

Queensland Curtis Liquefied Natural Gas project

Coordinator-General's Change Report No. 8 Social

May 2015

The Department of State Development

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Background

The *Queensland Curtis Liquefied Natural Gas project – Coordinator-General’s evaluation report for an environmental impact statement* (Coordinator-General’s report) was released in June 2010, pursuant to section 34D(4) of the *State Development and Public Works Organisation Act 1971* (Qld) (SDPWO Act).

On 2 April 2015, the proponent applied to the Coordinator-General to evaluate a proposed change to the Queensland Curtis Liquefied Natural Gas (QCLNG) project, under Division 3A, section 35C of the SDPWO Act (the Act).

In accordance with section 35H of the Act, the Coordinator-General has evaluated the environmental effects of the proposed change, its effect on the project and any other related matters, and prepared this Coordinator-General’s change report under section 35I of the SDPWO Act.

The project proponent Queensland Gas Company Pty Ltd (QGC)

The project Queensland Curtis Liquefied Natural Gas (QCLNG) project

Proposed changes to the project

To better reflect the operational status of the QCLNG project, QGC applied to the Coordinator-General seeking minor and/or administrative changes to Appendix 1, Part 3, Conditions 1 - 5 of the Coordinator-Generals report.

Proposed changes acknowledge that while social impact condition obligations have largely been discharged during the projects construction phase; during operations, social impact mitigation and key stakeholder consultation requires a degree of flexibility that is commensurate with the projects social impacts.

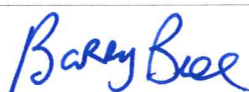
Decision Changes approved as outlined in Appendix 1

Date of effect Pursuant to section 35J of the SDPWO Act, approved changes take effect from the date of the decision.

Decision authorised by Barry Broe

Position Coordinator-General

Signature



Date of decision 14 May 2015

Pursuant to section 35K of the SDPWO Act, the Coordinator-General’s report on the EIS for the project, and the Coordinator-General’s change report, both have effect for the project. However, if the reports conflict, the Coordinator-General’s change report prevails to the extent of any perceived inconsistency.

Changes to QCLNG project conditions

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| <p>Appendix 1, Part 3, Condition 1 (5), (6) & (7) Social Impact Management Plan (SIMP)</p> <p>Requirements for any amendments to SIMP</p> <p>5. The proponent must revise the SIMP after completion of the construction stage of the project or advise the Coordinator-General that amendments and updates to the SIMP are required under the following circumstances:</p> <ul style="list-style-type: none"> a) strategies and actions no longer meet the desired outcomes, or to improve their effectiveness b) changes in government policy, significant changes to company operations and site structure, or significant national/international changes to management approaches and frameworks. <p>6. Identify a process to facilitate any amendments and agreed between the Coordinator-General and the proponent. If necessary, the Community Engagement Strategy (incorporating an Indigenous Peoples Plan and Social Investment Plan) should be updated to describe how stakeholders will be engaged in any change process at the time.</p> <p>Alter, re-structure, re-scope or extinguish the SIMP through agreement by both government, (coordinated by the Coordinator-General) and the proponent, following consultation with key stakeholders, including the Regional Community Consultative Committees (RCCC).</p> | <p>Appendix 1, Part 3, Condition 1 (5), (6) & (7) Social Impact Management Plan (SIMP) Delete</p> |

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| <p>Appendix 1, Part 3, Condition 2 Community engagement</p> <p>The proponent must:</p> <ol style="list-style-type: none"> 1. for the life of the project, establish community shopfronts in Chinchilla and Gladstone to provide information and community access for the project. Additional shopfronts may be established as the project progresses, depending upon community feedback to the proponent. 2. For the duration of construction plus 12 months in the respective project component areas QGC will consult and provided progress reports to the Gladstone (LNG Facility), Banana and North Burnett (pipeline) and Western Downs (Gasfields) RCCCs 3. Deleted under Change Report No. 5. 4. for the life of the project, QGC must gauge community satisfaction in regard to the quality and appropriateness of the project's community engagement strategies including - 1800 free call service; project website; freepost service; survey instruments; market research; community workshops and public information sessions 5. For the life of the project, QGC must conduct issue specific workshops inviting a cross section of the community to discuss potential solutions to key issues. 6. For the life of the project, QGC must hold periodic community information sessions where landholders and community members are invited to discuss specific issues and negative social impacts of concern. 7. for the life of the project, QGC must develop and deliver a 'Project Newsletter' on a regular basis to provide updates, RCCC meeting dates and highlights; community engagement outcomes; contact points for community information and enquiries and the project's dispute resolution mechanisms | <p>Appendix 1, Part 3, Condition 2 Community Engagement Delete/Insert</p> <p>The proponent must:</p> <ol style="list-style-type: none"> a) develop a community engagement strategy. b) implement and maintain community engagement strategies commensurate with the impact and interest of key stakeholders, for a minimum of three (3) years from commencement of operations. <p>The proponent may alter, restructure or extinguish these arrangements following key stakeholder consultation and agreement.</p> <p>The Coordinator General has jurisdiction for this condition.</p> |

