Santos
GLNG Project

Respecting the land and the locals

Making positive contributions in the communities where we work

Santos GLNG
Social Impact Management Plan
May 2012

Contents

1. Introduction

1.1 Purpose and overview

This Social Impact Management Plan (SIMP) is for the Gladstone Liquefied Natural Gas (GLNG) development.

The GLNG SIMP has been prepared in response to conditions of approval for the GLNG Project issued by the Queensland Coordinator-General (CG) in May 2010. Specifically, this work addresses Condition 1 of Part 3, Appendix 1 of the CG Report. Condition 1 of the CG report states that a draft SIMP (consistent with the guidelines prepared by the Social Impact Assessment Unit, Department of Infrastructure and Planning), and must be completed within one month of project commitment, also known as the final investment decision (FID). The SIMP is to address any social and economic impacts on local communities in the relevant region of operation or activity.

Specifically, the SIMP must include:

- a Monitoring Program for mitigation and management strategies designed to address social impacts
- a Community Engagement Strategy which contains a list of key stakeholders and describes their interest in the project; actions, outcomes, mechanisms, to support a regular review of the effectiveness of the community engagement strategy
- Dispute Resolution Mechanism.

Santos GLNG is committed to promoting positive social and economic impacts on local communities and mitigating adverse impacts. As such, Santos GLNG has prepared this SIMP to define how the social impacts and opportunities associated with the construction, operation and decommissioning of the GLNG Project will be managed.

For ease of interpretation, the social impacts relating to the Santos GLNG Project have been categorised into six key focus areas:

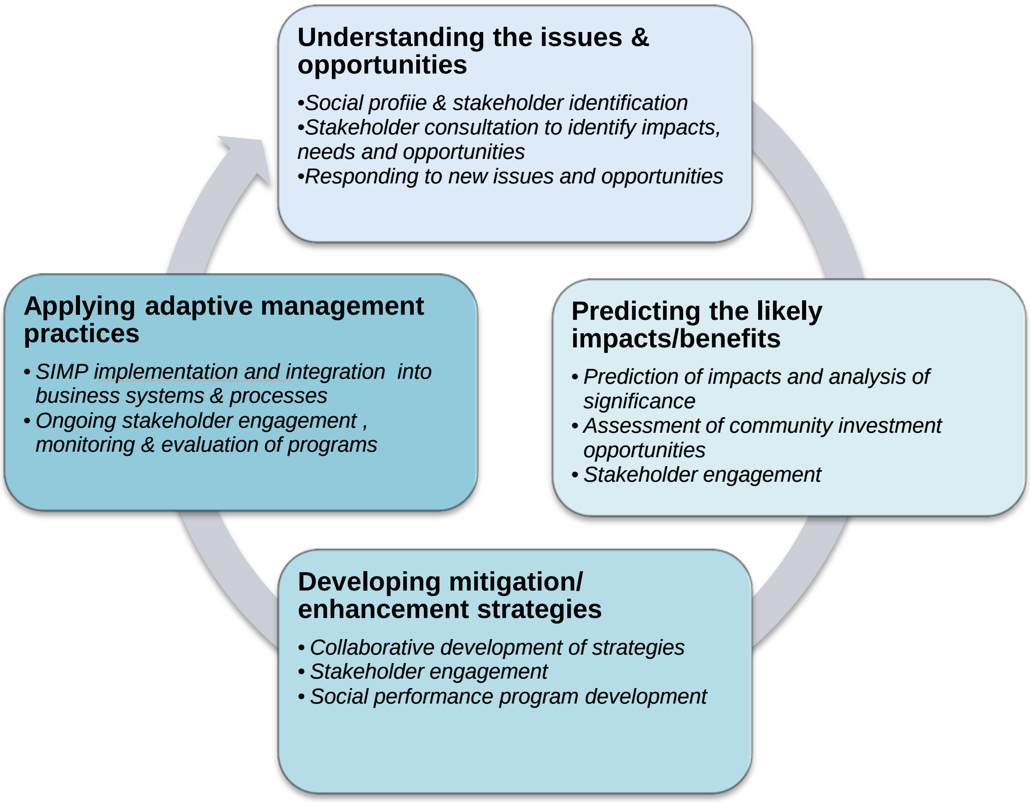
- water & environment
- community safety
- social infrastructure
- local industry participation and training
- community wellbeing and liveability
- Aboriginal engagement and participation.

For each of the key focus areas, the following elements have been considered when developing this SIMP:

- understanding the issues and opportunities
- predicting the likely impacts/contributions
- developing mitigation/enhancement strategies
- applying adaptive management practices.

The process, shown in Figure 1, illustrates how these elements are applied.

Figure 1: GLNG Social Impact Management process



There are two features worth noting about the social impact management process; Firstly, it places emphasis on stakeholder participation in the development of strategies. The stakeholder engagement program goes beyond the traditional focus of identifying negative impacts associated with project activity. Views on issues affecting the future sustainability of impacted communities have been sought, as well as suggestions for leveraging the positive benefits of the GLNG Project. Baseline assessment and consultation findings have been reflected in this SIMP to promote transparency, openness and a willingness to work collaboratively.

Secondly, the SIMP has been aligned with Santos GLNG's Sustainability Framework which is a fully-integrated approach to managing its business for long-term sustainability. Sustainability is a way of doing business that improves outcomes for employees, shareholders, business partners and the communities in which Santos GLNG operates.

Objectives to sustain the communities within which Santos GLNG operates are articulated within the Sustainability Framework, detailed in the 'Community' quadrant in Figure 2 below.

Figure 2: Santos Sustainability Framework

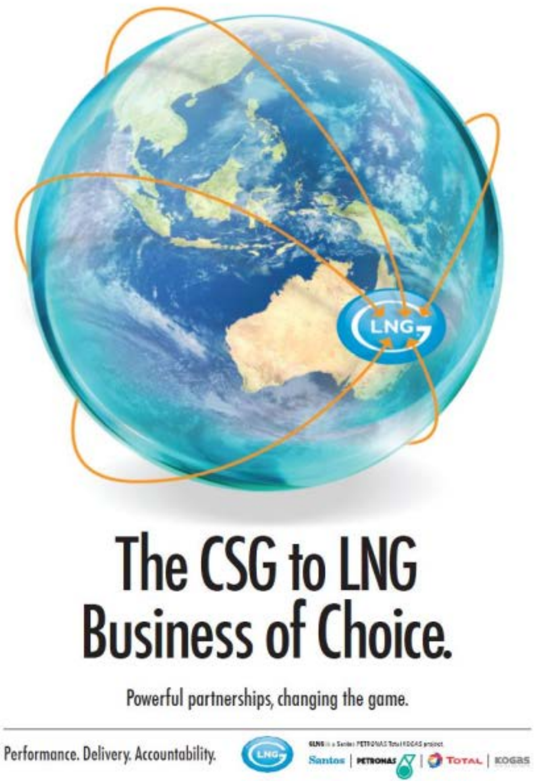
1.2 Overview of the GLNG Project

GLNG is a groundbreaking project that will use world-first technology to process coal seam gas (CSG) into liquefied natural gas (LNG). It represents a major investment in Queensland jobs and a cleaner energy source for the future and will cement the State's position in a booming international LNG market.

The project is a partnership between Santos, Australia's largest domestic gas producer; PETRONAS, Malaysia's national oil and gas company and the second largest LNG producer in the world; French energy major, Total, the world's fifth largest publicly traded integrated international oil and gas company; and KOGAS, the world's largest buyer of LNG.

The GLNG Project involves the production of LNG using CSG sourced from CSG fields in the Bowen and Surat basins.

Figure 3: GLNG vision



There are three key components to the GLNG Project:

1. development of CSG fields and supporting infrastructure
2. a 420km gas transmission pipeline from the CSG fields to the LNG processing facility
3. an LNG facility on Curtis Island, Gladstone, which liquefies the natural gas for transport to overseas markets by ship.

Component (1) will be referred to as ‘upstream’, while components (2) and (3) will be referred to collectively as ‘downstream’. Figure 4 shows the location of these project components. Santos will operate the upstream component of the GLNG Project. GLNG Operations Pty Ltd will operate the downstream component of the GLNG Project.

The FID for the GLNG Project was announced in January 2011 and signalled commitment to the construction of two LNG processing trains. The trains will be brought online sequentially, with construction of the first train commencing this year (2011). The first export of liquefied natural gas from Train 1 is expected to occur in 2015.

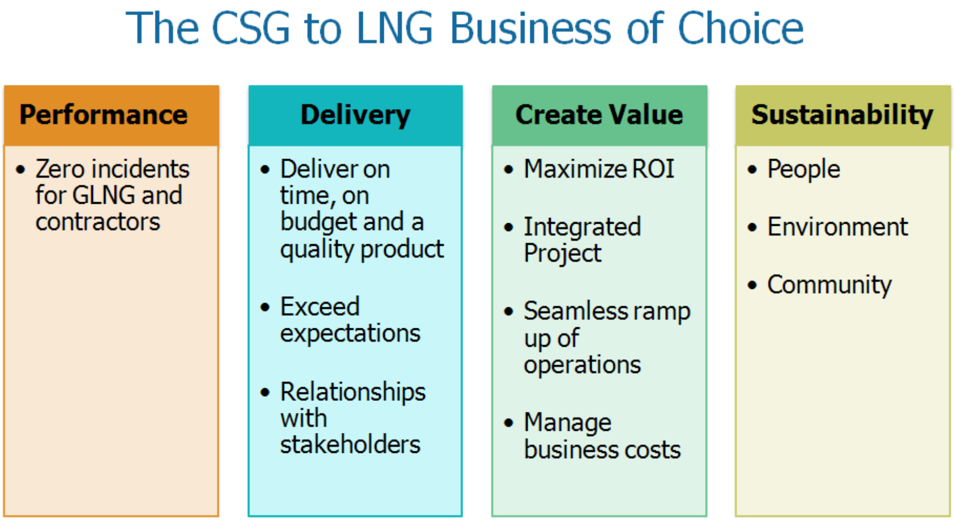
Figure 4: Location of Gladstone LNG project components

Source: GLNG 2009 – EIS (Executive Summary of EIS Page 2).

1.3 Santos GLNG vision

The GLNG vision is the CSG to LNG Business of Choice. This vision is underpinned by the 4 strategy pillars of Performance, Delivery, Create Value and Sustainability. It is essential to the success of the project to operate in a safe and timely manner with a strong emphasis on execution and sustainability. Figure 5 below is a diagrammatic representation of the GLNG Strategic Vision.

Figure 5: Santos GLNG Strategy Pillar Framework



1.4 Economic benefits

This section summarises the contribution of the GLNG Project to the local, regional and state economies:

- contribution to Queensland's real gross state product (GSP) on average $4.1 billion (between 2009 and 2033)
- a net average annual increase in Queensland real private consumption of $540 million (2010 to 2033)
- employment benefits to the Queensland economy, on average, additional employment in Queensland will be approximately 4,300 per year on a full-time equivalent basis. This exceeds the average annual employment of the GLNG Project (the direct employment effect) across both the construction and operations phases of approximately 3,196, demonstrating a significant employment multiplier effect
- the regional economies, in which the GLNG Project is located, on a per capita basis, will benefit from increased employment opportunities and local procurement and supply chain involvement. Given the relative size of the regional economies, project expenditures in the local region will be significant.

2.Social profile

This section provides a brief overview of the social landscape of regional communities that the Santos GLNG Project will operate in. Socio-economic trends are covered, as well as economic activity, services and infrastructure, and housing and accommodation. Insights into community values have been obtained through GLNG's ongoing community engagement programs. A full description of the socio economic environment is available online at www.glng.com.au.
http://www.glng.com.au/library/EIS/Appendices/Z_Social%20Impact%20Assessment%20FINAL%20PUBLIC.pdf

2.1 Maranoa Region

2.1.1 Socio-demographic trends

An analysis of the demographics of communities that make up the Maranoa Regional Council area reveals the following distinctive features:

- populations are relatively small (less than 500 residents) outside of Roma and Mitchell due to the extent of homesteads and acreages (OESR, 2011a)
- the majority of the population is Australian born (OESR, 2011a)
- population growth has been variable since 1996, however it has been generally positive over this time period (OESR, 2011d)
- 49% of the population resides in Roma (based on preliminary Estimated Resident Population figures from OESR for 2010) (OESR, 2011a)
- there is a decline in university age individuals as many leave the region for tertiary education in major centres or seek employment elsewhere
- the region is projected to experience a shift to a younger workforce (Queensland Government, Population Projections to 2056) with the larger centres catering to older members of the community
- unemployment is at 2.5%, less than the Queensland average of 5.5% (March Quarter 2011) (OESR, 2011a)
- the majority of labourers are male, with many mothers staying at home with children (demonstrated by relatively low levels of day care usage)
- a majority of employment involves specialised workers in technical trades.

The key social context indicators for the Maranoa regions are outlined in Table 1, below.

Table 1: Key social context indicators for Maranoa region

Indicator	Maranoa Regional Council	Queensland
Estimated resident population (30 June 2010p) (OESR, 2011a)	13,369	4,513,850
Population growth rate between 2005 and 2010p (OESR, 2011a)	0.7% pa	2.5% pa
Median weekly income (2006) (ABS, 2007)	$452.20	$476
Median age (2006) (OESR, 2011b)	35.2	36.1
Age distribution (30 June 2009p) (OESR, 2011a)		
• Aged 0–14 years	23.7%	20.1%
• Aged 15–24 years	11.8%	14.3%

Indicator	Maranoa Regional Council	Queensland
• Aged 25–44 years	28.2%	28.4%
• Aged 45–64 years	23.9%	24.9%
• Aged 65 and over	12.3%	12.3%
Cultural diversity (2006) (OESR, 2011a)		
• Population who are Aboriginal or Torres Strait Islander	7.4%	3.3%
• Population who were born overseas	3.6%	17.9%
• Population who speak English as a second language	18.0%	31.3%
• Population who do not speak English well / not at all	2.7%	5.1%
Households (based on 2008 edition of population projections) (OESR, 2010b)		
• Couples with children households	31.9%	29.7%
• Couples without children households	27.9%	27.0%
• One parent family households	9.1%	11.1%
• Lone person households	25.4%	22.5%
• Group households	2.8%	4.1%
Business count (2008-09) (OESR, 2011a)		
• Business in operation	2,258	419,410
• Small businesses (employing less than 20 people)	97.4%	95.2%
• Medium businesses (employing 20 to 100 people)	2.4%	4.1%
Workforce & volunteers (OESR, 2011a)		
• Current Labour Force (SALM Data March 2011)	8,319	2,455,300
• Unemployment Rate (SALM Data March 2011)	2.5%	5.5%
• Volunteers (2006)	26.8%	18.3%
Gross regional product (GRP) (2009-10) (AECgroup, 2011)		
• Estimated GRP	$1,078.6M	
• Agriculture and forestry	$160.2M	
• Mining industry	$299.9M	
Most common qualification type (2006) (OESR, 2011a)	Certificate-level tertiary qualification (16.0%)	Certificate-level tertiary qualification (17.9%)
Population requiring assistance (2006) (OESR, 2011a)	3.5%	4.0%
Population aged over 15 years who provide unpaid care or assistance to people with disabilities (ABS 2006)*	9.28%	9.5%
Total number of families who comprise one-parent families with dependent children (2006) (OESR, 2011)	12.7%	15.9%
Population aged over 15 years earning less than $400 per week gross income (2006) (OESR, 2011)	37.8%	39.7%

** Data based on average for the former LGAs that make up the Maranoa Region.*

2.1.2 Economy, services and infrastructure

Roma, with a resident population of 6,524 (30 June 2010p) (OESR, 2011a), is the major activity centre of the Maranoa region. Roma is a focal point for subregional and regionally significant concentrations of employment and urban development. The economy is robust and diverse and not entirely dependent on fluctuations in agriculture and climate.

The economy of the Maranoa region has traditionally been supported by agricultural activities, predominantly dry-land cropping of grains, irrigated farming for crops such as cotton, including the largest cotton farming operation in Australia at Cubbie Station, and grazing. A transition from wool to beef cattle production has taken place over the last two decades. Feedlot production of beef cattle to capitalise on local grain supplies is becoming more prominent.

The Maranoa regional plan identifies several challenges facing agricultural industries in the region in the coming years, such as:

- coexisting with increased activity from the mining and resource sector
- declining infrastructure and freight capacity
- climate change
- rising fuel costs
- the global economy.

Many government departments are based in Roma. Several resource development companies coordinate their regional operations in Roma, and banking and financial services are delivered from this centre. There is a daily passenger air service to and from Brisbane. Roma is strategically located at the intersection of the Warrego Highway (national network) and the Carnarvon Highway (strategic freight route). There is also a significant east-west rail link. These links are critical to national and state freight movement, but are also particularly important for Roma's cattle saleyards, the largest in the Southern Hemisphere.

The communities of Mitchell, Surat, Injune, Wallumbilla, Arcadia Valley and Yuleba provide essential functions for surrounding districts. Their Estimated Resident Populations (ERP) range between 200 and 1,000 people. They provide weekly and essential services, such as grocery shopping and postal services, to populations at a reasonable travelling distance of one to two hours. They contain limited local government services and health services, which may include a local general practitioner or visiting specialist medical services. These centres have some educational facilities to Year 12, police stations often with more than one officer and, in some cases, a Queensland Government Agents Program (QGAP) office containing multiple government services. They have good access to a major rural activity centre and airports providing emergency and charter services. These centres provide subregional community interaction and social events. Historical trends show peaks and troughs in population, investment and employment based on commodity prices, resource demand and climate.

2.1.3 Employment

Unemployment is low in the CSG fields area and is not seen as a major concern for the communities. The lower than average wages are generally compensated by the lower cost of living in the study area compared to the rest of Queensland. Roma has a slightly increased cost of living, generally associated with the subsidised services workforce, whose living expense allowances have resulted in some prices (like real estate and rental properties) being higher than surrounding areas. While unemployment is low, underemployment and the percentage of the community from low incomes experiencing higher cost of living (i.e. groceries, etc.) expressed financial hardship.

Table 2: CSG field employment by industry 2006 – Part 1

	Total employment	Agriculture, forestry & fishing		Mining		Manufacturing		Electricity, gas, water & waste services		Construction		Wholesale trade		Retail trade	
Area	No.	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*
South West SD	13,345	3,248	24.3%	489	3.7%	774	5.8%	158	1.2%	788	5.9%	366	2.7%	1,256	9.4%
Warroo (S) (a)	610	325	53.3%	30	4.9%	22	3.6%	0	0.0%	16	2.6%	7	1.1%	17	2.8%
Bendemere (S) (a)	456	200	43.9%	15	3.3%	15	3.3%	3	0.7%	37	8.1%	3	0.7%	20	4.4%
Roma (S) (a)	3,417	113	3.3%	139	4.1%	234	6.8%	60	1.8%	240	7.0%	127	3.7%	469	13.7%
Booringa (S) (a)	871	345	39.6%	10	1.1%	53	6.1%	4	0.5%	48	5.5%	23	2.6%	61	7.0%
Bungil (S) (a)	1,396	506	36.2%	90	6.4%	87	6.2%	21	1.5%	89	6.4%	39	2.8%	85	6.1%
Maranoa (R) (b)	6,516	1,484	22.8%	236	3.6%	395	6.1%	82	1.3%	350	5.4%	195	3.0%	654	10.0%
Queensland	1,840,887	63,224	3.4%	30,844	1.7%	181,677	9.9%	18,750	1.0%	166,477	9.0%	72,645	3.9%	213,637	11.6%

** Percentage of total area employment, based on place of enumeration. Rows do not add up to 100% because 'Not stated' was not included.*

(a) Pre-amalgamated local government areas.
(b) Post-amalgamated local government areas.
Source: ABS time series profiles, 2006 census data; Amalgamated Council Data: OESR, 2011a.

Table 3: CSG field employment by industry 2006 – Part 2

	Accommodation and food services		Transport, postal & warehousing		Information media & telecommunications		Financial & insurance services		Rental, hiring & real estate services		Professional, scientific & technical services	
Area	**No. employed**	**%***	**No. employed**	**%***	**No. employed**	**%***	**No. employed**	**%***	**No. employed**	**%***	**No. employed**	**%***
South West SD	677	5.1%	628	4.7%	92	0.7%	160	1.2%	100	0.7%	318	2.4%
Warroo (S) (a)	18	3.0%	22	3.6%	0	0.0%	0	0.0%	0	0.0%	5	0.8%
Bendemere (S) (a)	14	3.1%	22	4.8%	4	0.9%	0	0.0%	0	0.0%	10	2.2%
Roma (S) (a)	246	7.2%	190	5.6%	44	1.3%	72	2.1%	34	1.0%	128	3.7%
Booringa (S) (a)	32	3.7%	30	3.4%	6	0.7%	8	0.9%	3	0.3%	5	0.6%
Bungil (S) (a)	45	3.2%	65	4.7%	4	0.3%	12	0.9%	25	1.8%	19	1.4%
Maranoa (R) (b)	342	5.2%	311	4.8%	58	0.9%	76	1.2%	68	1.0%	163	2.5%
Queensland	128,208	7.0%	93,075	5.1%	26,605	1.4%	52,919	2.9%	38,220	2.1%	103,778	5.6%

** Percentage of total area employment, based on place of enumeration. Rows do not add up to 100% because 'Not stated' was not included.*

(a) Pre-amalgamated local government areas.
(b) Post-amalgamated local government areas.
Source: ABS time series profiles, 2006 census data; Amalgamated Council Data: OESR, 2011a.

Table 4: CSG field employment by industry 2006 – Part 3

	Administrative & support services		Public administration & safety		Education & training		Health care & social assistance		Arts & recreation services		Other services	
Area	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*	No. employed	%*
South West SD	177	1.3%	1,139	8.5%	904	6.8%	1,184	8.9%	71	0.5%	385	2.9%
Warroo (S) (a)	0	0.0%	57	9.3%	36	5.9%	34	5.6%	0	0.0%	9	1.5%
Bendemere (S) (a)	0	0.0%	45	9.9%	23	5.0%	19	4.2%	0	0.0%	6	1.3%
Roma (S) (a)	66	1.9%	332	9.7%	252	7.4%	403	11.8%	24	0.7%	160	4.7%
Booringa (S) (a)	6	0.7%	85	9.8%	55	6.3%	60	6.9%	6	0.7%	17	2.0%
Bungil (S) (a)	6	0.4%	55	3.9%	61	4.4%	86	6.2%	12	0.9%	28	2.0%
Maranoa (R) (b)	68	1.0%	571	8.8%	430	6.6%	600	9.2%	33	0.5%	217	3.3%
Queensland	56,143	3.0%	122,997	6.7%	139,895	7.6%	188,558	10.2%	24,876	1.4%	68,886	3.7%

** Percentage of total area employment, based on place of enumeration. Rows do not add up to 100% because 'Not stated' was not included.*

(a) Pre-amalgamated local government areas.
(b) Post-amalgamated local government areas.
Source: ABS time series profiles, 2006 census data; Amalgamated Council Data: OESR, 2011a.

The CSG field area is an agricultural region that has not experienced significant rural decline compared to other inland shires affected by the recent drought. Based on discussions with key local stakeholders and field assessments, Roma has remained relatively buoyant as a result of the oil and gas industry, and its positioning as a service centre for the outlying area, which has diversified the local economy. It should be noted that in the tables above, the mining category includes oil and gas activity, which is felt to be predominant, although there is mining activity in the area as well.

2.1.4 Health, emergency services and education

The following provides a brief overview of the local services and their relationship to the project area.

Health

There are four main referral medical and health facilities servicing the CSG fields area, as shown in Table 5.

