



Public Report

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Australia Pacific LNG Social Impact Management Plan Gas Fields and Pipeline

Social Impact Management Plan

Gas Fields and Pipeline

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Executive Summary

This Social Impact Management Plan (SIMP) identifies actions Australia Pacific LNG will undertake alone or in cooperation with its contractors and other stakeholders to mitigate the social impacts arising from the project on the communities in which it operates. In particular, it addresses social impacts in the gas fields and gas pipeline areas, centred around the Local Government Areas of Maranoa Regional Council, Western Downs Regional Council, Banana Shire Council and Toowoomba Regional Council.

During the development of the Social Impact Assessment (SIA) and the SIMP, Australia Pacific LNG consulted extensively with stakeholders, including all affected local government authorities, key state government agencies and departments and communities. Ongoing consultation with stakeholders and partners is a crucial component in the implementation of the SIMP and this is outlined in the community and stakeholder engagement plan (section 5).

Australia Pacific LNG will continue the current consultation with and involvement of key stakeholders in the development and refinement of the action plans, monitoring program and engagement framework outlined in this document.

The SIMP identifies seven **action plans** which aim at mitigating social impacts, a framework for a **monitoring program** which will seek to monitor and measure the effectiveness of the SIMP and a **community engagement strategy** which will promote the ongoing role of the communities in which Australia Pacific LNG operates throughout all stages of the SIMP.

The **Housing and Accommodation action plan** identifies measures to mitigate the potential impacts of rising housing costs in the gas fields and pipeline region, due to an influx of construction and operations workers. Measures include providing accommodation for the construction workforce in temporary accommodation facilities and providing accommodation for commuting operational workforce in permanent camps. Additionally, actions which assist those workers relocating to the region to integrate with the local community will be undertaken. In addition, Australia Pacific LNG will invest in a range of mitigation strategies aimed at minimising housing impacts and supporting a long term, sustainable growth of the local housing markets.

A **Community Investment action plan** has been developed to assist communities in the gas fields and pipeline region mitigate social impacts and leverage off project induced benefits. Australia Pacific LNG's community investment will primarily be centred around four themes; skills development, natural resource stewardship, safe and healthy communities, and sustainable management of population. It will be delivered through four main delivery mechanisms:

- Investment in social infrastructure
- Partnerships between Australia Pacific LNG and community organisations
- Sponsorships and donations to local organisations' projects or events
- Australia Pacific LNG employee giving and volunteering

Australia Pacific LNG has also developed an **Indigenous Engagement action plan**. Key components in the action plan are targeted measures to mitigate social impacts to the Indigenous population and traditional owners. These include providing training and education and employment opportunities, assisting Indigenous businesses with business development and fostering respect for Indigenous cultures and values within Australia Pacific LNG.

A **Community Health and Safety action plan** has been developed in response to concerns about the health and safety impacts to the region. Key actions are to undertake emergency response planning to address impacts to traffic, transport and emergency services, to develop or support community health and safety initiatives, and to provide strong workforce health and safety rules and protocols, including codes of conduct and wellbeing programs for workers.

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The project's **Workforce and Training action plan** establishes cooperative strategies to provide training for existing and potential project employees. The strategies aim at providing relevant training to residents of the gas fields and pipeline communities, as well as to underrepresented and disadvantaged groups. Australia Pacific LNG will work closely with organisations such as Energy Skills Queensland (ESQ), Queensland Minerals and Energy Academy (QMEA) and the Department of Education and Training (DET) to implement the action plan.

The **Local Content action plan** includes implementing a local content policy aligned with the Australian Government's Australian Industry Participation Plan, to encourage local business participation in the Australia Pacific LNG project. Australia Pacific LNG is working with Department of Employment, Economic Development and Innovation (DEEDI) and the Industry Capability Network Queensland (ICN) to assist local businesses to understand tendering requirements.

A **land use and land access action plan** has also been developed, outlining actions APLNG will take to minimise land and amenity impacts, as well as identifying means of sharing project benefits with directly impacted landholders.

Australia Pacific LNG has also developed the framework for a **Monitoring, Review and Reporting Program**. The purpose of the monitoring program is to measure the effectiveness of the action plans, to increase Australia Pacific LNG's understanding of the communities in which it operates, and to foster continuous learning. The monitoring program will build on the performance indicators identified in each of the action plans and will be further developed in consultation with key stakeholders.

A **community engagement plan and grievance and dispute resolution policy** has also been developed for the SIMP. Australia Pacific LNG is establishing Regional Community Consultative Committees (RCCC) as a key mechanism to foster dialogue with communities and stakeholders, to engage communities in the delivery of the action plans and to ensure participation in social impact monitoring. Australia Pacific LNG has a preference for establishing RCCCs with other CSG to LNG proponents where possible. In addition to the RCCCs, Australia Pacific LNG will continue to consult the communities in which it operates through a range of techniques.

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Introduction

Australia Pacific LNG is a joint venture between Origin Energy (42.5%), ConocoPhillips (42.5%) and Sinopec (15%). Australia Pacific LNG proposes to develop a world-scale, long-term coal seam gas (CSG) to liquefied natural gas (LNG) Project in Queensland.

1.1 Purpose of the SIMP

The Queensland State Government's Sustainable Resource Communities Policy (2008) states that all proponents undertaking significant resource projects in Queensland will be required to develop a Social Impact Management Plans (SIMP). As outlined in the Social Impact Management Plan Guidelines, the purpose of a SIMP is to establish the roles and responsibilities of proponents, government, stakeholders and communities throughout the life of a project in the mitigation and management of social impacts and development of opportunities associated with the construction, operation and decommissioning of major resource development projects.

A SIMP has been developed for each of the downstream (LNG facility) and upstream (gas fields and pipeline) components of the Australia Pacific LNG Project to establish and define Australia Pacific LNG's management of social performance throughout the life of the Project. This SIMP relates to the construction, operations and decommissioning of the gas fields and gas pipeline infrastructure. The separation of SIMPs according to these two components will enable the community to better understand the proposed actions which Australia Pacific LNG will undertake in the area which affects them, and also acknowledges the different existing environments and potential impacts across the various Project areas.