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| <p>Appendix 1, Part 3, Condition 2 (Cont.)</p> <p>Community engagement</p> <p>8. prior to the project closure and the decommissioning of the project component, QGC must actively inform the community</p> <p>QGC may provide a case to the Coordinator-General to alter, restructure or extinguish these arrangements after agreement by both government (facilitated through the Coordinator-General) and the proponent, following consultation with key stakeholders, including the Regional Community Consultative Committees (RCCC)</p> | |
| <p>Appendix 1, Part 3, Condition 3</p> <p>Complaints process</p> <p>When submitting the SIMP for final approval, the proponent must provide the Coordinator-General with the final versions of the QGC complaints process and grievance procedure and the Rural Residential Code of Conduct.</p> <p>The proponent must for the life of the project:</p> <ol style="list-style-type: none"> 1. Implement a community feedback procedure. Landowners must be able to deal directly with QGC regarding any concerns that they have. QGC must maintain a 24 hour emergency response line for all members of the community to report incidents or issues relating to safety, health and environmental amenity or harm. 2. Stakeholders must be able to provide feedback to a QGC employee, or to a toll free number or to the Project email address. Complaints must be acknowledged and within 24 hours, and stakeholders advised regularly of progress in address their complaint. 3. continue the employment of dedicated Landholder Advisors for the Gas fields and pipeline corridor to ensure landholders have 24 hour- 7 day access to raise concerns; and dispute resolution mechanism available to them at no cost to the individual or community. | <p>Appendix 1, Part 3, Condition 3</p> <p>Complaints process</p> <p>Delete/Insert:</p> <p>The proponent must:</p> <ol style="list-style-type: none"> a) develop a complaint management strategy. b) implement and maintain complaint management strategies commensurate with project impacts. <p>The proponent may extinguish these arrangements following key stakeholder consultation and agreement.</p> <p>The Coordinator General has jurisdiction for this condition.</p> |

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| <p>Appendix 1, Part 3, Condition 3 (Cont.)</p> <p>Complaints process</p> <ol style="list-style-type: none"> 4. Implement procedures for receiving and dealing quickly and effectively with complaints. The complaints procedures must include a range of methods, including: <ol style="list-style-type: none"> a. face to face meetings b. printed material in local newsletters, magazines, community notices boards or meeting points c. notification of key community groups and networks (interagency groups). 5. Implement the Rural Residential Code of Conduct and the Land Use and Land Access Social Impact Action Plan(which includes land access protocols) as outlined in the QGC SIMP and update the Code of Conduct and Land Use and Land Access Social Impact Action Plan when necessary. 6. Maintain a Complaints Process that includes the following information – identification of the complainant, the identity of the person who is receiving the complaint, the manner in which the complaint was made, the time and date on which the complaint was made, addressed and closed out and description of the complaint. The Register must include identification of the entity responsible for addressing the complaint, the time and date on which the complaint was addressed and closed out, a brief summary of any action taken to address the complaint, and a notation as to the satisfaction or dissatisfaction of the complainant with the outcomes. 7. Text deleted under Change Report No. 5 | |

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Appendix 1, Part 3, Condition 4

Consultative committees

1. the proponent is required to establish three Regional Community Consultative Committees (RCCCs) in response to the social impacts identified for each of the project components including the Coal Seam Gas (CSG) field; Gas transmission pipeline; and the Curtis Island (LNG) facility
2. the three RCCCs are to cover the Council areas of:
 - a. Western Downs Regional Council (to 2020)
 - b. Banana and North Burnett Shire Council (to December 2012)
 - c. Gladstone Region Regional Council (to June 2020)
3. the focus of the RCCCs is to provide input to implementation of social impact mitigation and management strategies identified in the EIS process and receive and comment upon reports on the implementation of the Social Impact Management Plan (SIMP).
4. the proponent must provide:
 - a. a clear and agreed Terms of References (TOR) for each RCCC, developed in consultation with each of the chairs and members
 - b. appoint Independent Chairs for each committee and provide out-of-pocket expenses for operational expenses, should it be required
 - c. membership details to include representation from Regional and Shire Councils, State Government representatives, Chamber of Commerce, Service Groups, peak bodies for industry, indigenous representatives, welfare providers, and community members.

Appendix 1, Part 3, Condition 4

Consultative committees

Delete/Insert

In local council areas where the project has a significant presence, the proponent must:

- a) establish a Regional Community Consultative Committee (RCCC).
- b) provide a clear and agreed terms of reference for each RCCC, developed in consultation with each of the RCCC chairs and members.
- c) provide full secretariat resourcing to each RCCC in operation.

The proponent may alter, restructure or extinguish these arrangements following key stakeholder consultation and agreement.

The Coordinator General has jurisdiction for this condition.

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| <p>Appendix 1, Part 3, Condition 5 Resourcing of Consultative Committees</p> <p>The proponent must:</p> <ol style="list-style-type: none"> 1. provide full resourcing of the secretariat for the RCCCs to cover Western Downs Regional Council, North Burnett and Banana Shire Councils and Gladstone Region Regional Council for each of the QGC project components (Coal Seam Gas (CSG) field; areas impacted by the gas transmission pipeline; and the Curtis Island (LNG) as specified in condition 4.3. 2. provide support to each of the RCCCs as stated above in (1) including the requirement that the proponent: <ol style="list-style-type: none"> a. continue to employ Community Liaison Officers and Shopfront Staff in both Gladstone and Western Downs regions at convenient access point for the local community 3. the proponent is required to ensure that the Community Liaison Officers provides secretariat support to the RCCCs; and continues to provide the central point of contact for community relations in the respective regions for the life of the project. | <p>Appendix 1, Part 3, Condition 5 Resourcing of Consultative Committees</p> <p>Delete</p> |