Table 5: Referral medical and health facilities

Hospital name	Referral Location
Roma Hospital	The Royal Brisbane and Women's Hospital (479 km)
Surat Hospital	Roma Hospital (78 km)
Injune Hospital	Roma Hospital (90 km)
Wallumbilla Hospital	Roma Hospital (40 km)

The major hospital in the CSG field area is the Roma Hospital. It has a total of 40 beds, with a utilisation of about 50–60% in October 2008. There are 6 doctor positions and 47 nursing positions at Roma Hospital (full-time equivalent positions) (pers. comm., Queensland Health, 2011c); however, there are some staff shortages and a need for accommodation, especially for visiting specialists. In the case of emergency, the surrounding hospitals may be called to send staff to the Roma hospital to assist (pers. comm., Roma Hospital, 2008) (THI, 2008). Roma Hospital's main referral hospital is the Royal Brisbane and Women's Hospital, which is 479 km away (Queensland Health, 2008).

In addition to the Roma hospital, there are 39 other health care services and providers in the area, ranging from dentists and medical centres to aged care and community care services. There are four mental health service providers; however, a gap was identified in the level of service for individuals under the age of 18, and the methods for transporting them to other service providers (mainly Toowoomba) (pers. comm., THI, 2008).

There are also health facilities for Indigenous health, counselling, physiotherapy, chemists, disability support and alternative medicines to name a few. As Roma is the area service centre, the community has a fairly broad array of health practitioners and service providers; however, staff attraction and retention were identified by many as an ongoing issue (pers. comm., L. Christie, 2008) (pers. comm., L Waldron and P Bacon, 2008) (pers. comm., M. Weathered, 2008). Queensland Health indicated that Roma was lacking a strategy to make it a more attractive destination for health care workers. This is mainly because there is not a regional incentive for people to work in the rural areas since the pay is the same as in the urban areas (pers. comm., L. Christie, 2008).

Although Roma has experienced some growth in population, with the exception of real estate prices, there have not been many changes – the real estate changes were attributed to a national phenomena as well as the effects of subsidised rents for some contract staff with government services (pers. comm., A. Cleland, 2008) (pers. comm., D. Newman, 2008). There were no noticeable changes in rates of substance abuse, sexual assaults or other violence, and no indication that oil and gas employees (FIFO) had a negative effect on community health (pers. comm., L. Christie, 2008).

The Surat Hospital employs the equivalent of one full time doctor and eleven full time nurses, and a total of twelve beds are provided. Six of the twelve beds are used for aged care (pers. comm., Queensland Health, 2011c). In the case of an emergency, the hospital may call doctors from the Roma hospital or transfer the patients to Roma (pers. comm., Surat Hospital, 2008).

In addition, there are three health care services and providers in the area, as well as 16 additional services offered from the Surat hospital. Services include a retirement village, community health centre, dentist, chemist, three therapy specialists, social worker, women's health, drug and alcohol services and young people at risk services. There is also a podiatry service and child and maternity health.

The Injune Hospital currently has twelve beds, with one doctor position and the equivalent of 7.3 full time nurse positions (pers. comm., Queensland Health, 2011c). In case of an emergency, one doctor is available and one to two ambulance attendants. If the hospital could not handle the emergency they will send the patients to the next hospital (Roma) by ambulance or flying doctors. The Injune hospital indicated that they have a minimal emergency handling capacity (pers. comm., Injune Hospital, 2008).

Injune also has five health care services and providers, as well as 11 additional services through the hospital. Services range from aged care to community care, as well as dentists, therapy specialists, dieticians, mental health services, women's health, social worker and alternative medicine. There is an emergency chemist available at the hospital. Some residents were not happy with some services, or did not like the lack of options in the community, and subsequently travelled to Roma for some medical services. This was seen as normal for many rural communities with limited services or options for services.

As the Wallumbilla Hospital only provides outpatient services, all emergency patients would be transferred to Roma (pers. comm., Wallumbilla Hospital, 2008).

Mental health, domestic violence and alcohol abuse were all identified by many social service providers in the community as health concerns, with limited programs currently in place to deal with the effects on individuals and families.

Emergency services

The State Emergency Service (SES) is tasked with assisting people and communities in times of natural disasters and other emergency situations that affect the community. The South Western Region Roma Downs Area is located in Roma. This regional office covers Balonne SES Unit, Bendemere SES Unit, Booringa SES Unit, Bulloo SES Unit, Murweh SES Unit, Paroo SES Unit, Quilpie SES Unit, Roma/Bungil SES Unit, Tambo SES Unit, Taroom SES Unit and Waroo SES Unit.

Royal Flying Doctor Service

The services of the RFDS are also available to remote communities and locations in the area. There are eight bases throughout Queensland, with the closest being Brisbane, Bundaberg, Charleville and Rockhampton. Flying doctors and emergency evacuations are determined by the emergency dispatch, which then coordinates regional resources to deal with the situation.

Queensland Ambulance Service (QAS)

There are five ambulance stations in the Maranoa Regional Council area (OESR, 2011a). The regional office for the South Western Region's ambulance service is located in Toowoomba. The South Western Region services an area of approximately 414,000 km^2, serving an estimated population of 265,487 (QAS, 2011). The region operates through 29 full time ambulance stations and five honorary facilities. The South Western Region's area encompasses Gatton in the east to Quilpie and Thargomindah in the West, and from Injune, Taroom and Crows Nest in the North to the New South Wales border.

There are local ambulance committees in Roma, Injune, Oakey, Mitchell, Dalby, Charleville and Chinchilla; all of which are in or adjacent to the CSG fields study area (QAS, 2011).

Fire and police services

The South Western Region: Roma Area of the Queensland Fire and Rescue Service has seven fire stations and around 80 fire fighters. Auxiliary stations can be found in Roma, Injune, Surat, Wallumbilla, Dulacca, Wandoan and Taroom (Queensland Fire and Rescue Service, 2011). The region is covered by both the Rural Operations Roma Area Office and the Rural Operations Miles Area Office for rural fire services. Fire services are integrated throughout Queensland to provide overlapping layers of protection throughout the CSG fields study area and the State as a whole (Department of Emergency Services, 2008).

There are seven police stations in the Maranoa Regional Council area, excluding police beats (OESR, 2011a). Police cover is provided throughout the CSG field area with a police station in all the communities assessed. The area police district communication centre is located in Roma, and dispatches police as required throughout the study area. Police have an internal process for assessing additional requirements for policing based on a number of factors, including work load and population. Most police activity in the area deals with road violations along the highways. All the main communities in the CSG field area are situated along or adjacent to the major highways.

Education

In August 2009, 66% of students attending school in the Maranoa Regional Council area attended government schools and 34% attended non-government schools. The corresponding figures for Queensland were that 67% of school students attended government schools and 33% attended non-government schools (OESR, 2011a).

In the Maranoa Regional Council, 936 primary school students (years 1 to 7) attended a government primary school and 454 attended a non-government primary school, while 426 secondary school students (years 8 to 12) attended a government secondary school and 245 attended a non-government secondary school.

Table 6: Attendance at government and non-government schools (a), Maranoa Regional Council, August 2009

Local government area	Government school students			Non-government school students			Total school students
	Primary (Years 1–7)	Secondary (Years 8–12)	Total (b)	Primary (Years 1–7)	Secondary (Years 8–12)	Total (b)	
Maranoa Regional Council	936	426	1,362	454	245	699	2,061
Queensland	308,597	172,726	484,615	128,204	105,169	233,373	717,988

– = nil or rounded to zero.

(a) Based on school location instead of students' place of usual residence.

(b) Includes prep year and pre-school students, and ungraded and special school students.

Source: OESR, 2011a.

Over the period 2003–2008 there has been a decrease in enrolment in local schools as a result of many issues including drought; however, Roma generally has consistently solid levels of enrolment. Teacher retention has always been an issue in the area, with turn-over occurring every two to three years on average (pers. comm., Education Queensland – Roma, 2008).

There are many schools in the area that a susceptible to closure as a result of size and location. This has been an issue for these areas for many years, and has been further complicated by the ongoing drought occurring throughout most of the region. There is an internal mechanism to address this issue outlined below.

For the most part, the educational profile of the area is lower than Queensland as a whole, but is indicative of the mainstream employment available in the area. Many local jobs do not require advanced education or undergraduate degrees. Most higher education in the CSG fields study area was achieved at certificate and diploma levels. It should also be noted that in rural areas, some people never receive formal training or education in a specific field but rather obtain on-the-job training. They may be skilled in their field, but they are not necessarily accredited. For employment in the CSG fields, experience in skills like electrical, mechanical and drilling are all assets. Some positions will receive on-the-job training and therefore will not require specific skills or prior training. Some specific positions such as drill operators, mechanics and electricians will require accreditation.

In the town of Roma, there are several positions available, including clerical, administration, material controllers, drivers, and technical/professional roles for OH&S, Training, Environmental Support and Landholder Support. Once again, previous experience or similar skills are an asset, but for many positions they are not a requirement.

2.1.5 Recreation, sport and leisure

Recreational facilities and activities

Green areas are important to give people the opportunity to relax without travelling out of town. There are approximately nine recreational parks in Roma (32.82 ha), three in Mitchell (16.22 ha), three in Injune (2.45ha) and three in Surat (8.2 ha) (Ross Planning, 2009).

Cultural facilities and activities

As Roma is the main town in the area, most of the cultural activities and facilities are concentrated there. There are five theatre/performing art venues, two museums, an art gallery, a library and a cinema. A wide approach to culture can be found in the community, as it is an important characteristic, as well as an identified method for attracting people to the community (pers. comm., Roma Neighbourhood Centre, 2008). Surat and Mitchell have local cinemas, museums, art galleries and libraries. Injune has a library and a theatre/performance art venue.

Council's local calendar of events for June to December 2011 shows nine main events are planned throughout the last half of the year, including the 'Reflections, Duplications and Editions' and 'Remains of Our Time' exhibitions and a number of business planning workshops (Maranoa Regional Council, 2011). This also includes a food and fire festival to be hosted by Santos in Roma during September.

Of the nine major events, four are to be held in Surat, four in Roma and one in Yuleba/Wallumbilla (Maranoa Regional Council, 2011).

Shopping facilities

There is one major shopping centre in Roma which supplies the area; however, people travel frequently to Dalby and Toowoomba. Most businesses are located along the main street (McDowall), which forms the CBD. Supermarkets can also be found in Mitchell and Surat.

Sporting facilities

Roma has twelve sporting facilities including tennis courts, fields, aquatic centre, golf course and shooting range, while Mitchell has six sports facilities, Injune seven and Surat nine (Ross Planning, 2009).

There are approximately 60 sporting clubs active in the Maranoa region, including at least 13 in Roma, eight in Injune, six in Mitchell, and 10 in Surat (Ross Planning, 2009).

2.1.6 Community facilities and services

Child care

Reporting sources from the Office for Early Childhood Education and Care indicates there are ten child care services[1] in the Maranoa region, including one family day care service, three kindergarten services, four long day care services and one school aged care services as well as one childcare and family support hub (30 April 2011) (OESR, 2011a).

Follow up correspondence with the regional office for Early Childhood Education and Care (pers. comm., 2011) there is a total of 333 child care places in the region comprising 224 long day care, 50 school aged care, 44 kindergarten and 15 limited hours places.

To provide an indication of the vacancies for child care services in the Maranoa region, phone interviews were undertaken with service providers in July 2011, which identified the following estimate of child care vacancies for Roma and Injune:

Roma

- long day care places – 25% vacancy (total of 214 places)
- kindergarten places – no vacancies (total of 88 places)

[1] *The number of child care services is the total number of services provided in an area. Multiple services could be provided on a single premises.*

- school aged care – 15% vacancy (total of 20 places)

Injune

- school aged care – 10% vacancy (total of 20 places)

Places of worship

There are 11 places of worship in the region, eight in Roma, two in Mitchell and one in Surat. All of these are of Christian denomination. (Yellow Pages, 2011).

Government services

There are a range of governmental services in the CSG fields study area, with the majority centred in Roma. All major state services have representation in Roma as part of the Southwest Queensland services. Many outlying communities have government offices or agents who represent all State government services and act as a contact point for the public.

Recreational areas and facilities

The number of facilities and their diversity reflect the size and role of the various communities. Roma is the central services centre in the area, and this is reflected in the community facilities there. Surat and Injune's community facilities are centred on meeting halls. Surat also has an RSL community centre. Roma has many facilities associated with the various churches and social groups. With all the government departments and other service providers, use of the community facilities is good, though there is capacity to cater for increased use.

Social services capabilities

The Roma Neighbourhood Centre provider the following list of social services:

- child care and family day care availability
- child/youth assault and abuse counselling/services
- youth services
- foster families
- family carer support/aged care support
- school class sizes
- teaching staff
- vacation/holiday care
- transport – area cover.

2.1.7 Housing and accommodation

Affordable housing

The ULDA has an Affordable Housing Strategy, which outlines how the ULDA will facilitate the provision of affordable housing. Affordable housing is defined by the ULDA as the ability of sections within our community to be able to afford the cost of housing (ULDA, 2009). This includes private rental housing, owner occupied housing and social housing. Social housing is housing provided by government, and is discussed separately in section 4.

The ULDA uses two indicators to determine whether its housing is affordable, which are:

- Housing is for low to moderate household income levels (in recognition that social housing mechanisms are anticipated to cater for the lowest earning residents) which are described as household incomes of between $40,000 and $80,000.
- Households are spending no more than 30% of gross household income on rent and 35% of gross household income on home ownership.

This relates to both the affordable purchase (mortgage payments) and affordable rental of properties.

Using the ULDA definition in recognition that the type of affordable housing to be targeted is that through the private housing market, the affordability levels shown in Table 7 can be established in Roma.

Table 7: Affordability levels in Roma

Affordable weekly rental, Roma	**$230–$460 per week**
Median weekly rent 3 bedroom house	$340
Median weekly rent 2 bedroom unit	$230[1]
Median weekly rent 3 bedroom townhouse	$340
Affordable housing purchase[2]	**$165,000–$330,000**
Median sales price house[3]	$298,000
Median sales price units/townhouses	N/A

Source: Calculated on REIQ December Quarter 2010 data.
[1] *Low numbers*
[1] *Excludes consideration of deposits/fees etc – loan only over 25 years at 7%*
[1] *As at December Quarter 2010*

Median rents in Roma appear to be relatively high. Only a 2 bedroom unit is just affordable to the lowest income earner in the range. Townhouses and houses are only affordable to those earning over approximately $60,000 per annum.

Purchase price (provided for houses only) appears affordable to those earning over approximately $70,000 pa but would be impossible at the lower end of the range, not least because no unit sales were recorded.

This means that for affordable dwellings to be provided to low to moderate income earners, they must be provided in the range of $165,000-$330,000, and must be able to be rented for between $230 and $460 per week.

The following is an analysis of housing affordability in Roma.

Residential land and housing market

Residential lot sales and median sale prices

Vacant land sales in the Maranoa region show that just 6 lots were sold during the December 2010 quarter (REIQ, 2011), while the median sale price of vacant urban land over the 12 months to December 2010 was $106,000 for the MRC area (REIQ, 2011). Over the past five years, the median sale price of vacant urban land increased by 137.4 per cent.

Over the preceding June and September quarters, the number of land sales has remained fairly stable with 7 sales being recorded for both the June and September periods. However, median sale prices have gradually increased over a 12 month period from $75,000 (12 months to June 2010) to $106,000 (12 months to September 2010).

Table 8: Median sales data – vacant urban land, Maranoa Regional Council

Area	No. of sales December quarter 2010	December quarter 2010	Change over quarter	12 months to end of December 2010	Change over 1 year	Change over 5 years
Maranoa (LGA)	6	n.a.	n.a.	$106,000	86.0%	137.4%
Roma	3	n.a.	n.a.	$120,000	n.a.	140.0%

Source: REIQ 2011.

Dwelling sales and median sale price

There were around 108 houses for sale in the Roma township in June 2010 (see Table 9) (Colliers International 2010b). Of these, 37 per cent were on the market for over $350,000. Most properties were priced between $250,000 and $350,000. The majority of these homes have three or four bedrooms. Just eight per cent of the houses for sale had two bedrooms (Colliers International 2010b).

There were 11 units for sale in Roma in June 2010 (Colliers International 2010b).

Table 9: Number of houses for sale, June 2010, Roma

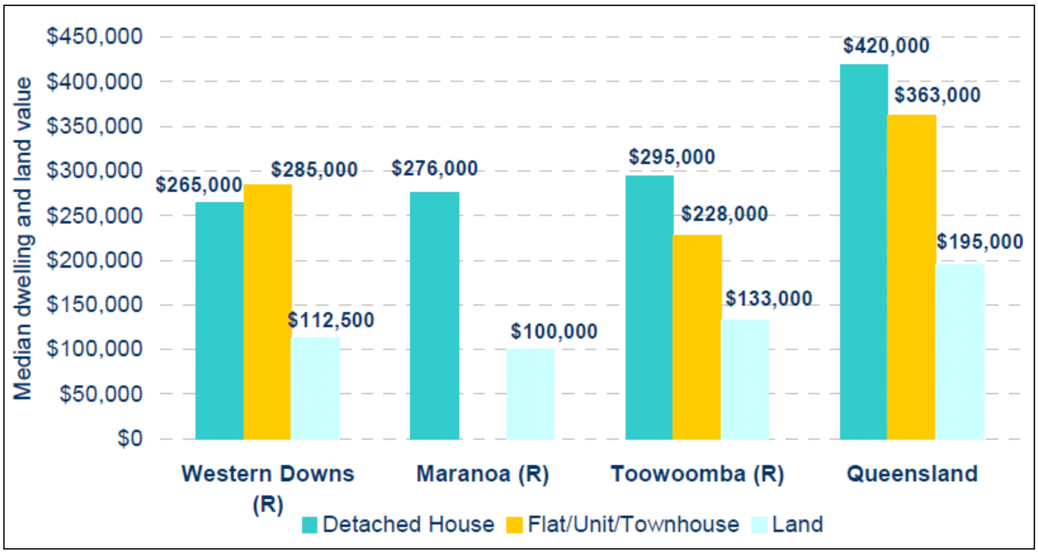
Price range	Number	%
$250,000	19	18%
$250,000–$350,000	49	45%
$350,000–$$450,000	21	19%
> $450,000	19	18%
Total	**108**	**100%**

Source: Colliers International 2010b.

A comparison of median dwelling (and land) prices in 2009–2010 for the Surat Basin (see Figure 6**Error! Reference source not found.**) suggests the median prices in Maranoa Regional Council are generally more affordable than adjoining local government areas in the region. However, the median detached house price was slightly higher than the median price in the Western Downs. It is notable that house prices in the Maranoa Regional Council area increased by 112% between 2004–05 and 2009–10, which is the highest rate of increase in the region (DOCs, 2010c).

There were an insufficient number of records for flat/unit/townhouse dwellings in Maranoa in this period for comparison.

Figure 6: Median dwelling and land prices for 2009–10



Source: DOCs 2010c.

Data from the REIQ (2011) (see Table 10) suggests that the housing market in the Maranoa region continued to rise in the December 2011 quarter in terms of the median sale price of houses. During this period, the median sale price in the region increased by 17.7 per cent and over the year, 12.9 per cent.

Although the median sale prices were significantly less than the prices in Brisbane Statistical Division (SD), the percentage growth experienced in median sale price was significantly higher over the December quarter and over the last five years.

Table 10: Median sale price of houses, Maranoa Regional Council area

Area	Number of sales December quarter 2010	December quarter 2010	Change over quarter	12 months to end of December 2010	Change over 1 year	Change over 5 Years
Maranoa (LGA)	30	$280,750	17.7%	$276,500	12.9%	112.7%
Roma	24	$298,000	-1.2%	$288,000	12.4%	94.6%
Brisbane (SD)	4,860	$460,000	2.0%	$450,000	9.8%	45.2%

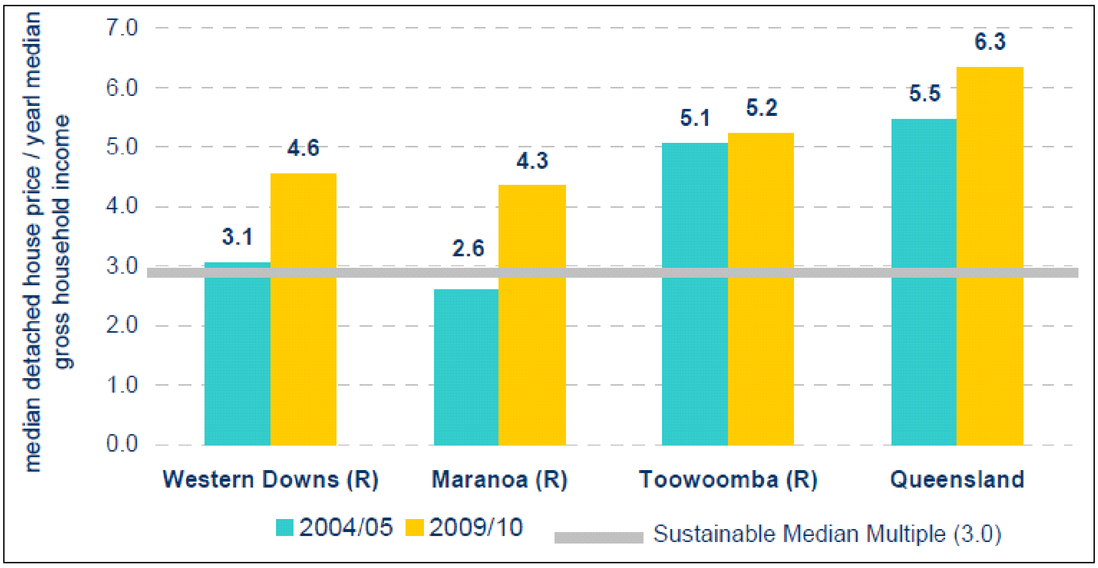
Source: REIQ 2011.

Home purchase affordability[1]

As a measure of home purchase affordability, the DOCs housing snapshot (2010c) uses an income median multiple for the Western Downs, Maranoa and Toowoomba Regional Council areas (refer to Figure 7). As median multiple increases, affordability declines.

The figure below shows that home purchase affordability has decreased in all areas, with the greatest decrease in Maranoa Regional Council followed by Western Downs Regional Council. The median multiple for the Maranoa Regional Council area was 4.3 in 2009–10, which was higher than the target of 3.0 (the sustainable median multiple), but lower than the Queensland median multiple (6.3) and the median multiple for Toowoomba (5.2) and Western Downs (4.6).

Figure 7: Median multiple for Surat Basin and Queensland (2004–05 to 2009–10)



Source: DOCs 2010c.

Vacancy rate

Figure 8 shows rental vacancy rates for LGAs in the Surat Basin compared with Queensland. The figures suggest there is a high degree of variability in the vacancy rates for the Maranoa Regional Council that is not evident across Queensland, which may be a result of the lower number of rental dwellings, as well as the variable nature of housing demand in resource communities.