The SIMP is a living document and will continue to be developed in consultation with the government, community and other stakeholders over the life of the Project. The Project SIMP outlines the potential impacts and opportunities associated with the Project¹ and presents action plans to illustrate how Australia Pacific LNG proposed to respond to these.

1.2 Structure of the SIMP

This revised Social Impact Management Plan is structured around the following six sections:

Section 1: Describes the purpose and structure of the SIMP and provides an introduction to the Project.

Section 2: Establishes the baseline for the mitigation strategies through a description of the Project, the existing socio-economic environment present in the study area and an overview of the community engagement undertaken to date.

Section 3: Provides an overview of the potential social and economic impacts and benefits to be addressed through the SIMP and mitigation action plans associated with the key impact areas.

Section 4: Presents a framework for the Monitoring, Reporting and Review Program.

Section 5: Outlines the proposed Community Engagement Strategy for the Project including processes to engage with the community regarding the ongoing development and implementation of the SIMP.

Section 6: Describes the Australia Pacific LNG Grievance and Dispute Resolution policy.

¹ As assessed in the EIS in Volume 2, Chapters 20 and 21

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1.3 Australia Pacific LNG Sustainability Principles

The Australia Pacific LNG Project aspires to be at the forefront of sustainable practices, contributing to a positive future for customers, communities, investors and employees. The Australia Pacific LNG sustainability principles were drawn from to guide the completion of the SIA and this SIMP, ensuring that the proposed strategies are consistent with the Project's overall approach and that contribution to sustainable development is maximised. Specifically, the Australia Pacific LNG sustainability principles relevant to the social environment are:

- Fostering the health and wellbeing of Australia Pacific LNG's workforce
- Respecting the rights, interests and diverse cultures of the communities in which Australia Pacific LNG operates
- Engaging regularly, openly and transparently with people and communities affected by Australia Pacific LNG's activities, considering their views in its decision-making and striving for positive social outcomes
- Working cooperatively with communities, governments and other stakeholders to achieve positive social and environmental outcomes, seeking partnership approaches where appropriate
- Upholding exemplary ethical behaviour in all aspects of Australia Pacific LNG's business
- Identifying, assessing, managing, monitoring and reviewing risks to Australia Pacific LNG's workforce, its property, the environment and the communities affected by its activities
- Ensuring that all employees and contractors work consistently with its sustainability principles, commitments, values and systems

. The sustainability principles have been used as a key reference point for:

- Identifying and analysing potential impacts of the Project on the natural and socio-economic environment
- Identification and assessment of risks associated with impact; to assist with decision making about project planning and development options
- Consideration of opportunities
- Aiding in the formulation of project commitments and mitigation strategies

The process for integrating sustainability analysis and commitments into the Project's lifecycle will be adherence to the 'Plan, Do, Check, Act' continuous improvement cycle. Guided by these principles, Australia Pacific LNG aims to deliver sustainable long-term benefits to the communities within which it operates, in collaboration with government, industry and communities.

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2. Project Summary

Australia Pacific LNG is developing a project which will contribute to the creation of a world scale, long-term industry in Queensland, utilising Australia Pacific LNG's substantial coal seam gas (CSG) resources. This will generate jobs and further investment in Queensland. The 30 year Project has the following objectives:

- development of the Project's gas fields in the Bowen and Surat Basins in south central Queensland
- construction and operation of a 520km main gas pipeline to connect the gas fields with an LNG facility on Curtis Island, Gladstone
- construction and operation of an LNG facility on Curtis Island with an initial production and export capacity of 9 Mtpa of LNG

This SIMP applies specifically to the construction and operation of the gas fields' and pipeline (upstream) components of the project. The gas fields are located in the Bowen Basin and Surat Basin in south central Queensland, covering an area of approximately 572,000 hectares extending from north of Wallumbilla to Millmerran within the Darling Downs.

The gas fields' component of the Project is located within the Western Downs, Maranoa and Toowoomba Regional Council areas and incorporates a range of large and medium sized towns and small rural communities. The major towns in the gas fields study area include Roma, Miles, Chinchilla and Dalby.

The gas transmission pipeline is approximately 520km in length, stretching from the northern Walloons area near Miles and tracking north towards the liquefied natural gas (LNG) facility to be located on Curtis Island, near Gladstone.

The gas pipeline component of the Project is located within the Banana Shire Council, Western Downs Regional Council and Gladstone Regional Council areas and incorporates a range of large and medium sized towns and small rural communities. The major towns in the pipeline study area include Miles, Wandoan, Taroom, Theodore, Biloela and Gladstone.

2.1 Economic Benefits

Australia Pacific LNG's investment is expected to generate benefits at the regional, state and national level including:

- Contribution to the national economy (Gross Domestic Product)
- Contribution to the Queensland economy (Gross State Product)
- Contribution to increased national and state employment during the construction stage of the Project through the creation of 6,000 jobs, with an additional 1,000 jobs expected
- Contribution to increased employment in Queensland during the operations phase of the project by the creation of an estimated 9,000 jobs (directly and indirectly)
- Diversification of the regional economy via the creation of a new, long-term gas processing and export industry
- Opportunities to increase local employment via apprenticeships, scholarships and vocational training programs
- Contribution to the local economy via local government rates and taxes, local procurement and community investments

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2.2 Contribution to regional development

The Australia Pacific LNG project will make a significant contribution to regional development in the gas field area, including, though not limited to:

- Creation of a new, long-term gas processing and export industry
- Growth in local businesses supplying goods and services to the Australia Pacific LNG contractors, staff and families
- Opportunities to increase local skills capacity via apprenticeships, scholarships and vocational training
- Opportunity to support work readiness programs and pre-trade training concepts
- During the construction phase, the upstream workforce will average around 1,200 staff over the next two decades (given that there will be a number of different locations at which the wells will be situated), with the workforce peaking at up to 2,100 in 2013
- The operation of the gas fields will be a major development in the region, requiring an operational workforce of around 600 people.

