensland to match the skills required by the project with those of Indigenous residents.</li> </ul>	<b>Moderate (Positive)</b>
Loss of training and employment opportunities upon decommissioning <b>(High)</b>	<ul style="list-style-type: none"> <li>Develop a Demobilisation Strategy to address loss of training and employment opportunities for the local community upon decommissioning.</li> <li>Provide specific strategies and actions, assign responsibilities regarding the decommissioning of the mine and address the economic sustainability of the township in the Demobilisation Strategy.</li> </ul>	<b>Moderate</b>
<i>Local Business and Economy</i>		
Increased economic opportunities for local businesses <b>(Moderate Positive)</b>	<ul style="list-style-type: none"> <li>Manage increased economic opportunities for local businesses through the Local Business and Industry component of the Social Impact Action Plan, which informs local business of the goods and service provision opportunities and raises awareness of CCL's business vendor register and compliance requirements of business to secure contracts.</li> <li>Engage regional businesses via CCL's Community Liaison Officer so that they can capitalise on opportunities presented and find out what they could be doing to provide services or goods to the project.</li> </ul>	<b>Moderate (Positive)</b>
Competition for labour <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Enhance employment and training opportunities through the Workforce Management component of the Social Impact Action Plan, which details strategies for local and equal opportunity employment recruitment and identifies important partnerships to address skills gaps and training requirements.</li> <li>Enhance opportunities by investigating partnership arrangements with registered training organisations and relevant state and local agencies to identify opportunities, pathways and training needs.</li> </ul>	<b>Low</b>
Loss of local economic stimulus upon decommissioning <b>(High)</b>	<ul style="list-style-type: none"> <li>Develop a Demobilisation Strategy to address loss of training and employment opportunities for the local community upon decommissioning.</li> <li>Provide specific strategies and actions, assign responsibilities regarding the decommissioning of the mine and address the economic sustainability of the township in the Demobilisation Strategy.</li> </ul>	<b>Moderate</b>
<i>Social and Community Infrastructure</i>		

Potential Impact	Avoidance, Mitigation and Management Measures	Residual Significance
Capacity of social infrastructure and services in Baralaba <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Investigate feasibility of supporting the permanent placement of a doctor in Baralaba.</li> <li>Investigate the potential of supporting additional recreational and sporting facilities in Baralaba.</li> <li>Liaise with Education Queensland and childcare providers regarding the quantity and timing of the projected increased school attendance associated with the project.</li> </ul>	<b>Low</b>
<i>Transport and Access</i>		
Increased traffic in Baralaba <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Mitigate for increased transport activity and potential impacts (localised congestion, increased potential for traffic incidents and injury) using the reporting methods described in Traffic Management Plan. The use of heavy vehicle haul roads for material delivery would minimise impacts on the town centre.</li> <li>Maximise the use of bus transport between Baralaba and Moura by all members of the construction and operations workforces.</li> </ul>	<b>Low</b>
Heavy vehicles (Haul route) <b>(High)</b>	<ul style="list-style-type: none"> <li>Consult with the Department of Transport and Main Roads with respect to transport impacts and mitigation measures.</li> <li>Upgrade intersections identified in the Road Impact Assessment prior to the 3.5 Mtpa construction stage.</li> <li>Regularly engage with affected parties on Middle Road and implement the community and stakeholder engagement component of the Social Impact Action Plan and the Community Complaints Policy, which allows complaints to be received and responded to in an efficient manner.</li> </ul>	<b>Moderate</b>
<i>Community Health and Wellbeing</i>		
Fear of major disaster or hazard <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Liaise with Emergency Management Queensland (Department of Community Safety) and Council Disaster Teams when updating Emergency Response Plan and when responding to major disasters.</li> <li>Review Emergency Response Plan to ensure that appropriate notifications are made to community and relevant authorities in the case of a major disaster.</li> <li>Include a substantial focus on risk management in the employee induction program and the Health, Safety and Environmental Management System.</li> <li>Collaborate with emergency services providers, including Queensland Police and Queensland Ambulance, to enhance stakeholder awareness of project activities.</li> <li>Engage with the community to effectively communicate the results of the flood study to those that fear flooding.</li> </ul>	<b>Low</b>
Effects on social cohesion <b>(Moderate)</b>	<ul style="list-style-type: none"> <li>Host occasional social events that provide an opportunity for the project employees to interact with the community.</li> <li>Support community events and facilities.</li> <li>Monitor usage and offer maintenance support or investigate the construction of additional recreational facilities.</li> <li>Develop a Transitional Employment Plan as part of the Mine Closure Plan to address loss of training and employment opportunities for the local community upon decommissioning.</li> </ul>	<b>Low</b>

In accordance with the Queensland Government Social Impact Assessment Guideline (DSDIP, 2013), proposed mitigation and management measures which address identified impacts are presented in the Social Impact Action Plan including the following:

- Community and Stakeholder Engagement.
- Workforce Management.
- Local Business and Industry.
- Housing and Accommodation.
- Health and Community Wellbeing.

The Social Impact Action Plan is an appendix to the SIA (Appendix A).



# 11 Cumulative Social Impact Assessment

This section provides a high level assessment of the collective social impacts likely to arise from the development of the project concurrently with other major projects either currently in operation, being developed or likely to be developed in the greater regional area. A key determinant as to the relevance of a particular project to the assessment of cumulative social impact is the existence of a clear pathway or linkage between the social effects of another project in the region and those identified for the project. Predominant pathways or linkages between the respective social impacts of projects in the region relate to:

- Population growth and the effects which this has on the adequacy of existing social and economic infrastructure.
- Sourcing of skilled labour for required construction and operations workforces and the effects this has upon the cost and availability of labour.
- The accommodation of workforces and affiliated population growth and the effects on housing availability and affordability.
- The transportation requirements of projects and the associated effects on community safety and liveability.

This section evaluates the potential for cumulative social impacts arising from the project when considered in conjunction with a number of existing and proposed projects in the region. Due to the large number of existing and proposed projects in the Bowen Basin it is necessary to only assess those projects which are likely to directly influence the effects which the project may have upon social values in the study area.

The criteria for inclusion in the assessment of cumulative social impacts are specified below:

- Projects must have sufficient information in the public domain to identify potential impacts.
- Available information must indicate that a project could potentially impact on one or more of the social values directly or indirectly affected by the BNCOP (i.e. existence of an impact pathway).
- The third party project has or is being assessed in accordance with one of the following:
  - The *Environmental Protection Act 1994* and has completed an EIS or has an Initial Advice Statement listed on the Department of Environment and Heritage Protection website.
  - The *State Development and Public Works Organisation Act 1971* and has been declared by the Coordinator General as a 'project of state significance' for which the status of the EIS is either complete or, as a minimum, has an Initial Advice Statement published on the Department of State Development, Infrastructure and Planning website.

## 11.1 Cumulative Social Impacts

Concurrent development of projects in the region has the potential to deliver both beneficial and adverse social and economic impacts. Beneficial impacts include:

- Increased economic activity, including gross regional product, employment and incomes
- Direct benefits for industries other than mining, e.g., construction, port activities, retail
- Increased government revenues through taxation and royalties.

Social and economic stresses that can be collectively created by multiple projects include:

- Population growth placing demand on social infrastructure, i.e., childcare, education, health
- Labour shortage and labour draw through demand for mining and construction workers
- Upward pressure on wages due to labour shortage, affecting the viability of some businesses
- Impacts on agricultural production from land disruption and competition for land
- Impacts on residential, industrial and commercial property availability and values
- Impacts on trade-exposed industries through exchange rates.

Projects which would potentially have an effect on the social impacts associated with the project are outlined below.

### **11.1.1 Dawson Mine**

The nearest operating coal mine in the region is the Dawson Mine located approximately 45 km south-east of the project. The Dawson Mine is operated and managed by Anglo American.

The site has been operating since the 1960s. The Dawson mine produces coking, soft coking and thermal coal, using open cut and highwall mining methods. Coal is railed to the RGTCT in Gladstone.

In November 2013, the company announced the loss of 200 jobs as a result of low coal prices and the high exchange rate.

### **11.1.2 Baralaba South**

The proposed Baralaba South Project is located approximately 15 km south of the project. A supplementary bankable feasibility study conducted by CCL has concluded that the BNCOP is preferred over the Baralaba South Project.

### **11.1.3 Belvedere Coal project**

The proposed Belvedere project is approximately 30 km to the south of the project. The Belvedere Joint Venture (comprising Vale Australia Pty Ltd and Aquila Resources Ltd) withdrew the project from the EIS process in October 2012 and the 'significant project' declaration was repealed by Coordinator-General on 30 October 2012.

## **11.2 Cumulative Impacts Summary**

It is only the Anglo Coal operated Dawson Mine located approximately 10 km from Moura which presents as having a potential cumulative effect on the social impact of the project.

As the Dawson Mine is currently undergoing a decrease in operations, cumulative social effects are positive rather than negative as outlined in Table 11.1.

**Table 11.1 Potential Cumulative Impacts (Dawson Mine)**

Potential Impact	Cumulative impacts
<i>Population and Demography</i>	
Population growth and demographic change	<ul style="list-style-type: none"> <li>Reduced population effects of the project in Baralaba by potentially providing a higher proportion of local workforce (ex- Dawson mine employees who are permanent residents of Moura).</li> </ul>
<i>Housing and Accommodation</i>	
Increased demand for permanent housing	<ul style="list-style-type: none"> <li>Reduced demand for permanent housing in Baralaba created by the project by potentially providing a higher proportion of local workforce (ex- Dawson mine employees who are permanent residents of Moura).</li> </ul>
<i>Employment and Training</i>	
Increased regional employment and training opportunities	<ul style="list-style-type: none"> <li>Increased availability of suitably qualified and experienced employees available for the project.</li> </ul>
<i>Local Business and Economy</i>	
Competition for labour	<ul style="list-style-type: none"> <li>Reduced competition for local skilled labour.</li> </ul>
<i>Social and Community Infrastructure</i>	
Capacity of social infrastructure and services	<ul style="list-style-type: none"> <li>Reduced demand for social infrastructure and services in Baralaba created by the project by potentially providing a higher proportion of local workforce (ex- Dawson mine employees who are permanent residents of Moura).</li> </ul>

# 12 Conclusion

This SIA has sought to identify the nature and extent to which project related effects may directly, indirectly or cumulatively impact on the defined social environment. Central to the assessment method has been the characterisation of intrinsic social values and the assessment of project effects against these values. The intrinsic social values examined as part of the social impact assessment were the following:

- Community health and wellbeing.
- Population and demography.
- Property and land use.
- Environmental health.
- Housing and accommodation.
- Employment and training.
- Local business and economy.
- Social and community infrastructure.
- Transport and access.

Project related impacts on these values were identified through direct engagement with potentially affected stakeholders and the analysis of project effects against the attributes of the existing social environment. The assessment of identified impacts was completed using an impact significance assessment methodology. In this approach, the significance of an impact is assessed by considering the sensitivity of a particular social value and the magnitude of a predicted impact.

Mitigation and management measures were derived following the assessment of the level of significance attributed to respective identified impacts. Such measures were identified through direct consultation with the community, examination of project effects and negotiations with the project proponent and stakeholders from both governmental and non-governmental stakeholders.

An assessment of residual impacts has then been completed with mitigation and management measures effectively implemented and provides an assessment as to how the proposed mitigation affects either the sensitivity of the value or the magnitude of the impact. The final level of significance of each impact is then determined.

The SIA has found that the project is likely to have a range of positive and negative social impacts within the study area. The predominant positive impacts are:

- Provision of employment opportunities.
- Injection of wealth into local and regional economy.

The most predominant negative impacts relate to increased traffic on Middle Road. On the balance it is assessed that following the application of applicable mitigation and management measures, the project would have a generally positive social impact on the local and regional area.

To address direct and cumulative impacts, the Social Impact Action Plan has been developed in parallel with this assessment. It would assist CCL, its contractors, Queensland state and local governments, as well as other project partners in managing any adverse impacts while maximising the benefits associated with the project.

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## 14 Limitations

Coffey has prepared this report in accordance with the usual care and thoroughness of the consulting profession for the use of CCL. It is based on generally accepted practices and standards at the time it was prepared. No other warranty, expressed or implied, is made as to the professional advice included in this report. It is prepared in accordance with the scope of work and for the purpose outlined in the Proposal dated June 2013.

The methodology adopted and sources of information used by Coffey are outlined in this report. Coffey has made no independent verification of this information beyond the agreed scope of works and Coffey assumes no responsibility for any inaccuracies or omissions. No indications were found during our investigations that information contained in this report as provided to Coffey was false.

This report should be read in full. No responsibility is accepted for use of any part of this report in any other context or for any other purpose or by third parties. This report does not purport to give legal advice. Legal advice can only be given by qualified legal practitioners.

APPENDIX A

BARALABA NORTH CONTINUED OPERATIONS PROJECT

SOCIAL IMPACT ACTION PLAN



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# 1. INTRODUCTION

A Social Impact Assessment (SIA) report was prepared as part of the Environmental Impact Statement (EIS) for the Baralaba North Continued Operations Project (BNCOP). This technical report detailed the social baseline for the study area from which the assessment of potential impacts was undertaken. Negative and positive impacts resulting from project development were identified and assigned a level of significance based on the sensitivity of the social value and the magnitude of the potential impact. Mitigation and management measures were derived through the following processes:

- Direct consultation with the affected community.
- Engagement with associated key stakeholders including state and local government agencies.
- Further examination of project effects in the context of existing social conditions.
- Negotiations with the project proponent.

In accordance with the Queensland Government Social Impact Assessment Guideline (Queensland Department of State Development, Infrastructure and Planning [DSDIP], 2013), proposed mitigation and management measures which address identified impacts are presented in the following components of the Social Impact Action Plan:

- Community and Stakeholder Engagement.
- Workforce Management.
- Local Business and Industry.
- Housing and Accommodation.
- Health and Community Wellbeing.

The purpose of the Social Impact Action Plan is to provide a functional mechanism for implementation of mitigation and management measures. Focussing on ensuring that the most significant impacts are effectively addressed, the Social Impact Action Plan identifies the following:

- The impacts documented in the SIA and Supplementary SIA.
- A description of mitigation and management strategies.
- Outcomes and performance indicators.
- Significant stakeholders.
- Timing and timeframes.
- A monitoring framework.

Each component of the Social Impact Action Plan contains a summary of key social impacts or risks and associated actions Cockatoo Coal Limited (CCL) will undertake (or are already undertaking) in collaboration with stakeholders to enhance positive impacts and mitigate negative impacts on the social environment. Whilst CCL has sole responsibility for the implementation, monitoring, annual review and overall effectiveness of this Action Plan, the management of social impacts requires a joint effort by stakeholders across local and state government and industry sectors.

Working with the shared objective of achieving quality social outcomes, CCL will work in collaboration to compliment (rather than duplicate) the efforts of local and state authorities and regularly engage relevant stakeholders throughout the life of the project.

## 2. COMMUNITY AND STAKEHOLDER ENGAGEMENT

Ongoing engagement and regular communication is central to understanding and managing community expectations, and working towards a common vision of mutual benefit for the community and the mining operation. This Action Plan seeks to build on CCL's existing community and stakeholder engagement processes to facilitate the establishment of a working partnership with the communities in which it operates.

CCL has fostered a close working relationship with the Baralaba community since taking over operation of the mine in 2008. Integral to a high level of ongoing engagement and involvement with the community has been the establishment of a community office in Baralaba. Located in the very centre of town and constructed through the refurbishment of the old post office, the office is open to the public and provides a direct access point for members of the community to CCL staff and project information and opportunities. CCL provides a full time Community Liaison Officer based in the Baralaba office to receive and respond to community queries and concerns and disseminate project information throughout Baralaba and surrounding communities.