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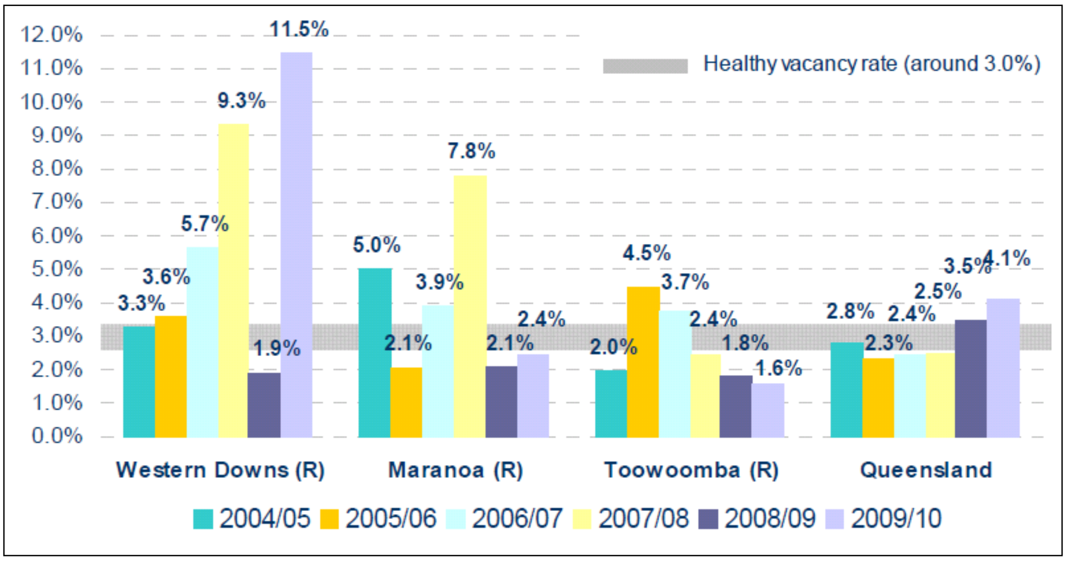
[1] *It is noted that the equivalent data used for the Gladstone region is 'at risk purchasers'. This difference is due to the different sources of data used for each area.* ***At risk purchasers*** *is a measure of the proportion of households in the lower 50% of the income distribution paying over 40% of households on mortgage repayments.* ***Median multiple*** *uses the median gross household income of households aged between 25–39 years divided by median detached house sale price. Hence, the former is a measure of mortgagees considered 'at risk', whereas, the latter is a measure of the affordability of entering into home ownership, particularly for first home buyers.*

Figure 8: Rental vacancy rates 2004–05 to 2009–10



Source: DOCs 2010c.

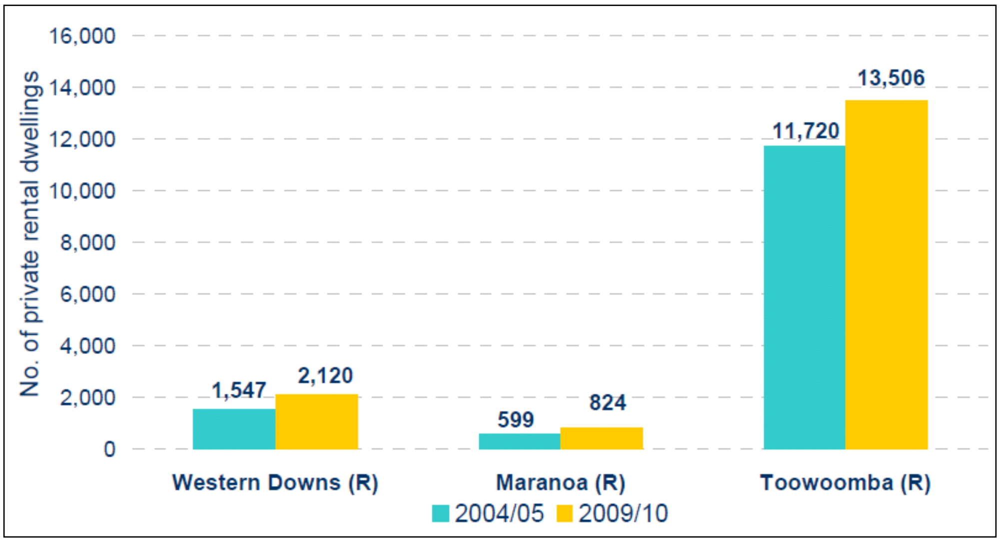
A study prepared for the GLNG EIS confirms that the rental market in the Roma area was tight in 2008, which corresponds with the rental vacancy rates shown above. At this time, there were limited properties available for rent and rental prices were increasing steadily between 2003 and 2008 (GLNG 2009 – EIS) (GLNG Accommodation Study, page 21).

According to Figure 8, the vacancy rate for Maranoa Regional Council in 2009–10 was slightly lower (2.4%) than the healthy residential vacancy rate of around 3.0% (DOCs, 2010c).

Availability of rental housing

Figure 9 shows that the total number of rented dwellings rose from 599 rented dwellings in 2004–05 to 824 rented dwellings in 2009–10, representing an increase of 225 dwellings over 5 years. The total number of rented dwellings in the Maranoa Regional Council area is significantly less than the adjoining LGA, Western Downs Regional Council.

Figure 9: Surat Basin – number of rented dwellings 2004–05 and 2009–10

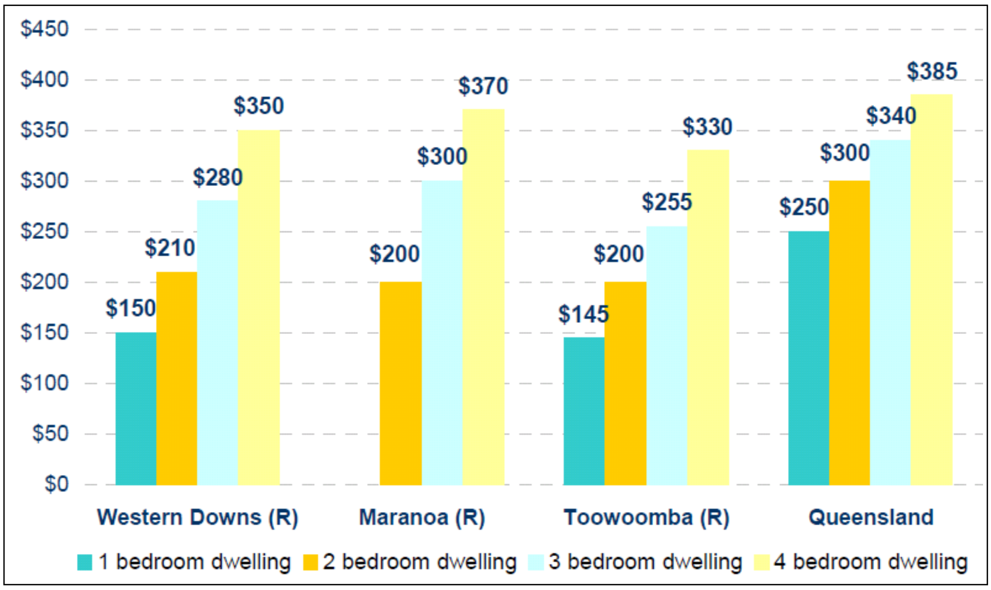


Source: DOCs 2010c.

Median weekly rents

Compared with Western Downs and Toowoomba Regional Councils, 2009–10 median rents in the Maranoa Regional Council area were comparable for a 2 bedroom dwelling ($200/wk), and higher for a 3 bedroom dwelling ($300/wk) and for a 4 bedroom dwelling ($370/wk), as shown in Figure 10. For all dwelling types, median prices in the Surat Basin were lower than for Queensland.

Figure 10: Median rents for 2009–10



Source: DOCs 2010c.

The median rent for 2 bedroom dwellings has increased substantially between 2004–05 and 2009–10 (74%) in the Maranoa Regional Council area. Similarly, the median rent for 3 bedroom (76%) and 4 bedroom (95%) dwellings (DOCs 2010c) has also increased.

The tables below show a comparison of median rental prices for apartments, flats and units, and houses for different sized dwellings (refer to Tables 11 to 13). The data is for new bonds received by the Residential Tenancies Authority during each three month period and relates to the township of Roma, rather than the whole Maranoa Regional Council area.

For houses, median rental prices increased quite substantially for all dwelling sizes. From December 2008 to December 2010, the median weekly rent for a 4 bedroom house increased from $320 to $450 (an increase of 43%), while the number of bonds received doubled.

There were relatively few new bonds received by the Residential Tenancies Authority for 1 bedroom and 3 bedroom flats and units in Roma and therefore the median rental prices are less reliable. For 2 bedroom flats, the median rental price increased over the three periods surveyed while the number of bonds received declined.

The median rental price for 2 and 3 bedroom town houses increased over the three quarters surveyed in 2008 to 2010, while the number of new bond lodgements for these dwelling varied slightly over the same period.

Table 11: Median weekly rents for new bonds – houses, Roma

Type of property	Dec qtr 08		Dec qtr 09		Dec qtr 10	
	Rent ($)	New bonds	Rent ($)	New bonds	Rent ($)	New bonds
2 bedroom house	$195	6	$200	12	$280	5
3 bedroom house	$270	52	$290	47	$340	51
4 bedroom house	$320	21	$350	17	$450	20

Note: *The relatively small number of bond lodgements for properties in these areas makes median rent values less reliable.*
Source: Residential Tenancies Authority 2011.

Table 12: Median weekly rents for new bonds – flats/units, Roma

Type of property	Dec qtr 08		Dec qtr 09		Dec qtr 10	
	Rent ($)	New bonds	Rent ($)	New bonds	Rent ($)	New bonds
1 bedroom flat/unit	n.a.	1	n.a.	2	n.a.	1
2 bedroom flat/unit	$150	28	$160	16	$230	10
3 bedroom flat/unit	n.a.	2	n.a.	2	n.a.	3

Note: *The relatively small number of bond lodgements for properties in these areas makes median rent values less reliable.*
n.a. Not available (number of bonds lodged too small - less than 5).
Source: Residential Tenancies Authority 2011.

Table 13: Median weekly rents for new bonds – town houses, Roma

Type of property	Dec qtr 08		Dec qtr 09		Dec qtr 10	
	Rent ($)	New bonds	Rent ($)	New bonds	Rent ($)	New bonds
2 bedroom town house	$195	6	$200	12	$280	5
3 bedroom town house	$270	52	$290	47	$340	51

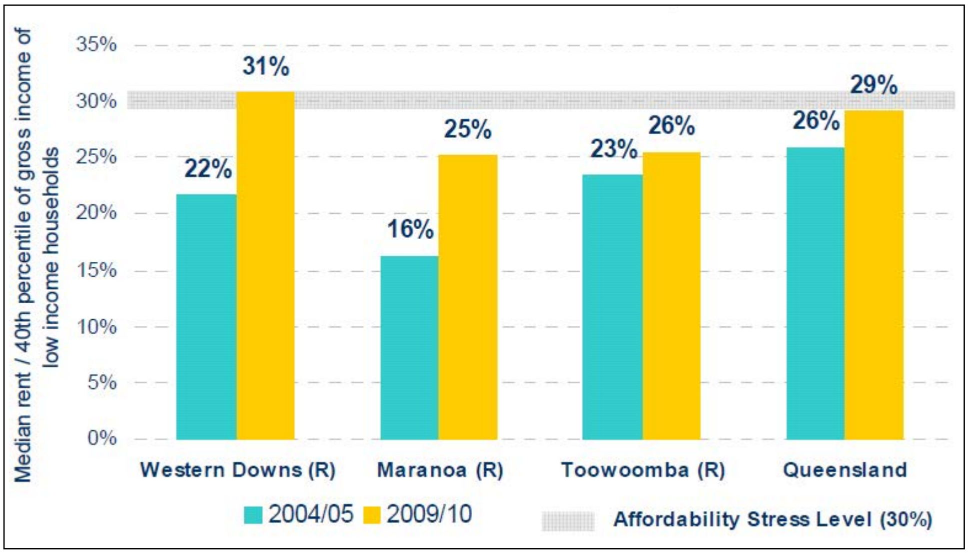
Note: *The relatively small number of bond lodgements for properties in these areas makes median rent values less reliable.*
Source: Residential Tenancies Authority 2011.

Unaffordable rental accommodation

Rental affordability stress can be measured by assessing the proportion of household income consumed on rental costs. For each Council area in the Surat Basin, the median rent for all rental dwellings is calculated and divided by the income of a household in the 40th percentile of the income distribution. An expenditure of 30% of gross household income or less is generally considered affordable.

An analysis of rental affordability for the Maranoa region (see Figure 11) shows an increase from 16% to 25% of a low income households' income required to meet the median rent between 2004–05 and 2009–10. This is broadly in line with the growth in median rents in the Maranoa Regional Council area during the time period.

Figure 11: Overall rental affordability 2004–05 to 2009–10



Source: DOCs 2010c.

Demand for social housing

Tables 14 to 16 below summarise DOC's data relating to the demand for social housing in the Maranoa Regional Council area and the specific types and locations of dwellings in demand. The key points that can be drawn from this data are:

- the vast majority of applicants on the housing register as at 31 October 2010 were seeking a social housing dwelling in the Roma area
- half of the applicants on the register applied for a two bedroom dwelling
- approximately half of the applicants had been on the waiting list for a period of six months or less, while no applicants had been waiting for a period longer than two years.

Table 14: Number of applications on waiting list

Wait list area	Total
Injune area	**1**
Mitchell area	**1**
Roma area	**25**
Surat area	**2**
Wallumbilla area	**1**
Maranoa Regional Council	**30**

Source: DOCs 2010b.

Table 15: Number of applications on waiting list by dwelling size

Wait list area	Dwelling size						Total
	Seniors' unit	One bedroom	Two bedroom	Three bedroom	Four bedroom	More than four bedrooms	
Injune area	0	1	0	0	0	0	**1**
Mitchell area	0	0	1	0	0	0	**1**
Roma area	1	4	12	7	1	0	**25**
Surat area	0	0	1	1	0	0	**2**
Wallumbilla area	0	0	1	0	0	0	**1**
Maranoa Regional Council	**1**	**5**	**15**	**8**	**1**	**0**	**30**

Source: DOCs 2010b.

Table 16: Number of application on waiting list by time on Housing Register

Local government area	Less than six months	Six months to less than one year	One year to less than two years	Two years to less than three years	Three years to less than four years	Four years and more	Total
Maranoa Regional Council	14	9	7	0	0	0	**30**

Source: DOCs 2010b.

2.2 Banana Shire and Central Highlands Region

2.2.1 Socio-demographic trends

An analysis of the demographics for the Banana Shire and Central Highlands local government areas (post amalgamation) reveals that:

- the annual population growth rate from 2002 to 2010 (preliminary estimate) is 1.2% for Banana Shire and between 1.8% and 3.6% for Central Highlands region (ABS, 2011)
- the projected population growth between 2011 and 2031 is estimated to be 16.1% (average annual growth rate of 0.7%) for the Banana Shire and 59.3% (average annual growth rate of 2.4%) for the Central Highlands region. The growth in the Central Highlands region reflects the likely population growth associated with increased coal activity in the Bowen Basin (OESR, 2011a)
- a significantly lower proportion of people are born overseas compared with Queensland (OESR, 2011a)
- higher proportions of people in the 0-14 year age group in Banana Shire and the 0-14 and 25-44 year age groups in Central Highlands, which may reflect the mining presence in the Central Highlands region (OESR, 2011a)
- a family structure of total couple families with children is more prevalent along the corridor compared with the Queensland average (OESR, 2011a)
- unemployment was 2.5% and 3.0% for the Banana Shire and Central Highlands regions respectively in the March quarter 2011 (Small Area Labour Force data) (OESR, 2011a).

The key social context indicators for Banana and Central Highlands regions are outlined in Table 17 below.

Table 17: Key social context indicators for Banana and Central Highlands regions

Indicator	Banana Regional Council	Central Highlands Regional Council	Queensland
Estimated resident population (30 June 2010b) (OESR, 2011a)	15,595	31,078	4,513,850
Population growth rate between 2005 and 2010p (OESR, 2011a)	0.3% pa	2.5% pa	2.5% pa
Gross individual weekly income			
• Less than $400/wk	4,134 (37.3%)	6,152 (31.1%)	1,231,009 (39.7%)
• $400–$999/wk	3.495 (31.5%)	5,653 (28.6%)	1,063,471 (34.3%)
• $1,000–$1,999/wk	1,855 (16.7%)	4,080 (20.6%)	431,711 (13.9%)
• $2,000 or more	627 (5.6%)	1,885 (9.5%)	88,509 (2.9)
Median age (2006) (OESR, 2011b)	34.5	31.1	36.1
Age distribution (30 June 2009p) (OESR, 2011a)			
• Aged 0–14 years	24.1%	24.3%	20.1%
• Aged 15–24 years	11.2%	14.0%	14.3%
• Aged 25–44 years	29.9%	34.1%	28.4%

Indicator	Banana Regional Council	Central Highlands Regional Council	Queensland
• Aged 45–64 years	24.0%	22.0%	24.9%
• Aged 65 and over	10.8%	5.6%	12.3%
Cultural diversity (2006) (OESR, 2011a)			
• Population who are Aboriginal or Torres Strait Islander	3.1%	3.4%	3.3%
• Population who were born overseas	6.1%	8.3%	17.9%
• Population who speak English as a second language	29.7%	21.1%	31.3%
• Population who do not speak English well / not at all	12.7%	2.2%	5.1%
Households (2006) (OESR, 2010b)			
• Couples with children households	33.5%	38.1%	29.7%
• Couples without children households	29.2%	26.3%	27.0%
• One parent family households	7.7%	6.4%	11.1%
• Lone person households	23.5%	20.4%	22.5%
• Group households	2.3%	3.5%	4.1%
Business count (2008–09) (OESR, 2011a)			
• Business in operation	2,374	3,192	419,410
• Small businesses (employing less than 20 people)	98.5%	95.8%	95.2%
• Medium businesses (employing 20 to 100 people)	1.5%	3.9%	4.1%
Workforce & volunteers (OESR, 2011a)			
• Current labour force (SALM Data March 2011)	10,024	18,760	2,455,300
• Unemployment rate (SALM Data March 2011)	3.0%	2.5%	5.5%
• Volunteers (2006)	27.5%	23.2%	18.3%
Most common qualification type (2006) (OESR, 2011a)	Certificate-level tertiary qualification (17.8%)	Certificate-level tertiary qualification (21.8%)	Certificate-level tertiary qualification (17.9%)
Population requiring assistance (2006) (OESR, 2011a)	2.8%	1.9%	4.0%
Population aged over 15 years who provide unpaid care or assistance to people with disabilities[1]	8.1%	7.3%	9.5%
Total number of families who comprise one-parent families with dependent children (2006) (OESR, 2011)	10.6%	8.9%	15.9%
Population aged over 15 years earning less than $400 per week gross income (2006) (OESR, 2011)	37.3%	31.1%	39.7%

[1] *Data based on average for the former LGAs that make up the Banana Shire and Central Highlands region.*

2.2.2 Economy, services and infrastructure

The Banana Shire is a rich farming, grazing and mining region situated in Central Queensland. It is bounded by the following Regional Councils: Central Highlands, Rockhampton, Gladstone, North Burnett, Maranoa and Western Downs. It has rail and road links to both cities of Gladstone and Rockhampton, and is serviced by the Leichhardt, Dawson and Burnett Highways.

Coal mining, beef production, power generation, dry land cropping and irrigation cropping (mainly cotton and lucerne) are the major industries.

Dawson Mine produces and exports coal through the Port of Gladstone, and the Callide Coalfields provide fuel for the Callide 'A', 'B' and 'C' Power Stations. CSG is extracted from the Dawson Mine and by Anglo Coal from the coal seams in the Moura/Theodore area.

The Dawson River and Callide Dam provide opportunities for fishing and recreation. Banana Shire also provides opportunities for 4WD-based recreation, as wells as indigenous-based tourism packages.

The region is sparsely populated, with an estimated resident population of 15,595 people (30 June 2010p) spread over 28,606 square kilometres (OESR, 2011a). Approximately 60% of the Banana Shire population is located in the six main urban centres which occupy 34.7 square kilometres (OESR, 2011a).

Banana Shire is a mix of larger service centres, rural villages and farms. Biloela is the main population centre, with Moura and Taroom being two other significant urban centres. Other smaller population centres are Theodore, Thangool, Baralaba, Banana, Dululu, Goovigen, Jambin, Wowan and Cracow.

The town of Biloela, with a population of 5,820 people (30 June 2010p) (OESR, 2011a), is the main population and administration centre. It is the dormitory town for the Callide Power Stations, Callide and Boundary Hill Coal Mines and Teys Bros Meatworks, and is the main service centre for the Callide Valley.

Moura has a population of approximately 1,894 people (30 June 2010p) (OESR, 2011a) and serves the mining and rural industries of the area. It is the home of the Moura Coal Mine and also has the second largest grain depot in Queensland. Also located in Moura are the Queensland Cotton Gin, Queensland Nitrates ammonium nitrate plant, and Origin Energy. The ammonium nitrate plant uses coal bed methane from the Moura area, as well as gas from the state gas pipeline to produce ammonium nitrate for use in mines (mainly in Central Queensland).

Taroom has a population of approximately 606 (30 June 2010p) (OESR, 2011a) and is endowed with natural attractions, a thriving rural sector and a range of community and business facilities.

Banana Shire supports numerous industries, facilities, 14 public primary schools, 3 private primary schools, 2 high schools, 1 TAFE campus, a number of churches and associated groups and public hospitals (Banana Shire Council, 2011). There are more than 100 sporting and recreation groups and a high standard PCYC complex in Biloela. There are also over 110 community organisations and service groups in the Banana Shire (Banana Shire Council, 2011).

Qantas Link Airlines provide daily return air services from Brisbane to Thangool Aerodrome and public road transport is provided 3 times a week from Brisbane via Toowoomba to Biloela, Banana, Moura, Theodore and Taroom. A private company provides services between Rockhampton and Biloela, Banana, Moura, Theodore and Taroom. Another company provides a twice weekly return service for Biloela to Maryborough.

2.2.3 Employment

Table 18 shows employment characteristics for the former and amalgamated local government areas within the study area. Throughout the potentially affected areas of the gas transmission pipeline corridor, the unemployment rate is well below the state average.

Table 18: Gas transmission pipeline general employment characteristics, March quarter 2011

Area	Total resident population (30 June 2010p)	Unemployed		Labour force
		No.	%	No.
Bauhinia (S) (a)	2,376	37	2.2	1,678
Duaringa (S) (a)	7,285	129	2.7	4,780
Banana (S) (a)	14,346	293	3.2	9,162
Taroom (S) (a)	2,434	17	1.0	1,689
Emerald (S) (a)	3,531	34	1.6	2,167
Peak Downs (S) (a)	17,886	277	2.7	10,135
Banana (S) (b)	15,595	302	3.0	10,024
Central Highlands (R) (b)	31,078	477	2.5	18,760
Queensland	**4,513,850**	**135,900**	**5.5**	**2,455,300**

Note: Small Area Labour Force data have been generated from a Structure Preserving Estimation (SPREE) methodology using original, unadjusted Australian Bureau of Statistics labour force estimates, Australian Bureau of Statistics Census 2006 data and Centrelink Newstart and Youth Allowance (Other). As such these estimates can exhibit considerable variability and care should be taken when interpreting these values. In addition, these estimates are based on original data and have not been adjusted to account for seasonal or other variations and can thus exhibit irregular movements. Quarter-to-quarter comparisons may not be indicative of actual movements in the labour market. Year-on-year comparisons may therefore be more appropriate.

(a) Pre-amalgamated local government areas.
(b) Post-amalgamated local government areas.
Source: OESR, 2011a.

The median weekly income levels for individuals and households along the pipeline corridor also reflect the type of activity predominant in the area, with mining and agriculture, forestry and fishing sector activities raising the levels above the Queensland median level (see Table 19). The slightly lower cost of living in these areas (a recent study suggested that prices in Biloela were 2.2% lower than in Brisbane) (OESR, 2011c), points to higher disposable incomes in these areas.

Table 19: Banana Shire and Central Highlands median weekly income

Area	Individuals 15+	Household
Bauhinia (S) (a)	$557	$1,056
Duaringa (S) (a)	$755	$1,782
Banana (S) (a)	$528	$1,143
Taroom (S) (a) (b)	$442	$810
Emerald (S) (a)	$610	$1,446
Peak Downs (S) (a)	$664	$1,650
Queensland	**$476**	**$1,033**

Source: ABS basic community profiles, 2006 census data.
(a) Pre-amalgamated local government areas (2006).
(b) Part of the former Taroom Shire is located outside of the amalgamated Banana Shire Council.