Australia Pacific LNG is committed to working with government and regional stakeholders to maximise the long-term benefits of the Project and potential for contribution to the sustainable development of the region. A key strategy of Australia Pacific LNG to maximise long-term benefits and contribution to sustainable growth is to work with government and key stakeholders to ensure the Project is aligned with regional strategies and plans, including, but not limited to:

- Toward Q2: Tomorrow's Queensland (Department of Premier and Cabinet)
- Blueprint for Queensland's LNG Industry (DEEDI)
- Sustainable Resource Communities Policy: Social Impact Assessment in the Mining and Petroleum Industries (DEEDI)
- Surat Basin Future Directions Statement 2010
- Queensland Health Strategic Plan 2007-2012 (Queensland Health) and the Surat Basin Health Services Plan (to be released)
- Department of Emergency Services Strategic Plan 2008 to 2012 (Department of Emergency Services)
- Queensland Skills Plan 2008 (DET)
- Maranoa-Balonne Regional Plan
- Toowoomba Regional Council Corporate Plan 2009 to 2014
- Maranoa Regional Council community plan
- Western Downs Regional Council community plan
- Banana Shire Community Plan

2.3 Workforce Profile

A summary of the workforce profile for the gas fields and pipeline is provided in this section, with a detailed overview in Volume 2 and 3, Chapter 20 of the EIS.

2.3.1 Gas fields

Construction

Construction of the gas fields will be undertaken via a rolling process, and is expected to begin in 2011 and be largely completed by 2027. The construction workforce will peak in 2013 with an estimated 2,100 construction workers in the gas fields this year. The construction workforce hours

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of work and rotational rosters vary between each of the segments of the workforce and will be developed by the construction contractors.

Operations

The operational workforce requirements for the gas fields will commence in 2011, with an average of 30 workers required within the first year. Operational workforce requirements will steadily increase from 2011 to a peak of approximately 650 in-field workers. In addition to the gas fields' operational workforce, there will be requirements for a small number of workers in the logistics hubs in Brisbane, Miles and Roma. A variety of rosters will be utilised to accommodate the local and non-local operational workforce.

2.3.2 Pipeline

Construction

Construction of the gas transmission pipeline is expected to take approximately about two years, commencing around mid 2012 and concluding around mid 2014. Construction of the gas pipeline will require an estimated peak workforce of 1,000 employees, split into two spreads around 800 for the main pipeline to Gladstone and around 200 for the infield pipelines. The construction of the main gas pipeline will commence in the vicinity of Miles, working northwards for completion in Gladstone. As the same time the infield pipelines will commence around the Condabri area and move to the Spring Gully/Reedy Creek area in mid 2013. The majority of the construction workforce will work on a 28 days on – 9 days off roster.

Operations

During the operational phase of the Project it is expected a workforce of 20 field employees and 50 office and control employees (Brisbane based) will be required to undertake operational and maintenance activities for the gas pipeline. The operational workforce will have varied rosters based upon roles and responsibilities to ensure adequate requirements are met.

2.4 Existing socio-economic environment

Detailed profiles of communities within the gas fields study area are presented in the social baseline assessment in Volume 5 Attachment 42 of the EIS, with a summary of key social characteristics outlined in the below section.

2.4.1 Gas fields

Population

At the time of the 2006 Census, the total resident population of the gas fields study area was 22,890. In the ten-year period from 1996 to 2006, the gas fields' population grew modestly from 21,650 to 22,890. The preliminary estimated resident population of Western Downs Regional Council (which comprises much of the study area) as of the 30th of June 2009 was 31,469 people, an increase of 496 people or 1.6 per cent over the year. This compares with an increase of 548 people or 1.8 per cent in the year to June 2008.

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Projections² released in 2008 indicate that by 2016 the expected population of Western Downs Regional Council will be between 31,470 and 35,020 people. By 2031 this is expected to change to between 32,640 and 42,570 people (low and high series).

Indigenous Australians

In 2006, there were 1,314 persons of Aboriginal and/or Torres Strait Islander heritage in the gas fields study area of which the majority (45%), resided in Dalby Statistical Local Area (SLA), followed by Chinchilla SLA (13%). Consistent with national trends, the Indigenous community was very young with 60% aged younger than 25 years.

Indigenous households recorded considerably lower incomes in comparison to the overall population (A\$769 compared with A\$966 per week) with considerable variation within the gas field communities, ranging from A\$575 per week for Indigenous households in Tara, compared with \$971 per week for Indigenous households in Wambo.

Within the gas fields region there was a low Indigenous workforce participation rate, particularly in Tara SLA at 31.8%. The Indigenous workforce in the gas fields study area was predominately employed by the private sector (85%), which is high in comparison to the Queensland average (60%).

In 2006 there were 411 students of Aboriginal or Torres Strait origin attending preschool, primary school or secondary school. The proportion of Indigenous students in the region enrolled in vocational education and training, and working full-time was higher than the Queensland average.

In general across the gas fields SLA's, the Indigenous population experiences greater levels of social-economic disadvantage than the non-Indigenous community, with considerably higher levels of unemployment, lower levels of employment participation and education attainment and associated lower household income levels.

Income and affordability

Income levels in the gas fields study area have increased from 2001 to 2006 between 11.1% in Millmerran SLA (from A\$880 per week) to 51.3% in Chinchilla SLA (from A\$719 per week). As at 2006, the median weekly household income in gas fields SLAs ranged from A\$802 per week in Tara SLA to A\$1,088 per week in Chinchilla SLA, all of which were lower than the Queensland average. Miles had the lowest median household income of \$789 per week which is significantly lower than the national median of A\$1,225 per week.

In 2007, 49.4% to 64.8% of residents in communities located within the gas fields' area were receiving some form of government allowance; compared to 18% for Queensland.

Employment and business

The workforce participation rate for the gas fields' area was 67.6% in 2006. This was marginally higher than the Queensland participation rate of 66.3%.

In 2006, the Agriculture, Forestry and Fishing sector was the largest employer in all gas fields' SLAs, with the exception of Chinchilla, where the Construction sector (19.5%) accounted for the majority of employment. The proportion of people employed in the Agriculture, Forestry and Fishing sector as a percentage of all employment did however decline across all SLAs, with the greatest decline in Millmerran SLA (decline of 14.9%).

The unemployment rate in the gas fields decreased in all SLAs between March 2001 and March 2009, with the largest decrease recorded in Tara SLA (9.4% to 3.4%). As at March 2009, the

² Office of Economic and Statistical Research (2008) *Western Downs Regional Council Snapshot*

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unemployment rate in all gas fields SLAs was significantly lower than Queensland (4.0%) and national (4.6%) rates.