**Plate 2.0 Cockatoo Coal Community Office- Baralaba**

CCL holds responsibility for the implementation of, and reporting on the Community and Stakeholder Engagement Action Plan. Timeframes and stakeholders responsible for monitoring are detailed in Section 7.1, Draft Monitoring Framework.



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**Table 1      Community and Stakeholder Engagement Actions**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Community and stakeholders not aware of the project and its key components.	Dissemination of project information to members of the community and potentially affected stakeholders.	Maintain an up to date Stakeholder Register (database) which includes contact details of potentially directly affected stakeholders.	CCL (Community Liaison Officer).	Implementation prior to initiation of construction and continued for life of project.	Stakeholder Register established.	Stakeholder Register checked and updated on a bi-annual basis.
As above.	As above.	Establish and regularly update a Community and Stakeholder Engagement Plan which provides the blueprint for engagement throughout the project.	CCL (Community Liaison Officer; Mine Managers).	Implementation prior to initiation of construction and continued for life of project.	Community and Stakeholder Engagement Plan established and implemented.	Community and Stakeholder Engagement Plan reviewed and updated on an annual basis.
As above.	As above.	Regularly inform community and stakeholders of the project as to progression, key milestones and events and how information may be accessed.	CCL (Community Liaison Officer; Mine Managers).	Implementation throughout EIS process and continued for life of project.	All key project developments/ milestones publically announced.	All identified project milestones adequately publicised and provision of project update on a bi-annual basis.
As above.	As above.	Establishment of a Community Advisory Group with representation from local government, CCL and the community, and implement measures which address community concerns relating to the project.	CCL (Community Liaison Officer; Mine Managers).	Implementation throughout EIS process and continued for life of project.	Community concerns regarding key project developments/ milestones addressed.	Reviewed and updated on an annual basis.

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**Table 1 Community and Stakeholder Engagement Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Community and stakeholders not able to access information which enables them to make an informed decision as to how the project might affect enjoyment of life.	Provide community and stakeholders access to detailed project information such as the EIS and other relevant studies	Establish and publicise a process (such as a project information line, dedicated community relations staff member, etc.) for receiving and addressing queries from the community.	CCL (Community Liaison Officer).	Implementation throughout EIS process and continued for life of project.	Process in place for receiving and addressing queries from the community.	Record of queries and complaints received from the public and the responses provided kept and reviewed on an annual basis.
As above.	As above.	Establish and maintain a catalogue of project information (such as EIS's, fact sheets, reports etc.) which may be accessed by the public.	CCL (Operations Manager and Operations Manager).	Implementation prior to initiation of construction and continued for life of project.	Catalogue of project information accessible to the public.	Review of information catalogue and upload of any additional materials on an annual basis.
Community and stakeholders unable to lodge a concern or query regarding the project.	Establish and maintain a project requests/complaints procedure.	Establish and publicise a process (such as a project information line, etc.) for receiving and addressing queries from the community.	CCL (Community Liaison Officer).	Implementation throughout EIS process and continued for life of project.	Process in place for receiving and addressing queries from the community.	Record of queries and complaints received from the public and the responses provided kept and reviewed on an annual basis.
Lack of stakeholder engagement (such as Aboriginal parties and absent landowners) that are absent from the community.	Dissemination of project information to these members of Baralaba community and all potentially affected stakeholders.	Maintain an up to date Stakeholder Register (database) which includes identified stakeholders who are absent from the community. Implement a means for providing project information to absent parties.	CCL (Community Liaison Officer).	Implementation prior to initiation of construction and continued for life of project.	Established Stakeholder Register inclusive of means of contact with absent stakeholders.	Complete a check that absent stakeholders (randomised selection) receive provided information on an annual basis.

### **3. WORKFORCE MANAGEMENT**

The estimated construction workforce peak is 130 with a construction period of approximately 13 months. The estimated operations workforce for the Project is 380 (peak) for a period of 15 years. CCL is committed to maximising the employment of people from the local area; however there will be a requirement for a substantial proportion of the required workforce to be sourced from the Banana and Central Highlands LGAs.

The influx of project workforces into the community of Baralaba represents a substantial increase to the existing population of the township. The objective of the Workforce Management Action Plan is to outline the measures which will be implemented to alleviate any potential negative impacts which may be associated with a large external resident workforce.

CCL holds responsibility for the implementation of, and reporting on the Action Plan, which will primarily be delivered and monitored by the General Manager - Operations and the Human Resources Manager.

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**Table 2 Workforce Management Actions**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Creation of employment opportunities.	Maximise employment opportunities for residents of the local and regional area in which the project is located.	Undertake workforce profiling including identification of positions or types of positions that might be filled by residents of the local and regional area.	CCL (Human Resources).	Project planning phase.	Completed workforce profile.	Workforce Profile reviewed and updated as necessary on an annual basis.
As above.	As above.	Advertise job opportunities on the local community office notice board.	CCL (Community Liaison Officer; Human Resources).	Life of project.	All available jobs advertised in the local newspapers and company newsletter.	Review workforce statistics and track proportion of workforce from local/ regional area on annual basis.
As above.	As above.	Communicate and share workforce profiling with registered training organisations (Registered Training Organisations [RTOs]) and relevant state departments and councils and collaborate to maximise opportunities for local apprenticeships, Indigenous cadetships and positions for suitable local candidates.	CCL (Operations Manager; Human Resources); RTOs; DETA (Skills Qld, Mining Industry Skills Centre, etc).	Pre-construction/ Construction.	Number of apprenticeships, cadetships and training initiatives provided in the local and regional area.	Review workforce statistics and track proportion of workforce from local/ regional area on annual basis.
Members of the Project workforce engaging in socially undesirable behaviour in the community that brings CCL into disrepute	Active management of workforce behaviour.	Implementation of acceptable conduct and Behaviour Management Procedures, through the induction of all employees, contractors and consultants.	CCL (Accommodation Camp Manager).	Life of project.	Proportion of employees, contractors and consultants that received induction on Behaviour Management Procedure.	Adequacy review of Behaviour Management Procedure on an annual basis.

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**Table 2 Workforce Management Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Members of the Project workforce engaging in socially undesirable behaviour in the community that brings CCL into disrepute	Active management of workforce behaviour.	Provision of accommodation for all project employees and contractors in the mine village or in CCL rented housing as provided.	CCL (Accommodation Camp Manager).	Life of project.	All non-local employees provided accommodation in mine village.	Review of mine village records and cross check with employee and contractor numbers on bi-annual basis.
As above.	As above.	Active implementation of drug and alcohol policies for all staff and contractors.	CCL (Health and Safety Manager and Mine Environment Manager).	Life of project.	Number of random drug and alcohol tests completed.	Review of drug and alcohol data on bi-annual basis.
As above.	As above.	Establish and publicise a process for receiving and addressing queries and complaints.	CCL (Community Liaison Officer).	Life of project.	Process in place for receiving and addressing complaints received from the community.	Record of complaints received from the public relating to socially undesirable behaviour perpetrated by members of project workforce on a quarterly basis.
As above.	As above.	Provide support to community groups and events including in kind support (labour, equipment etc.) where possible.	CCL (Community Liaison Officer).	Life of project.	Quantum of funding and in kind support provided to community groups and events.	Review records of community support provided and outcomes generated.

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**Table 2 Workforce Management Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Lack of integration of project workforce into the community.	Provide opportunities for the community and the project workforce to interact.	Investigate initiatives that provide an opportunity for the project employees to interact with the community	CCL (Community Liaison Officer).	Life of project.	Number of events held per year.	No additional monitoring parameter.
As above.	As above.	Communicate and share workforce profiling with RTOs and DETA bodies and council, and collaborate to maximise opportunities for local apprenticeships, Indigenous cadetships and positions for suitable local candidates.	CCL (Operations Manager; Human Resources; RTOs; DETA (Skills Qld, Mining Industry Skills Centre).	Pre-construction/ Construction.	Number of apprenticeships, cadetships and training initiatives provided in the local and regional area.	Review workforce statistics and track proportion of workforce from local/ regional area on annual basis.
Increased competition for skilled labour affecting viability of local businesses.	Stimulate further education and training initiatives in the local and regional area.	Identify education and training opportunities on offer in the region, engage local and regional businesses and industry bodies as early as possible.	CCL (Operations Manager; Human Resources; Community Liaison Officer); Community Groups, Moura Chamber of Commerce and businesses.	Pre-construction/ Construction.	Number of local businesses which supply goods and services to the project.	Establishment of a local suppliers list and recording and review of proportion of procured goods and services on an annual basis.



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**Table 2 Workforce Management Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Workforce expansion increasing demands on public utilities.	Upgrade shared facilities to cater to anticipated population growth.	CCL has committed to a number of upgrades to the product coal road transport route which are planned to support the existing Baralaba Coal Mine and Baralaba North/Wonbindi North Mine that will also cater for the additional capacity requirements for the BNCOP	CCL (Construction Manager); Banana Shire Council; DTMR.	Construction.	Improved safety of intersections due to upgrades.	Review safety and performance of intersections on an annual basis.
Increase in traffic due to drive-in/drive-out (DIDO) workforce.	Manage traffic and reduce risk to the public.	Inform CCL employees and contractors on Traffic Management Procedure.	CCL (Operations Manager).	Induction.	Workforce compliance with Traffic Management Procedure.	Review recorded incidences of non-compliance with Traffic Management Procedure on an annual basis.
As above.	As above.	Provide bus transportation for the construction and operations workforces from Baralaba to the mine.	CCL (Human Resources); Contractors.	Life of project.	Proportion of DIDO workforce that utilise bus transportation.	Review adequacy of bus transportation service on bi-annual basis.
As above.	As above.	Ensure CCL heavy vehicles (non coal haulage related) use haul roads to bypass town centre.	CCL (Construction Manager; Operations Manager); Queensland Police (Baralaba); Banana Shire Council.	Construction.	Improved safety of heavy vehicle routes due to upgrades.	Review safety and performance of heavy vehicle routes and intersections on an annual basis.

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**Table 2 Workforce Management Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Safety risks associated with increased frequency of heavy vehicles.	Manage traffic and reduce risk to the public.	Employ every reasonable measure to ensure the safety of heavy vehicles on public roads.	CCL (Operations Manager); Queensland Police; Banana Shire Council Central Highlands Regional Council; DTMR.	Life of project.	Number of traffic related incidents related to CCL operations.	Vehicle safety checks, random drug test of drivers and driver behaviour monitored. Middle Road Operations Management Plan.
Loss of employment upon project decommissioning.	Implement a Demobilisation Strategy as part of the Conceptual Mine Closure Plan.	Engage with members of workforce and provide clear information as to the timing of mine closure and the phasing down of required workforce.	CCL (Human Resources and Community Liaison Officer); Employees; Contractors.	Last two years of operations phase.	Employee dissatisfaction with HR procedures regarding closure measured by way of registered complaints.	Adequacy review of mine closure community redeployment plan procedures on bi-annual basis for final three years of operations.
As above.	As above.	Communicate and share workforce profiling with RTOs and DETA bodies and council and collaborate to maximise opportunities for local apprenticeships, Indigenous cadetships and positions for suitable local candidates.	CCL (Operations Manager; Human Resources); RTOs; DETA.	Last three years of operations phase.	Number of apprenticeships, cadetships and training initiatives provided in the local and regional area.	Adequacy review of mine closure HR procedures on bi-annual basis for final three years of operations.

## **4. LOCAL BUSINESS AND INDUSTRY**

CCL recognises the positive effect which local procurement of goods and services has upon local economic sustainability and seeks to support local business and industry wherever possible.

There are currently very few businesses in Baralaba; however at the regional level towns including Moura, Duinga, Woorabinda and Biloela are able to provide a suite of commercial and industrial goods and services.

The objective of the Local Business and Industry Action Plan is to enhance the economic opportunities the Project provides within the local community and broader region.

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**Table 3 Local Business and Industry Actions**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Stimulation of economic activity and business opportunities for local business and industry.	Maximise opportunities for local businesses to provide goods and services to the Project.	Develop a Local Content Strategy in accordance with the Queensland Resources Council (QRC) Queensland Resources and Energy Sector Code of Practice for Local Content (2013). Collaborate with local government and business networks to finalise and implement the Strategy.	CCL (Human Resources); Banana Shire Council; Central Highlands Regional Council; Moura Chamber of Commerce.	Pre-construction/ Construction.	Number, proportion and value of contracts secured by businesses based in the local, regional and state area.	Complete monitoring and reporting in accordance with the QRC Code of Practice for Local Content (2013).
As above.	As above.	Establish a Local Suppliers Register of businesses that are pre-qualified to provide goods and services to the Project.	CCL (Operations Manager); Banana Shire Council; Central Highlands Regional Council.	Pre-construction/ Construction.	Local Supplier Register developed- number of local businesses which supply goods and services to the Project.	Review and update of the local suppliers register on an annual basis.
As above.	As above.	Identify capabilities and services on offer in the region, engage local and regional businesses and industry bodies and promote opportunities, compliance requirements and procurement procedures as early as possible.	CCL (Operations Manager; Human Resources; Community Liaison Officer); Chamber of Commerce.	Pre-construction/ Construction.	Number of local businesses which supply goods and services to the Project.	Recording and review of proportion of locally procured goods and services on an annual basis.
As above.	As above.	Identify any potential business opportunities for Aboriginal parties in accordance with the CHMP.	CCL (Procurement Manager); Indigenous People.	Pre-construction/ Construction.	Number of business opportunities communicated to applicable Aboriginal parties.	Review of CHMP and forward procurement to identify opportunities on an annual basis.

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**Table 3 Local Business and Industry Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Increased training opportunities.	Maximise opportunities for the stimulation of training courses in the region.	Communicate and collaborate with RTOs and DETA bodies to maximise opportunities for local apprenticeships, Indigenous cadetships and positions for suitable local candidates.	CCL (Operations Manager; Human Resources); RTOs; DETA.	Pre-construction/ Construction Operations.	Number of apprenticeships and cadetships provided in the local and regional area.	Review workforce statistics and track proportion of workforce from local/ regional area on annual basis.
As above.	As above.	Communicate with RTOs and industry bodies to promote training courses relevant for operations-related positions (e.g., diesel fitting / mechanical, heavy vehicle and plant operations, etc).	CCL (Human Resources); RTOs; Industry bodies.	Construction Operations.	Number of training initiatives in the region related to project requirements.	Adequacy of training initiatives in the region and provide feedback to RTO's and industry bodies on an annual basis.
Increased competition for skilled labour affecting viability of local businesses.	Stimulate further education and training initiatives in the local and regional area.	Communicate and share the Projects workforce profile with RTOs and DETA bodies and collaborate to stimulate training initiatives to meet identified need.	CCL (Operations Manager; Human Resources); RTOs; DETA.	Pre-construction/ Construction.	Number of apprenticeships, cadetships and training initiatives provided in the local and regional area.	Review workforce statistics and track proportion of workforce from local/ regional area on annual basis.
As above.	Maximise opportunities for local businesses to provide goods and services to the project.	Identify capabilities and services on offer in the region, engage businesses and industry bodies and promote opportunities, compliance requirements and procurement procedures as early as possible.	CCL (Human Resources; Community Liaison Officer); Moura Chamber of Commerce; Community Groups; Industry bodies.	Pre-construction/ Construction.	Number of local businesses which supply goods and services to the project.	Establishment of a local suppliers register and recording and review of proportion of procured goods and services on an annual basis.
Loss of local economic stimulus upon decommissioning.	Manage socio-economic effects of mine closure.	Develop a Demobilisation Strategy which presents strategies addressing the economic effects associated with mine closure.	CCL (Community Liaison Officer; Operations Manager).	Last two years of operations phase.	Completed Demobilisation Strategy.	Review and update socioeconomic elements of the Conceptual Mine Closure Plan every 3 years.