Tables 20 to 22 show employment in the corridor by industry sector. The agriculture, forestry and fishing sector is the dominant industry in Bauhinia, with mining dominant in Duaringa. Banana has a mix of agriculture, forestry, fishing, manufacturing, electricity, gas, water, waste services and mining. See Section 7.15 of the EIS for more details.

Table 20: Pipeline employment by industry 2006 – Part 1

Area	Total employment	Agriculture, forestry & fishing	Mining	Manufacturing	Electricity, gas, water & waste services	Construction	Wholesale trade	Retail trade	Accommodation & food services
	No.	%*	%*	%*	%*	%*	%*	%*	%*
Bauhinia (S) (a)	1,484	36.3%	10.0%	3.1%	0.6%	5.8%	2.5%	5.7%	4.6%
Duaringa (S) (a)	4,407	9.4%	30.0%	3.7%	0.3%	15.0%	2.2%	4.9%	5.7%
Banana (S) (a)	7,551	15.3%	17.4%	7.5%	3.9%	9.0%	2.9%	7.7%	4.8%
Taroom (S) (a)	1,304	54.2%	1.2%	2.1%	0.8%	3.1%	2.5%	4.7%	3.4%
Emerald (S) (a)	7,605	7.2%	16.7%	4.4%	0.8%	10.2%	3.2%	11.0%	6.4%
Peak Downs (S) (a)	1,634	13.2%	36.6%	3.1%	0.2%	6.3%	1.3%	5.1%	6.1%
Banana (S)	7,586	20.9%	14.7%	7.2%	3.6%	5.9%	2.6%	8.2%	5.0%
Central Highlands (R)	14,100	12.2%	22.3%	3.7%	0.5%	8.7%	2.7%	8.6%	6.2%
Queensland	**1,840,887**	**3.4%**	**1.7%**	**9.9%**	**1.0%**	**9.0%**	**3.9%**	**11.6%**	**7.0%**

** Percentage of total area employment, based on place of enumeration. Rows do not add up to 100% because 'Not stated' was not included.*

(a) Pre-amalgamated local government areas.
(b) Post- amalgamated local government areas.
Source: ABS time series profiles, 2006 census data; Amalgamated Council Data: OESR, 2011a.

Table 21: Pipeline employment by industry 2006 – Part 2

Area	Transport, postal & warehousing	Information media & telecommunications	Financial & insurance services	Rental, hiring & real estate services	Professional, scientific & technical services	Administrative & support services
	%*	%*	%*	%*	%*	%*
Bauhinia (S) (a)	4.2%	0.3%	0.5%	0.6%	2.4%	0.9%
Duaringa (S) (a)	6.3%	0.1%	0.5%	1.3%	2.2%	2.3%
Banana (S) (a)	3.5%	0.4%	1.1%	1.1%	2.6%	2.8%
Taroom (S) (a)	3.4%	0.0%	0.6%	0.0%	0.9%	0.7%
Emerald (S) (a)	4.3%	0.9%	1.8%	1.9%	3.8%	2.1%
Peak Downs (S) (a)	2.5%	0.0%	0.9%	0.6%	1.7%	2.3%
Banana (S) (b)	3.5%	0.3%	1.2%	0.9%	2.2%	2.7%
Central Highlands (R) (b)	4.4%	0.5%	1.3%	1.6%	2.7%	2.1%
Queensland	**5.1%**	**1.4%**	**2.9%**	**2.1%**	**5.6%**	**3.0%**

** Percentage of total area employment, based on place of enumeration. Rows do not add up to 100% because 'Not stated' was not included.*

(a) Pre-amalgamated local government areas.

(b) Post- amalgamated local government areas.

Source: ABS time series profiles, 2006 census data; Amalgamated Council Data: OESR, 2011a.

Table 22: Pipeline employment by industry 2006 – Part 3

	Public administration & safety	Education & training	Health care & social assistance	Arts & recreation services	Other services
Area	**%***	**%***	**%***	**%***	**%***
Bauhinia (S) (a)	6.7%	4.9%	4.2%	0.2%	3.4%
Duaringa (S) (a)	2.6%	4.5%	2.5%	0.2%	3.4%
Banana (S) (a)	3.4%	5.5%	5.7%	0.1%	2.7%
Taroom (S) (a)	7.6%	5.5%	5.6%	0.0%	1.7%
Emerald (S) (a)	5.5%	7.1%	5.1%	0.3%	5.0%
Peak Downs (S) (a)	4.7%	6.3%	3.1%	0.6%	3.5%
Banana (S) (b)	4.0%	5.8%	6.1%	0.2%	2.8%
Central Highlands (R) (b)	4.8%	6.4%	4.2%	0.4%	4.2%
Queensland	**6.7%**	**7.6%**	**10.2%**	**1.4%**	**3.7%**

** Percentage of total area employment, based on place of enumeration. Rows do not add up to 100% because 'Not stated' was not included.*
(a) Pre-amalgamated local government areas.
(b) Post- amalgamated local government areas.
Source: ABS time series profiles, 2006 census data; Amalgamated Council Data: OESR, 2011a.

2.2.4 Health, emergency services and education

The gas transmission pipeline operations workforce is expected to be less than twenty individuals along the entire corridor. This number is not expected to impose an increase in demand for services in the area.

Health

There are five medical and health facilities in the surrounding area of the pipeline as shown in Table 23.

Table 23: Medical and health facilities

Hospital	Distance to main referral hospital
Biloela Hospital	Rockhampton Hospital (150 km)
Moura Hospital	Rockhampton Hospital (200 km)
Theodore Hospital	Rockhampton Hospital (225 km)
Springsure Hospital	Richmond Health Centre (330 km)
Woorabinda Hospital	Rockhampton Hospital (150 km)

One of the major hospitals in the corridor is the Biloela Hospital, which has 25 beds (Queensland Health, 2011a). Biloela Hospital employs the equivalent of 2 full time doctors and 25.2 full time nurses (pers. comm., Queensland Health, 2011c). If the hospital could not manage an emergency, they would send patients to one of the following:

- Rockhampton
- Moura

- Mount Morgan.

A small number of incidents on mining sites in the past have resulted in Biloela Hospital staff travelling to site, as the situation warranted (pers. comm., Biloela Hospital, 2008).

In addition to the Biloela hospital, there are 21 other health care services and providers in the area, ranging from dentists and mental health to aged care and community care services (Banana Shire Council, 2011).

The Moura Hospital has a total of 10 beds (Queensland Health, 2011a); however, there is access to four additional beds if necessary. Currently the Moura Hospital has the capacity to manage eight beds. The hospital employs the equivalent of 2 full time doctors and 10.6 full time nurses (pers. comm., Queensland Health, 2011c). Two medical superintendents are available for emergencies; however, the hospital must access other hospitals in order to use some of their equipment (e.g. anaesthetic equipment). If the hospital reaches capacity, they would send patients to Biloela hospital, which can be reached within 45 minutes by ambulance (pers. comm., Moura Hospital, 2008).

In addition, there are nine health care services and providers in the area, and three support services offered from the Moura Hospital. Services include a retirement village, community health centre, dentist, two chemists, therapy specialists, social worker and further care services.

The Theodore Hospital can provide a total of 12 beds. Four of these beds are available for aged care, the remaining eight are available for acute care (pers. comm., Queensland Health, 2011c). Theodore employs the equivalent of 2 full time doctors and 11.3 full time nurses. During a shift, two nurses are on duty. In the case of an emergency, the hospital could mobilise one medical superintendent, one surgery assistant and ten nurses in an appropriate time. If they cannot manage with the number of patients or extent of the injuries, they would transfer them to Moura, Biloela or Rockhampton (pers. comm., Theodore Hospital, 2008).

The Springsure Hospital has 12 acute care beds and 10 aged care beds; however, there are four beds in use at the moment. Currently, the equivalent of 1 full time doctor and 13.9 full time nurses are employed (pers. comm., Queensland Health, 2011c). During a shift, two to four nurses are on duty, with the total number of nurses being approximately 30. In the case of an emergency, there is a doctor available in town. If more people are injured than can be treated, they would be transferred to the Emerald hospital (pers. comm., Springsure Hospital, 2008).

Also in proximity to the gas transmission pipeline corridor is the Woorabinda Hospital. The hospital has 28 beds; however, 19 of these beds are used for aged care. The remaining 9 beds are available for acute care. The equivalent of 1 full time doctor and 27.9 full time nurses are employed (pers. comm., Queensland Health, 2011c). During a shift, there are one to three nurses on duty. The hospital is unable to maintain extended services or acute treatment. If the hospital reached full capacity, they would transfer patients to Blackwater, Emerald or Rockhampton using the flying doctors or an ambulance (pers. comm., Woorabinda Hospital, 2008).

The company contracted to construct the pipeline will provide their own self contained medical staff, as is customary for pipeline construction in remote or rural areas. As such, there is a low likelihood of use by the construction workforce of the local health services.

Emergency services

The Central Region Rockhampton Area State Emergency Services (SES) office is located in Rockhampton. This regional office covers the areas within the corridor, including:

- Banana SES Unit
- Bauhinia SES Unit
- Duaringa SES Unit
- Emerald SES Unit.

The Royal Flying Doctor Service (RFDS) is available to remote communities in the area. There are eight bases scattered throughout Queensland, with the closest being Brisbane, Bundaberg, Charleville and Rockhampton. Flying doctors and emergency evacuations are determined by the emergency dispatch, which then coordinate regional resources to deal with the evacuations. Medical emergencies requiring patient extraction, or situations where the TAF medical services cannot handle the emergency could require use of the RFDS or local ambulance services.

Queensland Ambulance Service (QAS) presence along the pipeline corridor is covered by the Central Region service, which extends from the Whitsunday Shire to the south of Miriam Vale and west to the South Australian border. The region covers approximately 440,000 km^2 and serves a regional population of approximately 320,000 people (QAS, 2011). The majority of the gas transmission pipeline corridor passes through this region. The service works closely with rescue helicopters based at Rockhampton and Mackay and with the RFDS fixed wing aircraft, also based at Rockhampton (Department of Emergency Services, 2008).

The Central Region has 38 urban fire stations and an operational staff of 161 full time and 500 auxiliary fire fighters. Auxiliary stations can be found in Baralaba, Biloela, Moura, Springsure, Thangool and Theodore. The Region’s Fire Communications Centre is in Rockhampton (Queensland Fire and Rescue Service, 2011). The temporary accommodation facility (TAF) and work sites will have fire fighting equipment as part of the health and safety procedures; however, should a serious fire occur, local authorities will be notified.

Along the pipeline corridor, the police operate from police stations in Biloela, Moura, Springsure, Theodore, Woorabinda and Duaringa.

Education

The educational profile of the gas transmission pipeline region was examined at a post-secondary level, to give an indication of the potential for the project to employ locals for specific roles such as machine operators and labourers during construction. During operations, the workforce is anticipated to be less than ten individuals inspecting and maintaining the gas transmission pipeline, so no effect on the local schools is anticipated.

Table 24 shows the level of education attained by persons over 15 years in the corridor. The most common tertiary qualification is a certificate level.

Table 24: Post-school education, 2006

Area	Certificate		Advanced diploma or diploma		Bachelor degree or higher		Total people over 15 years
	No.	%	No.	%	No	%	No.
Bauhinia (S) (a)	263	15.6%	85	5.0%	111	6.6%	1,687
Duaringa (S) (a)	1,063	21.2%	191	3.8%	337	6.7%	5,022
Banana (S) (a)	1,869	18.4%	423	4.2%	780	7.7%	10,132
Banana (S)	1,975	17.8%	464	4.2%	838	7.6%	11,086
Central Highlands (R)	4,317	21.8%	909	4.6%	1,670	8.4%	19,780
Queensland	554,243	17.9%	204,039	6.6%	405,904	13.1%	3,097,996

(a) Pre-amalgamated local government areas (2006)
Source: OESR, 2011a

2.2.5 Recreation, sport, culture and leisure

The following section is a brief overview of the recreational, sporting, cultural and leisure services and facilities in the vicinity of the pipeline corridor.

Recreational facilities and activities

As the pipeline corridor includes mostly rural settlements, the need for recreation areas is less than in industrial towns; however, there are five parks and gardens in Moura and there is one park in Biloela.

Cultural facilities

Cultural facilities in the gas transmission pipeline corridor are limited. However, people have access to libraries in Banana, Biloela and Moura.

Theatre/performance art venues and museums are available in Biloela and Moura. Biloela has three main cultural events in its local agenda throughout the year.

Leisure facilities

Banana, Moura and Biloela all have Community Hall facilities. Furthermore, there are Youth Centres and Scouts/Guides huts in Biloela and Moura.

A local Shopping centre can be found in Biloela. Additional supermarkets are located in Biloela and Moura.

Sporting facilities

In Banana Shire Council area, there is a sporting ground. Moura has a swimming pool, skate park, bowls club, 18 sport clubs and additional activities like Shotokan Karate (Banana Shire Council, 2011). There are 11 sporting facilities in Biloela, ranging from an aquatic centre, PCYC, sporting fields, lawn bowls, golf course and pony club. These facilities in Biloela are used by 39 associated sport clubs (Banana Shire Council, 2011).

Child care

According to the Office for Early Childhood Education and Care (pers. comm. 2011) there are seven child care services in the Banana Shire Council area which have a combined capacity of 265 places. In the Central Highlands region there are 18 child care services (OESR 2011a) providing a total of 557 places. The total for the Banana Shire and Central Highlands local government areas, therefore, is 25 services with a capacity of 822 places.

Phone interviews with child care providers were undertaken in July 2011 to verify the number of child care places and vacancies, which is summarised below for communities within the Banana Shire and Central Highlands regions.

Banana Shire

Biloela

- long day care – between 5%-20% vacancy (approximately 95 places)
- after school care and vacation care – up to 70% vacancy (approximately 80 places)

Theodore

- limited hours care and part time kindergarten – 10% vacancy (total of 20 places)

Moura

- limited hours care – limited vacancies (total of 21 places)
- kindergarten – vacancies (total of 25 places)

The limited hours care provider in Moura is building an extension to the facility to allow them to offer long day care services by September 2011. Ther facility currently offers 21 places, but limits children to a maximum of two days per week to provide services to a greater number of families.

Central Highlands

Emerald

- long day care – no vacancies (total of 149 places)
- kindergarten – no vacancies (total of 88 places)
- school aged care – 25%-55% vacancy

Generally, long day care and kindergarten services in Emerald are operating at capacity, with many of the providers suggesting they had limited or no vacancies and large waiting lists.

Blackwater

- long day care – no vacancies with waiting lists (total of 38 places)
- limited hours care – no vacancies with waiting lists (total of 21 places)
- kindergarten – no vacancies with waiting lists (total of 44 places)

Springsure

- kindergarten – 15% vacancy (total of 40 places)

The service provider at Springsure plans to halve the number of places available in 2012 due to low demand.

Places of worship

There are 16 places of worship in communities within close proximity to the pipeline corridor (Moura (5), Biloela (4), Banana (1), Baralaba (1), Rolleston (1), Springsure (2), Theodore (1), Woorabinda (1)) (Yellow Pages, 2011). All of these places of worship are of the Christian faith.

Government services

There are a range of government services available in the vicinity of the pipeline corridor, with the majority in Biloela. The level of services available reflects the size of the local population as well as the proximity to larger centres like Gladstone and Rockhampton, where additional services are available.

2.2.6 Housing and accommodation

There is a higher proportion of dwellings being rented in Central Highlands region (43.0%) and Banana Shire (31.4%) than Maranoa Regional Council (30.7%) and Gladstone Regional Councils (28.7%) (OESR, 2011a), reflecting a tendency for people to rent in more remote and less well-serviced areas.

There is an active property market around some of the larger towns, such as Emerald and Biloela. There are also hotel/ motel accommodation options in most towns along the gas transmission pipeline corridor; and a large temporary accommodation facility (TAF) nearby Biloela which provides accommodation for workers at the numerous surrounding mines.

2.3 Gladstone Region

2.3.1 Socio-demographic trends

The Gladstone Regional Council was formed in March 2008 through the amalgamation of Gladstone City and the Shires of Calliope and Miriam Vale. The Gladstone Regional Council shares a boundary with Rockhampton Regional Council to the north, with Banana Shire Council and North Burnett Regional Council to the east, and Bundaberg Regional Council to the south.

Gladstone Regional Council has a resident population of 60,316 people (30 June 2010p) (OESR, 2011a). The population is projected to increase to 111,690 people to 2031, an increase of 85 percent of the 2010 population (OESR, 2011a).

Compared to Queensland as a whole, the Gladstone population has a higher proportion of younger people, people born in Australia, family households and households with high incomes (OESR, 2011). The key social context indicators for the Gladstone region are outlined below.

An analysis of the demographics for the Gladstone region reveals that:

- there are slightly more males than females (ABS, 2007)
- the population is projected to increase by approximately 85 percent between 2010 and 2031 (OESR, 2011a)
- Aboriginal and Torres Strait Islander people make up around 3.1% of the population, which is a slightly lower proportion than Queensland (2006 Census Data) (OESR, 2011a)
- 82.6% of residents were born in Australia and the dominant language spoken at home is English (2006 Census Data) (OESR, 2011a)
- couple with children households predominate throughout the region, comprising 34.8% of all household types compared with 29.7% for Queensland (OESR, 2010b)
- between 2006 and 2031 household composition is expected to change so that the dominant household in the Gladstone region will be couples without children, followed by couples with children (OESR, 2010b)
- the most common form of tertiary qualification (based on 2006 ABS data) is a certificate (OESR, 2011a)
- according to small area labour force data, the total labour force for the Gladstone Regional Council area in March 2011 was 32,636 people (DEWR, 2011)
- there has been a decrease in the number of unemployed people in the region the 12 months to March 2011, from 1,812 unemployed people to 1,700 unemployed people.

Table 25: Key social context indicators for Gladstone region

Indicator	Gladstone Regional Council	Queensland
Estimated resident population (30 June 2010b) (OESR, 2011a)	60,316	4,513,850
Population growth rate between 2005 and 2010p (OESR, 2011a)	2.9% pa	2.5% pa
Gross individual weekly income		
• Less than $400/wk	15,280 (39.6%)	1,231,009 (39.7%)
• $400–$999/wk	10,761 (27.9%)	1,063,471 (34.3%)

Indicator	Gladstone Regional Council	Queensland
• $1,000–$1,999/wk	7,967 (20.6%)	431,711 (13.9%)
• $2,000 or more	1,181 (3.1%)	88,509 (2.9%)
Median age (2006) (OESR, 2011b)	34.7	36.1
Age distribution (30 June 2009p) (OESR, 2011a)		
• Aged 0–14 years	23.2%	20.1%
• Aged 15–24 years	13.3%	14.3%
• Aged 25–44 years	29.4%	28.4%
• Aged 45–64 years	25.4%	24.9%
• Aged 65 and over	8.7%	12.3%
Cultural diversity (2006) (OESR, 2011a)		
• Population who are Aboriginal or Torres Strait Islander	3.1%	3.3%
• Population who were born overseas	10.5%	17.9%
• Population who speak English as a second language	19.0%	31.3%
• Population who do not speak English well / not at all	1.8%	5.1%
Households (2006) (OESR, 2010b)		
• Couples with children households	34.9%	29.7%
• Couples without children households	27.9%	27.0%
• One parent family households	9.9%	11.1%
• Lone person households	20.0%	22.5%
• Group households	2.5%	4.1%
Business count (2008–09) (OESR, 2011a)		
• Business in operation	3,865	419,410
• Small businesses (employing less than 20 people)	94.8%	95.2%
• Medium businesses (employing 20 to 100 people)	5.1%	4.1%
Workforce & volunteers (OESR, 2011a)		
• Current labour force (SALM Data March 2011)	32,636	2,455,300
• Unemployment Rate (SALM Data March 2011)	5.2%	5.5%
• Volunteers (2006)	21.1%	18.3%
Most common qualification type (2006) (OESR, 2011a)	Certificate-level tertiary qualification (22.9%)	Certificate-level tertiary qualification (17.9%)
Population requiring assistance (2006) (OESR, 2011a)	3.1%	4.0%
Population aged over 15 years who provide unpaid care or assistance to people with disabilities	9.05%	9.5%
One-parent families with dependent children as a proportion of all families (2006) (OESR, 2011a)	13.2%	15.9%
Population aged over 15 years earning less than $400 per week gross income (2006) (OESR, 2011)	39.6%	39.7%

2.3.2 Economy, services and infrastructure

The Gladstone region comprises a number of townships, communities and islands. Within the region, Gladstone city functions as the major regional service centre with an estimated resident population of 33,612 people (30 June 2010p) (OESR, 2011a). Gladstone provides services for a hinterland that includes the towns of Boyne Island, Tannum Sands and Calliope, the smaller townships of Benaraby, Mount Larcom and Yarwun, and surrounding rural lands used for cropping, grazing, forestry and mining.

The city of Gladstone also comprises a significant light industrial hub complementing heavy industry and port related activities. The Gladstone Ports Corporation (GPC) land in Barney Point is largely committed to rail yards, freight activity and storage. Callemondah and the Hanson Road precinct (west of the CBD) are a focus for light industry with some additional light industry north of the airport.

2.3.3 Health

Gladstone has a diverse medical and health services sector. The major facilities located in the Central Queensland Health Service District is included in Table 26 below.

Table 26: Medical and health facilities

Health Services District	Facility	Description
Central Queensland	Gladstone Hospital	Emergency, Outpatients, General Medicine and Surgery (including Day Surgery), basic Orthopaedics, Obstetrics and Gynaecology, Medical Imaging, Pharmacy, Pathology, Central Sterilising
	Gladstone Mater Private Hospital	General Surgery, General Medicine, Obstetrics and Gynaecology, Oncology and Palliative Care, After Hours Medical Service, Radiology, Pathology, Visiting Specialist Clinics
	Rockhampton Hospital	Red Cross Blood Transfusion Service, Emergency Medicine, Anaesthetics, Radiology & Ultrasound, Specialist Outpatient Department review, Central Sterilising Services & Supply, Rehabilitation, Renal, Coronary Care, Intensive Care, Palliative Care & Chemotherapy, Day Surgery Unit, Operating Rooms, General Surgery, General Orthopaedics, Visiting Urology, Visiting Neurosurgical, ENT, General Medicine, Visiting Facio/Maxillary, Obstetrics and Gynaecology, Ophthalmology, Visiting Haematology, Visiting Rheumatology, Visiting Oncology, Paediatrics, including Neonatal (Special care nursery), Visiting Paediatric Cardiology, General Respiratory Medicine

Source: Queensland Health: Queensland Health District Profiles, 2007.

The Gladstone Hospital provides a total of 68 beds (Queensland Health, 2011a), with 20 beds available in the emergency department. Of these beds, 70% are available on a short term call. A total of 13 doctors, 174 nurses and 24 health practitioners, professional and technical staff are employment at the Gladstone Hospital (March 2011) (Queensland Health, 2011b) while during a normal dayshift, six to seven nurses and three to four doctors are on duty.

In June 2011, there were 2,260 attendances to the emergency department and the median wait time was 27 minutes (Queensland Health, 2011b). During May 2011, the emergency department was operating at an optimal level[1] 95% of the time, and was overcrowded[1] 6% of the time (Queensland Health, 2011b).

[1] *The emergency department was able to provide optimal care to all patients who presented and waiting times were less than when the emergency department was busy or overcrowded.*

Gladstone Mater Private Hospital provides 27 hospital beds, 6 of which were occupied on 26 July 2011 (pers. Com. Gladstone Mater Hospital, 2011). Typically, there are between six to ten doctors on duty as well as one nurse for every five patients.

In case of an emergency, the hospital has eight casual nurses that can be called in (pers. Comm. Gladstone Mater Hospital, 2011). Patients can also be transferred to Rockhampton if the hospital is operating beyond capacity.

Rockhampton Hospital, located 110km north of Gladstone, is the main referral hospital for the region and provides many of the specialised procedures not carried out at Gladstone.