Education and training

From 2001 (23.8%) to 2006 (26.4%), there was an increase in the proportion of people within the gas fields study who indicated year 12 or equivalent as their highest year of schooling achieved. In the urban localities within in the gas field study area, the towns with the lowest proportion of individuals attaining year 12 or equivalent education were Chinchilla (26.9%), Miles (27.7%) and Dalby (29.3%). The remaining centres had proportions exceeding 30%.

A high proportion of the population (55%) within the gas fields study area have achieved certificate level qualifications compared to the Queensland average (35%). The majority of these qualifications within the study area were gained from vocational education providers. These statistics reflect the agriculture and manufacturing characteristics in the region where vocational qualifications are commonly required within these sectors.

Southern Queensland institute of TAFE (based in Toowoomba) has campuses in Chinchilla, Dalby and Roma.

There are no tertiary institutions located directly within the gas fields' study area. The closest tertiary institutions are the University of Southern Queensland (Toowoomba campus) and the University of Queensland (Gatton campus).

Housing and accommodation

At the time of the 2006 Census, there were approximately 8,376 dwellings located in the gas fields' study area. The majority of these were single detached dwellings, with town houses and units being most prevalent in the urban localities.

The median price of houses in the gas fields' urban centres has grown significantly during the last five years, with Miles recording the greatest growth (from \$96,600 to \$193,200 between 2005 and 2007). Tara recorded the lowest median house price for all centres in the gas fields (2008), however has experienced significant growth during the last 12 months. A range of factors are believed to have contributed to the significant increase to house prices, including increased demand associated with the growth of the mining and construction sectors.

All centres in the region are experiencing high rental price growth, especially Chinchilla and Roma where rents have increased by 55% and 95% respectively since the 2006 Census.

Queensland's Department of Communities (2008) reports there are 479 social housing dwellings in the gas fields' study area. The majority of these are provided through the State housing department, although a high proportion of dwellings are also rented through not-for-profit social housing providers. Public housing waiting periods are lower in the gas fields' study area than Queensland more broadly. The exception is one bedroom dwellings, which have an average waiting period of almost three years.

A study undertaken by the Department of Planning and Infrastructure found the non-resident workers accounted for 12-90% of total hotel and motel occupation rates in 2008 which compared to an average of 28% across the Surat Basin. High demand and low supply of commercial accommodation was particularly evident in Wandoan and Chinchilla with 90% and 53% respectively of all available beds being booked for non-resident workers.

Community health and safety

Public hospitals located within, or in close proximity to the gas fields' study area include:

- Chinchilla Health Services
- Dalby Health Services

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- Miles Health Services
- Roma Hospital

Roma is home to the Queensland Health, South West Health Service District head office and is the largest provider of medical and health services in the gas fields' study area. Queensland Government health indicators suggest that the population of the study area has poorer health outcomes than the Queensland average, particularly with regard to obesity and physical activity.

Aged care services within the gas fields' study area include aged care facilities, respite and palliative care accommodation, home and community care (HACC) such as Meals on Wheels services, assisted living and allied health services. A new A\$10.5M 40-bed aged care facility in Roma was completed in 2006.

The Queensland Police Service is the primary law enforcement agency for the State of Queensland. The gas fields' study area falls within the Dalby and Roma Police districts, in the Southern Region. There are police stations located in each of the urban localities within the study area.

Facilities and services

The array of services and sporting and recreational options is diverse throughout all urban localities with a reasonable variety of options available in Roma, Dalby, and Chinchilla. During stakeholder meeting in the gas fields' region, Roma-based community organisations stated that the community has a broader need for improved youth and cultural-awareness programs.

A review of Regional Council and relevant websites was undertaken to establish the number and type of community events for each of the urban localities in the gas fields' study area. The findings indicate active communities, with a diverse range of events throughout the year.

Community values, attitudes and liveability

Community engagement undertaken by the Regional Councils in preparing respective corporate plans provides an increased understanding of community values and attitudes within the gas fields area. Through the community consultation process for the Western Downs Regional Council Corporate Plan 2009-2013 community members highlighted that they valued their quality of lifestyle, community identity, clean environment, long-term water solutions and harmony between the energy sector and traditional industries.

Information from the Maranoa Regional Council Corporate Plan 2009 to 2013 and the Maranoa-Balonne Regional Plan 2009 identified a number of key themes pertaining to community values and attitudes in the region, including:

- Fostering community cohesion while celebrating diverse cultural backgrounds
- Maintaining a relaxed and safe rural lifestyle for residents
- A strong connection to the area's heritage and traditional values
- A strong vision for healthy, liveable and prosperous places
- A desire to create a wealth of opportunities for future generations
- A progressive and resourceful outlook with a desire to broaden the economic base
- Strong ties to agricultural industries and sustainable production

During focus group discussions with Surat Basin communities (Roma, Dalby, Chinchilla and Toowoomba) the Surat Basin Scoping Study 2008 reported community perceptions around the areas current liveability and rural lifestyle. Participants nominated high levels of social capital, particularly in the smaller communities, as an asset. The region's communities were regarded as possessing a strong sense of identity and being cooperative, collaborative and welcoming places. The low commuting times, more relaxed lifestyle, safety and family friendliness, rural setting, open space and recreation options were all viewed as valued elements of the surveyed communities.

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Additional social research conducted in the gas fields found that that local businesses are supportive of development in the coal seam gas industry, however identified some issues of concern relating to day-to-day capacity of their towns (for example, retention of employees for small businesses, reduction in the availability of services).

Summary of key baseline statistics

Table 2-1 below outlines a comparison between the gas fields SLA's and Queensland averages based on the most recent accurate information available at the time of compilation.