## **5. HOUSING AND ACCOMMODATION**

The purpose of the Housing and Accommodation Action Plan is to provide a clear strategy for accommodating the construction, operations and decommissioning workforces whilst ensuring that effects on the local housing market are minimal.

The proposed strategy for accommodating the workforce is based the projected labour requirements for each phase of the Project, the proportion of the workforce which is likely to be sourced from the local area and the likely accommodation preference of the externally sourced workforce. As outlined in the SIA, based on existing operations it is assumed that 28% of the workforce might reside in the local area.

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**Table 4      Housing and Accommodation Actions**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Increased demand for permanent housing affecting housing availability and/ or affordability in Baralaba.	Provide/supplement local housing with employees and contractors in the accommodation camp.	Increase the capacity of the accommodation camp in phases.	CCL (Construction Manager; Accommodation Camp Manager).	Construction.	Accommodation Camp infrastructure expanded.	Collect baseline data on housing and short-term accommodation to enable monitoring of housing and rental market conditions for inflationary effects on annual basis.
As above.	Maximise employment opportunities for residents of the local and regional area.	Advertise positions locally and provide bus transport between Mine, Baralaba on daily basis if demand warrants.	CCL (Human Resources).	Life of project.	Proportion of workforce residents of the local/ regional area.	Review workforce statistics and track proportion of workforce from local/ regional area on annual basis.
As above.	Retain or expand company-owned permanent housing provided for employees.	If accommodation camp capacity is exceeded, construct company housing on company owned lots to accommodate employees.	CCL (Construction Manager).	Construction.	Employees and contractors adequately accommodated.	Review accommodation camp records and cross check number of persons, vacancy rate and workforce profile forecast.
Increased demand for permanent housing affecting housing availability for tourism.	Investigate capacity of local accommodation providers to service any overflow events as well as tourism demand.	Liaise with local accommodation and tourism proprietors to determine capacity and minimise effects on other businesses.	Tourism operators; Moura Motel/Hotel owners; CCL (Accommodation Camp Manager).	Construction.	Contact made with local accommodation and tourism proprietors- feedback documented.	Review of feedback provided by local accommodation and tourism proprietors on bi-annual basis.



## **6. HEALTH AND COMMUNITY WELLBEING**

The health and wellbeing of the community is of paramount importance to the Project. The mining heritage of the Baralaba community which was originally established as a result of settlers wishing to be as close as possible to the coal mine has created some unique legacy issues for CCL. As outlined in the SIA, the close proximity of the Baralaba township to the Project area creates a number of challenges which require the sensitive application of mitigation and management measures (however as the mine progresses north, the main dust/noise/vibration impacts on Baralaba are expected to decrease).

The objective of the Health and Community Wellbeing Action Plan is to present mitigation and management strategies that will minimise existing and potential impacts upon residents of the community of Baralaba. Many of these are closely linked to the Environmental Authority (EA).

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**Table 5      Health and Community Actions**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Creation of dust affecting environmental health conditions in Baralaba.	Minimise the effects of dust on community receptors by adhering to EA conditions.	Install monitoring equipment for real time PM <sub>10</sub> monitoring of air quality in accordance with EA conditions.	CCL (Health and Safety Manager and Site Environment Manager).	Life of project.	Compliance with dust generation parameters.	Monitoring of various sites as per EA on a monthly (or as needed) basis.
As above.	As above.	Implement dust minimisation strategies for activities requiring land disturbance and control source of dust to meet EHP conditions, such as: <ul style="list-style-type: none"> <li>• Consider prevailing wind direction.</li> <li>• Dust suppression systems.</li> <li>• Stabilisation of inactive areas.</li> <li>• Reduce vehicle speed.</li> <li>• Minimise the fall distance of materials during loading and emplacing material.</li> <li>• Disturbed areas rehabilitated as soon as practicable.</li> </ul>	CCL (Health and Safety Manager and Site Environment Manager); EHP.	As above.	As above.	Adequacy review of the effectiveness of each of the proposed strategies on a bi-annual basis.  Monitoring of various sites as per EA on a quarterly basis.

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**Table 5 Health and Community Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Generation of noise and vibration affecting environmental health conditions in Baralaba.	Minimise the effects of vibration and blasting on community receptors by adhering to EA.	Undertake monitoring of noise/acoustic and vibration in Baralaba on an as required basis to identify any exceedance of environmental authority conditions for noise and vibration.	CCL (Health and Safety Manager and Site Environment Manager).	Pre-construction.	Noise level (dB) change remains within recommended levels.	Monitoring of various sites as per EA and EPRO-013 on a quarterly basis.
Generation of noise affecting environmental health conditions in Baralaba.	Minimise the effects of vibration and blasting on community receptors by adhering to EA.	Comply with Blast Monitoring Procedure.	CCL (Health and Safety Manager and Site Environment Manager).	Life of project.	Compliance achieved.	As above.
As above.	Implement a project stakeholder engagement program.	Establish and adhere to a Community and Stakeholder Engagement Plan.	CCL (Community Liaison Officer).	Life of project.	Regular and ongoing communication of project activities.	Community and Stakeholder Engagement Plan reviewed annually.
As above.	As above.	Adhere to the Community and Stakeholder Engagement Plan with respect to receipt and actioning of grievances received.	CCL (Community Liaison Officer; All Managers).	Pre-construction.	Concerns logged and closed out via the Complaints Management Procedure..	Review of the use and effectiveness of the Complaints Management Procedure on a bi-annual basis.

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**Table 5 Health and Community Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Demand for social services and infrastructure.	Support local education services.	Liaise with Education Queensland regarding the quantity and timing of the projected increased school attendance associated with the project.	CCL (Operations Manager; Community Liaison Officer); Education Queensland; School Principal.	Life of project.	Continued service meets community need.	Review annual report of the Baralaba Primary School in terms of capacity to provide educational services.
As above.	Support access to medical services for residents.	Investigate initiatives to retain health professionals (eg. Doctors) in Baralaba.	Queensland Health; Baralaba Hospital; mine clinic staff; CCL (Community Officer).	As above.	Medical personnel and facilities provided as agreed with key stakeholders.	Review of records of medical emergencies and provision of health services to members of the public annually.
Fear and risk of major disaster or hazard.	Implement a project stakeholder engagement program.	Adhere with the Community and Stakeholder Engagement Plan with respect to receipt and actioning of grievances received from members of the public.	CCL (Community Liaison Officer).	Life of project.	Complaints logged and closed out via the Corrective Actions Register.	Review of the use and effectiveness of the Corrective Actions Register on a bi-annual basis.
As above.	Implement emergency response procedures.	Comply with relevant standard operating procedures and risk management strategies and update as required.	CCL (Health and Safety Manager and Mine Environment Manager).	Life of project.	Compliance achieved.	Review of Emergency Response Procedures on an annual basis.
As above.	As above.	Train employees and contractors on relevant standard operating procedures and risk management strategies.	CCL (Health and Safety Manager and Mine Environment Manager; Human Resources).	As above.	As above.	As above.
As above.	As above.	Emphasise risk management in the employee induction program and undertake regular drills.	CCL (Health and Safety Manager and Mine Environment Manager; All Managers).	As above.	As above.	As above.

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**Table 5      Health and Community Actions (cont'd)**

Potential Impact	Management/Mitigation Measure	Action	Stakeholders	Implementation Timeframe	Performance Indicator	Monitoring
Fear and risk of major disaster or hazard (Cont'd).	Implement emergency response procedures.	Liaise regularly with Council, service providers and volunteer fire-fighting groups.	Emergency services (Baralaba Rural Fire Brigade; State Emergency Services); Banana Shire Council; Central Highlands Regional Council Queensland Ambulance; Queensland Police (Baralaba).	Life of project.	Clear understanding of roles and responsibilities in emergency situations.	Emergency Response Procedures on an annual basis.

## 7. MONITORING

Central to the effectiveness of any management measure is the establishment of a suitable monitoring framework. The purpose of the monitoring framework is to determine whether the actions are meeting the identified objectives throughout the life of the project.

Robust monitoring and evaluation will allow the project to:

- Confirm if initial objectives are being met.
- Confirm if desired outcomes are being achieved.
- Increase accountability within project staff and teams and overall transparency.
- Document company efforts into maintaining social licence to operate.

### 7.1 Draft Monitoring Framework

A draft monitoring framework has been prepared as presented in Table 6 to Table 10 below, and will be further developed in discussion with stakeholders upon finalisation and implementation of the Social Impact Action Plan. The framework also details the proposed frequency of monitoring activities and the stakeholder/s responsible for ensuring adequate monitoring and reporting is conducted under each component of the Social Impact Action Plan.

**Table 6 Draft Monitoring Framework for Community and Stakeholder Engagement Actions**

<b>Proposed Monitoring Strategy</b>	<b>Frequency</b>	<b>Responsibility</b>
Update Stakeholder Register.	Annually	CCL (Community Liaison Officer)
Review the use and effectiveness of the Complaints Management system.	Annually	CCL (Community Liaison Officer)
Review and update Community and Stakeholder Engagement Plan.	Annually	CCL (Community Liaison Officer)
All identified project milestones adequately publicised and provision of project update.	Bi-annually	CCL (Community Liaison Officer)
Review project information catalogue and upload any additional materials.	Annually	CCL (Community Liaison Officer)
Community Relations Advisory Group performance review.	Annually	CCL (Human Resources)
<i>Report on Community and Stakeholder Engagement Action Plan</i>	<i>Annually</i>	<i>CCL (Community Liaison Officer)</i>

**Table 7      Draft Monitoring Framework for Workforce Management Actions**

<b>Proposed Monitoring Strategy</b>	<b>Frequency</b>	<b>Responsibility</b>
Forecast Workforce Profile.	Annually	CCL (Human Resources)
Collect and aggregate employment and training data.	Annually	CCL (Human Resources)
Review workforce statistics and track proportion of workforce from local/ regional area.	Annually	CCL (Human Resources)
Vehicle safety checks, random drug test of drivers and driver behaviour monitored.	Fortnightly	CCL (Health and Safety Manager and Mine Environment Manager); Queensland Police (Baralaba)
Review adequacy of Behaviour Management Procedures.	Annually	CCL (Operations Manager; Health and Safety Manager and Mine Environment Manager)
Review of drug and alcohol data.	Monthly	Health and Safety Manager and Mine Environment Manager
Record of complaints received from the public relating to socially undesirable behaviour perpetrated by members of project workforce.	Quarterly	CCL (Community Liaison Officer)
Review of funding and records of in kind community support.	Annually	CCL (Community Liaison Officer)
Establishment of a local suppliers list and recording and review of proportion of procured goods and services.	Annually	CCL (Community Liaison Officer; Procurement Manager)
Review safety performance of intersection upgrades, heavy vehicle bypass and incidences of non-compliance with Traffic Management Procedure.	Annually	CCL (Health and Safety Manager and Mine Environment Manager); DTMR; Banana Shire Council
Review adequacy of bus transportation for workforce.	Bi-annually	CCL (Human Resources; Operations Manager)
Employee satisfaction survey (relevant to Transitional Employment Strategy).	Bi-annually in final 3 years of operations	CCL (Human Resources; Contractors)
<i>Report on Workforce Management Action Plan</i>	<i>Annually</i>	<i>CCL (Human Resources)</i>



**Table 8      Draft Monitoring Framework for Local Business and Industry Actions**

<b>Proposed Monitoring Strategy</b>	<b>Frequency</b>	<b>Responsibility</b>
Review workforce statistics and track proportion of workforce from local/ regional area.	Annually	CCL (Human Resources)
Contract data (e.g. value AUD\$) collected, aggregated and reported on in accordance with the QRC Code of Practice for Local Content (2013).	Annually	CCL (Contract Manager)
Record goods and services procured from local business on Local Suppliers Register.	Annually	CCL (Procurement Manager)
Monitor the adequacy of training initiatives in the region and provide feedback to RTO's and industry bodies.	Annually	CCL (Human Resources) RTOs; Industry bodies; Chamber of Commerce
Review of CHMP and forward procurement to identify opportunities.	Annually	Indigenous representatives; CCL (Operations Manager)
Review and update socioeconomic elements of the Conceptual Mine Closure Plan.	Every 3 years	CCL (Human Resources; Community Liaison Officer; Operations Manager); community groups.
<i>Report on Local Business and Industry Action Plan</i>	<i>Annually</i>	<i>CCL (Procurement Manager)</i>

**Table 9      Draft Monitoring Framework for Housing and Accommodation Actions**

<b>Proposed Monitoring Strategy</b>	<b>Frequency</b>	<b>Responsibility</b>
Review workforce statistics and track proportion of workforce from local/ regional area.	Annually	CCL (Human Resources)
Review accommodation camp records and cross check number of persons, vacancy rate and workforce profile forecast.	Quarterly	Accommodation Camp Manager; CCL (Human Resources)
Collect baseline data on housing and short-term accommodation to enable monitoring of housing and rental market conditions for inflationary effects.	Annually	Accommodation providers; CCL (Community Liaison Officer)
Review feedback from local accommodation and tourism proprietors.	Bi-annually	Local accommodation and tourism proprietors; CCL (Community Liaison Officer); Accommodation Camp Manager)
Review effects on local tourism initiatives (if any).	As required	Local tourism proprietors; CCL (Community Liaison Officer)
<i>Report on Housing and Accommodation Action Plan</i>	<i>Annually</i>	<i>CCL (Operations Manager)</i>

**Table 10 Draft Monitoring Framework for Health and Community Wellbeing Actions**

<b>Proposed Monitoring Strategy</b>	<b>Frequency</b>	<b>Responsibility</b>
Audit EA implementation (i.e., regular monitoring of environmental health indicators at various sites as per EA).	Quarterly	CCL (Operations Manager; Health and Safety Manager and Mine Environment Manager)
Review effectiveness of EA and risk management strategies (e.g. dust minimisation) and standard operating procedures.	Bi-annually	CCL (Health and Safety Manager and Mine Environment Manager)
Review of the use and effectiveness of the Corrective Actions Register.	Bi-annually	CCL (Community Liaison Officer)
HSE/OHS incident reporting.	Monthly	CCL (Community Liaison Officer)
Review of complaints received regarding noise generated by vehicle movements.	Quarterly	CCL (Community Liaison Officer)
Audit of vehicles to ensure appropriate mufflers installed.	Annually	CCL (Operations Manager)
Review and update Community and Stakeholder Engagement Plan.	Annually	CCL (Community Liaison Officer)
Review annual report of the Baralaba State School.	Annually	DETA; School Principal; CCL (Community Liaison Officer)
Review records of medical emergencies and provision of health services.	Annually	CCL (Mine clinic staff; Health and Safety Manager)
Review Emergency Response Procedures.	Annually	Emergency services; CCL (Health and Safety Manager)
<i>Report on Health and Community Wellbeing Action Plan</i>	<i>Annually</i>	<i>CCL (Community Relations Advisor and Health and Safety Manager)</i>

## **7.2 Review and Reporting**

The performance indicators detailed in each component of the Social Impact Action Plan will be used for reviewing and reporting purposes throughout the life of the project (see Tables 1 to 5). These indicators may be amended or updated over time through a regular review process should they no longer meet the desired outcomes or if improvements to existing measures can be made as the project progresses.

The draft monitoring frameworks provided in Table 6 to Table 10 detail specific monitoring tasks under each component of the Social Impact Action Plan and the responsible party/parties for the implementation and delivery of each task. This provides the basis for internal review and auditing by CCL.