There are over 100 other health services available in the area, including 16 dentists, seven chemists, three community health centres, and 30 medical centres/GPs in Gladstone.

2.3.4 Emergency services

The State Emergency Service (SES) is tasked with assisting people and communities in times of natural disasters and other emergency situations. The SES is active in the Gladstone area and runs eight units in the area of Gladstone Regional Council. The central Queensland regional headquarters is at Rockhampton.

Royal Flying Doctor Service

The closest Royal Flying Doctor Service (RFDS) is based out of Rockhampton. For medical emergencies that require travel to Rockhampton Regional Hospital, RFDS can transfer patients in approximately 30 minutes.

Queensland Ambulance Service

Ambulance stations are located in Gladstone, Mount Larcom, Boyne Island, Calliope, Agnes Water and Miriam Vale (Gladstone Regional Council, 2011).

Fire and police services

Gladstone has a permanent fire station. Auxiliary stations can be found in Calliope, Miriam Vale, Boyne Island and Agnes Water. The Region’s Fire Communications Centre is in Rockhampton (Queensland Fire and Rescue Services, 2011).

The police stations within the study area are located in Gladstone, Calliope, Mount Larcom and Tannum Sands.

2.3.5 Education

In August 2009, 80% of students attending a school in the Gladstone Regional Council area attended government schools and 20% attended non-government schools. A total of 5,007 primary school students (years 1 to 7) attended a government primary school and 1,512 attended a non-government primary school, while 3,293 secondary school students (years 8 to 12) attended a government secondary school and 621 attended a non-government secondary school (see Table 27) (OESR, 2011a).

[1] *Demand for services exceeded the capacity of the emergency department to treat all patients in a timely way.*

Table 27: Attendance at government and non-government schools (a), Gladstone Regional Council, 12 months ending 31 December 2006

Area	Government school students			Non-government school students			Total school students
	Primary (Years 1–7)	Secondary (Years 8–12)	Total (b)	Primary (Years 1–7)	Secondary (Years 8–12)	Total (b)	
	— number —						
Gladstone Regional Council (R)	5,007	3,293	8,350	1,512	621	2,133	10,483
Queensland	308,597	172,726	484,615	128,204	105,169	233,373	717,988

(a) Based on school location rather than students' places of usual residence.
(b) Includes prep year and pre-school students, and ungraded and special school students.

Note: Based on ASGC 2006. Data for Reformed Local Government Area(s) is based on concorded Statistical Local Area data (ASGC 2006). The concordance is population based and has been derived from the Planning Information and Forecasting Unit within the Department of Infrastructure and Planning.

Source: Queensland Department of Education, Schools Census, Unpublished data.

In addition to the primary and secondary schooling facilities, further education services are provided by the Central Queensland Institute of TAFE and the Learning Network QLD. To meet the growing demands of industry in the region, Gladstone Area Group Apprentices Training and Apprenticeships provide training of apprentices and trainees. The Gladstone Schools Engineering Skills Centre allows school-based students to undertake certificates in Engineering (Manufacturing) and Automotive Maintenance and Service through theory and practical work.

2.3.6 Recreation, sport and leisure

There are 57.6 hectares of recreation parks in Gladstone, providing a wide range of recreation facilities with several functions, including a botanic garden, beaches, parks and BBQ areas (Gladstone City Council, 2008).

The tourist information centre in Gladstone provides further information for visitors and locals interested in outdoor activities. Fishing is a popular activity within Port Curtis and the surrounding area.

There are 18 parks and gardens in Boyne and Tannum, whereas Calliope and Mt. Larcom have three parks and gardens.

Cultural facilities

The Gladstone Entertainment Centre holds a range of concerts, performances and festivals from within and outside of the region. The Gladstone Regional Art Gallery and private galleries host notable art exhibitions and cultural activities throughout the year. Gladstone Cinema plays the latest movies on offer and the Maritime Museum provides thematic exhibitions. Gladstone City Library has a home library service for residents who are unable to travel to the library. Libraries are located in Calliope, Mt. Larcom and Boyne Island. There are numerous cultural activities held during the year.

Sporting facilities

Gladstone City Council has 69.6 hectares of land covered by sporting facilities (Gladstone City Council, 2008). The Gladstone Aquatic Centre and the John Dahl Pool provide facilities for water sports. There are 17 sporting grounds/complexes and stadiums, which are mostly located along the northern fringe of the city (Gladstone City Council, 2008). Facilities range from Bowls Clubs to field hockey and rugby grounds to tennis courts. Furthermore, there are 13 multipurpose sports facilities and fitness centres, as well as three playing fields/ovals. Around 70 sport clubs were identified in Gladstone.

Calliope has seven sport facilities, including a 25 m pool, rodeo and pony riding and a soccer sport ground. Boyne and Tannum have 12 sports facilities, ranging from fitness centres to a public pool and a tennis court. In Mt. Larcom, there are six sports facilities, including a bowls club.

Shopping facilities

The Stockland Shopping Centre (formerly Kin Kora) is the major shopping centre in Gladstone. The centre has two major grocery stores and two department stores as well as 45 other stores and services. The Gladstone CBD consists primarily of smaller private businesses.

A range of grocery and convenience stores are located across the Gladstone Regional Council area including:

- Woolworths (three in Gladstone City, one in Boyne Island)
- Coles (one in Gladstone City, one in Tannum Sands)
- convenience shopping at IGA (three in Gladstone City, one in Agnes Water) and the night owl (located at West Gladstone).

South End on Curtis Island has a local general store but all shopping is done on the mainland, generally in Gladstone.

Local service providers and residents have previously cited a lack of shopping facilities and shopping options. The general complaint concerned the lack of diversity in the smaller businesses and boutique businesses (Gladstone Interagency Meeting, March 2008).

2.3.7 Community facilities and services

Child care

There are 25 early childhood education and care services operating in the Gladstone Regional Council area (OESR, 2011a). These include two family day care centres, seven kindergartens, 13 long day care centres and three school aged care centres (30 April 2011) (OESR, 2011a).

According to the Office of Early Childhood Education and Care (pers. comm., 2011), the 25 services located within the Gladstone region provide a combined capacity of 1,500 places.

Interviews with the majority of service providers in the Gladstone region undertaken in July 2011 indicate the following vacancies:

Gladstone

- long day care – no vacancies or limited vacancies (total of 642 places)
- school aged care – no vacancies or limited vacancies (total of 100 places)
- kindergartens – no vacancies (total of 132 places)

Calliope

- long day care – no vacancies (total of 75 places)
- kindergarten – no vacancies (total of 44 places)

Boyne Island

- long day care – 2% vacancy (total of 73 places)

Tannum Sands

- long day care – no vacancies (total of 74 places)
- kindergarten – no vacancies (total of 44 places)

A new kindergarten is planned to open in Tannum Sands next year which will meet some of the unmet demand for kindergarten places.

Cultural and religious institutions

There were 49 identified places of worship and religious organisations in the study area (Gladstone Regional Council, Community Directory, 2011). In addition to the churches, there are several cultural clubs active in the area to help form social networks within the community. A Multicultural Community Relations Officer is employed by Gladstone Regional Council in order to assist people of different faiths moving to the area.

Government services

There are over 100 government services including Legal Aid, Victims Counselling Support Services, Relationships Australia and offices for Gladstone Youth Justice Service and AQIS Australian Quarantine and Inspection Service.

Most of the main regional offices are located in Rockhampton. Gladstone has satellite offices for numerous State agencies. Gladstone is the main centre for the Gladstone Regional Council, with satellite offices in the neighbouring communities.

2.3.8 Housing and accommodation

Gladstone housing affordability analysis

The Coordinator-General has further requested that GLNG mitigate the impact of its accommodation strategy on Affordable Housing. Specifically, it is required that GLNG provides new Affordable Housing at a rate of 1 house/unit for every (11) workers settling in Gladstone.

The analysis provided in section the below demonstrates that Affordable Housing is the segment most at risk in the Gladstone community as a result of industrial growth generally.

GLNG is committed to mitigating potential impacts to Affordable Housing. Details of GLNG's proposed approaches to address this issue are provided in section 4.

Defining housing affordability in Gladstone

The ULDA has an Affordable Housing Strategy, which outlines how the ULDA will facilitate the provision of affordable housing. Affordable housing is defined by the ULDA as the ability of sections within our community to be able to afford the cost of housing (ULDA, 2009). This includes private rental housing, owner occupied housing and social housing.

The ULDA uses two indicators to determine whether its housing is affordable, which are:

Housing is for low to moderate household income levels (in recognition that social housing mechanisms are anticipated to cater for the lowest earning residents) which are described as household incomes of between $40,000 and $80,000; and

Households are spending no more than 30% of gross household income on rent and 35% of gross household income on home ownership.

This relates to both the affordable purchase (mortgage payments) and affordable rental of properties. The affordable rental and home purchase levels in Gladstone are as follows:

- affordable rental $230–460 per week
- affordable home purchase $1166–$2330 per month (loan between $180,000 and $360,000).

Table 28: Comparison with current levels – Gladstone

Affordable weekly rental	**$230–$460 per week**
Median weekly rent 3 bedroom house[1]	$305
Median weekly rent 2 bedroom unit	$230
Affordable housing purchase[2]	**$180,000–$360,000**
Median sales price house[3]	
Gladstone (LGA)	$370,000
Boyne Island (a)	$402,500
Calliope (a) (b)	$368,250
Kin Kora (a)	$360,000
South Gladstone	$340,000
West Gladstone	$335,000
Median sales price units/townhouses[4]	$337,500

[1] *Figures have been used for Gladstone/ Boyne Island/ Clinton/ Kin Kora etc. LGA average is $300.*
[2] *Excludes consideration of deposits/fees etc – loan only.*
[3] *12 months to end of June 2010.*
[4] *LGA used due to small numbers.*

The comparison shows that at the present time only a 2 bedroom unit falls below the lowest affordability criterion in Gladstone. The highest level (at an income of $80,000 per annum) should be well within the affordable rental levels in Gladstone.

House purchase is only below the affordable level in older central areas (South Gladstone/West Gladstone). Outer areas and newer suburbs would not be affordable. Units and townhouses are affordable only to the highest income earners in the range.

Housing market

Residential lot sales and median sale price

There has been quite a significant reduction in the number of sales of new lots in the Gladstone area, particularly in the year to September in 2008 and 2009, compared to previous years (see Table 29). Sales of vacant lots decreased substantially from a high of 720 sales in the year to September 2007, to just 200 sales in the year to September 2009. The most recent data, however, suggests there has been a recent upturn in the number of new lot sales (466 sales in the year to September 2010).

The number of house and land packages sold during this period also decreased. There has been a steady decline in the number of house and land packages sold since 2003 when 53 packages were sold, to 30 and 33 sales in the year to September 2009 and 2010 respectively. A key factor driving this downturn in lot sales is considered to be the global financial crisis (GFC) that was a significant factor affecting housing markets at that time.

Conversely, the median sale price of vacant land has steadily increased, while house and land packages have fluctuated somewhat between 2001 and 2010 (increasing more recently in the year to September 2010). A comparison of lot sales and median sale price shows that despite the reduction in the volume of sales in recent years, sale prices have continued to increase in over the same period.

Table 29: Median sales data – vacant urban land, Gladstone Regional Council

Area	Number of sales December quarter 2010	June quarter 2010	Change over quarter	12 months to end of December 2010	Change over 1 year	Change over 5 years
Gladstone (LGA)	91	$184,000	3.2%	$180,000	0%	67.8%

Source: REIQ 2011.

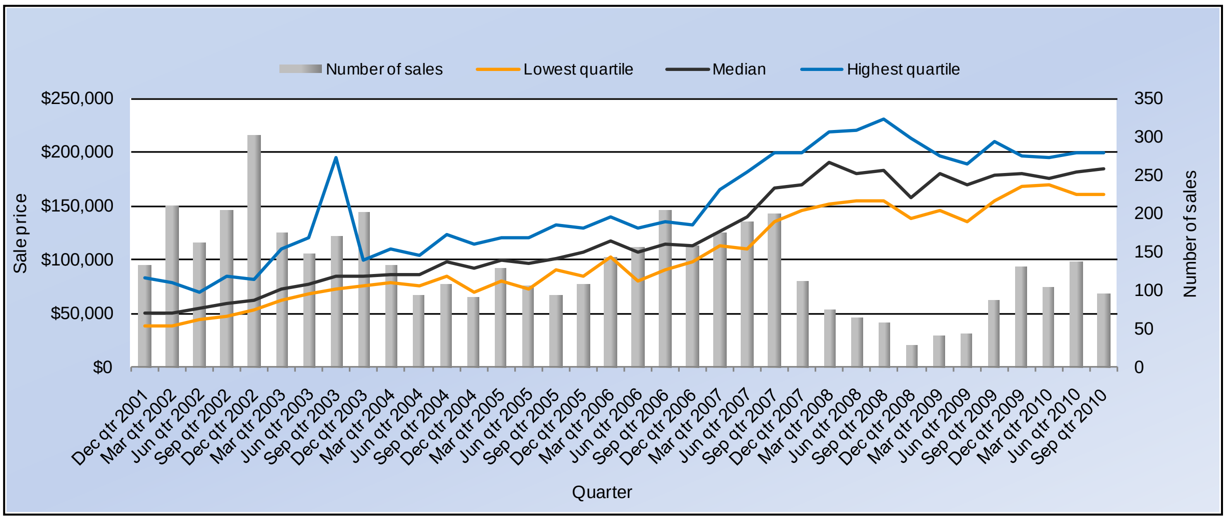
According to a report prepared by Colliers International (2010a) the number of vacant allotments on the market in June 2010 in Gladstone was around 200, which is less than the annual number of land sales (i.e. 466 lots in the year to September 2010) and significantly less than the number of lots approved over a similar period (1221 lots approved in the year to September 2010).

Figure 12: Sales of new lots, Gladstone Regional Council

	Number of new lot sales (140 - 2,500 m²)			Median sale price (140 - 2,500 m²)	
Year to September	Vacant land	House & land package [1]	Total sales	Vacant land	House & land package [1]
2002	710	31	741	$55,000	$192,500
2003	796	53	849	$73,000	$221,100
2004	534	28	562	$89,700	$215,700
2005	418	29	447	$97,425	$208,000
2006	612	41	653	$115,000	$230,000
2007	720	43	763	$135,000	$340,000
2008	308	25	333	$180,000	$393,000
2009	200	30	230	$175,000	$380,000
2010	466	33	499	$180,000	$399,000
Dec qtr 2009	130	7	137	$180,000	na
Mar qtr 2010	103	7	110	$175,000	na
Jun qtr 2010	137	7	144	$181,000	na
Sep qtr 2010	96	12	108	$185,000	$422,000

Source: OESR 2011.

Figure 13: Vacant land sales, Gladstone Regional Council



Source: OESR 2011.

Dwelling sales and median sale price

The number of dwelling sales increased slightly in the Gladstone area in the year to September 2009 compared with the previous year, however, the numbers of sales in 2008, 2009 and 2010 periods were below the figures for 2002–2007 (see Figure14). In the year to September 2007, 2,064 dwellings were sold, whereas in the year to September 2008 only 1,217 dwellings were sold.

The median sale price of dwellings in the Gladstone region also decreased in the year to September 2009. Over this time, the median sale price of detached houses dropped slightly from $382,000 to $365,000, while the median sale price of units and townhouses also fell from $336,500 to $313,500.

Despite the decrease in median sale prices over 2008 and 2009, the median sale price of both houses and units/townhouses in the year to September 2010 has increased. Overall, sale prices are at their highest over the 8 year period from 2002, with the exception of the 2008 figures.

Figure 14: Dwelling sales, Gladstone Regional Council

	Number of dwelling sales			Median sale price	
Year to September	Detached houses	Units & townhouses	Total dwellings	Detached houses	Units & townhouses
2002	1,699	297	1,996	$134,000	$100,000
2003	1,588	434	2,022	$174,325	$160,000
2004	1,441	389	1,830	$205,000	$167,500
2005	1,370	252	1,622	$230,000	$174,500
2006	1,594	312	1,906	$257,250	$195,000
2007	1,693	371	2,064	$338,000	$277,000
2008	993	224	1,217	$382,000	$336,500
2009	993	196	1,189	$365,000	$313,500
2010	1,038	188	1,226	$380,000	$317,500
Dec qtr 2009	273	54	327	$362,500	$373,000

Mar qtr 2010	237	48	285	$382,500	$299,500
Jun qtr 2010	283	48	331	$380,000	$288,000
Sep qtr 2010	245	38	283	$390,000	$248,500

Source: OEAR 2011.

REIQ data (2011) suggests that the median sale price of houses, town houses and units increased during the December quarter 2010 and the year to December 2010 (see Table 30). Across the Gladstone Regional Council area, the median sale price of houses increased by 7.2% in the year to December 2010, while the sale price of town houses and units increased by 13.3%.

Table 30: Median sales data – houses, Gladstone Regional Council

Area	Number of sales December quarter 2010	December quarter 2010	Change over quarter	12 months to end of December 2010	Change over 1 year	Change over 5 years
Houses						
Gladstone (LGA)	221	$395,000	0.8%	$385,000	7.2%	67.4%
Boyne Island	24	$440,000	4.0%	$430,000	8.3%	68.6%
Calliope	20	$408,000	2.0%	$399,000	8.1%	95.8%
Kin Kora	11	$390,000	0.6%	$385,000	7.2%	80.3%
South Gladstone	18	$354,000	-0.3%	$355,000	7.8%	73.2%
West Gladstone	16	$345,000	1.9%	$350,000	9.4%	79.5%
Units and town houses						
Gladstone (LGA)	49	$345,000	40.2%	$340,000	13.3%	106.1%

Source: REIQ 2011.

Of the 221 houses sold in the December quarter 2010 in the Gladstone LGA, 86.4 per cent were sold for less than $500,000 and 27.6 per cent were sold for less than $350,000 (REIQ, 2011). Similarly for town houses and units, 91.8 per cent were sold for less than $500,000 and 53 per cent were sold for less than $350,000 (REIQ, 2011).

The combined total number of sales for the December quarter 2010 (270 sales including houses, town houses and units) would be sufficient to accommodate the anticipated annual growth in the number of households (i.e. 782 additional households per year).

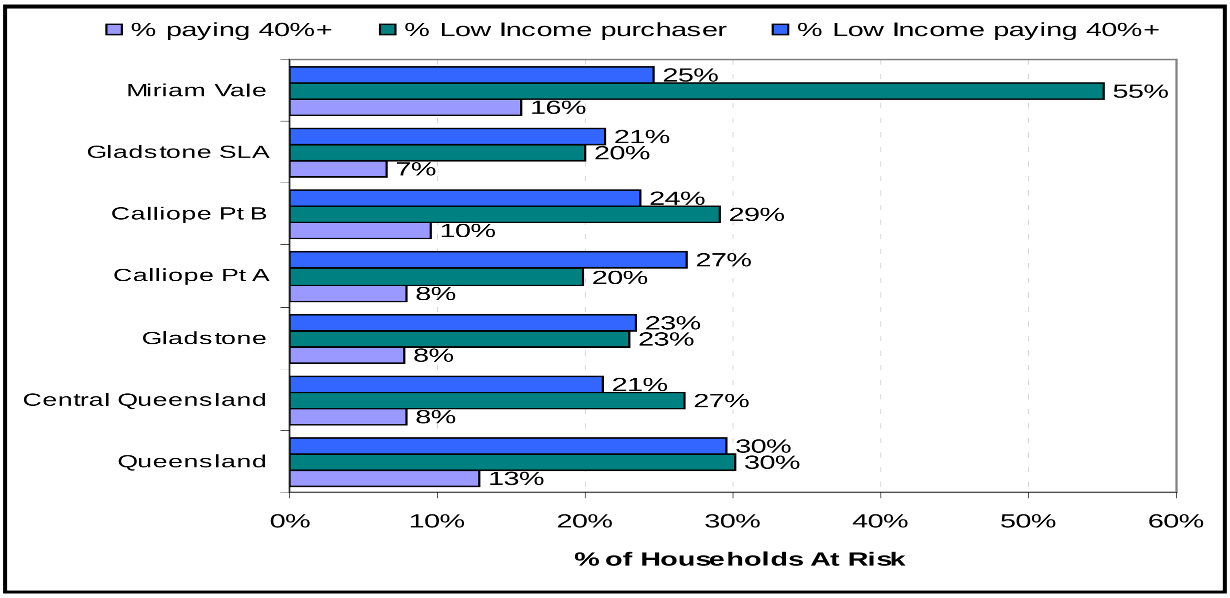
At risk purchasers

The proportion of households in the lower 50% of the income distribution paying over 40% of household income on mortgages is considered to be ‘at risk purchasers’. DOC uses this measure as the best indicator of housing need.

Figure 15 shows that the proportion of at risk purchasers in the Gladstone region on low incomes is lower than in Queensland but slightly higher than Central Queensland. However, it is acknowledged that these figures are based on 2006 census data and therefore do not account for purchasers who entered the market since the substantial increase in house prices.

Of particular note is the very high proportion (55%) of low income purchasers in Miriam Vale, however, only 25% of these are considered to be at risk.

Figure 15: At risk purchasers



Source: DOCs 2010a.

Rental market

Vacancy rate

The vacancy rate of all housing and apartments in December 2010 was 1.4 per cent, which was down from 4.1 per cent in March 2010 and 9.5 per cent in September 2009 (REIQ cited in Colliers International 2010a; REIQ, 2011). The vacancy rate has therefore decreased significantly over this period (see Table 31).

Table 31: Vacancy rates in Gladstone Regional Council area

Period	Vacancy rate
September 2008	2.1%
March 2009	6.1%
September 2009	9.5%
March 2010	4.1%
December 2010	1.4%

Source: REIQ quoted in Colliers International 2010a; REIQ 2011.

As demonstrated in Table 31, the vacancy rate has changed significantly in Gladstone in recent years (2008–2010). At the time of the GLNG Accommodation Study in 2008, the rental vacancy rate was less than one per cent indicating a very tight rental market (GLNG 2009 – EIS) (GLNG Accommodation Study). This seems to have changed substantially during 2008–09, possibly as a result of the global financial crisis and changing industry demands for housing. Vacancy rates have been reported to have again dropped significantly in recent months.

Availability of rental housing

At June 2010, there were approximately 125 houses and 76 apartments available for rent in Gladstone (Colliers International 2010a). This compares to the number of properties available to rent on the realestate.com website, which shows that the following number of rental properties were available:

- 12 November 2010 – 122 properties available (86 of which were houses)
- 17 March 2011 – 152 properties available (102 of which were houses).

This indicates that despite the tight rental market reported by REIQ, there have been a comparatively high number of properties become available for rent according to the realestate.com website.

Median weekly rent

The median weekly rent for a three bedroom house in the Gladstone Regional Council area was $320 in the December quarter of 2010 (see Table 32). During this time, 212 new bonds were received. For two bedroom flats and units, the median rent was $240 in the Gladstone area and 139 new bonds were received (REIQ, 2011) (Table 33).

The number of new rental bonds decreased across all categories in 2010, which may be indicative of the low vacancy rates and tightening of housing supply.

Table 32: Median weekly rents – 3 bedroom houses

Area	December quarter 2010		December quarter 2009	
	Rent	New bonds	Rent	New bonds
Gladstone (LGA)	$320	212	$290	229
Agnes Water/ Miriam Vale	$270	19	$250	12
Gladstone/Boyne Island/Clinton/Kin Kora etc	$330	185	$290	210

Source: REIQ 2011.

Table 33: Median weekly rents – 2 bedroom flats/units

Area	December quarter 2010		December quarter 2009	
	Rent	New bonds	Rent	New bonds
Gladstone (LGA)	$240	139	$220	146
Gladstone/Boyne Island/Clinton/Kin Kora etc	$240	135	$220	138

Source: REIQ 2011.