Table 2-1 Summary of key characteristics of affected communities

Characteristic	Chinchilla	Dalby	Miles	Roma	Gas field	Qld
Population, 2008	4,067	10,546	1,296	6,438	22,889	4,091,546
Average age, 2006	40.5	36.1	41.5	34.4	38.5	37.2
Population AAGR, 1996 to 2008	2.2%	1.0%	1.5%	0.6%	2.6%	2.1%
Estimated population AAGR, 2009 – 2031	1.5%	0.9%	0.4%	0.2%	0.7%	1.7%
Indigenous population, 2006	3.5%	6.1%	7.3%	8.9%	3.5%	3.3%
Unemployment rate, Sept Quarter 2008	1.3% ^a	3.1% ^c	1.1% ^d	2.1%	1.5%	4.1%
Average weekly household income, 2006	\$1,094	\$1,070	\$789	\$1,155	\$966	\$1,202
Education completed up to Grade 12, 2006	26.90%	29.30%	27.70%	33.70%	26.4%	41.3%
Median dwelling price, 2009	\$235,000	\$260,000	\$175,000	\$235,000	NA	\$414,000 ^b
Average weekly rent, 2006	\$180	\$165	\$119	\$143	\$108	\$213

a based upon Chinchilla SLA estimate as data at the town level were not available for Chinchilla; b Brisbane only

c based upon Wambo SLA estimate as data at the town level were not available for Dalby; d based upon Murilla SLA estimate as data at the town level were not available for Miles

AAGR – Aggregated Annual Growth Rate

2.4.2 Pipeline

Population

The total population of the gas pipeline SLAs was 19,638 in 2006, which represents a fall in population size from the 2001 ABS Census. In 2006, Banana SLA accounted for nearly three quarters of the gas pipeline population which is also consistent with previous years' Census. A DIP survey conducted in 2008 found that Wandoan and Miles had the highest proportion of non-resident workers at 15.0% (n = 52) and 11.3% respectively.

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Indigenous Australians

In 2006, there were 1,617 residents persons of Aboriginal and/or Torres Strait Islander heritage in the gas pipeline study area. Of this population, the majority, 552 or 67% resided in Gladstone followed by Banana SLA (27%). There were very low numbers of Indigenous persons in the Taroom and Calliope Pt B SLAs. In line with population trends for Indigenous persons in Queensland and throughout Australia, the age distribution of the population was very young, with 61% aged younger than 25 years.

A considerably larger proportion of the Indigenous workforce in the study area was employed by the private sector (80%) in comparison to the Queensland average (60%) in 2006. Within the study area, the predominant fields of employment for Indigenous people in 2006 were manufacturing, construction and retail trade.

Data from the 2006 Census showed that there were 519 students of Aboriginal or Torres Strait origin who were attending preschool, primary school or secondary school in the gas pipeline study area. There was approximately half the number of secondary school students than primary school students attending school.

The Indigenous population experience greater levels of social-economic disadvantage than the non-Indigenous community, with considerably higher levels of unemployment, lower levels of education attainment and associated lower household income levels.

Income and affordability

Between 2001 and 2006, the average weekly household income increased by 22.6%, 36.9% and 38.5% in Taroom, Banana and Calliope Pt B SLAs respectively. In 2006, the highest weekly household income was recorded in Banana SLA (A\$1,370 per week), followed by Calliope Pt B (A\$1,122 per week) and then Taroom (A\$987 per week).

In 2007, 26.0% to 35.2% of residents in the gas pipeline corridor SLAs were receiving some form of government allowance with the aged pension being the main type of allowance received.

Employment and business

As at 2006, the workforce participation rate for the pipeline study area was 89.9% which was significantly higher than for Queensland as a whole (66.3%). Employment in the pipeline SLAs is characterised by the dominance of the agricultural, mining and manufacturing sectors.

Taroom had a low unemployment rate (at just 0.4%) which is one of the lowest rates in Queensland. As at the March quarter 2009, Calliope Pt B (5.5%) was the only SLA to record an unemployment rate higher than the Queensland average of 4.5%.

Education and training

In 2006, Banana SLA (71.8%) recorded the highest proportion of people completing school to year 10 or above in the gas pipeline study area, followed by Taroom (71.1%) and Calliope Pt B (69.4%). These are slightly below the State and national averages of 76.4% and 75.1% respectively.

As at the time of the 2006 Census there were 3,646 school-aged children in the gas pipeline area, accounting for 18.6% of the total population.

There are 17 public schools and 8 private schools in the studied gas pipeline urban localities. There are 11 TAFE institutes in Queensland and two statutory TAFE institutes. Central Queensland University (CQU) has a campus in Gladstone and the University of Queensland (UQ) has a teaching hospital in Moura and Theodore.

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Housing and accommodation

At the time of the 2006 Census, there were approximately 7,075 dwellings in the gas pipeline SLAs with the majority of these being single detached dwellings. Between 2001 and 2006, two of the four gas pipeline urban localities recorded increases in the proportion of owner-occupied homes – Biloela (4%) and Miles (3%).

For the period 2004 to 2008 the greatest increase in median house price was in Miles, increasing from A\$81,340 to A\$222,200, representing an AAGR of 28.6%. The median price for units in Biloela increased by 307.1% in the same period due to high demand from the mining industry and low supply of housing recording a median price of A\$403,000 in 2008. In August 2009, the highest median weekly advertised rent was in Gladstone (\$345 pw), followed by Biloela (\$290 pw) and Miles (\$220 pw).

The Queensland Department of Communities reports there are 943 social housing dwellings in the Gladstone Regional Council area. There are an additional 211 social housing dwellings in Biloela, 21 in Theodore and 8 in Thangool. Overall, public housing waiting periods are lower in the gas pipeline area than Queensland more broadly. The exception is the provision of seniors' dwellings and dwellings with more than four bedrooms within the study area, which have an average waiting period of almost three years.

Community health and safety

The primary hospitals providing the most diverse range of services for the gas pipeline areas are Gladstone and Biloela hospitals. Other hospitals located within, or in close proximity to, the gas pipeline area include Theodore Hospital, Taroom Health Services, Wandoan Outpatients Clinic and the co-located Mater Misericordiae Private Hospital (the Mater) in Gladstone,

Facilities and services

Within the gas pipeline study area, Miles and Theodore recorded the highest number of child care facilities, with 3.4 and 3.0 facilities per 100 children aged 0 to 4 respectively. The Gladstone region is serviced by seven kindergartens and 13 child care centres and family day care schemes. Waiting lists of 12 months are common for child care centres in Gladstone.

The array of cultural, community, sporting and recreation options are diverse throughout all urban localities, with a particularly large number of options available in Gladstone and Biloela.