Regular engagement with stakeholders, accompanied by data collection and review/cross-checking of performance indicators within the timeframes (i.e. quarterly, bi-annual, annually) will inform assessment of progress and effectiveness of actions and commitments to date.

Reports on performance and outcomes will be generated for each component of the Social Impact Action Plan by the responsible party/parties identified in Table 6 to Table 10. They will collaborate with identified stakeholders to compile all necessary information into a predetermined reporting format. Each component of the Social Impact Action Plan report will detail milestones and outcomes achieved to date, recommendations for improving performance and why specific actions were not carried out. Relevant information from these reports will inform the company's Annual Report, and the reports will also be made available for external reviews or auditing that may take place prior to mine closure.

## APPENDIX B

### BARALABA NORTH CONTINUED OPERATIONS PROJECT

#### STAKEHOLDER FEEDBACK



## **BSC Feedback Form**



## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

#### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com) telephone number is 07 3002 0400 during business hours.



## **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Council is broadly supportive.

Council has concerns regarding flooding with the levee bank.

Dust/blasting (is already an issue- what will be the impacts from mine expansion)

Noise/dust issues from the TLO in Moura.

Concern re flooding

**Q:** Do you feel that communication regarding the project has been adequate?

The Mayor would like to know what the company is telling the community. CCL staff working on projects changes over time. Important for continuity of information.

Fair few meetings have been organised by CCL – keep communications honest.

Residents of the haul route don't feel they have been adequately engaged. Suggest communicating with 6 directly impacted landholders.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Suggested getting information out through the schools - try different ways – not just standard communication channels.

Cr Ferrier receives phone calls from residents re the project. Council refers all complaints to CCL.

CCL cannot do much more than they are already doing. Suggest CCL manages projects so that Council does not receive adverse feedback. Council is not confident about the CCL complaints management process. There is a disconnection between complaints and those who deal with complaints.

Council requested clear reporting re incidents eg Council did not get notified of the recent truck rollover - heard this from residents.

## **Workforce Management**

**Q:** What are the key issues for Council regarding workforce management?

Mostly locals working for CCL.

**Q:** Has there been any behavioural conduct issues regarding the workforce in the township?

There hasn't been many people problems. From the community point of view – people want to see industry benefit from locals. Shopping locally, schools, building things locally. People don't ask for a lot.

Rural sector does not demand much, want towns to benefit. Gas companies have conduct compensation agreements. The conduct of workers has to be taken into account. Want workers to blend into the community - companies should take this into account for recruiting workers.

**Q:** What proportion of the BNCOP workforce should be derived locally? What are the barriers for this?

Plenty of housing in Moura. CCL has committed to employing locally within 45 minutes. Moura has a couple of hundred workers laid off recently.

**Q:** What do you think of FIFO/DIDO arrangements for workers?

FIFO is a fact of life. Wouldn't like to see situation like Isaac where people have to come from Cairns or Brisbane. Would like to see from this community. Have a mix of arrangements.

**Q:** Do you feel there is a divide between the community and the workforce?

Happens in Moura. Not as much in Baralaba.

**Q:** How might the workforce be more integrated into community?

Gymnasiums for community not just the camp – shared facility. Community gets benefit of sporting fields. Money to be invested- keep it as a legacy for the community. The RSL at Moura – everyone mixes quite well. Rather than build something new, develop it together – use an existing facility for everyone to come together. Organise darts and other activities. Donate some workers time to develop projects together (not just money). The way CCL has done rostering has fitted in well with the rural sector (with 7 days on and 7 days off).

**Q:** How can any potential negative effects of the workforce on community cohesion be minimised?

More integration benefits everyone. Encourage long term relationships

### **Housing and Accommodation**

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

Affordable – lots of properties for sale.

Land available to build houses.

**Q:** What is the preferred means of accommodating the BNCOP workforce?

Preference for people to live in the community rather than camps.

**Q:** What are the positive and negative effects for the expansion of the caravan park?

If it looks like a mine camp- will deter grey nomads. Need to be nicely done with some separate areas and landscaping – will make a big difference to people.

**Q:** How many visitors to Baralaba (proportion) stay in the caravan park and other short term accommodation?

Very low threshold of visitors in Baralaba. Some tourists camp at showgrounds. There will always be people looking for free camping.

**Q:** What are the perceived effects of the project on the local housing market?

Depends on how well it is done. If people want to move to Baralaba - property prices will go up. Getting a mix is key. Property prices didn't go up highly last time.

**Q:** Should the workforce be housed in or away from the township?

Integrated location in town. It's located next to a small aged care facility.

**Q:** What services at the caravan park could be made available to the Baralaba Community?

CCL has given money to upgrade the water treatment plant – which benefits the whole community. Perhaps opening gym and restaurant for the town, retaining commercial aspect of the caravan park for visitors.

### **Local business and industry content**

**Q:** What are the current benefits derived from operations?

Garage in town going alright. Eatery has changed hands.

**Q:** What is the proportion of local business supply of good and services to CCL?

Some businesses supply merchandise to CCL e.g. garage, eatery, newsagent.

**Q:** What opportunities for local business and industry will be created by the project?

You would hope so, potential is there. Depends on contract for catering. Some camps have nationwide contractors and don't look locally. Welding businesses, maintenance contracts. Some of the business owners are at retirement ages. Council would be happy for local contracts within the shire. If CCL purchased a proportion locally – would help businesses.

**Q:** Do you know of options for local procurement?

Meat is sourced locally.

**Q:** How can local businesses position for tenders? Is any form of assistance required regarding contracting arrangements?

There are groups in Moura which can offer most services. Sometimes local businesses can't achieve the same economies of scale. If this is recognised – enable weighting towards local businesses. Council has assisted other companies with local procurement and trained small companies with paperwork. Origin did a workshop and said this is on offer and broke it down for local businesses. Council would promote this eg – setting up bakery groups to supply cakes.

**Q:** What do you think of CCLs competitive tender process?

Offer consistency of service provided and competitive pricing.

**Q:** Are you aware of any Indigenous employment/ training opportunities?

There is one that Cr Ferrier was aware of.

Great opportunity for Woorabinda.

**Q:** Is there a shortage of skilled labour available for local businesses?

Not anymore- depends on the time. 15 months ago wouldn't have been able to get them. There's a mix. Lots of truck drivers were put off recently.

**Q:** Does CCL need a local supplier register?

Yes

**Q:** Do you know of any opportunities for apprenticeships/ join work programs associated with the project?

Offer apprenticeships. Any training facility that can be implemented is good for any community. Would be good for start-up training for farmers who don't have these skills. Opportunity to retain younger people in the community. Lots of older people won't be able to pay for the tickets.

**Q:** What can CCL do to increase local business and industry content?

A preference to local and knowledge of what can be done and supplied locally – gives more ownership to everyone. Nursing accommodation – to attract staff (already has doctors accommodation).

### **Health and community wellbeing**

**Q:** What is the current capacity of social infrastructure and services?

- Education
- Health
- Emergency Services

Beautiful & new hospital in Baralaba ( includes accommodation for nursing staff)

P-10 school ( students go to boarding school after this).

Woorabinda has a high school.

Policing adequate. Fire and ambulance is there. Mine firms up the needs for having these services. Any sponsorship from CCL will be appreciated.

**Q:** What will be the impacts on social infrastructure and services with the BNCOP Project?

Services should have capacity for the expansion project. Baralaba is only 1hr from Moura and Biloela. Care flight helicopter and the RFDS has access.

**Q:** What are the councils concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

Heavy transport to use haul route rather than going through the town – mine might not want public liability for this. Going through Baralaba is a shortcut for the Bowen Basin.

Problems during grain season. Safety risk with extra heavy vehicles.

Coal dust is an issue through town and the haul route. Dust is from the mine and also from the trucks.

**Q:** How can CCL support local organisations and events?

CCL has been good. Changed since Manager came to town. Bit more money helps.

Sponsorships/donations policy with criteria (5 categories). Quarterly. Application form at this stage.

Council is concerned groups apply for an elephant project – legacy for maintenance

**Q:** How can the impacts be mitigated?

As above

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Apprenticeship/s traineeships.

A good positive legacy in the community – what is built after the mine

Local employment

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the Project?

Dust (upgrade of the road), noise (coal load out facility to minimise dust, environmental standards). CCL trains are veneered (Community says it has more dust than Anglo)

Flooding

Community complaints process and council's involvement (shouldn't be getting complaints re dust/haulage)

Single point of contact

**Q:** Do you have any other feedback for CCL?

No, as above

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

If you have any questions about this process please contact [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com)

Phone (b/h) (07) 3002 0400.

**CHRC Feedback Form**





## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

#### **Why am I being contacted?**

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### **Community and stakeholder engagement**

**Q:** How would the Council like to be kept informed regarding the project?

By a one page update

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Council – one page newsletter occasionally

Duaringa community - school newsletter (published fortnightly). Circulation through the local post office. Approach the school.

### **Workforce Management**

**Q:** What are the key issues for Council regarding workforce management?

Local workforce

Duaringa is located within the catchment of the project. Council is the major employer in Duaringa. There are people commuting to Rockhampton.

Challenge for Duaringa to retain younger persons in the community.

Minimal training opportunities in town.

Councils has an outside workforce of 48 – (50:50 ratio regarding staff that live here and others commute).

Rural community is generational.

**Q:** What proportion of the BNCOP workforce should be derived locally? What are the barriers for this?

Advertise jobs through the school newsletter & the Duaringa Doings (monthly publication). Most people read the Rockhampton Bulletin.

Attracting young people back to the region.

**Q:** What do you think of FIFO/DIDO arrangements for workers?

7 days shift – what are council's thoughts? Better to be able to commute – better for families. Enables people stay of their farms.

Is there an opportunity for a bus to provide access to the mine. The 6am- 6pm roster or 7am -7pm is handy for farmers.

Council tried a 10day on/4day off roster. This was not popular. The 7 day roster works well.

### **Local business and industry content**

**Q:** Do you know of options for local procurement?

The mechanic's workshop in Duaringa has just closed in the last 2 months. It was servicing coal and local industry.

Civil contractors could be available.

**Q:** How can local businesses position for tenders? Is any form of assistance required regarding contracting arrangements?

Can CCL conduct training to ensure that local companies are able to compete for tenders. Helps businesses grow to a certain re quality assurance etc. Challenge will be breaking work packages into doable size for local business.

Central Highlands Development Corporation (CHDC) can assist.

**Q:** Are you aware of any Indigenous employment/ training opportunities?

Only what council offers (20 staff are employed in Duaringa). 50:50 split between boarding schools vs. Blackwater High School

**Q:** Does CCL need a local supplier register?

Council is preparing a list of local contractors. If this is circulated to CCL – can assist with local procurement.

**Q:** What should CCL do to increase local business and industry content?

Local buy process.

## **Housing and Accommodation**

**Q:** What are the perceived effects of the project on the local housing market?

Land available in Duaringa but not housing. Maximise local employment.

Duaringa might provide overflow housing.

**Q:** Should the workforce be integrated into the community?

CHRC requested an incentive program for accommodation. Council would like to see housing choice.

Council said it does not want rent to become inflated. Look at supply/demand when setting off on these projects.

CCL rents a house in Duaringa for a permanent staff member.

## **Health and community wellbeing**

**Q:** What is the current capacity of social infrastructure and services?

- Education
- Health
- Emergency Services

Pretty limited capacity of services in Duaringa.

Education – 1 teacher (who is also the Principal) at the Primary school (only 21 students). Students travel to Blackwater (1.5hrs each way), Rockhampton, or boarding school. Not many younger families here. If younger families are attracted here, than the school may need another teacher.

Health – Ambulance, Police, Fire and SES in Duaringa. The doctor from Woorabinda comes each Thursday. Big issue with health is transport. Some patients are able to drive however Duaringa has an aging population. Council has commissioned a feasibility study and is working through funding models.

20% of the population in Duaringa is indigenous.

**Q:** What are the councils concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

There are a few roads near the project which flood which will restrict access during flooding. Light vehicle traffic will increase.

Heavy vehicle traffic will not be using this route.

Baralaba Duaringa road was not designed for the heavy vehicles.

**Q:** How can CCL support local organisations and events?

Council inquired about sponsorships/donation policy. CCL has sponsored Rodeo/ Golf day in Duaringa.

Suggested involving Duaringa kids in Rugby with Baralaba kids as there are not enough numbers.

Council will apply for CCL sponsorship.

**Q:** How can the impacts be mitigated?

As discussed above.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities for the Baralaba and the surrounding region?

Communication re the project – will lead to opportunities.

Road use

**Q:** Do you have any other feedback for CCL?

Community Plan – attracting population growth. Duaringa has been sitting idle. Strong community spirit. Community has been waiting for an opportunity. Safe and passionate.

Council would like to look at other industries eg tourism

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

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Phone (b/h) (07) 3002 0400.

## **WSC Feedback Form**





## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

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### **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Supportive

**Q:** Do you feel that the communication regarding the project has been adequate?

CCL emails newsletter

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Regular meetings – CCL to keep Council up to date especially at key stages in the project.

If important stages are coming up – please speak with Council before key stages. Especially with regards to employment and training opportunities. CCL is welcome to attend the council meeting (monthly) to provide updates.

Place factsheet/newsletter on the council noticeboard.

### **Workforce Management**

**Q:** What challenges are residents facing to prevent them from working on the Project?

Workers generally have to pay for the medical test & training prior to employment. This is costly and the person will be on probation. Naomi will discuss this issue with HR. Deductions from pay would be useful in encouraging employment.

Most residents are not aware that medical tests will be required to work at the project. Better notification of this is required. Publicise this requirement in local newsletters.

Training

**Q:** Are you aware of any Indigenous employment/ training opportunities?

Liaison officers – so that aboriginal employees are able to discuss issues. Can also assist with the linkage between CCL and the community.

Some residents have skills gained from contract positions from working in Blackwater, Emerald. These persons would be able to assist with training other employees.

**Q:** What are the key issues for Council regarding the larger BNCOP workforce?

Council questioned where the workforce will be housed.

Requested an agreement with the Woorabinda community to prepare residents for the project.

Council is looking for a win win situation. Can provide local employment. Training for employees.

CCL has a HR officer starting in January 2014 at the mine.

Residents need advance notice of the project so that they are able to obtain tickets/training.

Would like training for career progression – not just truck drivers and cleaners.

Council has an airstrip. Can provide FIFO services and buses – 1200m all weather runway and lighting. Hercules has landed on the airstrip.

Council is looking at the usage of local infrastructure.

CCL works with Gangulu and the south group. CCL has the CHM.

Council raised historical residents in Woorabinda – often people from Rockhampton have been claiming.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development.

Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Employment & training opportunities

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Council is looking at tourism opportunities. Mine tours. Suggested that a tourist company could start tours in the region.

There is an independent high school in town. Lack of opportunities for students.

CCL Quarterly sponsorship/ community grants program. There are 5 criteria and the projects are assessed. The application form is simple and self-explanatory. Can call Naomi for assistance in completing the forms.

CCL also provides inkind support. Has provides labour for the Baralaba school.

Council mentioned there is a local dancer who is seeking sponsorship for a dance opportunity overseas. Also is seeking to fence the local cemetery.

**Q:** Do you have any other feedback for CCL?

Council asked is there is any effect on the Woorabinda water pipeline. Naomi said there is no impact.

Council asked if CCL will need additional water allocations.

School children tours of the mine would be good.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

If you have any questions about this process please contact [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com)

Phone (b/h) (07) 3002 0400.

**Baralaba State School Feedback Form**



# **Social Impact Assessment Questionnaire**

## **Baralaba North Continued Operations Project**

### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com) telephone number is 07 3002 0400 during business hours.