Table 34: Median weekly rents – 3 bedroom town houses

Area	December quarter 2010		December quarter 2009	
	Rent	New bonds	Rent	New bonds
Gladstone (LGA)	$430	23	$300	37
Gladstone/Boyne Island/Clinton/Kin Kora etc	$430	23	$300	37

Source: REIQ 2011.

Median weekly rent by dwelling type/size

Tables 35 to 37 show a comparison of median rental prices for houses, flats/units and town houses for different sized dwellings. The data is compiled by the Residential Tenancies Authority for each three month period and relates to the whole Gladstone Regional Council area.

As expected, the rental price for larger dwellings is higher than for smaller dwellings and houses are generally more expensive than flats/units and town houses with the same number of bedrooms (the only exception being 3 bedroom town houses which are more expensive than 3 bedroom houses).

The data shows that there were relatively few new bonds for smaller flats/units (1 bedroom), smaller houses (2 bedrooms) and all town houses compared to other dwelling types, which could indicate either an oversupply or an undersupply for this type of housing.

In respect of the number of new bonds, a decrease was recorded for all dwelling types and sizes in the December 2010 quarter (compared with the December 2009 quarter), with the exception of 2 bedroom houses and town houses.

Overall, the median weekly rents decreased slightly in the December 2009 quarter and then increased slightly in the December 2010 quarter. No significant increases in median rental prices are notable, with the exception of 3 bedroom flats and town houses.

Table 35: Median weekly rents for new bonds – houses, Gladstone

Type of property	December qtr 08		December qtr 09		December qtr 10	
	Rent ($)	New bonds	Rent ($)	New bonds	Rent ($)	New bonds
2 bedroom house	235	43	250	29	270	30
3 bedroom house	300	220	290	220	320	212
4 bedroom house	380	180	350	194	400	186

Source: Residential Tenancies Authority 2011.

Table 36: Median weekly rents for new bonds – flats/units, Gladstone

Type of property	December qtr 08		December qtr 09		December qtr 10	
	Rent ($)	New bonds	Rent ($)	New bonds	Rent ($)	New bonds
1 bedroom flat/unit	190	17	170	14	195	6
2 bedroom flat/unit	250	165	220	146	240	139
3 bedroom flat/unit	320	40	285	53	340	29

Source: Residential Tenancies Authority 2011.

Table 37: Median weekly rents for new bonds – town houses, Gladstone

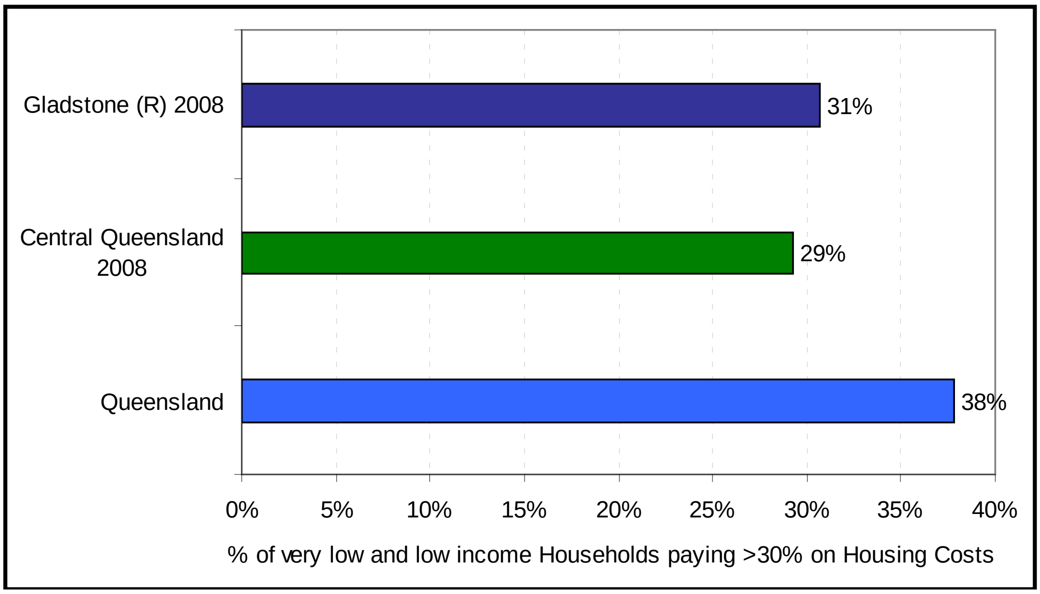
Type of property	December qtr 08		December qtr 09		December qtr 10	
	Rent ($)	New bonds	Rent ($)	New bonds	Rent ($)	New bonds
2 bedroom town house	n.a.	3	220	11	250	14
3 bedroom town house	n.a.	3	300	37	430	23

Source: Residential Tenancies Authority 2011.

Unaffordable rental accommodation

The proportion of households in Gladstone in unaffordable rental accommodation[1] was 31% in 2008, as shown in Figure 16. This proportion is higher than the corresponding figure for Central Queensland (29%) but less than the figure for Queensland (38%).

Figure 16: Proportion of low income households in unaffordable rental accommodation

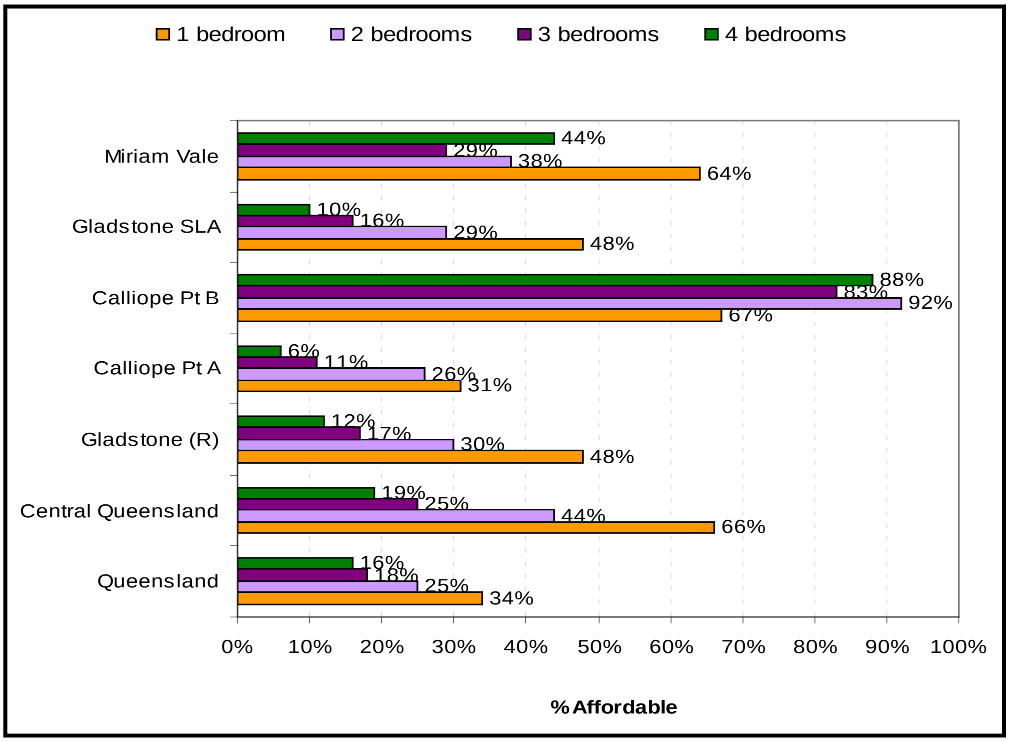


Source: DOCs 2010a.

The stock of affordable rental accommodation by bedroom numbers in the Gladstone region is shown in Figure 17. The figures indicate that there is a higher proportion of 1–2 bedroom affordable housing stock but a lower proportion of 2–4 bedroom affordable rental stock.

[1] *Measured as the proportion of very low and low income households paying more than 30% of household income on housing costs.*

Figure 17: Affordable rental stock by bedroom numbers 2009



Source: DOCs 2010a.

Summary and implications

While the sale of vacant lots has decreased substantially from a high in 2007, the median sale price has remained strong.

The proportion of at risk purchasers is higher than Central Queensland but lower than Queensland.

Rental vacancy rates have been highly variable, deceasing to 1.4 per cent in September 2010 from 4.1 per cent in March 2010 (after a high of 9.5% in 2008).

Median rental price has steadily increased with unaffordable rental accommodation (rental stress) increasing.

Social and community housing analysis in Gladstone

The Coordinator-General has also requested that GLNG provides new community housing at a rate of 1 house/unit for every 20 imported workers settling in Gladstone.

Social and community housing provide housing to the lowest income earners. Public housing is that managed by the former Queensland Department of Housing, now the Department of Communities (Housing and Homelessness Services), including Aboriginal and Torres Strait Islander Housing. Community housing is housing that is publicly owned and managed by funded community housing sector or Local Government housing providers. Community housing can deliver either long term community housing or time-limited transitional housing.

The Department of Communities (Housing and Homelessness Services) works with community housing providers within one social housing system, to ensure that housing assistance is provided to households in greatest need for the duration of that need.

The analysis provided below demonstrates that housing for the lowest income earners is also an ‘at risk’ market segment as a result of industrial growth generally.

GLNG is committed to mitigating potential impacts to community housing. Details of GLNG's proposed approaches to address this issue are provided in section 4.

Social housing stock

Details of existing social housing stock for the Gladstone Regional Council area have been provided by the Department of Communities as at October 2010 (refer Table 38). As shown, the total number of social housing dwellings in the region is 976 and over half of these dwellings are three bedrooms detached houses.

Table 38: Numbers of social housing dwellings (Oct 2010)

Dwelling type	Bedroom count	Total
Apartment	1	23
Apartment	2	67
Apartment	3	2
Attached housing	2	49
Attached housing	3	2
Boarding house	1	13
Cluster housing	2	1
Cluster housing	3	1
Detached house	2	10
Detached house	3	524
Detached house	4	65
Detached house	5	5
Detached house	6	1
Dual occupancy	1	1
Dual occupancy	2	2
Duplex	2	48
Duplex	3	2
Senior unit	1	93
Senior unit	2	43
Studio apartment	0	1
Studio apartment	1	23
Total		**976**

Source: DOCs 2010b.

Demand for social housing

Table 39 below summarise DOC data relating to the demand for social housing in the Gladstone Regional Council area and the specific types and locations of dwellings in demand. The key points that can be drawn from this data are:

- there were 250 applicants on the housing register waiting list as at 31 October 2010

- the vast majority of applicants on the housing register were seeking a social housing dwelling in the New Auckland area (140 of 250 applicants)
- there was a relatively even demand for 1, 2 and 3 bedrooms properties (64, 62 and 67 applicants respectively). Seniors units were also in high demand (46 applicants)
- most applicants had been on the waiting list for a period of less than 6 months (108 applicants), however, an addition 112 applicants had been waiting for between 6 months to 2 years
- 13 applicants had been on the waiting list for four years or longer.

Table 39: Number of applications on waiting list

Wait list area	Total
Barney Point area	**8**
Boyne Island area	**5**
Clinton area	**5**
Gladstone area	**42**
Glen Eden/Telina	**2**
Kin Kora/Sun Valley	**3**
Miriam Vale area	**3**
New Auckland area	**140**
South Gladstone	**6**
Tannum Sands area	**5**
Toolooa area	**3**
West Gladstone area	**28**
Gladstone Regional Council	**250**

Source: DOCs 2010b.

Table 40: Number of applications on waiting list by dwelling size

Wait list area [a]	Dwelling size						Total
	Seniors' unit	One bedroom	Two bedroom	Three bedroom	Four bedroom	More than four bedroom	
Barney Point area	0	0	3	5	0	0	**8**
Boyne Island area	0	0	3	1	0	1	**5**
Clinton area	0	0	0	4	0	1	**5**
Gladstone area	14	20	6	2	0	0	**42**
Glen Eden/Telina	2	0	0	0	0	0	**2**
Kin Kora/Sun Valley	0	0	1	2	0	0	**3**
Miriam Vale area	3	0	0	0	0	0	**3**
New Auckland area	16	40	41	40	3	0	**140**
South Gladstone	2	2	0	2	0	0	**6**
Tannum Sands area	1	0	3	1	0	0	**5**
Toolooa area	0	0	0	2	1	0	**3**
West Gladstone area	8	2	5	8	4	1	**28**
Gladstone Regional Council	**46**	**64**	**62**	**67**	**8**	**3**	**250**

Source: DOCs 2010b.

Table 41: Number of applications on waiting list by time on Housing Register

Local government area	Less than six months	Six months to less than one year	One year to less than two years	Two years to less than three years	Three years to less than four years	Four years and more	Total
Gladstone Regional Council	108	58	54	15	2	13	**250**

Source: DOCs 2010b.

3. Santos GLNG's approach to community

Santos' vision is to be a valued and valuable member of the communities in which it operates and to be recognised as a company that conducts activities in a manner that sustains and enhances its social licence to operate.

To achieve its social licence to operate Santos GLNG embeds the following four key principles into its approach to the community.

Figure 18: Social licence to operate key principles

3.1 Information & communication

Following on from an extensive Community Consultation program in support of the GLNG EIS, Santos GLNG continues to actively engage with key stakeholders using a range of community engagement programs and communication tools including

1800 761 113 free-call service

Santos GLNG provides a free-call service which is staffed during business hours by community engagement officers. All enquiries are registered and responded to within 48 hours.

Website – www.glng.com.au & www.santos.com

These websites provide quick access to information about the GLNG Project and Santos' CSG activities. There are links to the latest facts sheets and an email address to request further information about the project.

Community newsletters and fact sheets

On a quarterly basis Santos GLNG produces a community newsletter which provides the latest information on the progress of the GLNG Project. Newsletters are distributed through local newspapers, direct mail or email. GLNG Project has a range of Fact Sheets covering key topics of interest expressed by external stakeholders. These facts sheets are available via our website or by visiting our community shopfronts in Roma and Gladstone.

- *Gladstone Liquefied Natural Gas*
- *Coal Seam Gas Safety*
- *Hydraulic Fracturing*
- *GLNG Field Development*
- *CSG Infrastructure Safety*
- *Water Monitoring and Protection*
- *Contracting Opportunities*
- *Employment Opportunities*
- *Coal Seam Gas Water Strategy*
- *Roma Managed Aquifer Recharge Study*
- *Santos Irrigation Projects*
- *Water Treatment*.

Community shopfronts

Santos GLNG has two regional community shopfronts and a head office in Brisbane.

Santos Ltd
L22 Santos Place
32 Turbot St
Brisbane QLD 4000

GLNG
114 Goondoon St
Gladstone QLD 4680

Santos Ltd
80 McDowall St
Roma QLD 4455

3.2 Community engagement & participation

Local landholder advisers

Santos GLNG employs locally based Landholder Advisers to provide a consistent interface for land access negotiations. Landholder Advisers are available at anytime upon landholder request. Our relationship with landholders is of utmost importance to the project and that is why we ensure local contacts are available who understand the land and rural lifestyle.

Targeted stakeholder briefings

Santos GLNG provides tailored project briefings targeting the key issues raised by our key stakeholders. Regular face to face meetings are scheduled throughout the year to give stakeholders the opportunity to provide feedback about our performance in the community.

Community information sessions

Santos GLNG holds regular public information sessions in the communities in which we operate. These forums are an opportunity to inform the broader community about the project's activities and to give community members a mechanism for providing feedback and raising questions.

Issue specific workshops

Santos GLNG is committed to working in collaboration with its industry colleagues, local and state governments, peak bodies and special interest groups and the general community. To this end a number of issue specific working groups have been established to develop strategies to mitigate potential negative impacts from the project. These working groups include:

- ***Housing working group*** – this group comprises of LNG industry proponents, regional councils and the Department of Communities. The objective of this group is to develop collaborative housing strategies that address community housing impacts from the LNG industry in Gladstone.
- ***Water working group*** – Santos CSG Water Working Group brings together a cross section of stakeholders including Upper Dawson Wildlife Preservation Society, DERM, AgForce, Qld Great Artesian Basin Advisory Council, Fitzroy Basin Association Basin Sustainability Alliance and Landholder representatives.

  The objective of this group is to facilitate discussion on Santos' water management strategies, to keep key stakeholders informed.
- ***Traffic and Transport working group*** – this group comprises of LNG industry proponents, regional councils and Department of Transport and Main Roads. The objective of this group is to develop collaborative transport management strategies that address community concerns relating to traffic and road use.
- ***Emergency Services working group*** – this group comprises of LNG industry proponents, regional councils, Queensland Fire and Rescue, Queensland Police Service and Department of Community Service representatives. The objective of this group is to develop collaborative approaches to managing issues requiring emergency response.

Regional consultative committees

Santos GLNG has established a number of regional consultative committees to:

- foster open and transparent dialogue between participating CSG companies and the communities in which they operate
- provide a forum wherein community representatives can raise concerns relating to CSG industry performance
- involve community representatives in deliberations and implementation relating to social impact management

- monitor and review the implementation of participating CSG companies' Social Impact Management Plans (SIMP)
- provide guidance to participating CSG companies regarding the allocation of Community Investments as it relates to community need.

Santos has joined with Origin in the Maranoa region to form the Joint Maranoa Regional Community Consultative Committee. This committee meets quarterly. Membership comprises of an independent chair, several regional state government agencies, Maranoa Regional Council, Roma Chamber of Commerce and Agforce.

In Gladstone GLNG has joined with QCLNG and APLNG to form the Joint Gladstone Regional Community Consultative Committee. This committee also meets quarterly and comprises of similar stakeholders to the Maranoa committee.

GLNG has established a regular communication forum with the Banana Shire Council to keep council abreast of activity relating to the Gas Transmission Pipeline construction.

Landholder committees

Santos has established a number of neighbourhood based landholder groups which meet to discuss the details of Santos' activity in the local community. These 'informal' meetings were established to provide landholders with a comfortable environment to raise issues or concerns within their local neighbourhood.

Site tours

Santos GLNG regularly conducts site tours for special interest groups and members of the community. Site tours aim to not only inform the participants of Santos GLNG's activities but to also show transparency of the operations.

3.3 Actions align with values

Santos GLNG Community Commitments

Santos GLNG is serious about being accountable for its conduct in the community. To this end, Santos GLNG has developed a series of key commitments to the communities in which we operate. They are:

1. *We will operate in a way that is safe for the community and our employees. Safety will never be compromised to meet other business objectives.*

2. *We commit to engaging in an honest and open dialogue with the people of Queensland. This includes responding quickly and fully to community concerns.*

3. *We will provide information about our activities every step of the way. We will maintain open communication lines through locally based contacts, community shopfronts, 1800 free call service, website, and holding regular information sessions in the communities in which we operate.*

4. *We will negotiate land access in good faith and in a timely manner. We will ensure landholders have all the information they need, and help them access support services when required.*

5. *We will respect the wellbeing of landholders by ensuring professional conduct of our employees entering their properties and minimising disruption to their lives. This*

includes providing advance notification of our arrival, arranging suitable consultation times, leaving gates as they were found, and minimising noise and dust impacts.

6. *We will investigate and resolve any issues experienced by landholders and the community in relation to our operations as quickly as possible.*

7. *We commit to minimising our environmental footprint and will act in accordance with the conditions placed on our project. We are committed to the protection of water resources and the beneficial reuse of coal seam gas water. We will monitor our performance; comply with our reporting obligations and work to rectify any problems.*

8. *We recognise and respect the Aboriginal Traditional owners of the land on which we work. We will negotiate native title and cultural heritage agreements in good faith. We will work with the Aboriginal communities to develop effective employment, training and enterprise outcomes.*

9. *We want local business to get the maximum opportunity to bid for and win contracts. To achieve this, we will provide full, fair and reasonable opportunity for local industry to compete for work. We will work with government, industry representative bodies and communities to improve local industry participation, capability and competitiveness.*

10. *We will continue to invest in social and economic development opportunities to leave a positive legacy for the communities in which we operate. We will maximise opportunities for local employment, local industry development, and training and apprenticeships.*

3.4 Mitigate and manage impacts

3.4.1 Identification and management

Santos GLNG's regular community engagement programs have enabled the project team to gain an extensive understanding of the key issues facing the communities in which the project operates. A summary of the strategies to address these key issues is provided below.

Water and environment

- Reduce potential impacts associated with management of CSG water and enhance potential benefits through access to treated water for irrigation and via managed aquifer recharge.
- Minimise harmful effects on the marine and land environment associated with construction of the LNG facility, pipeline and dredging works.
- Minimise harmful effects on the environment associated with the construction of CSG infrastructure and gas transmission pipelines.
- Minimise the spread of weeds and pest animals through construction and operation of the GLNG Project.
- Minimise impacts on air quality resulting from construction of the GLNG Project.

Community safety

- Minimise road safety risks to the community.
- Minimise health and safety risks to GLNG employees, contractors and the community.
- Minimise potential social dysfunction associated with a large FIFO workforce.

Social infrastructure

- Minimise impacts to regional social infrastructure.

Community wellbeing and liveability

- Minimise impacts to landholders associated with CSG field development infrastructure activity.
- Contribute to the wellbeing of regional communities to promote, support and enhance the liveability of the regions within which we operate.

Local industry participation and training

- Maximise the availability of skilled labour within regional communities.
- Maximise opportunities for local business and industry to participate in the GLNG Project.

Aboriginal engagement and participation

- Minimise the potential for damage to culturally significant sites.
- Minimise impacts to Aboriginal communities to achieve enduring and mutually beneficial relationships.
- Maximise opportunities to increase the participation of culturally and ethnically diverse communities within GLNG's workforce and to involve them in local community life.

3.4.2 Community investment framework

Drivers for community investment

Community Investment can be defined as the voluntary contributions companies make to the communities and broader societies where they operate, with the objective of identifying a particular set of societal problems that it is best equipped to help resolve, and from which it can gain the greatest competitive benefit. Therefore, community investments that focus on value creation for both the business and society ensure solutions are self-sustaining.

The GLNG Project has identified the following 'drivers' for community investment:

Figure 19: Drivers for community investment

- ***Increased stakeholder alignment*** – GLNG will continue to invest in community engagement programs that invite the participation of community representatives and key stakeholders.
- ***Social impact management*** – GLNG will continue to invest in social performance initiatives that address impacts associated with the GLNG Project.
- ***Enhance reputation and brand recognition*** – GLNG will invest in strategic marketing activities to build value for the project's shareholders.
- ***Enhance licence to operate*** – GLNG will continue to provide fair and reasonable compensation to landholders for work undertaken on their properties.
- ***Enhance community wellbeing*** – GLNG will continue to demonstrate its support for the wellbeing of local communities by sponsoring local events and community outreach activities.

Criteria for community investment

The following criteria is used by GLNG to make community investment decisions.

- ***Direct project alignment*** – community investments must be aligned to project objectives and outcomes.
- ***Stakeholder alignment*** – community investments must be informed by, and have the support of, relevant key stakeholders.

- ***Sustainability*** – community investments must maximise positive environmental and economic benefits to the community.
- ***Cost/benefit*** – initiatives must produce tangible benefits with the level of investment.

Community investment governance

Following a decision to provide funding to a community organisation, state government agency, or any other entity, Santos GLNG will formalise the transaction using a Funding Agreement.

The Funding Agreement sets out the terms and conditions of the investment initiative and includes such particulars as:

- the purpose for which the funding is being provided
- the benefits to be achieved from the funding initiative
- the location where the funding is to be distributed
- the bank details for payment of the funding
- the timing for commencement and completion of the initiative.

Upon execution of the Funding Agreement by the parties, Santos GLNG will form an Oversight Committee which will meet on a regular basis to ensure the initiative is implemented and the benefits are achieved.

Community investment reporting

Information on the Santos GLNG community investments already committed can be obtained by visiting the websites www.santos.com & www.glng.com.

Santos also produces an annual Sustainability Report detailing its community investment initiatives and outcomes for the GLNG Project.