Community values, attitudes and liveability

The Banana Shire Council community survey conducted in 2008 addressed residents' perceptions of the community, community wellbeing, amenity and liveability. The survey found that the respondents rated Banana Shire as a good place to bring up kids (93%), and is a stable (83%), relaxed (85%) and a safe rural place to live (92%). The survey respondents also rated their connections with other community members ("good mix of people" (87%) and "the people are friendly" (92%) as an important contributor to their community spirit and positive sentiment to living in Banana Shire.

Survey respondents reported that they value that their community has an availability of social services and infrastructure, and also maintains its rural country lifestyle and identity.

The survey respondents raised issues regarding the need for improved local roads and youth and medical services and facilities. The respondents also raised environmental concerns related to, water access, weed management, coal mine pollution and fauna management.

Stakeholder consultation conducted as part of the EIS supported the view that Gladstone residents appear to embrace new industries, however are well aware of the challenges associated with social change caused by increased development and the need to manage these challenges closely.

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Summary of key baseline statistics

Table 2-2 below outlines a comparison between the gas pipeline SLA's and Queensland averages based on the most recent accurate information available at the time of compilation.

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Table 2-2 Summary of key characteristics of affected communities

Characteristic	Biloela	Theodore	Cracow	Taroom	Wandoan	Miles	Gladstone	Gas pipeline	Qld
Population, 2006	5,716	473	122	630	385	1,296 ^d	30,734	19,638	4,091,546
Median age, 2006	34.4	39.7	31	42	40	41.5	33.7	36.6	37.2
Population AAGRa, 1996 to 2006	0.03%	-0.6%	NA	NA	NA	1.5% ^e	1.5%	0.1%	2.1%
Estimated population AAGR, 2009 – 2031	0.02%	-0.8%	NA	NA	NA	0.4%	1.9%	0.5%	1.7%
Indigenous population, 2006	3.0%	11.2%	13.1%	3.17%	1.03%	7.3%	3.8%	3.0%	3.3%
Unemployment rate, March quarter 2009	3.2% ^b	3.2% ^b	3.2% ^a	0.4%	0.4% ^a	1.1% ^c	4.3%	2.3%	4.0%
Median weekly household income, 2006 (A\$)	\$1,375	\$1,093	\$900	\$795	\$623	\$789	\$1,344	\$1,323	\$1,202
Completed up to Grade 12, 2006	34.40%	30.00%	31.5%	21.8%	26%	27.70%	35.20%	30.0%	41.3%
Median dwelling price, 2009 (A\$)	\$307,500	\$172,500	NA	\$180,000	\$190,000	\$175,000	\$360,000	NA	\$414,000 ^e
Average weekly rent, 2006 (A\$)	\$161	\$108	NA	\$80	\$85	\$119	\$180	\$118	\$213

a Average Annual Growth Rate; b based upon Banana SLA estimate as data at the town level was not available for Biloela/Theodore/Cracow; c Brisbane only; d 2008 population estimate; e based upon Murilla SLA estimate as data at the town level were not available for Miles

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2.5 EIS Community Engagement Outcomes

In applying Australia Pacific LNG's sustainability principles of respecting the rights, interest and cultures of communities, engaging openly and transparently, and working cooperatively to achieve positive outcomes, extensive work has been undertaken to gain an understanding of stakeholder views of the Project and how it may affect people in the communities spanning the gas fields, gas pipeline corridor and downstream facilities.

Stakeholder engagement in the gas fields and pipeline regions, for the purpose of the Australia Pacific LNG Project, began in late 2008 using a range of tools and methods, including:

- Focus groups
- Community information sessions
- One-to-one meetings
- Newsletters, information sheets, print advertisements and posters
- Project-dedicated website, email address and toll-free project hotline

Key stakeholders involved in the EIS study included the broader community, local, state and federal elected representatives and officers from regulatory bodies; local councils and peak industry; Indigenous Australians; and environmental, business and community groups. Feedback received from these stakeholders was used to inform various project decision-makers, including those involved in matters relating to the SIA.

Stakeholder engagement specific to the SIA was undertaken in the form of one-to-one meetings with key stakeholders to assist in identifying and assessing social impacts and to discuss the appropriateness and effectiveness of proposed mitigation strategies. Stakeholders engaged specifically as a part of the SIA process for the gas fields and gas pipeline areas included:

- Department of Communities
- Department of Education and Training (DET)
- Department of Employment, Economic Development and Innovation (DEEDI)
- Department of Environment and Resource Management (DERM)
- Department of Infrastructure and Planning (DIP) - Social Impact Unit
- Department of Infrastructure and Planning - Planning Information and Forecasting Unit (PIFU)
- Queensland Health
- Queensland Police Service
- Western Downs Regional Council
- Maranoa Regional Council
- Banana Shire Council
- Enterprise Biloela Association Inc
- Taroom and District Development Association
- Taroom Health Services
- Community Non-Government Organisations

Key themes identified as areas of concern for communities and stakeholders in the gas fields and pipeline regions were:

- Infrastructure and services
- Impact on community values
- Monitoring of social impacts
- Impact on agriculture and local businesses

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- Opportunities for local employment
- Impact on housing availability and cost
- Landholder engagement
- Location of temporary accommodation facilities

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3. Impact Summary and Mitigation Action Plans

This Section summarises the potential impacts upon and benefits to communities in the gas fields and pipelines regions which may arise as a result of Project development either in isolation or cumulatively with other projects.

The most significant impacts and benefits can be summarised within seven key themes:

- Housing and Accommodation
- Community Investment
- Indigenous Engagement
- Workforce and Training
- Local Content
- Community Health and Safety
- Land use and land access

Australia Pacific LNG has committed to developing strategies for each of the key seven themes outlined above which will provide a roadmap for Australia Pacific LNG and its stakeholders in responding to Project related social and economic impacts and benefits.

The strategies will clearly link actions to impacts and outline how impacts and associated mitigation measures will be assessed and reviewed over the life of the project, which will then be fed into the Monitoring, Review and Reporting Framework. The strategies will also form the basis for ongoing partnership and collaboration between Australia Pacific LNG, State government agencies, non-government organisations and the community.

The strategies are being developed through extensive research, data collection, and consultation to ensure that they align with the aims and objectives of existing local and regional strategies and policies.