## Community and stakeholder engagement

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes, Concerns relate to increased traffic particularly heavy vehicles. Influx of young single males/ single undesirables dominating public places particularly at the pub. Hope that the company is screening the workforce.

**Q:** Do you feel that communication regarding the project has been adequate?

Yes, Adequate from school perspective. Regular, ongoing communication.

Appreciates staffed shopfront in town.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

No additional meetings required. Current communication works well particularly through town based officer.

## Health and community wellbeing

**Q:** What is the current capacity of education and childcare services?

The capacity is currently adequate. Influx of students from Woorabinda creating substantial demand and impacts. Limited number of students derived from mine – lack of investment in permanent housing for mining employees.

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

Minimal housing available for rent in Baralaba. When the Department of Housing properties overflow – expensive to rent houses. Teachers are sharing in department properties. Only 2-3 properties available to rent.

No temporary accommodation in Baralaba. One teacher is staying in a shed, another is currently living in a cottage on a farm.

**Q:** What are the student/parent/staff concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

Dust – not too bad. No parents have complained, neither have the teachers or cleaners re dust.

Heavy vehicle traffic complaints through the town. There are heavy vehicles which are mine related but not using the haulage route. Also heavy traffic from cattle.

Road trains/all heavy vehicles should be bypassing the town. 20 children live in the township and walk home/riding bikes etc. The rest of the students (95 students) use buses.

**Q:** What will be the impacts on education and childcare services with the project?

Impacts will be minimal unless housing brought in. Financial support is good. CCL provided staff as labour for building project. Provided interactive electronic whiteboards for the school.

**Q:** How can CCL support the school and events?

Support for the school both in kind and sponsorship.

During the refurbishment, CCL supplied labour.

CCL has also supplied 2 interactive whiteboards.

**Q:** How can the impacts be mitigated?

As above

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Housing, heavy vehicle bypass, employ local. Incentives for families who want to be a part of the community.

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

As above

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

CCL helped build a bridge (CCL contributed \$8million) this enables 81 students who live on the western side of the river to attend school during flooding. Previously the school took students across by boat

during flooding events. Good legacy project for the community. Substantial improvement in access to education by building the bridge.

**Q:** Do you have any other feedback for CCL?

Baralaba was an ageing town (had an average age of 60 years previously). CCL has brought life into this town. The mine has brought money into the community/ positivity into a poor community.

CCL should continue its good communication.

Strategic social investment.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

---

**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

If you have any questions about this process please contact [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com)

Phone (b/h) (07) 3002 0400.

## **QPS Feedback Form**



## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

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### **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes

**Q:** Do you feel that communication regarding the project has been adequate?

Adequate – continue with what they are doing. Can easily drop into to office in town for updates.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Continue with current communications.

### **Health and community wellbeing**

**Q:** What is the current capacity of emergency services?

Two officers- adequate for current situation.

With the expansion – intention is to cover it with the two existing officers.

No dramas with CCL staff. The company has policies which cover most incidents. The police talk to individual contracting companies as well. Very proactive.

Baralaba assist other divisions as well.

The key is to communicate with caravan park, mine and contracting companies. Good relationship with Naomi at the shopfront. Regular catch-up/email/phone at least once a fortnight.

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

Two police houses in town.

There are a few houses for sale but the standard of housing in town is low. The rents are high (\$480 week for the house near the police station).

New subdivision behind acres (16 lots).

**Q:** What will be the impacts on social infrastructure and services with the project?

Education of new staff – don't & drive.

Increase in light and heavy vehicle traffic through the town – managing the impacts of increased traffic.

Issue with stop sign instead of the giveway sign beside the pub – QPS has raised this intersection with Banana Shire Council.

Heavy vehicle traffic bypass around town.

New bridge does not have a weight limit. Additional truck freight using the town as a shortcut.

The CCL roster is the best roster – 7 on/7 off. Very good arrangement for families and also for working on the farms.

Stock related issues are common in the region.

Baralaba district is very proactive. The boundary goes to Banana Mungi Road.

**Q: How can the impacts be mitigated?**

Always communicating with the QPS.

Carpooling /bussing to reduce vehicle numbers.

Larger heavy vehicles – educating drivers about specs/safety. AB quad is not much larger than a bdouble. A full size triple is around the same size.

Town is trying to establish the Baralaba reserve - playground for kids to keep children off the roads. No playground in town currently. The proposal consisted of play equipment on the first stage. Additional car parking and sporting & recreational facilities in subsequent stages.

**Q: How much involvement do agencies need regarding the preparation of policies/plans?**

Good communication with CCL and opportunities to engage.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q: What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?**

Apprenticeship/traineeships for local kids

Park area/playground for Baralaba. CCL has offered equipment for the playground.

CCL has been active in employing local workers – reduces issues re the community.

Good community spirit on Baralaba.

**Q: What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?**

Heavy vehicle diversion.

Replacing giveaway sign to the stop sign by the pub (council resistance).

Reseal and widening in the main street of Baralaba. Reduces road noise. Narrow section near the takeaway shop.



Education of workforce (alcohol awareness programs).

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Issues with the pub. Owners have leased the license. This is not related to the mine.

Make sure workforce understands the expectations.

**Q:** Do you have any other feedback for CCL?

CCL is doing a good job. Very approachable.

Baralaba has had a mine and a history of mining.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

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Phone (b/h) (07) 3002 0400.

## **QAS Feedback Form**



# Social Impact Assessment Questionnaire

*Baralaba North Continued Operations Project*

## **Why am I being contacted?**

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*Community and stakeholder engagement*

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes, key concerns relate to alcohol related incidents along with drug use – linkage to the local pub.

**Q:** Do you feel that communication regarding the project has been adequate?

Adequate. CCL maintains very good communication with the community through staffed shopfront. This works very well. Only issue relates to communication with the mine site safety officer.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Regular meetings and updates – current format and frequency works well.

Invited to meetings currently. CCL staff provide updates if unable to attend meetings.

*Health and community wellbeing*

**Q:** What is the current capacity of emergency services?

Baralaba Station is covered by shifts in an 8-6 roster. Woorabinda, Moura, Duaringa all operate under the same roster system. Biloela is different. The Baralaba catchment is 1300 persons.

Uses a single emergency driver ambulance service. Can call on local emergency services for backup assistance if Baralaba is busy. Currently sufficient coverage. This would not change with the expanded operations (under 6000person catchment). Government utilise hourly utilisations rates for staffing.

The mine has little impact on workload. However indirect effect on workload because of numbers in town. Increase in alcohol related incidents and a slight drug related incident increase.

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

The biggest problem – not many rental properties. Inflated rental market due to perception that it is a mining town. Properties are asking for \$400-500 week. Can purchase houses but asking for coastal prices.

Ambulance service does not have additional quarters – only one three bedroom home. The 2<sup>nd</sup> in charge officer does not have access to departmental accommodation. Officer in charge uses the three bedroom house provided through an accommodation package – the transition in management by DoH.

Nursing provides accommodation at the hospital.

Ambulance service categorises all stations. This is a cat 6 station. 75% subsidy by QAS (fringe benefit).

**Q:** What will be the impacts on social infrastructure and services with the project?

Depends on proportion of FIFO/ if the staff will be local and living here with families.

Until recently, QAS had workers on each mine site. Impacts on road - depends on individual drivers. Some drivers are driving 100km plus. Concerned about the capacity to rescue anyone if a road train crashes. Heavy rescue gear is limited. The next heavy rescue unit is in Rockhampton. Can use mine excavators.

Not many road traffic incidents in Baralaba. Usually from people passing through town who don't know road conditions. No fatal incidents in the last 6 years.

Heavy vehicles using Baralaba as a shortcut to Leichardt Highway north.

Banana Shire Council road permit system.

Heavy vehicle bypass – private road (mine maintains this road).

Binderri Rd is the boundary between the Baralaba and the Moura ambulance service. However other QAS stations will respond as a backup if no one is available in Baralaba. They all operate under the same staffing arrangements.

**Q:** How can the impacts be mitigated?

Review of CCL policies regarding first aid. Training to ensure ambulance is called for incidents so that the issue of transporting injured people in work vehicles does not occur.

**Q:** How much involvement do agencies need regarding the preparation of policies/plans?

Regular meetings with CCL, the flow of information is good.

Ambulance staff meet with the WHS staff at the mine once a month. Need to notify QAS to transport workers (have transported injured workers in mine vehicles in the past instead of calling for an ambulance).

Change in safety officer at the mine - making a difference through communication. Main gate is 3.2kms from the station. Haul road is only 0.8kms away.

#### *General Feedback Questions*

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**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Everything flows. Decisions are based on human nature. Not a lot that can be achieved from communications point of view.

CCL is supporting community & indirectly supporting the QAS. Supports annual local ambulance fundraiser. Has supported the fire service with equipment.

Continuing to support the community through grants. Support broader community with small grants/sponsorship.

Funded the pharmacy to start up at the medical centre. Previously had to get scripts from Moura.

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

Review of drug/alcohol policies. Test staff before using vehicles.

Greater awareness for the mine to call the QAS. Safety officers to talk to shift supervisors.

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Dust issue. Town gets covered in fine coal dust. Gets in rainwater tanks. Increase damping down at the mine.

Previously blasting was an issue. Now doing 2 smaller blasts a week. Will move further away from town with the expansion

**Q:** Do you have any other feedback for CCL?

Request- talk to the Oswald (haulage contractor) to remind drivers that they are driving on public roads.

Safety procures while onsite have been excellent. Mine is shut down until emergency vehicles leave the site.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Phone (b/h) (07) 3002 0400.





**Baralaba Multipurpose Health Service Feedback Form**



# **Social Impact Assessment Questionnaire**

## **Baralaba North Continued Operations Project**

### **Project Description**

#### **Why am I being contacted?**

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### **Community and stakeholder engagement**

**Q:** How would the you like to be kept informed regarding the project?

Email/newsletter and through CAN Meetings/Town meeting. Person to person (phone) where practical for important issues.

**Q:** Are you supportive of the expanded operations? What are your key concerns?

I support the expansion.

My main concerns are:

The potential for increased drug and alcohol problems in the community. Potential for dust related illness.

Road safety with narrow roads and large trucks.

**Q:** Do you feel that communication regarding the project has been adequate?

I would like to see more communication.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

At least monthly –as per question 1.

### **Health and community wellbeing**

**Q:** What is the current capacity of health infrastructure and services?

The facility has 4 acute inpatient beds, 5 beds in aged care wing and 2 Emergency department trolleys in Emergency department. There are occasions when all beds are currently filled. Baralaba MPHS caters for Wowan and Dululu in addition to Baralaba.

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

High rent and limited availability. There are several houses for sale.

**Q:** What will be the impacts on health services with the BNCOP Project?

Increase in presentations to the hospital especially emergency presentations and increased after hours presentations for non urgent issues. Potential increase in presentations to the already busy private clinic.

**Q:** How can the impacts be mitigated?

Education around drug and alcohol use.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

1. Utilise local workforce.
2. Support local business and organisations
3. Continue to support improvements to infrastructure.

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

1. Bus service for miners to work and home to minimise traffic through the town.
2. Road safety education for drivers of heavy vehicles
3. Utilisation of QAS rather than private vehicles for transport of sick or injured personnel.

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Potential for Fly in/fly out workforce that does not integrate into the community.

**Q:** Do you have any other feedback for CCL?

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.



## **Aged Care Feedback Form**





# **Social Impact Assessment Questionnaire**

## **Baralaba North Continued Operations Project**

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### **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Generally supportive of the project.

**Q:** Do you feel that communication regarding the project has been adequate?

Communication through Community Officer in the shopfront. Also receives newsletters in the mail.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Adequate.

Aged care has requested a phone number for residents to contact - if something happens after hours/weekends.

### **Housing and Accommodation**

**Q:** What are the positive and negative impacts for the expansion of the caravan park?

50 clients around town – they come to the site for events

4 units adjoining the accommodation camp.

Security and safety is a concern for older residents (generational issue for older residents who do not lock doors).

Concerned that the community will change.

CCL has donated marquees for events. Provided assistance after storms to clear branches etc.

CCL erected a boundary fence to stop rubbish issue.

Noise is not an issue.

Clients are coming to this site – elderly drivers coming and going during the day (will avoid peak traffic).

CCL has upgraded driveway for the aged care facility.

**Q:** Has there been any behavioural conduct issues regarding the workforce in the township?

No issues at the aged care facility.

**Q:** What services at the camp that could be made available to the Baralaba Community?

Is there access to the canteen – voucher system?

Accommodation for visitors/ caravan park access

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Manage the camp well and behavioural issues of the workforce.

Manage and reducing dust.

Continue the good communication.

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

Aged Care provides a home help service – will be challenging to find employees in the town.

Lots of houses are for sale but they are expensive (older homes).

Truck volumes – if Middle Road is unusable – sometimes the mine trucks have used other roads in the past.

Concerns re uncovered truck loads

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Dust – whole town experiences this.

The coal stockpiles are located close to town.

Water pressure in town is quite low. Hope that the pressure get better with the water upgrades and also because the aged care facility adjoins the camp.

Concerns in Baralaba township regarding vibrations and damage to property following blasts.

**Q:** Do you have any other feedback for CCL?

Good at supporting lots of community events/ facilities.

Continue the great communication.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

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Phone (b/h) (07) 3002 0400.

**BRAG Feedback Form**



## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

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### **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes

**Q:** Do you feel that the communication regarding the project has been adequate?

Yes, the newsletter gets distributed. Also able to drop in to the shop front in Baralaba.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

There are still people asking questions to understand what is happening in town. Perhaps repeat – newsletters go to everyone rather than attending public meetings.

More regular communication at the broader level at key stages in the project.

### **Workforce Management**

**Q:** What are the key issues for the community regarding workforce management?

There has been an increased prevalence in drugs in the community

Pub copes with about 30 persons at the moment.

Some streets will struggle with increased traffic. Especially at the intersection by the pub. Drug test employees daily.

Better signage for traffic

**Q:** Has there been any behavioural conduct issues regarding the workforce in the township?

Haven't seen many employees on the streets. The pub is the most social place in town and there hasn't been any issues with the workforce to date. Many of the workforce is already a local.

Generally has not been too bad.

There is a lot of passing traffic which comes through town. Lots of through traffic which will increase.

**Q:** What proportion of the BNCOP workforce should be derived locally? What are the barriers for this?

Believe there could be more locals – there are people who live in town who would like to be employed at the mine.

Haven't seen jobs advertised. Aware that interested persons can drop off resumes at the Cockatoo Coal shop front, or at the mine.

More transparency around the process of getting a job.

**Q:** What do you think of FIFO/DIDO arrangements for workers?

Need a percentage of them but also need to bring families to town. CCL would like businesses to grow but businesses cannot rely on the mine expanding. However, if there are more families, businesses can expand.

There are not many rentals in town but if there was subsidised housing it would help attract families.

Industria rents 12 houses in the town – may not need all of this.

This issue is not discussed in public meetings.

**Q:** Do you feel there is a divide between the community and the workforce?

Not to date. The town has been welcoming. There are a lot of the events where everyone attends e.g. show/fishing competition

**Q:** How can any potential negative effects of workforce on community cohesion be minimised?

Participation in community events

### **Housing and Accommodation**

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

No houses available for rent. Council has been difficult especially to get approvals (for everyday people).

Need houses for families. CCL should use leverage to encourage Council to approve more development.

CCL and Council should work together with the community to resolve issues.

Council wants the industry but they need to assist and understand how they can assist.

Council work is often more expensive for the quote than others – need to improve.

**Q:** What are the positive and negative effects for the expansion of the caravan park?

Need workers from the outside – it's well placed. It's not an eyesore. Check if there is accommodation available for rent.

There might be an impact of additional workers walking to the pub. They might cut across grounds. A footpath would resolve this issue.