4. SIMP action plans and initiatives

Water and environment

Santos GLNG Community Commitment

We commit to minimising our environmental footprint and will act in accordance with the conditions placed on our project. We are committed to the beneficial reuse of water and the protection of water resources. We will monitor our performance; comply with our reporting obligations and work to rectify any problems.

CG requirement

Appendix 1, Part 1, Condition 1, 2, 3 & 4
Appendix 2, Part 1, Condition 2, 4, 5, 7 & 9
Appendix 2, Part 2, Condition 1-16
Appendix 3, Part 1, Condition 1–5
Appendix 3, Part 2, Condition 2, 3, 6-16, 17-26
Appendix 3, Part 3, Condition 1, 3-6
Appendix 4, Part 1, Condition 1, 2 & 3
Appendix 4, Part 2, Condition 4, 5, 6 & 8
Appendix 4, Part 3, Condition 1-4

<table>
<tr><td colspan="4">Enhancing the benefits of CSG water through access to treated water for irrigation and via managed aquifer recharge and dust suppression. Monitor and manage potential impacts associated with the management of CSG water</td></tr>
<tr><td colspan="3">Summary of potential impacts</td><td>Impact assessment</td></tr>
<tr><td colspan="3" rowspan="3">Potential impacts to Maranoa communities raised during consultation include:
perceived interference with groundwater aquifers supplying town water and landholder bores
high salinity in water extracted from coal seams, causing soil damage and increased downstream salinity in the Murray-Darling Basin if disposal is inadequate
concern that dewatering activity has the potential to impact on existing bores supplying water to the Roma township area and Roma town water supply, depending on the location of gas wells
concern about change in flora and fauna patterns along creeks
water management ponds throughout the area and their potential to overflow during high rainfall events resulting in untreated water in overland flow
potential for erosion</td><td>Anticipated impact without strategy: High negative

Anticipated impact with strategy: Positive</td></tr>
<tr><td>Key stakeholders</td></tr>
<tr><td>Landholders
Department of Environment and Resource Management (DERM)
Maranoa Regional Council
Other proponents
QLD Water Commission
Community groups</td></tr>
<tr><td colspan="2">Action plans and initiatives</td><td>Timeframe/status</td><td>Measurement and monitoring</td></tr>
<tr><td colspan="2">a) Develop and implement a GLNG Upstream - Arcadia Valley CSG Water Management Plan</td><td>Completed</td><td>Refer section 5</td></tr>
<tr><td colspan="2">b) Develop and implement a GLNG Upstream - Fairview CSG Water Management Plan</td><td>Completed</td><td>Refer section 5</td></tr>
<tr><td colspan="2">c) Develop and implement a GLNG Upstream – Roma Shallow Gas Project Area Coal Seam Gas Water Management Plan</td><td>Completed</td><td>Refer section 5</td></tr>
<tr><td colspan="2">d) Develop and implement a GLNG Upstream Brine Management Strategy</td><td>Completed</td><td>Refer section 8</td></tr>
<tr><td colspan="2">e) Develop and implement a landholder irrigation project.(Mt Hope pilot irrigation project granted approval</td><td>Underway</td><td>Increased land productivity, sustainability and R&D outcomes</td></tr>
<tr><td colspan="2">f) Contribute data to a CSG industry wide on-line groundwater monitoring program lead by DERM. http://www.goldergis.com.au/csggroundwaterportal/</td><td>Completed</td><td>DERM groundwater portal online</td></tr>
<tr><td colspan="2">g) Develop and implement a Santos groundwater monitoring program linked to its upstream CSG activity for the GLNG Project.</td><td>Q4 2011 – Q4 2030</td><td>Delivery of Santos Water Working Groups</td></tr>
<tr><td colspan="2">h) Develop and implement an aquifer recharge project (Managed Aquifer Recharge (MAR) trial has been developed and submitted for government approval).</td><td>Underway</td><td>Monitoring will be in accordance with approval conditions of the Environmental Authority received on 7 April 2011. Refer Schedule J.</td></tr>
<tr><td>Accountabilities</td><td colspan="3">Water Strategies Manager, GLNG Sustainability (a – h)</td></tr>
</table>

<table>
<tr><td colspan="4">Minimise harmful effects on the marine and land environment associated with construction of the LNG facility, pipeline and dredging works</td></tr>
<tr><td colspan="3">Summary of potential impacts</td><td>Impact assessment</td></tr>
<tr><td colspan="3">The construction of the LNG facility, pipeline crossing and dredging will necessitate an increased number of vessel transits across the harbour which has the potential to impact on:
• commercial and recreational fishers
• recreational watercraft users.
Dredging activity has the potential to impact on terrestrial fauna and the marine life including:
• turtles, dugongs and dolphins
• migratory shorebirds
• seagrass meadows.
Construction earthworks and site clearing has the potential to impact on flora and fauna.</td><td>Anticipated impact without strategy: High negative

Anticipated impact after strategy: Low negative</td></tr>
<tr><td>Key stakeholders</td><td colspan="2">Commercial and recreational fishers
Recreational water craft users
Gladstone Ports Corporation
Other LNG and industry proponents
Implementation Committee
Department of Employment, Economic Development and Innovation (DEEDI) – Fisheries</td><td>DERM
SEWPC
Department of Main Roads – Maritime Safety Queensland
Queensland Parks and Wildlife Service</td></tr>
<tr><td colspan="2">Action plans and initiatives</td><td>Timeframes</td><td>Measurement and monitoring</td></tr>
<tr><td colspan="2">a) Through the IC, oversee the implementation of the Western Basin Dredge Management Plan and ensure compliance with the environmental and regulatory conditions of the project. In particular those activities that relate to mitigating environmental impacts on the harbour.</td><td>Completed</td><td>Compliance with Environmental Authority</td></tr>
<tr><td colspan="2">b) Develop and implement a Maritime Safety Management Plan. (Managed on behalf of LNG proponents by the Gladstone Harbour Master)</td><td>Completed</td><td>Refer Appendix 1: LNG Maritime Movement Scheduling Authority Charter</td></tr>
<tr><td colspan="2">c) Develop and implement a Construction Environmental Management Plan to Address Matters of National Environmental Significance for the LNG Facility and Marine Facilities</td><td>Completed</td><td>Refer Section 5 – Mitigation measures</td></tr>
<tr><td colspan="2">d) Develop and implement GLNG Project Environmental Management Plan for LNG facility</td><td>Completed</td><td>Refer Section 2 - Monitoring</td></tr>
<tr><td colspan="2">e) Develop and implement a Shipping Activity Management Plan</td><td>Completed</td><td>Refer Appendix 5, Section 4: Mitigation and Monitoring Measures</td></tr>
<tr><td colspan="2">f) Develop and implement a Migratory Shorebird Management Plan to offset unavoidable impacts on listed migratory birds within the GLNG GTP ROW at the Kangaroo Island wetlands west of the Narrows, GLNG will contribute $250,000 to the Gladstone Ports Corporation's migratory bird research study.</td><td>Completed</td><td>Refer Appendix 3, Section 4: Potential Impacts and Mitigation Strategies</td></tr>
<tr><td colspan="2">g) Develop and implement a Water Mouse Management Plan</td><td>Completed</td><td>Refer Appendix 4, Section 7: Impact Assessment and</td></tr>
</table>

		Management Recommendations
h) GLNG will contribute an initial amount of $150,000 towards preparation of a long term Marine Turtle Management Plan. The plan will include a monitoring program to measure and detect changes to the marine turtle populations.	Underway	Under development
i) GLNG has established a working partnership with the Gladstone Wildlife Carers Association (GWCA) to fund the ongoing care of any animals remove from the island due to illness or injury. The company has committed $10,000 over the next year towards ongoing funding of wildlife care programs for the region.	Underway	Regular meetings with the GWCA to discuss project outcomes.
j) Develop and implement an Environmental Offsets Plan	Q4 2011	Under development
k) GLNG will contribute to a variety of management measures that will be finalised in consultation with the Environmental Management Precinct Reference Group (that includes DERM and the Queensland Government Department of Infrastructure and Planning).	Ongoing	Management measures outlined in the Ecology, Heritage and Environment Study of the Curtis Island Environmental Management Precinct include revegetation, fencing, pest and weed management.
l) Develop and implement an LNG Facility Receiving Environmental Monitoring Program (Stage 1)	Completed	Refer Section 5.5, Impact Monitoring
m) Develop and implement GLNG Greenhouse Gas Reduction Strategy	Completed	Refer Section 6, Assurance, Risk & Audit
n) Develop and implement Direct Toxicity Assessment Procedure – LNG Facility Discharge	Completed	Refer Section 4, Quality Assurance and Quality Control

Accountabilities	Gladstone Port Corporation (GPC) (a & b) GLNG Senior Project Engineer, GLNG Plant and Port Project (IC member) Environment Manager, GLNG Sustainability (d, e, f, g, h, j, k, l, m, n) EPC Contractor – Bechtel (c) General Manager External Affairs, GLNG External Affairs (i)

Minimise harmful effects on the environment associated with the construction of CSG infrastructure and gas transmission pipelines		
Summary of potential impacts		**Impact assessment**
The construction of CSG infrastructure has the potential to impact on: • flora and fauna including: o loss of habitat for the removal of selected trees to allow vehicle and equipment access o fragmentation of habitat from the clearing of vegetation o noise impacts to fauna from drilling activities and fixed and mobile plant o reduction in vegetation productivity due to dust deposition on leaves o fauna injury or mortality due to entrapment in pipeline trenches or dams o contamination of habitat associated with spills.		Anticipated impact without strategy: High negative Anticipated impact after strategy: Low negative **Key stakeholders** DEEDI DERM Department of Transport and Main Roads (DTMR) Queensland Parks and Wildlife Service
Action plans and initiatives	**Timeframes**	**Measurement and monitoring**
a) Develop and implement an Arcadia Valley Project Area Environmental Management Plan	Completed	Refer Section 6: Management Controls
b) Develop and implement a Fairview Project Area Environmental Management Plan	Completed	Refer Section 6: Management Controls
c) Develop and implement a Roma Shallow Gas Environmental Management Plan	Completed	Refer Section 6: Management Controls
d) Develop and implement a Mainland Environmental Management Plan for pipeline construction	In development	
e) Develop and implement a Curtis Island Environmental Management Plan for pipeline construction	In development	
f) Develop and implement The Narrows Environmental Management Plan for pipeline construction	In development	
g) Develop and implement a Noise Management Plan (Fairview, Roma & LNG Facility)	Completed	Refer Section 10: Noise Control Measures
h) Develop and implement a Dust Management Strategy	In development	In development
i) Develop and implement a Land Release Management Plan (Fairview, Roma & LNG Facility)	In development	In development
j) Develop and implement a Roma Shallow Gas Project Area Fauna Management Plan	Completed	Refer Section 9, Records and Reporting
k) Develop and implement a Fairview Project Area Fauna Management Plan	Completed	Refer Section 9, Records and Reporting
l) Develop and implement a CSG Fields Significant Species Management Plan	Completed	Refer Section 11, Compliance and Evaluation
Accountabilities	Environment Manager, GLNG Sustainability (a – l)	

Minimise the spread of weeds and pest animals through construction and operation of the GLNG Project		
Summary of potential impacts		**Impact assessment**
Weeds and pests have the potential to be spread via: • overland transportation including farm machinery, vehicles, equipment, trains, animals, construction and landscape materials • general personnel movements in the community • waste disposal • land clearing including road works and access corridors • natural seed dispersion (e.g. wind and water courses).		Anticipated impact without strategy: Medium negative Anticipated impact after strategy: Positive
Key stakeholders	Directly affected landholders and residents Agricultural enterprises DERM	Regional Councils Special interest groups
Action plans and initiatives	**Timeframes**	**Measurement and monitoring**
a) Develop and implement an Upstream Roma Shallow Gas Project Area Pest and Weed Management Plan	Completed	Refer Sections 7, 8 & 9: Management Practices; Leucaena Control; Inspection and Monitoring
b) Develop and implement an Upstream Fairview Project Area Pest and Weed Management Plan	Completed	Refer Sections 7, 8 & 9: Management Practices; Leucaena Control; Inspection and Monitoring
c) Develop and implement a Weed and Plant Pathogen Control Plan for the LNG Plant construction	Completed	Refer Section 3: Control Methods
d) Develop and implement a Mosquito Management Plan	Completed	Refer Section 2: Mosquito Control and Surveillance
e) Distribute a Weed Identification Handbook	Completed	Copies supplied on demand
f) Participate in the Injune Parthenium Action Group	Ongoing	Minutes of meetings
g) Vehicle wash-down facilities are used in Roma, Injune and Taroom.	Ongoing	Certified contractors are also used to perform wash-downs and to issue clearance for vehicles. All hire vehicles used are certified weed free before going into the field.
h) Work with landholders to agree specific strategies to mitigate the spreading of weeds	Ongoing	Active spraying operation on discovery of Parthenium is conducted in the field by mobile spraying units (Maranoa Regional Council and certified contractors are used).
i) If Santos employees come into contact with unmapped weed infestations, the following steps are undertaken: • Temporarily map/mark the extent of the infestation • Advise appropriate authorities • Washdown exposed vehicles and personnel • Newly mapped infested areas to be treated with appropriate control measures	Ongoing	Ongoing weed identification and reporting is conducted by dedicated field officers.
j) Well lease infrastructure and dams will be securely fenced and screened after construction to both exclude and prevent the entrapment of livestock and wildlife and limit habitats for the	Ongoing	Site rehabilitation is regularly monitored by the field based Rehabilitation Coordinator

introduction or spread of pests.		
Accountabilities	EQ Regional Manager, GLNG US Operations – Regional (f, h, i & j) Environment Manager, GLNG Sustainability (a – e) Manager Production Operations, GLNG US Operations – Office (g)	

Minimise impacts on air quality resulting from construction of the GLNG Project		
Summary of potential impacts		**Impact assessment**
Potential air quality impacts resulting from construction activity include: • earthwork activities (e.g. ground clearing, grading, excavating) • drilling • blasting and concurrent reclamations • construction of erosion/sediment control structures to include drainage swales and sediment traps/ponds • washing/crushing of rock • wheel-generated dust from haul road traffic and light vehicle traffic on-site and unpaved roads • materials handling, loading and transport • wind eroded dust from non-vegetated site disturbances, uncovered stockpiles and dried surfaces • emissions from plant and equipment (including vehicle exhausts and on-site power generation) • water vapour emissions (cooling units) • dust emissions • greenhouse gas emissions • noise generation		Anticipated impact without strategy: Negligible Anticipated impact after strategy: Negligible **Key stakeholders** Broader Gladstone community DERM Landholders
Action plans and initiatives	**Timeframes**	**Measurement and monitoring**
a) Develop and implement an Air Quality Management Plan	Completed	Refer Section 5: Air Quality Management Measures
b) Develop and implement an Upstream – Roma Shallow Gas Environmental Management Plan	Completed	Refer Section 6.6.4: Air Management Controls
c) Develop and implement an Upstream – Fairview Project Area Environmental Management Plan	Completed	Refer Section 6.7.4: Air Management Controls
d) Develop and implement an Arcadia Valley Project Area Environmental Management Plan	Completed	Refer Section 6.7.4: Air Management Controls
Accountabilities	Environmental Manager, GLNG Sustainability (a – d)	

Community safety

Santos GLNG Community Commitment

We will operate in a way that is safe for the community and our employees. Safety will never be compromised to meet other business objectives.

CG requirement
Appendix 1, Part 2, Condition 1-13, 15-17 & 18, Recommendation 1
Appendix 2, Part 1, Condition 11, 12
Appendix 3, Part 2, Condition 5 &14-16
Appendix 3, Part 3, Condition 1
Appendix 4, Part 1, Condition 4 & 5
Appendix 4, Part 2, Condition 1, 2, 3 & 8

Minimise health and safety risks to GLNG employees, contractors and the community

Summary of potential impacts	Impact assessment
Potential health and safety risks to employees, contractors and the community include: • workplace injury • uncontained releases • natural disasters including bushfires/high rainfall events/cyclones/floods etc • fires/explosions • vehicle accidents • bomb/terrorist threats • air travel • compromised infrastructure integrity.	Anticipated impact without strategy: High negative Anticipated impact after strategy: Low negative

Key stakeholders	
Broader community	Department of Emergency Services
Local schools	Regional Councils
Gladstone District Traffic Branch	Qld Fire and Rescue Service
Queensland Police Service	Qld Ambulance Service
Department of Community Safety	

Action plans and initiatives	Timeframes	Measurement and monitoring
a) Develop and implement a Santos Health & Safety Policy	Completed	All reportable incidents are recorded and managed using Santos' Incident Management System
b) Develop and implement a Queensland Incident Management Plan (This plan is activated if the function/activity dealing directly with a large or complex emergency requires additional support to effectively respond to the emergency).	Completed	
c) Develop and implement emergency response plans including:		
• EQ Gas Emergency Response Plan	Completed	
• CSG Drilling and Completions Emergency Response Plan	Completed	
• GLNG Upstream Operations Emergency Response Plan	Completed	
• GLNG Emergency Preparedness and Response Plan	Underway	
d) Develop and implement fire management plans for upstream operations including: • Roma/Wallumbilla Pastoral Bushfire Response Plan • Roma/Wallumbilla Pastoral Property Fire Management Plan • EQ Gas Emergency Response Plan – Annexure B – EQ North Wildfire Response Strategy • EQ Gas Emergency Response Plan –	Underway	

Annexure C – EQ North Field Fire Preparedness Plan e) Develop and implement a GLNG Bushfire Management Plan f) Santos GLNG will contribute financially towards mitigating impacts to community health and safety and will liaise with key government stakeholders including Queensland Police Service, the Rural Fire Service and the Queensland Ambulance Service.. g) Santos GLNG has partnered with its industry peers to implement a medical evacuation service in CSG field locations. The service consists of 2 Bell 412EP Helicopters located in Roma and Toowoomba. The service will be available to the community.	Completed Underway Completed	Santos GLNG annual Sustainability Report Santos GLNG annual Sustainability Report
Accountabilities	Manager Social Performance, GLNG Sustainability (f) Manager HSS, GLNG Health, Safety & Security (a, b &g) Manager CSG Drilling & Completions (c) Manger Production Operations – GLNG US Operations – Office (c, d) EQ Regional Manager, GLNG US Operations – Regional (d) EPC – Bechtel (c & e)	

Social infrastructure

Santos GLNG Community Commitment

We will continue to invest in social infrastructure and economic development opportunities to leave a positive legacy for the communities in which we operate.

CG requirement

Appendix 1, Part 2, Condition 14
Appendix 1, Part 3, Condition 9, 10, 11, 12, 16, Recommendation 1 & 2
Appendix 2, Part 1, Condition 1, 3, 6, 8 & 10
Appendix 4, Part 1, Condition 6-15

<table>
<tr><td colspan="3">Minimise impacts to regional social infrastructure</td></tr>
<tr><td colspan="2">Summary of potential impacts</td><td>Impact assessment</td></tr>
<tr><td colspan="2">Potential impacts to regional social infrastructure as a result of the GLNG Project include:
the affordability and availability of housing
road congestion
ferry terminal congestion
increased demand on health services
increased demand on waste management facilities
increased demand on public transport infrastructure (airports/buses etc).</td><td>Anticipated impact without strategy: High negative

Anticipated impact after strategy: Positive</td></tr>
<tr><td colspan="3">Key stakeholders</td></tr>
<tr><td colspan="3">Other LNG Proponents
DEEDI
DTMR
Regional Councils
ULDA
Department of Communities (e.g. Childcare (DETA), Youth Services, Domestic and Family Violence Services)
Queensland Health
Maritime Safety Queensland
Gladstone Ports Corporation
Queensland Fire and Rescue Service
Queensland Police Service</td></tr>
<tr><td>Action plans and initiatives</td><td>Timeframes</td><td>Measurement and monitoring</td></tr>
<tr><td>a) Develop and implement a GLNG Integrated Project Housing Strategy</td><td>Completed</td><td>Qtly reporting to Regional Consultative Committees and the Santos annual Sustainability Report</td></tr>
<tr><td>b) Develop and implement a Community Investment Plan
Santos GLNG has committed up to $13M toward new social and affordable housing infrastructure for regional communities impacted by the project)
Santos GLNG has committed $2.35M toward health initiatives across the Gladstone and Maranoa regions which will provide increased health services to these communities.
Santos GLNG has committed $5M toward airport infrastructure and equipment upgrades in Gladstone and Roma. These upgrades will facilitate safer passenger transit and increased frequency of services</td><td>Completed</td><td>Qtly reporting to Regional Consultative Committees and the Santos annual Sustainability Report</td></tr>
<tr><td>c) Develop and implement a Road Use Management Plan (Santos GLNG and its contractors will contribute to the funding of upgrades to relevant roads to mitigate road impacts. A detailed list of roads that will be upgraded is included in the RMP)</td><td>Completed</td><td>Refer Section 5: Performance Targets</td></tr>
<tr><td>d) Develop and implement a Gladstone Logistics Plan (GLNG will coordinate personnel movements with other LNG proponents with regard to ferry and other related staff travel in order to stagger</td><td>Completed</td><td>Refer Section 6.7.4: Waste Management Controls</td></tr>
</table>

working shift changes to avoid congestion in the port environs) e) Develop and implement waste management controls across the project including: • Downstream Waste Management Plan • Upstream Fairview Project Area EMP • Arcadia Valley Project Area EMP • Upstream Roma Shallow Gas EMP	Completed Completed Completed Completed	Refer Section 3: Waste Control and Transfer Refer Section 6.8.4: Waste Management Controls Refer Section 6.8.5: Waste Management Controls Refer Section 6.7.4: Waste Management Controls
Accountabilities	Manager Social Performance, GLNG Sustainability (a – d) Environment Manager, GLNG Sustainability (e)	

Local industry participation and training

Santos GLNG Community Commitments

We want local businesses to get the maximum opportunity to bid for and win contracts. To achieve this, we will provide full, fair and reasonable opportunity for local industry to compete for work. We will work with government, industry representative bodies and communities to improve local industry participation, capability and competitiveness.

We are committed to protecting and enhancing the liveability of rural communities by maximising opportunities for local employment, building new skills and offering apprenticeship programs.

CG requirement

Appendix 1, Part 3, Condition 13, 14 & 15

Maximise the availability of skilled labour within regional communities		
Summary of potential impacts		**Impact assessment**
Potential impacts to the local labour market as a result of the GLNG Project include: • local workforce migration to the GLNG Project • wage growth • increased employment opportunities • regional migration (population growth) • increased training and development opportunities.		Anticipated impact without strategy: Positive and medium negative Anticipated impact after strategy: Positive
Key stakeholders	Department of Education and Training DEEDI Other LNG proponents Energy Skills Queensland Local interest groups – Apprenticeship & Training	
Action plans and initiatives	**Timeframe**	**Measurement and monitoring**
a) Develop and implement the: • Upstream Employee Relations Management Plan	Completed	Refer Section 2.12: Performance Management
• Pipeline Employee Relations Management Plan	Completed	Refer Section 25: Audit
• Downstream Employee Relations Management Plan	Completed	Refer Section 5.20: Audit and Compliance
b) Develop and implement the Downstream Operations Training Strategy	Ongoing	Number of attendee at training courses on an annual basis.
c) Develop and implement the Organisation Training and Competency Strategy	Completed	Refer Section 6: Audit and Competency Assurance
d) Develop and implement the Upstream Operator-Maintainer's Competency Based Training Program	Completed	Refer Section 6: Program Evaluation
e) Develop and implement the Upstream Operations Technician Training Program	Completed	Refer Section 8: Deliverables and Outcomes
f) Santos GLNG will utilise locally based education and training organisations (where available) to deliver a wide range of skill development programs including: • safe driver training • road safety awareness programs • weed and pest management training • hazards management training • heat stress training • snake handling training • road safety awareness programs.	Ongoing	
g) Santos GLNG will support regional education and training institutions by sponsoring school based apprenticeship programs and traineeships including: • Golden West Group Training Scheme to manage the placement of all apprentices in the areas of diesel fitters and Industry	Ongoing	Number of apprenticeship and trainee placements.