Each strategy is currently at a different point in development, with some, such as Housing and Accommodation in the finalisation and implementation phase, while others are in the research and consultation phase. This reflects the complex nature of the Project and alternate timing of various aspects of the Project. Naturally, strategies will also need to be adaptive and responsive to a changing stakeholder environment.

3.1 Summary of Project Impacts and Benefits

Table 3-1 provides a summary of the social impacts and benefits for the Australia Pacific LNG project for the construction and operational phases of the gas fields and pipeline. The summary includes impacts and benefits where the probability and consequence was rated as either high or medium. Links to corresponding key mitigation strategies and notes on how these will mitigate impacts is also included. Further management/ mitigation strategies are presented in Table 7-1, Appendix A.

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Table 3-1 Summary of Project Impacts and Benefits

Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Population impact	Cons	Increase in population of gas fields and pipeline region	Housing and Accommodation Workforce and Training Community Investment	These strategies will seek to ensure that Australia Pacific LNG contributes to sustainable population increase which does not place undue stress on existing infrastructure and services. The Housing and Accommodation Strategy will facilitate the provision of additional housing for Project employees relocating to the region, and support increased availability of affordable and social housing to ensure vulnerable groups and key workers continue to be able to live affordably in the region. Local residents will have opportunities to be provided with training and access employment through the Project and in other industries, including a focus on underrepresented groups such as the unemployed which will limit population growth through higher utilisation of existing residents.
Demographic profile	Cons/Ops	Increase in the proportion of young males due to construction workforce demographics	Community Health and Safety Housing and Accommodation	The community health and safety strategy, Project Rules and a Code of Conduct will be strongly implemented to alleviate community concerns regarding a high influx of young males. The Housing and Accommodation strategy will encourage operational workers and their families to reside in the gas fields region, where appropriate, and accommodate the majority of single employees within the Temporary Accommodation Facilities.
Indigenous Australians	Cons	Reduced ability to access to affordable housing	Housing and Accommodation Community Investment Indigenous Engagement Workforce and Training	All of the strategies have a focus of supporting the most vulnerable members of the community such as Indigenous persons who may be the greatest affected by the potential project impacts. While the Indigenous Engagement Strategy (IES) has a specific focus on Indigenous people, all of the Project's key strategies will be cognisant of the unique issues faced by the Indigenous Community. The Indigenous Engagement Strategy and Local Content Strategy will focus on identifying specific opportunities for Indigenous local businesses to engage with the project as well as working with Native
	Cons / Ops	Difficulty in securing and	Indigenous Engagement	

³ Phase of the project: Cons = construction / Ops = operations

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Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
		retaining employment on the Project	Workforce and Training	Title claimants to establish businesses to support the ongoing sustainable development of their community. This will include facilitating joint venture arrangements with successful existing Indigenous businesses to provide mentoring and other corporate support. The workforce and Training Strategy will provide specific opportunities for Indigenous community members to undertake job-specific training with opportunities for employment, while the IES will lead to the development of cultural awareness training for all employees so that they understand the important of Indigenous culture and appropriate processes.
	Cons / Ops	Lack of business development opportunities realised	Indigenous Engagement Local Content	
	Cons / Ops	Lack of respect for Indigenous Australian culture	Indigenous Engagement	
Income and affordability	Cons / Ops	Increased cost of living	Housing and Accommodation Community Health and Safety	The Housing and Accommodation Strategy will mitigate potential increased cost of living through facilitating development of additional affordable and social housing. This will assist in responding to increased housing and rental costs associated with investor speculation and increased demand as early as possible. This will aim to include partnerships with organisations such as the ULDA, Department of Communities and Local Housing Providers. The Workforce and Training Strategy will focus on assisting unemployed or underemployed persons access training and employment in the CSG-LNG and other industries, thus increasing the ability to achieve greater wage parity. The strategy will also consider ways that Australia Pacific LNG can provide housing for re-locating employees to moderate demand on the market. The Community Investment Strategy will identify opportunities for Australia Pacific LNG to provide financial and in-kind support to community support services and social infrastructure providers and establish partnerships which deliver programs to respond to income and affordability impacts.
	Cons	Social divide resulting from increased wage gap (that is, the 'haves' and 'have nots')	Community Investment Workforce and Training	
Employment, training and business	Cons / Ops	Opportunity to increase labour-force participation and increase local skills capacity	Workforce and Training	Opportunities for employment will be enhanced through developing and supporting training programs to upskill local residents for the Projects construction and operation phases. The Workforce and Training Strategy will identify and support training programs that focus on under-represented groups such as the unemployed, women and mature aged persons and provide successful trainees with employment

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Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
				opportunities or further training and skill development. Programs will also be wider than just the requirements for the CSG-LNG industry through the development of initiatives such as the Origin Community Skills Scholarship Program
	Cons / Ops	Opportunities for local and regional businesses to supply goods and services to the Project.	Local Content	The Local Content Strategy will include the development and implementation of programs aimed at assisting local businesses supply goods and services to the Project. Programs and support will be provided through collaboration with the Industry Capability Network, State Government and local business groups such as chambers of commerce.
	Cons	Impact to local and regional businesses losing employees to the Project.	Workforce and Training Local Content	Australia Pacific LNG's strategies will limit this impact through supporting programs (such as the Origin Community Skills Scholarship) which fund local residents to undertake training in areas outside the CSG-LNG industry thus improving the availability of qualified labour for local and regional businesses to draw from.
	Cons/Ops	Impact on operation of agricultural businesses	Land Use and Land Access	Australia Pacific LNG is committed to implementing strategies which mitigate project impacts on local landowners throughout the project life. These are demonstrated through the Land Use and Land Access (LULA) Action Plan which outlines a range of activities and actions including engaging with each landowner within the project area prior to any project activity on their land, assigning a dedicated liaison officer to each landowner in the project area and locating and scheduling project activities to reduce impacts on landowner activities.
Housing and accommodation	Cons / Ops	Increase in housing and/or rental prices caused by increased demand and limited supply resulting in poor levels of housing affordability and an over-inflated market	Housing and Accommodation Community Investment	The Housing and Accommodation strategy will mitigate a reduction in housing affordability through facilitating development of additional affordable and social housing. This is in respond to potential increased housing and rental costs associated with investor speculation and increased demand from cumulative projects. This will include partnerships with organisations such as the ULDA, Department of Communities and Local Housing Providers. The Community Investment Strategy will identify programs to support which focus on providing assistance to people in housing distress. This