**Q:** Should the workforce be housed in or away from the township?

On the periphery of the township – good location at the caravan park.

**Q:** What services at the caravan park could be made available to the Baralaba Community?

Catering for events in town would be good. However the camp will need to obtain the right license with Council to do this.

The camp does not need a convenience store – use the facility in town.

Can the camp locate facilities in the town – not just at the camp. To provide open access to everyone. E.g. if the gym had been located in the main street.

### **Local business and industry content**

**Q:** What are the current benefits derived from operations?

Less than 10%

A lot is being brought in from other towns e.g. Rockhampton.

CCL has accounts with the local businesses – willing to order what their requirements are.

Sometimes pays directly – then other orders are on 21day payment terms.

**Q:** How can local businesses position for tenders? Is any form of assistance required regarding contracting arrangements?

Discuss what is required for the next 3 months. If they need something quickly – then the more they shop locally, the more stock and variety will be available in town.

Better transparency around what is required. Understanding of logistics.

**Q:** What do you think of CCLs competitive tender process?

Could be improved. Provide feedback about why tenders are lost. Should the criteria be cheapest, convenient, local.

Only two couriers are delivering stock to Baralaba at the moment.

Be clearer with tenders.

**Q:** Is there a shortage of skilled labour available for local businesses?

Have not lost an employee to the mines. Not a risk at this stage. Some residents are not interested in working in the mines.

Housing can be more challenging.

**Q:** Does CCL need a local supplier register?

CCL already has this.

**Q:** What should CCL do to increase local business and industry content?

Encourage more communication.

Have catch-up meetings with local businesses every 6 months.

Advise locals about tenders in advance.

Centralised point of procurement.

Take logistics into consideration – local businesses can arrange and supply instead of staff

### **Health and community wellbeing**

**Q:** What is the current capacity of social infrastructure and services?

- Education
- Health
- Emergency Services

Education and health services are good.

Emergency services are good other than SES.

**Q:** What are the communities concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

Dust has been shocking in the dry weather. The coal stockpiles are located on the highest point where it is being loaded. Does not need much wind before the dust picks up.

Residents are hoping that when operations move north – that dust levels improve.

CCL has cleaned road signs when dust builds up.

Trucks should be covered.

Grass /roofs get covered in black dust. Many residents rely on tank water.

Sbends are dangerous on Middle Road. Accidents waiting to happen. Banana Creek Bridge – verges are only maintained twice a year by council. Ensure that two trucks can get past on this bridge. 80km speed limit – Oswald has requested community to report when truck drivers are not obeying rules.

Resolve intersection on the Highway at Moura – 2 rollovers in less than a year. It's a very blind corner for cars.

**Q:** How can CCL support local organisations and events?

CCL supports local organisations and sponsors events. It was great that the company spent money on the bridge and the water treatment plant. It helps everyone.

**Q:** How can the impacts be mitigated?

Better covers on the trucks and watering to reduce dust.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Advise community about jobs with CCL and contractors.

Better tendering processes

Support for local infrastructure eg a park in Baralaba, walking track for employees to town

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

Place coal stockpiles in lower location so that the dust does not blow over town.

Spray for trucks

Widening Middle Road and fixing risky intersections and dangerous sbends

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Capacity of the pub in the future. Cannot handle more than 30 persons.

Flooding and the levee bank. Where will the flood waters go? The backup of water will be an issue.

When water trucks go on to properties and drops coal, is this a contaminant? Grass will not grow in this place. Workshops need to be assessed.

Future issues with drugs in the community.

**Q:** Do you have any other feedback for CCL?

The standard of Middle Road has been the best its ever been.

Engage with Council

Benefits from the project should not just be for the mine and company, it should be for everyone.

Investigate if the coal trucks can be loaded in a different location – may reduce dust issues in Baralaba.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

If you have any questions about this process please contact [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com)

Phone (b/h) (07) 3002 0400.



**BRAG Additional Feedback**





# **Social Impact Assessment Questionnaire**

## **Baralaba North Continued Operations Project**

### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com), telephone number is 07 3002 0400 during business hours.

### Community and stakeholder engagement

Q: How would the community like to be kept informed regarding the project?

Town meetings (with 2 weeks notice and increased advertisement), emails to local community groups and members, small meetings with concerned parties.

Q: Are you supportive of the expanded operations? What are your key concerns?

Undecided  
~~Yes~~ - only if CCL run it in collaboration with the community and address community concerns including dust levels, noise pollution, wash down trucks and coal before it leaves, trucks not to be incorporated with local traffic.

Q: Do you feel that the communication regarding the project has been adequate?

No, inadequate notification of meetings and unclear answers to community members questions. Inconsistent information given from CCL employees.

Q: As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Email everytime something changes or new information is available. Meetings with concerned members if required.

### Workforce Management

Q: What are the key issues for the community regarding workforce management?

Employ local workers first and offer training and apprenticeships to local youth.

Q: Has there been any behavioural conduct issues regarding the workforce in the township?

Occasional bad behaviour at local hotel and driving incidences.



Q: What proportion of the BNCOP workforce should be derived locally? What are the barriers for this?

As much as possible. Locals should be offered positions first. Then offered outside the region. Barriers would include inadequate number of trained individuals

Q: What do you think of FIFO/DIDO arrangements for workers?

Do not have enough information or knowledge to comment.

Q: Do you feel there is a divide between the community and the workforce?

Yes (the workforce that is not local).

Q: How might the workforce be more integrated into community?

\* Families be encouraged to move to the area instead of drive in drive out.

\* Involvement in team activities - sport and community participation.

Q: How can any potential negative effects of workforce on community cohesion be minimised?

Less drive in drive out and more family recreation.

#### Housing and Accommodation

Q: What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

Housing is expensive and there are not many available to rent currently.



Q: What is preferred means of accommodating the BNCOP workforce?

Mixture of rental from local houses and caravan park accommodation.

Q: What are the positive and negative effects for the expansion of the caravan park?

Positive - increased services (gym? open to public).  
- housing for growing workforce.  
Negative - Less need for local housing and segregation of workforce from the community.

Q: What are the perceived effects of the project on the local housing market?

If the entire workforce (drive in) is located at the caravan park then the housing market will decrease financially. Also the houses on the hall road will depreciate significantly.

Q: Should the workforce be housed in or away from the township?

In the township and encouraged to use local facilities.

Q: What services at the caravan park could be made available to the Baralaba Community?

Gym.

#### Local business and industry content

Q: What are the current benefits derived from operations?

Local workforce opportunities.



Q: Does CCL need a local supplier register?

Yes.

Q: What should CCL do to increase local business and industry content?

Utilise all services available in town and local surrounding towns first.

### Health and community wellbeing

Q: What is the current capacity of social infrastructure and services?

- Education
- Health
- Services

Education and health / other services can meet current demand but would all have to be addressed if the workforce was to be increased significantly.

Q: What will be the impacts on social infrastructure and services with the BNCOP Project?

It will place greater demands and stress on specific services especially health, road infrastructure and emergency services.

Q: What are the communities concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

Dust is a major problem already for local residences. The dust produced by the mine (especially because of its location to town) is intolerable. The coal needs to be washed and stored at a low point within the mine. The trucks need to be washed down also before they leave the mine. This issue has been ignored by CCL and you have yet to rectify this problem which is extremely concerning



A Heavy vehicle traffic. The increase in the number and size of trucks hauling coal for CCL is very concerning, for a number of reasons:

- 1, Increase in coal dust being spread between Barabba and Mura.
- 2, Road user safety. The trucks are not safe to be on public roads.
- 3, The quality of roads are not adequate for current use and we doubt the road will be upgraded before the no. and size of trucks begins.

A Flooding. The main concern is the change in the course of the river and flooded areas when the expansion occurs. Compensation should be made to affected land owners and local knowledge should be utilized when making decisions.



Q: How can CCL support local organisations and events?

Donate time, equipment and funds to assist in local events and organisations especially education, sport and health services.

Q: How can the impacts be mitigated?

Work with the community and respond to their concerns with action. Put the local farming and services first and take the health + safety of community members seriously.

### General Feedback Questions

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

Q: What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

\* local training and job opportunities.  
\* use local services first.

Q: What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

\* Wash plant for coal.  
\* Wash bay for trucks.  
\* Separate haul road for trucks.  
\*

Q: What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Health of community members from coal dust, noise pollution, stress, road safety and relocation of families from properties.



Q: Do you have any other feedback for CCL?

We are currently extremely disappointed that  
CCL has not taken action to minimise coal  
dust from trucks and the mine itself. We also  
find communication from the mine is inconsistent  
and contradictory.

Q: Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

**Baralaba Landcare Feedback Form**



## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

#### **Why am I being contacted?**

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### **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes. CCL is excellent with the community. Small company - very community focused.

**Q:** Do you feel that the communication regarding the project has been adequate?

Communication is good especially with the office in Baralaba. Regular landholder meetings – meet at the Landcare building.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Everyone is happy with the dealings with CCL.

### **Workforce Management**

**Q:** What are the key issues for the community regarding workforce management?

Employ decent workers. Employ as many locals to minimise impacts.

**Q:** Has there been any behavioural conduct issues regarding the workforce in the township?

Some tidiness issues – bottles left around in town along route to the Caravan Park.

### **Housing and Accommodation**

**Q:** What is the current housing and accommodation situation (i.e. affordability/availability) in Baralaba?

Property rates are double city rates. Rates have gone up because property valuations rose. There was a property spike – now many houses are for sale. Older generation are leaving town and others are selling because they aren't able to cope with the rates. This is a big problem in town.

The local shops have not raised prices in town.

**Q:** What is preferred means of accommodating the BNCOP workforce?

Happy with the Caravan Park. The new management is good.

**Q:** What are the positive and negative effects for the expansion of the caravan park?

No pride in the community because they don't live here. Tidiness around the town has been a problem. Have to pick up bottles.

**Q:** What are the perceived effects of the project on the local housing market?

The town is not sewerred. Relies on septic systems –cost \$21,000 each. Puts prices up for houses and makes Baralaba less competitive than other towns.

**Q:** What services at the caravan park could be made available to the Baralaba Community?

Open up laundromat services for grey nomads who travel to Baralaba.

### **Local business and industry content**

**Q:** What are the current benefits derived from operations?

Some local businesses are providing services to CCL.

**Q:** What is the proportion of local business supply of good and services to CCL?

Would be nice to see more local businesses that are successful.

### **Health and community wellbeing**

**Q:** What are the communities concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

Dust is an issue. Company is wetting the coal but it evaporates with the heat. Stockpiles are located on the high points which blows dust into town.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Has concerns re the proposed Baralaba South Project regarding dust.

There are some older residents who are concerned about displacement in Baralaba.

Concerned that some of the best land in the region is being used for a coal mine.

Concerned about the criminal activity which follows development. Drugs/prostitution will increase.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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**Occupation/Representative Group:**

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**Email Address:**

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**Telephone Number:**

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Thank you for your time and valuable contributions.

If you have any questions about this process please contact [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com)

Phone (b/h) (07) 3002 0400.

**Moura Chamber of Commerce and Community Progress Association Feedback  
Form**





## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

#### **Why am I being contacted?**

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## **Community and stakeholder engagement**

**Q:** How would the community like to be kept informed regarding the project?

Cockatoo Coal's communication processes are excellent. Didn't start off well but has improved. We know more about Cockatoo than the Dawson mine which is on Moura's doorstep.

Good PowerPoint presentations and also the video (simulation) was very professional.

The Dawson mine isn't as active as CCL.

Chamber of commerce perspective – lots of meetings.

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Yes but concerns on some issues impacting Moura mainly the TLO and Middle Road.

**Q:** Do you feel that the communication regarding the project has been adequate?

Yes – consensus that communication has been adequate.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

Look at what CCL has been saying and what they need to do to achieve the commitments made.

How does CCL convince the community that this is what they will do over time. Need to see KPI. If they say they will be there by 2014 then they need to show how they will meet this on the ground.

Genuine commitments on how to stand by what they say.

Continually reinforce communications on the ground

There are some channels which are not utilised a lot eg schools , churches, clubs. Not sure if everyone gets communications. There might be great coverage to the mining community in Moura. Might not be reaching the rural community in Moura. Great opportunity as to who the message is getting to.

Are people interested? There's a lot of people who don't know what is happening because they don't care.

The critical information is what information is being put out. There is a lot on concern re dust, noise, road conditions. Put information out about standards in legislation and how they will be met. Educate the community in a positive way. Clear information about these issues.

## **Workforce Management**

**Q:** What are the key issues for the community regarding workforce management?

Linc Energy has bought Blair Athol from Rio Tinto. They had 1100 applicants.

Employing local. Promote yourself as what you are doing – CCL is a shining example of a mining employer.

Golden opportunity to know that there are opportunities locally, timing etc. Needs to be now. People will not stick around if they think CCL will apply from Brisbane.

"We see these jobs coming your way" rather than just advertising.

There are locals who are going for training courses and others are hearing about jobs in other cities.

It's in their interests for local to be employed if they can, if they have the skills. Supports our communities.

Emphasize the importance of locally driven employment.

**Q:** Has there been any behavioural conduct issues regarding the workforce in the township?

Litter on the side of the road- lack of respect. Not belonging to a community. What efforts will CCL do to resolve this community issue.

However, the litter is not just here – happens everywhere.

**Q:** What do you think of FIFO/DIDO arrangements for workers?

If you have a 10 days/ 4 days off roster – people don't do anything at all (because of drug testing etc.)

During operational phase, the roster in Moura is a combination which gives 2 weekends off every month. This enables people to go to the pub, and go to cafes etc. This shows how the roster influences the community.

With 7 days on/7 days off then people tend to leave the town.

Organisations need to look at social impacts caused by rosters. Long rosters may be town like Baralaba undesirable.

This issue is well documented. We know that these have been covered. There is conjecture in business sector especially from cities along the coastline. Bigger centres trying to attract the workforce.

The studies are saying that you need the infrastructure to attract families and encourage people to stay.

**Q:** How might the workforce be integrated into community?

Bring families with them if this is encouraged with housing. Package deal – everyone will be happy.

Support of workers on the ground – emotional mental health. Increasing data states that whole support is offered it is not being taken up by workers. Depends on how this is facilitated. Better ways to do this.

**Q:** How can any potential negative effects of workforce on community cohesion be minimised?

Don't have wet messes. People will then stay in the camp and don't engage with locals in the bowls club/hotel.

Moura has camps all around but empty houses in the town. There are houses which need tenants. However others noted that the rental price needs to be resolved – way over the top.

Cross section of housing in Moura, Dysart, Chinchilla, Miles and Moranbah are all similar in rental prices.

### **Housing and Accommodation**

**Q:** What is preferred means of accommodating the BNCOP workforce?

If CCL uses houses, may increase demand.

5 years ago when Anglo decided to proceed the prices rocketed. The honeymoon is over. Would prefer workers for the TLO be based in Moura close by, not at Banana. Somewhere close to town so they can use Moura facilities.

**Q:** Should the workforce be housed in or away from the township?

In the township – integrate with the community.

### **Local business and industry content**

**Q:** What are the current benefits derived from operations?

Give local business people an opportunity for quotes on the job. Generally has not happened. Might not happen enough. Not sure about CCL.

Pathways at Dawson exist but generally have no linkages with this community. Could be happening from Brisbane. Example of the Dawson which is 5kms away but uses 180km route because of purchasing requirements.

**Q:** Do you know of options for local procurement?

CCL should contact the Chamber of commerce to discuss if local opportunities exist.

It would be good if CCL went with a list of what services are required– this can create opportunities locally.

**Q:** What do you think of CCLs competitive tender process?

Is there an impediment in the tendering process? Can the little fellow be favoured even if they are 10% dearer because they are in the community rather than elsewhere.