Electrical technicians • School based Cert II in Process Plant Operations delivered by the Southern Queensland Institute of TAFE (SQIT). Support TAFE participation in compulsory industry placement programs within the Santos field	In development	
• Queensland Mineral and Energy Academy (QMEA) school curriculum development to increase the knowledge and skills base of local school students from up to 12 schools with the intent to provide future employment opportunities in the CSG industry.	In development	
h) Similar programs and initiatives are being developed for the Gladstone region. A plan for 4 to 6 apprentices per year, for the next 3 years, to be hosted by local industries and businesses have been proposed, until such time that the LNG plant is ready to host the apprentices directly.	In development	
i) Continue to support the agreement with Skills Tech Australia to train up to 70 employees; 60 training positions for the gas field operations and 10 for operating the underground gas transmission pipeline.	Ongoing	Monthly meeting minutes
j) Participate in industry initiatives to address skills shortages identified in the Energy Skills QLD report (Nov 2009) through the CSG/LNG Skills and Training Taskforce Reference Committee (Origin, Santos, QGC, Arrow, Skills Queensland), which meets bi monthly.	Completed	
k) Santos has developed a website for potential employees to apply for positions with the GLNG Project or to simply register their interest. The site can be access by visiting: www.santos.com/careers or www.glng.com	Developed	Website created and promotion and marketing strategy developed and implemented
l) Santos GLNG is collaborating with its CSG Industry peers to develop and implement a Job Referral Website which will contain a register of local job opportunities. Local businesses within the relevant regions will be able to post job vacancy information including the occupation, qualification, location and contact details for further information. This will be a free service for businesses operating within specified regions.		

Accountabilities	General Manager Human Resources, GLNG Human Resources (a – k)

Maximise opportunities for local business and industry to participate in the GLNG Project	
Summary of potential impacts	**Impact assessment**
Potential opportunities for local business and industry to participate in the GLNG Project include: • component supply • labour and supervision • supply of tools, equipment & consumables • electrical installation • fabrication • civil works • engineering • design and consulting services • general support services.	Anticipated impact without strategy: Positive and Medium negative Anticipated impact after strategy: Positive **Key stakeholders** Regional Councils DEEDI Local business groups and industry associations Regional Chambers of Commerce

Action plans and initiatives	**Timeframe**	**Measurement and monitoring**
a) Develop and implement a Queensland Local Industry Participation Plan	In development	In development
b) Develop and implement an Australian Industry Participation Plan	In development	In development
c) GLNG has engaged the Industry Capability Network (ICN) Qld to help Australian suppliers, sub contractors and service providers register their interest in working on the GLNG Project. Suppliers can register by visiting www.glng.icn.org.au	Ongoing	Number of registrations through the website
d) Santos GLNG will provide Australian industry with full, fair and reasonable opportunity to provide goods and services through its procurement practices.	Ongoing	Report on contract awards to Australian Suppliers. Current spend year to date is approximately $61m.
e) Santos GLNG will conduct Tender Readiness business seminars in regional communities.	Ongoing	Number of seminars conducted and participation rates
f) Santos GLNG will implement a Local Business Development Program to build the capacity and capability of regional suppliers	In development	In development

Accountabilities	Manager Social Performance, GLNG Sustainability (a – f)

Community wellbeing and liveability

Santos GLNG Community Commitments

We will respect the wellbeing of landholders by ensuring professional conduct of our staff entering their properties. This includes providing advance notification of our arrival, arranging suitable consultation times, leaving gates as they were found and minimising noise and dust impacts.

We are committed to protecting and enhancing the liveability of rural communities by maximising opportunities for local employment, building new skills and offering apprenticeship programs.

CG requirement
Appendix 1, Part 3, Condition 1-8
Appendix 3, Part 2, Condition 1

<table>
<tr><td colspan="3">Minimise impacts to landholders associated with CSG field development infrastructure activity</td></tr>
<tr><td colspan="2">Summary of potential impacts and benefits</td><td>Impact assessment</td></tr>
<tr><td colspan="2" rowspan="3">Potential impacts to landholders as a result of CSG field activity include:
• landholder engagement to negotiate access requirements (time)
• site disturbance (potential temporary changes to land use during well construction and operation)
• noise and dust
• spread of weeds (refer to Water and environment section)
• compensation
• conduct of field operational staff
• land access agreements (legal reviews)
• visual amenity
• access tracks and increased vehicle movements.</td><td>Anticipated impact without strategy: Low negative

Anticipated impact after strategy: Negligible</td></tr>
<tr><td>Key stakeholders</td></tr>
<tr><td>Landholders
Regional Councils</td></tr>
<tr><td>Action plans and initiatives</td><td>Timeframe</td><td>Measurement and monitoring</td></tr>
<tr><td>a) Develop and implement the Upstream Integrated Field Development Plan. GLNG will ensure that project infrastructure will not adversely impact on existing landholder management practices such as farm infrastructure, fences and erosion management structures.</td><td>Completed</td><td>Refer section 15.3.1 Guiding Principles</td></tr>
<tr><td>b) Develop and implement the Land Access and Landholder Engagement Strategy</td><td>Completed</td><td>Refer section 9.4: Administration and Compliance</td></tr>
<tr><td>c) Develop and implement the Land Access Code of Conduct</td><td>Completed</td><td>Compliance with standards.</td></tr>
<tr><td>d) Develop and implement the Santos EHS01 Biodiversity and Land Disturbance Environmental Hazard Standard</td><td>Completed</td><td>Refer section 3.7: Monitoring and Reporting</td></tr>
<tr><td>e) Develop and implement a Noise Management Plan</td><td>Completed</td><td>Refer section 12.4: Compliance Monitoring</td></tr>
<tr><td>f) Develop and implement a Dust Management Strategy</td><td>Completed</td><td>In development</td></tr>
<tr><td>g) Develop and implement the Community Engagement Plan which delivers the following activities for landholders:
• locally based Landholder Advisers to provide a consistent face and contact for our landholders
• landholder ‘neighbourhood’ committees to discuss issues and concerns with Santos representatives
• information packs including fact sheets and relevant publications
• site tours of Santos’ CSG fields to provide a better understanding of operations
• public information briefings or ‘Town Halls’ within regional communities.</td><td>Ongoing</td><td>Refer Section 5: Monitoring and compliance</td></tr>
<tr><td>h) Negotiate and manage landholder compensation payments</td><td>Ongoing</td><td>Number of landholder agreements executed</td></tr>
</table>

Accountabilities	EQ Regional Manager, GLNG US Operations – Regional (b, c & h) Manager Social Performance, GLNG Sustainability (g) Environment Manager, GLNG Sustainability (e & f) Manager CSG Drilling & Completions, CSG Drilling & Completions (a)

Aboriginal engagement and participation

Santos GLNG Community Commitment

We recognise and respect the Aboriginal Traditional owners of the land on which we work. We will negotiate native title and cultural heritage agreements in good faith. We will work with the Aboriginal communities to develop effective employment, training and enterprise outcomes. We recognise that education for Aboriginal people is fundamental to 'closing the gap'.

CG requirement

Nil

<table>
<tr><td colspan="3">Minimise the potential for damage to culturally significant sites</td></tr>
<tr><td colspan="2">Summary of potential impacts</td><td>Impact assessment</td></tr>
<tr><td colspan="2">Potential impacts to culturally significant sites resulting from the construction of the GLNG Project include the disturbance of:
stone artefacts, as isolates and in scatters, particularly in association with creeks and rivers
open camp sites, also in association with creeks or rivers
scarred trees in areas of remnant vegetation; and
art sites, burials and rock shelters that may exist in sandstone outcrops in ranges.</td><td>Anticipated impact without strategies: Medium negative

Anticipated impact after strategies: Low negative</td></tr>
<tr><td>Key stakeholders</td><td colspan="2">Traditional owners
Indigenous community organisations</td></tr>
<tr><td colspan="2">Action plans and initiatives</td><td>Timeframe</td><td>Measurement and monitoring</td></tr>
<tr><td colspan="2">a) Develop and implement Cultural Heritage Management Plans (CHMPs) guided by the ‘avoidance’ principle, which promotes direct involvement of the Aboriginal party in the management of impact on cultural heritage.

b) Develop and implement the Aboriginal Engagement Policy and EHSMS EHS11 (Cultural Heritage Management System)

c) Work with Aboriginal parties where difficulties arise to achieve outcomes by agreement.</td><td>Completed

Completed</td><td>16 CHMPs in place covering project area</td></tr>
<tr><td>Accountabilities</td><td colspan="3">GLNG Cultural Heritage Team Leader, EHS, Sustainability & Indigenous Affairs (a – c)</td></tr>
</table>

<table>
<tr><td colspan="3">Minimise impacts to Aboriginal communities to achieve enduring and mutually beneficial relationships</td></tr>
<tr><td colspan="2">Summary of potential impacts</td><td>Impact assessment</td></tr>
<tr><td colspan="2">Potential impacts to Aboriginal communities as a result of the GLNG Project include:
undertaking project activities on traditional land
improved employment opportunities
improved training opportunities
legal negotiations.</td><td>Anticipated impact without strategy: Medium negative

Anticipated impact after strategy: Positive</td></tr>
<tr><td>Key stakeholders</td><td colspan="2">Traditional owner groups</td></tr>
<tr><td>Action plans and initiatives</td><td>Timeframe</td><td>Measurement and monitoring</td></tr>
<tr><td>a) Develop and implement Indigenous Land Use Agreements (ILUAs) in partnership with traditional owners.

b) Develop and implement an Aboriginal Engagement Policy with focus on the elements of native title, cultural heritage, employment and training, enterprise development, community</td><td>Completed

Completed</td><td>Approved ILUAs in place with all signatories with 7 native title groups
No compulsory acquisition required for access
No court matters resulting from failed negotiations</td></tr>
</table>

capacity and corporate social responsibility. c) Embed the requirements for Santos Contractor Aboriginal Training and Employment Strategy (SCATES) into EPC contracting strategy d) Develop a Contractor Aboriginal Participation Strategy for GLNG Operations e) Support of Indigenous enterprises through the Local Procurement Program Develop and implement an Aboriginal Employment Strategy Through the AES there will be Identified Aboriginal • School based traineeships • F/T Traineeships (Cert II or III) • Cadetships (Cert IV) • University Vacation Programmes a) Integrate Employment Diversity Cultural Competencies and Sensitivity awareness into employee induction programs b) Integrate Aboriginal Cultural Heritage Management Plan awareness into employee induction programs	Completed In development In development In development Underway Underway	• All ILUAs certified by QSNTS • All ILUAs authorised and authorisation processes well attended EPC contractors have Aboriginal Participation Plan within the contracts Supply Chain procedures include APP in all major contracts. Prequalification of Aboriginal contractors who meet minimum requirements and fulfilment of contract obligations. Strategy is approved by GLNG and embedded unto the HR Systems and Procedures. Target of 300 Aboriginal opportunities across project by 1st gas
Accountabilities	Manager Indigenous Community and Stakeholder Participation, EHS, Sustainability & IA (a – g)	

Maximise opportunities to increase the participation of culturally and ethnically diverse communities within GLNG's workforce and to involve them in local community life	
Summary of potential impacts	**Impact assessment**
Potential impacts to the successful integration of GLNG's multicultural workforce into the local community include: • lack of appropriate facilities and services to support ethnic traditions/customs • language and interpretation barriers • difficulty accessing accommodation • safety • lack of community awareness and education.	Anticipated impact without strategy: Medium negative Anticipated impact after strategy: Positive
Key stakeholders	Gladstone Regional Council – Community Services Division

Action plans and initiatives	**Timeframe**	**Measurement and monitoring**
a) Develop and implement an:		

• Upstream Employee Relations Management Plan • Pipeline Employee Relations Management Plan • Downstream Employee Relations Management Plan b) Explore linkages into Gladstone Regional Council's multicultural programs for families including TAFE bridging courses on 'professional English'. c) GLNG Santos has committed $3.5M to the Gladstone Foundation	Completed	Refer Section 2.12: Performance Management Refer Section 25: Audit Refer Section 5.20: Audit and Compliance In development

Accountabilities	Manager Social Performance, GLNG Sustainability (b & c) General Manager Human Resources, GLNG Human Resources (a)

5. Dispute resolution

5.1 General community grievances

Santos GLNG has a grievance management process in place for the GLNG Project which involves:

- the mechanisms by which a grievance is received from the community
- how a grievance is responded to
- grievance management reporting.

5.1.1 Mechanisms for the community to lodge a grievance

The following communication channels are in place for the GLNG Project, and are communicated regularly through the community engagement program. Grievances can be received via:

- a 1800 free call service (1800 761 113)
- project email info@glng.com
- Community shopfronts in Roma and Gladstone
- direct feedback to project personnel (staff or contractors)
- letter
- referral from other regulatory organisations or peak bodies.

5.1.2 How a grievance is handled

Upon receiving the grievance, an initial assessment will be carried out to determine if the complaint is legitimate or merely vexatious.

Assessments will be carried out by the following key officers:

Gladstone Region:	Gladstone Regional Manager
Maranoa Region:	Eastern Queensland Regional Manager
Head Office:	Manager Social Performance

When a grievance is assessed as legitimate, it will be registered in the ‘Grievance Management System’ and investigated. The community member (or group) making the complaint will be contacted to discuss the matter. A formal ‘Letter of Acknowledgement’ will be issued by Santos GLNG outlining the steps being undertaken to address the matter. The ‘letter’ may take the form of an email.

Santos GLNG aims to resolve all grievances within 30 business days.

5.1.3 Grievance management monitoring and reporting

Santos GLNG actively monitors grievances to ensure their timely resolution. All grievances are reported to the business via monthly management information reports.

6. SIMP governance arrangements

The Santos GLNG SIMP will have an internal and external governance component.

6.1 Internal governance

The SIMP will be managed by the Social Performance team within the GLNG Sustainability Business Unit. This team will coordinate the subject matter experts responsible for developing and implementing the various plans, strategies and initiatives outlined in this document.

The Social Performance team will also coordinate reporting against the GLNG EIS & SEIS Commitments Register provided in Appendix 2.

6.2 External governance

Santos GLNG has established regional community consultative committees as required by the CG conditions to monitor the implementation of the SIMP. The specific objectives of the regional consultative committees are to:

- foster open and transparent dialogue between participating CSG companies and the communities in which they operate;
- provide a forum wherein community representatives can raise concerns relating to CSG industry performance;
- involve community representatives in deliberations and implementation relating to social impact management;
- monitor and review the implementation of participating CSG companies' Social Impact Management Plans (SIMP),and;
- provide guidance to participating CSG companies regarding the allocation of Community Investments as it relates to community need.

6.3 Measurement and monitoring

Each action plan or initiative contains a monitoring regime to measure the success of the outcomes. This information will be communicated to external stakeholders in accordance with the CG conditions which require Santos GLNG to:

- submit an annual progress report to the Coordinator-General;
- undertake an external audit at the completion of the construction stage of the project and periodically every 3 years after the commencement of the operational stage at project closure during the decommissioning phase of the project;
- prepare and submit a report on each audit's findings to the Coordinator-General.
- Provide quarterly progress reports to the Regional Consultative Committees

Santos GLNG will also revise the SIMP as required following the completion of the construction stage of the project. GLNG will advise the Coordinator-General as to any of the following circumstances under which it wishes to make amendments and updates to the SIMP:

- strategies and actions no longer meet the desired outcomes, or to improve their effectiveness

- changes in government policy, significant changes to company operations and/or site structure, or significant national/international changes to management approaches and frameworks; and to identify a process to facilitate any amendments.

Glossary of terms

Baseline	A point in time and a geographical location to start an SIA. Describes the existing conditions and past trends associated with the social environment in which the proposed project is to take place.
Community	A group of people who interact and share certain interests. An LNG development may interact with multiple communities. GLNG-affected communities include Maranoa and districts region, Banana Shire region, and the Gladstone region.
Cultural Heritage Management Plans (CHMP)	An agreement with an Aboriginal party setting out a process for management of the impacts of project activities on Aboriginal cultural heritage.
Cumulative impacts	Result from aggregation or interaction of impacts from multiple unrelated sources.
Flaring	Elimination of waste gas which is otherwise not feasible to use or transport through a gas flare. Flaring is also a safety systems for non-waste gas and is released via pressure relief valve when needed to ease the strain on equipment. They protect gas processing equipments from being overpressured. Also in case of an emergency situation, the flare system helps burn out the total reserve gas.
Fly in/fly out (FIFO)	Fly-in fly-out transport for workforces, usually from urban centres to regional and remote locations.
Indigenous Land Use Agreements (ILUAs)	Voluntary agreement between a native title group and others about the use and management of land and waters. ILUAs can be made separately from the formal native title process but they may also be part of a native title determination, meeting the requirements under the Native Title Act. Native Title is a set, or bundle, of rights relating to land and waters, granted through Australian courts to relevant Indigenous people.
Land Access negotiations	Negotiations applying to the exploration and development activities of resource companies, enabling access to land and compensation for landholders (owners or occupiers of private land).
Social Impact Assessment (SIA)	Processes for assessing, anticipating and managing the social issues associated with a project, policy or proposal.
Stakeholder	Those who are affected by, have an interest in, or can influence, decisions and practices.

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Appendix 1 – Santos GLNG action plans

- Arcadia Valley CSG Water Management Plan
- Fairview CSG Water Management Plan
- Roma Shallow Gas Project Area Coal Seam Gas Water Management Plan
- GLNG Upstream Brine Management Strategy
- Western Basin Dredge Management Plan
- Maritime Safety Management Plan.
- Construction Environmental Management Plan
- Shipping Activity Management Plan
- Migratory Shorebird Management Plan
- Water Mouse Management Plan
- Environmental Offsets Plan
- Arcadia Valley Project Area Environmental Management Plan
- Fairview Project Area Environmental Management Plan
- Roma Shallow Gas Environmental Management Plan
- Dust Management Strategy
- Land Release Management Plan
- Upstream Roma Shallow Gas Project Area Pest and Weed Management Plan
- Upstream Fairview Project Area Pest and Weed Management Plan
- Weed and Plant Pathogen Control Plan
- Weed Identification Handbook
- Memorandum of Understanding (MOU) – medivac helicopter (established in conjunction with Arrow Energy, Origin and British Gas).
- Road Impact Assessment
- Traffic Management Plans
- Journey Management Protocol
- Queensland Incident Management Plan.
- EQ Gas Emergency Response Plan
- CSG Drilling and Completions Emergency Response Plan
- EQ North Wildfire Response Strategy
- GLNG Bushfire Management Plan
- Santos Health & Safety Policy
- Santos EHS01 Biodiversity and Land Disturbance Environmental Hazard Standard
- Aboriginal Engagement Policy
- Indigenous Land Use Agreements (ILUA's)
- Aboriginal Training and Employment Plan
- EQ Regional Rules
- External Affairs Plan
- Employee Relations Management Plan
- Pipeline Employee Relations Management Plan
- Downstream Employee Relations Management Plan
- Upstream Employee Relations Management Plan
- Employee Assistance Program (EAP).
- Worker Code of Conduct
- Site Work Rules
- GLNG Integrated Project Housing Strategy
- Community Investment Plan
- Road Use Management Plan
- Gladstone Logistics Plan
- Waste Management Plan
- Noise Management Plan (noise modelling and air quality modelling)
- Mosquito Management Plan
- Receiving Environment Monitoring Program
- DTA Procedure
- Greenhouse Gas Strategy
- Species Management Plan
- Construction Environmental Management Plan
- Air Quality Management Plan
- Upstream Operations Technician Training Program
- Upstream Operator-Maintainer's Competency Based Training Program
- Organisation Training and Competency Strategy
- Downstream Operations Training Plan
- GLNG Upstream Operations Emergency Response Plan
- GLNG Emergency Preparedness and Response Plan
- Roma/Wallumbilla Pastoral Bushfire Response Plan
- Roma/Wallumbilla Pastoral Property Fire Management Plan
- EQ Gas Emergency Response Plan
- EQ North Field Fire Preparedness Plan
- Local Industry Participation Plan
- Australian Industry Participation Plan
- Local Business Development Program
- Sponsorship and Events Program
- Cultural Heritage Management Plans (CHMP's)

Appendix 2 – EIS & SEIS Register

EIS Commitments

SEIS Commitments

Appendix 3 – Key stakeholders

Feedback from the following key stakeholders has been considered in the development of the Santos GLNG SIMP's action plans and initiatives.

Upstream Operations	Downstream Operations
Maranoa Regional Council	Gladstone Regional Council
Southwest Queensland Institute of TAFE (SQIT)	Central Queensland Institute of TAFE
Wallumbilla Hospital Auxiliary	Banana Shire Council
Primary Industry and Fisheries	Gladstone Communities for Children
Queensland Government	Rotary Club of Gladstone
Roma Middle School	Port Curtis Sailing Club
Roma State College	Gladstone Yacht Club
St John's School	Trinity College Gladstone
Rollestone State School	Gladstone West State School
Injune State School	Chanel College
Wallumbilla State School	St Stephens Lutheran College
Department of Child Safety	Central Queensland University
Emergency Management Queensland	Kin Kora State School
Queensland Parks and Wildlife	Toolooa State High School
Rotary Club of Roma	Gladstone South State School
ICC Roma	Education Queensland
AgForce	St John's Catholic Primary School
Queensland Murray Darling Committee	Gladstone Area Promotion and Development Ltd
Indigenous Coordination Centre Roma	Curtis Island Ferry Services
DERM	DERM
DEEDI	DEEDI
South West Queensland Health Service District	Gladstone Area Group Apprentices Ltd
Queensland Ambulance Service	Maritime Safety Queensland
Environmental Protection Agency	Gladstone Harbour Master
State Emergency Service	Gladstone Ports Corporation
Roma Police	Department of Emergency Services
Golden West Employment Solutions	Central Queensland Health Services District
Roma Chamber of Commerce	Gladstone Engineering Alliance (GEA)
Department of Tourism Regional	Department of Tourism Regional
Queensland Fire & Rescue Service	Queensland Police Service – Gladstone Region
St Vincent de Paul	Salvation Army
Red Cross	Lifeline
Roma Aboriginal Corporation	Australian Red Cross
Dept of Transport and Mainroads	Gladstone Economic and Industry Development Board
Disability Services Queensland	Bailai Aboriginal Corporation for Land and Culture
Spiritus Social Service Enable Lifestyle Support	Dept of Transport and Mainroads
Department of Education Training and the Arts	Roseberry Community Services Inc
Roma CWA	Gladstone Job Skills
Roma Lions Club	Gladstone Area Group Apprentices LTD
Max Employment	Queensland Parks and Wildlife
Zonta Club of Roma	Gladstone District Sports Foundation Trust
Salvation Army	Gladstone Multicultural Assoc (GMA)
Maranoa Regional Landcare Association	Blue Care
Tenant Advice and Advocacy Service	Chubb Fire Safety
Roma Senior Citizens	Anglicare Central Queensland
Mandandanji Native Title Claim Group	St Vincent de Paul
Bidjara Native Title Claim Group	Gladstone Economic and Industry Development Board
Iman Native Title Claim Group	Department of Housing
Karingbal Native Title Claim Group	Gladstone Community Charities Fund
Bigambul Endorsed Parties	CQ First Aid Safety Training
Kairi Endorsed Parties	Gladstone Health Community Council
Kangoulu Endorsed Parties	Gangulu Native Title Claim Group
Barunggam Endorsed Parties	PCCC Native Title Claim Group
Murribinbi Endorsed Parties (Gap B)	The Narrows Endorsed Parties (Gap E)
Ghungalu Endorsed Parties	