Balance decisions re local suppliers. Give local suppliers an opportunity to work out the supply framework.

Big consideration of timeframes with local suppliers – could potentially supply on the day. Transparency at every opportunity.

**Q:** What should CCL do to increase local business and industry content?

Training currently being delivered by state development. Look for opportunities

### **Health and community wellbeing**

**Q:** What is the current capacity of social infrastructure and services?

- Education
- Health
- Emergency Services

#### Education

Adequate education in town till grade 12. Standard of education and teachers are really good.

There is capacity in the schools. Primary and the high school are doing a good job. Community needs to continue to support this.

Change in management in the schools- every year 12 student either went to uni, take, apprenticeships etc.

Schools produce quality with reduced resources. Working harder and harder with impacts in the economy. CCL should put up bursaries.

Moura has day care and special education.

#### Health services

Hospital nearly closed. Community did a fantastic job in responding to the crisis. Government has committed to a hospital in Moura.

This community has built a community house, built a surgery, brought the doctor to this community. Town has a can do community status.

Health is a priority. No dentist in town. Only 1 doctor and a locum in town.

#### Police

Middemount and Dysart only have 2 police officers for the two towns. Moura has 4 police officers.

Police come here and stay here. Good community policing, involved in the community.

#### Emergency services

Two fire trucks, huge range of fire rescue people. 2-3 ambulances, SES.

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Develop industrial land on the spare CCL land

Acquire more water. The footprint is too small – need better security for the water source. CCL to provide support in both Moura and Baralaba. Water allocation from the Dawson is going to change.

Anglo has been supportive for water. Sunwater is not pumping for offwater water storage. Flood water is going down the river.

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Crime (increase in workforce - thefts/graffiti). Transient people (behavioural issues with the construction workforce). Only employ nice people from Moura.

Ability for CCL to manage traffic on Middle Road. Can the controls be policed? Concerns from the community

Dust and noise from the TLO. The dust issue will have little impact in Moura. Need to convince the broader community. People are worried – don't see it or understand it. Selling this message. Visual amenity has been addressed at the meetings but still is a high priority.

The current system is primitive. This is the mentality of the community. Community knows there will be dust - wonder how much dust.

**Q:** Do you have any other feedback for CCL?

That CCL adds to the community and not just take.

CCL has joined the Chamber of Commerce. Company needs to continue to support staff and the community. Let this be a partnership.

Creation of an advisory committee is a good concept. Can this be delivered flexibly. Using electronic communications. Ongoing high level dialogue.

Community office in Baralaba is a good thing. Nothing in Moura re the Dawson mine.

Community has access to talk to someone in Baralaba. It's a smaller company and newer.

Genuine commitment to talk to the community

Dust in town – can CCL communicate to the town of Moura about what the community is dealing with re dust levels. Eg near TLO side.

The Dawson mine monitors dust in the high school. This information is never made public.

Dust has always been an issue in Moura.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**

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Thank you for your time and valuable contributions.

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Phone (b/h) (07) 3002 0400.





**Moura Community Progress Association Additional Feedback**



# **Social Impact Assessment Questionnaire**

## **Baralaba North Continued Operations Project**

### **Project Description**

#### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to Medina Hasan via email [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com). Telephone number is 07 3002 0400 during business hours.

### **Community and stakeholder engagement**

**Q:** How would the community like to be kept informed regarding the project?

Regular updates and community meetings

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Conservatively. That Cockatoo Coal uphold all undertakings concerning roads, dust, visual pollution etc.

**Q:** Do you feel that the communication regarding the project has been adequate?

Reasonable

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

As often as necessary with information evenings

### **Workforce Management**

**Q:** What are the key issues for the community regarding workforce management?

Local workforce used first and outside workers encouraged to shift their families to area.

**Q:** Has there been any behavioural conduct issues regarding the workforce in the township?

Don't know

**Q:** What proportion of the BNCOP workforce should be derived locally? What are the barriers for this?

As much as possible especially using workers made redundant at Moura Mine

**Q:** What do you think of FIFO/DIDO arrangements for workers?

Not good for family life

**Q:** Do you feel there is a divide between the community and the workforce?

There is between locals and FIFO

**Q:** How might the workforce be integrated into community?

Subsidised housing

**Q:** How can any potential negative effects of workforce on community cohesion be minimised?

Encourage integration into community

### **Housing and Accommodation**

**Q:** What is preferred means of accommodating the BNCOP workforce?

Private housing

**Q:** What are the perceived effects of the project on the local housing market?

Workers should be encouraged to live in local housing

**Q:** Should the workforce be housed in or away from the township?

Any camps should be outside town

### **Local business and industry content**

**Q:** What are the current benefits derived from operations?

Local spending

**Q:** What is the proportion of local business supply of good and services to CCL?

Don't know

**Q:** What opportunities for local business and industry will be created by the project?

Hopefully local business and industry will be favoured in tenders

**Q:** Do you know of options for local procurement?

No

**Q:** How can local businesses position for tenders? Is any form of assistance required regarding contracting arrangements?

Cockatoo Coal should encourage and assist local businesses to tender

**Q:** What do you think of CCLs competitive tender process?

Don't know

**Q:** Is there a shortage of skilled labour available for local businesses?

Yes

**Q:** Does CCL need a local supplier register?

Definitely YES

**Q:** What should CCL do to increase local business and industry content?

Maintain contact with local businesses

### **Health and community wellbeing**

**Q:** What is the current capacity of social infrastructure and services?

- Education
- Health
- Services

Adequate

**Q:** What will be the impacts on social infrastructure and services with the BNCOP Project?

Don't know

**Q:** What are the communities concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Flooding?

Very concerned about all of the above

**Q:** How can CCL support local organisations and events?

Grants and sponsorships

**Q:** How can the impacts be mitigated?

Continued consultation with community and listening to community concerns

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

Uphold all undertakings to community

Some of the spare land at proposed Moura Train Load-out Facility be developed as small Industrial Blocks

Grants or in-kind donations to local organisations

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

As above

**Q:** Do you have any other feedback for CCL?

Investigate possibility of using some of the spare land at proposed Moura Train Load-out Facility to develop small Industrial Blocks

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**X NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:

**Name:**



**Occupation/Representative Group:**

**Email Address:**

**Telephone Number:**

Thank you for your time and valuable contributions.

If you have any questions about this process please contact Medina Hasan, [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com)

Phone (b/h) (07) 3002 0400.

**Middle Road Landholder 1 Feedback Form**



## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

#### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com) telephone number is 07 3002 0400 during business hours.

### **Community and stakeholder engagement**

**Q:** Are you supportive of the expanded operations? What are your key concerns?

Concerned re road safety & dust.

**Q:** Do you feel that the communication regarding the project has been adequate?

Engagement is based on requirements for approvals.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

CCL engages on a semi regular basis.

### **Health and community wellbeing**

**Q:** What are your concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Road width and maintenance
- School bus operations

Dust

Has provided water for dust suppression to maintain Middle Road.

### Main issues

Safety – trucks and school bus conflict. Depends on the driver behaviour (some are careful, other drive dangerously). Trucks should be travelling at 80kms/hour – should be relevant to the road condition. Some trucks do not slow down past children waiting for the school bus/ other vehicles. Dangerous sbend in Middle Road. High probability of injury on this road.

Trees – protective of the trees. Concerned that widening Middle Road with a median will result in more clearing.

Trucks – safety of vehicles. Standard of trucks (has found parts of the trucks along the road over time e.g. suspension pins).

Concerned about frequency of the truck movements down Middle Road.

Concerned about TLO and dust levels close to Moura.

Cattle grazing impacts – properties are located on both sides of Middle Road.

**Q:** How can the impacts be mitigated?

Safety – monitoring and enforcement of drivers. Accountability. Produce evidence such as printouts which demonstrates that the drivers are meeting requirements e.g. speed.

Vegetation – minimal clearing preferred.

Happy with the upgrade of middle road ( to a 1<sup>st</sup> class road). However what is the standard which applies to this operation? Has requested this information.

Run triples down Middle Road (objects to quads – use triples).

Ability to move stock across Middle Road once developed.

Transparency re road upgrade

### **General Feedback Questions**

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

Does not see major benefits down in Moura. The benefits are in Baralaba and CHRC.

Main issue is safety. Nearly lost his ex-wife from an incident with a truck. In another instance, reached the intersection with the highway 5 minutes after the truck rolled over.

**Q:** Do you have any other feedback for CCL?

Transparency of information required.

Safety is the primary concern to be addressed.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

If you indicated above that you would like to participate in a workshop on the issues above, please provide your name and contact details below:



**Middle Road Landholder 2 Feedback Form**





## **Social Impact Assessment Questionnaire**

### **Baralaba North Continued Operations Project**

#### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com) telephone number is 07 3002 0400 during business hours.

### **Community and stakeholder engagement**

**Q:** How would the community like to be kept informed regarding the project?

Weekly forum in local newspaper – Central Telegraph and individual emails

**Q:** Are you supportive of the expanded operations? What are your key concerns?

No- would be supportive if there were alternative ways of getting coal from mine to port.

Direct rail link the best option. Why should the Moura township have to endure load out facility on its town boundary for Baralaba coal.

**Q:** Do you feel that the communication regarding the project has been adequate?

No- all stakeholders should have been actually involved. To date we have only heard from CCL or Banana Shire Council. What is the state government thinking of the project. No physical involvement of state government representatives. This is Jeff Seeney's seat.

**Q:** As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

With accurate information in the form of statements to remove the inconsistency of information we are given now.

### **Health and community wellbeing**

**Q:** What are your concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?
- Road width and maintenance
- School bus operations

With our home and associated infrastructure so close to Middle Road, dust and noise are of major concern to ourselves and to the interruption of our grazing enterprise. If the road is improved the intensity of the use will be greater than the haul truck use making the above and entry to our home even more difficult and dangerous that can only do one thing to property values. Compensation is a musty for those that are going to be affected the most with infrastructure close to the road.

**Q:** How can the impacts be mitigated?

Direct rail line from mine to port. Why should residents of Banana Shire have to put up with the impacts of a mine in the Duaringa Shire.

### General Feedback Questions

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development.

Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

As below

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

Compensation for landholders affected

Move proposed coal load out facility

Rail instead of haul trucks

Mediation

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

As above

We have previously objected to the project through our solicitor and have provided evidence from a very well respected valuer as to the potential impact this project may have on our property value. We as landholders need a guarantee if our lifestyle, livestock income/business or our property value is impacted that we will be suitably compensated.

**Q:** Do you have any other feedback for CCL?

It would be nice if the concerns of the most affected stakeholders were listened too by CCL and a more proactive approach was taken by CCL for remedies to the problems rather than the bullying approach taken at times.

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

**YES** I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.



**Middle Road Landholder 3 Feedback Form**



# **Social Impact Assessment Questionnaire**

## **Baralaba North Continued Operations Project**

### **Why am I being contacted?**

As part of the process of seeking approval for the Baralaba North Continued Operations Project, Cockatoo Coal Limited (CCL) will prepare an Environmental Impact Statement (EIS) which will examine all aspects of the proposed project. CCL is committed to communicating with the community and stakeholders throughout the EIS process. Information which helps us gain a better appreciation of the issues being faced in Baralaba and the surrounding region and how they may be addressed is highly valued, greatly appreciated, and will assist CCL in planning the proposed project.

The purpose of this survey is to provide targeted information for the preparation of the Social Impact Assessment. You have been identified as a key stakeholder with respect to local residence in Baralaba and the surrounding region. Due to your knowledge, we would appreciate your participation with the following questionnaire to help CCL define and verify the key issues relating to the project.

The survey should take no longer than 10-15 minutes to complete and your responses can remain anonymous if you prefer. We can either work through the questions now, or you can fill it out in your own time and email the completed questionnaire back to us by 6/12/2013 to [medina.hasan@coffey.com](mailto:medina.hasan@coffey.com), telephone number is 07 3002 0400 during business hours.



### Community and stakeholder engagement

Q: How would the community like to be kept informed regarding the project? \_\_\_\_\_ Articles in local paper every 2 weeks \_\_\_\_\_

Q: Are you supportive of the expanded operations? What are your key concerns?

\_\_\_\_\_ only if a rail network is used to transport coal from Baralaba to moura. \_\_\_\_\_  
f middle road becomes a Cockatoo haulage road our property values will continue to crash. Coal dust, noise, flooding of our property if road is raised and huge potential for accidents on this road coal truck/vehicle crash \_\_\_\_\_

Q: Do you feel that the communication regarding the project has been adequate?

\_\_\_\_\_ no cockatoo management continually lie and they cannot be trusted \_\_\_\_\_

Q: As a stakeholder, how would you like to be kept informed re the proposed project? Frequency? Timing? Format?

\_\_\_\_\_ Thru local papers every 2 wks \_\_\_\_\_

### Health and community wellbeing

Q: What are your concerns in relation to:

- Dust – including coal dust?
- Heavy vehicle traffic?

- Road width and maintenance
- School bus operations

\_\_\_\_ coal dust is already polluting our pastures and contaminating our rain water it is very dangerous driving on middle road with these coal trucks that sway all over the road very little mtce is done on this road yet coal continues to be carted \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q:** How can the impacts be mitigated?

A rail network should be installed and a council road not be used \_\_\_\_\_

\_\_\_\_\_ mediation must occur

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### General Feedback Questions

As a valued member of the stakeholder community, we would also be grateful for any additional feedback or suggestions that you have with regard to general aspects of the project's development. Please respond to the questions below:

**Q:** What are the key three things that you would like CCL to put in place to enhance the opportunities created by the project for Baralaba and the surrounding region?

\_\_\_\_ pay compensation to effected landholders on middle road for a reduction in land values as a result on middle road becoming a haulage road for potentially 5.5mt

\_\_\_\_\_ don't raise middle road to minimise flooding \_\_\_\_\_ If road is raised One(1) metre I can see us loosing at least 400ha of valuable country \_\_\_\_\_ create a rail corride

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q:** What are the key three things that you would like CCL to put in place to minimise the negative aspects associated with the project?

Pay compensation to effected  
landholders\_\_\_\_\_

\_\_\_\_\_implement a rail network to cart coal removing trucks off middle  
road\_\_\_\_\_ If middle road becomes  
final coal cartage option then when new road is built to 10m it should not be  
raised\_\_\_\_\_

\_\_\_\_\_again  
mediation must occur with effected stake  
holders\_\_\_\_\_

**Q:** What key issues (other than those above) do you believe have the most significant impact on Baralaba and the surrounding region?

\_\_\_\_\_poor management of the entire project every thing is piece meal mine/road/loadout facility are all  
considered as 3 projects instead of one sole  
project\_\_\_\_\_

**Q:** Do you have any other feedback for CCL?

\_\_\_\_\_listen to the concerns of effected land holders\_ and act on\_ their  
advice\_\_\_\_\_

**Q:** Finally, do you feel that completing this questionnaire has allowed you to express all concerns and issues that you may have with the proposed project, or would you prefer to have the opportunity to discuss these issues in further detail?

I am satisfied with the level of consultation contained within this questionnaire.

**NO** I would like the opportunity to participate in a workshop on this issue.

APPENDIX C

BARALABA NORTH CONTINUED OPERATIONS PROJECT

PUBLIC CONSULTATION REPORT



APRIL 2014  
Project No. COC-13-01  
Document No. 00581917

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## 1 Introduction

The purpose of community and stakeholder consultation during preparation of the Environmental Impact Statement (EIS) is to ensure that all relevant stakeholders are aware of the Baralaba North Continued Operations Project (BNCOP), and have the opportunity to raise key issues of relevance for themselves and the broader community.

This Appendix, which draws on information provided in the EIS and the SIA, aims to address the requirements outline in the Terms of Reference for the BNCOP, in detailing how public consultation was implemented during the preparation of the EIS (including any results) and how any responses have been incorporated into the design and outcomes of the BNCOP. Where relevant, references are provided to the EIS sections and/or specialist appendices where the issues are considered and addressed.

This Attachment has been prepared in accordance with the requirements outlined in the Queensland Department of State Development, Infrastructure and Planning's (DSDIP) guideline *Preparing an environmental impact statement: Guideline for proponents* (2013).

As part of the assessment process, consultation was conducted with the local community, affected landowners and other relevant stakeholders, including interested and affected persons and advisory agencies. Consultation would continue through commencement of project operations and decommissioning of the BNCOP.

## 2 Stakeholder Identification

A list of stakeholders to be consulted in regard to BNCOP was generated through the following:

- key government agencies;
- key referral bodies;
- identified affected landholders;
- through interested stakeholders;
- prior experience from previous project; and
- internal stakeholders.

Table C-1 provides a list of all the major stakeholders identified for the BNCOP, including local government, landholders, government agencies, indigenous groups, utilities and infrastructure organisations, industry groups and special interest groups.

Tables 1-2, 1-3 and 1-4 in Section 1 of the EIS provide a list of all the major stakeholders identified for the BNCOP (included in Table C-1), categorised according to their identified status as affected persons, interested persons and/or advisory agencies.

## 3 Consultation Strategy

As detailed in Section 6.1 of the SIA, CCL has sought to ensure that all identities stakeholders, including the Baralaba and Moura communities, are aware of the proposed BNCOP and the EIS process through extensive community consultation.

The stakeholder engagement strategy informing the EIS was designed to attain meaningful participation and involvement that enabled stakeholders and the community to actively contribute to the development of new ideas and options as the project is planned and developed.

The community consultation programme developed for the BNCOP is presented Figure 6.1 of the SIA. The BNCOP is currently in phase 2 of the consultation programme (i.e. the EIS and approvals stage of the project). It is noted that phase 1 of the consultation programme had already been completed (i.e. the planning stage). These two phases are discussed in further detail below.

## 4 Community Consultation

CCL has undertaken an extensive consultation programme for the EIS, including both general consultation as well as targeted consultation on specific issues such as social values and potential social impacts.

### Phase 1 Consultation

Phase 1 consultation for the BNCOP has already been undertaken, and was associated with the initial planning phase of the project.

CCL held community information sessions in Baralaba and Moura on the Baralaba Coal Mine Expansion Project. The briefings have covered the project approvals process, an update regarding the Baralaba South project, Infrastructure Requirements, Baralaba Caravan Park Stage 2, Electricity Substation, Coal Haulage Activities and the Moura Train Load Out Facility.

A more detailed description of the consultation undertaken for the phase 1 consultation programme is provided in Section 6.1 of the SIA.

**Table C-1**  
**Key Stakeholders for the BNCOP**

<b>Stakeholder Category</b>	<b>Affected Person/Party</b>
Local Government	Central Highlands Regional Council
	Banana Shire Council
Landholders	Property Owners
Government Agencies	Department of Environment and Heritage Protection (DEHP)
	Department of Natural Resources and Mines (DNRM)
	Department of Transport and Main Roads (DTMR)
	Department of the Environment (DotE)
	Department of State Development, Infrastructure and Planning (DSDIP)
	Department of Energy and Water Supply
	Department of Local Government, Community Recovery and Resilience
	Department of Housing and Public Works
	Department of Sciences, Information Technology, Innovation and the Arts
	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA)
	Department of National Parks, Recreation, Sport and Racing
	Department of Tourism, Major Events, Small Business and the Commonwealth Games
	Department of Agriculture, Fisheries and Forestry
	Department of Education, Training and Employment
	Queensland Health
	Department of Communities, Child Safety and Disability Services
	Department of Community Safety
	Department of Justice and Attorney-General
	Queensland Treasury and Trade
	Department of Public Safety Business Agency
Community Groups	Baralaba Progress Association
	Baralaba Residents Action Group
	Moura Chamber of Commerce
	Moura Community Progress Association
Indigenous Groups	Gaangalu Nation People
Utilities and Infrastructure	Powerlink Queensland
	SunWater Limited
	QR National
Industry Groups	Queensland Coking Coal Pty Ltd
	Arrow Energy Pty Ltd
	OME Resources Australia Pty Ltd
Special Interest Groups	Enterprise Whitsundays
	Construction, Forestry, Mining & Energy Union
	Road Accident Action Group
	Mackay Conservation Group
	Fitzroy Basin Association
	Capricorn Conservation Council



## **Phase 2 Consultation**

As presented on Figure 6.1, there are four stages of consultation within the phase 2 programme. The first two stages include the introduction of the BNCOP to stakeholders, and subsequent BNCOP updates as required. The consultation activities undertaken for these stages are described in Table C-2 below.

As detailed in Section 6.2 of the SIA, targeted stakeholder engagement activities were also undertaken to support the EIS. Stakeholder perceptions were obtained through qualitative, quantitative and participatory research methods. For the purposes of the SIA, consultation was undertaken broadly in Baralaba with additional meetings in Moura, Duaringa and Woorabinda.

The chronology of the key consultation points up to the lodgement of the EIS is also provided in Section 1.4 of the EIS, including meetings with government agencies and other key industry bodies.

### *Community and Landowner Briefings*

Community information sessions were held in Baralaba and Moura on 14 October and 15 October 2013, respectively. Notification of the community information sessions was made through the Community Bulletin, which was distributed and made available on Baralaba Coal website.

The community information sessions provided members of the local community with the opportunity to raise any specific questions or issues of concern relating to the BNCOP with CCL representatives and the specialists preparing the EIS studies.

CCL made record of the discussions at the information sessions and generated a profile of comments, questions, and issues of concern raised at the information sessions.

### *Communication Protocols*

Cockatoo Coal has established protocols regarding Community and stakeholder communications. These protocols ensure a clear communication path internally and externally, and define the accepted processes for approval and dissemination of outgoing information. Adherence to the protocols ensures consistency in messaging.

## **5 Community and Stakeholder Communication Protocols**

- All stakeholder enquiries about the Project should be directed to the Community Liaison team, who will respond with answers from prepared FAQs.
- If the enquiry is outside common questions, the community liaison team will draft a response within 24 hours and seek advice from relevant staff (e.g. Project Manager, Environment Manager or appropriate personnel for comment). The response should be issued within five calendar days of receipt.
- Any media calls should be redirected to the General Manager – Environment, Approvals and Community
- All contact with stakeholders should be entered into the consultation manager database within two working days of the contact.

## **6 Communication Principles**

- Our communication is planned and proactive where ever possible.
- Our messages are clear, concise and easy to understand.
- We provide the communities in which we operate with regular updates written in plain English.
- Our internal communications are open and engender trust amongst employees, Management and Directors.
- We maximise communication effectiveness by using the most appropriate communication channel.
- We evaluate the effectiveness of our internal and external communications on an ongoing basis.



**Table C-2**  
**Public Consultation Activities**

<b>Timing</b>	<b>Activity</b>
11 September 2013	Pre-lodgement meeting for the BNCOP held with the DEHP.
20 September 2013	Community Bulletin (including invitation to attend the Community Information Sessions) distributed and made available on Baralaba Coal website.
20 September 2013	Letter sent to Banana Shire Council providing briefing material, invitation to attend the Community Information Sessions and requesting an opportunity to meet and present an overview of the BNCOP.
23 September 2013	Letter sent to Central Highlands Regional Council providing briefing material, invitation to attend the Community Information Sessions and requesting an opportunity to meet and present an overview of the BNCOP.
23 September 2013	Application to prepare a voluntary EIS for the BNCOP submitted with supporting Project Description to the DEHP.
24 September 2013	One-on-one meetings held with local landowners (including affected persons)
8 October 2013	Meeting held with DNRM to discuss the groundwater investigation program, groundwater modelling and assessment approach for the BNCOP EIS.
14 October 2013	Community Information Session held at RSL Community Hall in Baralaba.
15 October 2013	Community Information Session held at Kianga Community Hall in Moura.
16 October 2013	Meeting held with the Banana Shire Council Mayor and Councillors to provide an overview of the BNCOP.
18 October 2013	Pre-lodgement meeting for the BNCOP held with the DotE.
20 October 2013	Attendance at Qld Government Community Cabinet Meeting in Emerald to brief the Deputy Premier, Ministers and Directors-General about the BNCOP.
21 October 2013	Referral for the BNCOP under the EPBC Act submitted to the DotE.
24 October to 7 November 2013	Invitation for public comment on the EPBC Act Referral for the BNCOP.
29 October 2013	Progress meeting held with DEHP to discuss the status of the approval to prepare a voluntary EIS for the BNCOP and draft ToR requirements.
29 October 2013	Discussions held with members of the local community for the BNCOP Non-Indigenous Cultural Heritage Assessment.
5 November 2013	Notice of Decision received from the DEHP granting approval to prepare a voluntary EIS.
2 December to 5 December	As part of the SIA, meetings and discussions were held with the following stakeholders: <ul style="list-style-type: none"> <li>• Banana Shire Council;</li> <li>• Baralaba State School;</li> <li>• Moura Chamber of Commerce and Progress Association;</li> <li>• Queensland Ambulance Service;</li> <li>• Queensland Police Service;</li> <li>• Middle Road Land Holders;</li> <li>• Baralaba Multipurpose Health Service;</li> <li>• Baralaba Community Aged Care Association;</li> <li>• Central Highlands Regional Council;</li> <li>• Baralaba Resident Action Group;</li> <li>• Landcare; and</li> <li>• Woorabinda Aboriginal Shire Council.</li> </ul>
12 December 2013	Controlled Action decision under the EPBC Act received from the Commonwealth DotE.
13 December 2013	Draft ToR for the BNCOP and prescribed fee submitted to the DEHP.

**Table C-2 (Continued)**  
**Public Consultation Activities**

<b>Timing</b>	<b>Activity</b>
January 2014	Establishment of Community Advisory Group (CAG): <ul style="list-style-type: none"> <li>• Cnr Nev Ferrier – Chair;</li> <li>• Maureen Clancy – Banana Shire Council;</li> <li>• Jerome Winslade – Baralaba Police;</li> <li>• Robert Hoadley – Landholder;</li> <li>• Kim House – Landholder;</li> <li>• Steve Swan – Landholder;</li> <li>• Jocelyn Austin – Baralaba Aged Care;</li> <li>• Mina McGuire – Moura Progress and Chamber of Commerce Member; and</li> <li>• Polly Bromley (Local Business Owner).</li> </ul>
13 January 2014	A copy of the public notice with invitation for public comment on the draft ToR for the BNCOP was provided to all affected and interested parties and advisory agencies (Tables 1-2, 1-3 and 1-4).
13 January to 24 February 2014	Public notice published with invitation for public comment on the draft ToR for the BNCOP.
4 February 2014	Meeting with CAG was held to discuss progress of the BNCOP EIS (full meeting minutes provided in Attachment 3). Queries were raised in regards to: <ul style="list-style-type: none"> <li>• the potential flood impacts due to levee bank construction; and</li> <li>• increased heavy traffic through Baralaba Township.</li> </ul>
4 March 2014	Meeting with CAG was held to discuss issues raised at previous meeting and progress of the BNCOP EIS. A site tour was also undertaken (full meeting minutes provided in Attachment 3 of the EIS). Queries were raised in regards to: <ul style="list-style-type: none"> <li>• flood protection levee construction;</li> <li>• results of the air quality and greenhouse gas assessment (specifically impacts of dust); and</li> <li>• traffic and road transport.</li> </ul>
5 March 2014	Inaugural CAG Meeting notes uploaded on Baralaba Coal website
7 March 2014	Community Newsletter distributed and made available on Baralaba Coal website.
19 March 2014	Meeting with product coal road transport route landholders was held to discuss the use of Middle Road for the BNCOP. Queries were raised in regards to: <ul style="list-style-type: none"> <li>• impacts on safety, dust deposition, and fuel/oil leaks contamination to water sources due to road runoff;</li> <li>• floodway impacts due to haul route upgrade;</li> <li>• land devaluation;</li> <li>• air quality monitoring; and</li> <li>• issues with road maintenance.</li> </ul>
1 April 2014	Final ToR issued by DEHP and public notice published
2 April 2014	Meeting with CAG was held to discuss progress of the BNCOP EIS (full meeting minutes provided in Attachment 3 of the EIS). Queries were raised in regards to: <ul style="list-style-type: none"> <li>• groundwater and surface water impacts due to the BNCOP and TLO facility (subject to separate assessment and approval); and</li> <li>• air quality and noise monitoring and predicted impacts.</li> </ul>

## 7 Key Stakeholder Issues Identified

Section 6.2 of the SIA includes a summary of the key issues identified by the stakeholders, during the consultation process.

Potential impacts of the BNCOP on social values are included in the SIA Action Plans, including proposed mitigation/management measures and actions.

### ***Consideration of Key Issues Raised***

The findings from the consultation undertaken to date have been used to refine future consultation methods and to assist in refining the consultation approach going forward.

Further, consultation findings were also used to inform the SIA and assist in determining the sensitivity of intrinsic social values with the community. Through responses provided by community members and stakeholders to questions posed by the SIA consultation team, the sensitivity of respective social values was ascertained. This is further discussed in Section 6.2 of the SIA.

SIA Action Plans have also been prepared to address social impacts identified through the SIA and associated consultation. The key issues addressed in the SIA Action Plans are associated with a variety of areas including community and stakeholder engagement, workforce, local business and industry, housing and accommodation and health and community wellbeing.

## 8 Ongoing Consultation

Ongoing engagement and regular communication is central to understanding and managing community expectations, and working towards a common vision of mutual benefit for the community and the mining operation.

### ***EIS Public Exhibition***

The next stage of formal consultation will occur once the EIS is placed on public exhibition for public review and comment.

As described in Section 1.3.2 of the EIS, CCL will provide written notice about the EIS to each affected person, interested person and advisory agency and any other person decided by the chief executive (i.e. Director-General of the DEHP). CCL will publish the notice in a newspaper circulating in the locality of the operational land (e.g. *Central Telegraph*, the *Courier Mail* and *The Australian*) inviting submissions from the general public, and

will make a copy of the EIS available on a website (e.g. [www.baralabacoal.net.au](http://www.baralabacoal.net.au)). Copies of the EIS will also be available for inspection at several locations. CCL will consider and provide a response to issues raised in each submission received.

### ***Further Consultation***

Regular engagement with stakeholders, accompanied by data collection and review/ cross-checking of performance indicators within the timeframes detailed in the SIA action plans (i.e. quarterly, bi-annual, annually), will inform assessment of progress and effectiveness of actions and commitments to date.

Reports on performance and outcomes will be generated for each Action Plan by the responsible party/parties. They will collaborate with identified stakeholders to compile all necessary information into a predetermined reporting format.

Each Action Plan report will detail milestones and outcomes achieved to date, recommendations for improving performance and why specific actions were not carried out. Relevant information from these reports will inform the company's Annual Report, and the reports will also be made available for external reviews or auditing that may take place prior to mine closure.

CCL also encourages direct contact between the local community and the BNCOP project team. As described in Section 1.4.2, CCL can be contacted on (07) 4998 1611. Further contact details are provided on the Cockatoo Coal Limited website (<http://www.cockatoocoal.com.au/>).

## 9 References

Coffey Environments Australia Pty Ltd (2014)  
*Cockatoo Coal Limited Social Impact  
Assessment Baralaba North Continued  
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and Planning (2013) *Preparing an  
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for proponents*. July 2013. Prepared for the  
Coordinator General.