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Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
				is designed to increase the supported programs' ability to reach a greater number of households and individuals. Temporary Accommodation Facilities (TAFs) will be secured for the construction workforce to minimise demand for housing in the gas fields and pipelines communities due to the project, thus reducing the potential for price inflation.
	Cons	Increased demand for hotel/motel accommodation presents challenges for competing local industry and businesses	Housing and Accommodation	The Housing and Accommodation Strategy will outline measures to collaborate with the commercial accommodation/tourism sector to provide information on anticipated demand for short term accommodation to ensure the project is not leading to a lack of access to commercial accommodation for other users such as tourists and business travellers. This will be a particular focus in Biloela during the construction of the pipeline.
Community health and safety	Cons / Ops	Community concern about health and safety impacts resulting from the Project	Community Health and Safety Land Use and Land Access	The Community Health and Safety action plan will mitigate adverse health and safety impacts and develop opportunities in collaboration with local communities and emergency service providers. Strategies will include implementing health and safety monitoring for construction and operations and establishing methods to communicate the results regularly with the community, developing emergency response plans in close collaboration with emergency service providers, local councils and other industry and strictly enforcing the TAF Code of Conduct and Project Rules. The Code of Conduct and Project Rules extend to cover inappropriate behaviour in the community which can be directly attributed to Australia Pacific LNG employees and contractors. Inappropriate or unlawful behaviour will be investigated internally and disciplinary action undertaken if required. The community health and safety action plan will also focus on ensuring the traffic management plans are communicated with the community and relevant stakeholders to increase awareness about traffic and transport movements and illustrate the safety management practices being put in place.
	Cons	Potential for socially unacceptable behaviour due to the increase in population and changed demographics		
	Cons	Increased road traffic reducing road safety and causing traffic congestion		
Facilities and services	Cons	Increased demand on medical and health services	Community Investment Community Health and Safety	Australia Pacific LNG will provide first response medical services on site and has made design considerations to minimise the potential of an emergency event on site. The project will engage with emergency services and the Queensland health department to ensure that

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Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
				<p>workforce numbers are provided in a timely manner to assist with demand planning.</p> <p>The Community Health and Safety action plan will assist in identifying opportunities with local communities and emergency service providers to alleviate any potential increased demand on medical and health services. This, together with identifying programs under the community investment strategy that develop capacity within the local community to meet regional growth requirements, will aid in mitigating any potential adverse impacts.</p>
	Cons / Ops	Increased demand for community support services and facilities (for example child care, public transport, airport, family services).	Community Investment	<p>The community investment strategy will collaborate with community support service providers and the community to develop programs that assist in building capacity within support services. These programs may include an expansion of the Origin Community Skills Scholarship program that assists in meeting demand in the broader workforce not related to the CSG-LNG industry.</p> <p>Social Infrastructure investment has been identified as a priority area for the Community Investment Strategy. Investment will align with demand specifically associated with the Project, as well as infrastructure which assists mitigating other impact areas such as housing distress and income and affordability. Investment will be guided by the finding of regional needs assessments which have been undertaken by local councils and state agencies such as the proposed Surat Social Infrastructure Strategic Plan and the Western Downs and Maranoa Community Plans.</p>
Community values and lifestyle	Cons	The region's growth will impact local community values and residents' lifestyle patterns	Community Investment Workforce and Training Community Health and Safety Housing and Accommodation Land Use and Land Access	<p>To ensure investment programs are aligned with community values and lifestyle the Community Investment Strategy will align with community needs and relevant regional and local plans such as the Western Downs Community Plan, Maranoa Community Plan, Local Council plans and relevant state policies and strategies. This together with a commitment to involve the community in decision making will assist in ensuring that community investment programs are aligned with the community's values and to assist in meeting the future needs of the Surat and pipeline regions.</p> <p>The non-local construction workforce will be housed in TAFs which will assist in ensuring that Community demographics are not distorted due</p>

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Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
				<p>to an influx of construction workers. Construction employees housed at the TAF will be managed through the Project Rules and Code of Conduct to ensure that behaviour is consistent with community expectations.</p> <p>The Workforce and Training strategy will implement programs to assist local employees in gaining meaningful long-term employment as priority. By prioritising local employment, where possible, Australia Pacific LNG will be ensuring that workforce participation is maximised.</p> <p>Strategies will focus on meeting Australia Pacific LNG's objective of maintaining positive, productive and mutually respectful relationships with landowners and communities and consult and negotiate in good faith and respect the social values and decisions of the landowner and members of the community , as far as practically possible.</p>
Cons / Ops		Shift work employment decreases the time spent with their families and participation in community activities (including volunteering)	Workforce and Training Community Investment	Australia Pacific LNG will implement a number of programs to assist in integrating locally based employees into the community. These programs include a corporate volunteering framework and sponsorships and donations program that will encourage participation in community events and activities. The local workforce roster for construction and operations has included considerations that recognise need for work life balance that assists in allowing time with families.
Cons		Relationship between increased disposable income and how people spend it (for example, increased spend on gambling, alcohol or drugs) impacting on community values	Community Health and Safety Workforce and Training	Programs that focus on "fit for work" and alcohol and drug education will be implemented as part of the Workforce and Training Strategy to minimise potential negative impacts from increased disposable income. This, together with programs implemented through the Community Investment strategy that focus on enhancing community connectedness, will assist in maintaining and improving social wellbeing within the community.
Cons		Impact of lighting, dust and noise to community amenity and lifestyle	Community Health and Safety Land Use and Land Access	A community grievance mechanism will be implemented and advertised throughout construction and operations to monitor any potential impact on the community due to light, dust or noise impacts and provide feedback to the community on action taken to rectify any incidents. This process of continual evaluation and monitoring will be employed throughout the project life cycle from design to construction to operations to assist in minimising impact to community amenity and

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Impact category	Phase ³	Impact and benefits	SIMP Key Mitigation Strategies	Notes
				lifestyle. A Rural Residential Code of Conduct will be developed and implemented and will include principles and commitments which relate to mitigating amenity impacts from the location and operation of gas field and pipeline infrastructure on rural residential land.
	Cons	Community concerns about the management of environmental, social or economic issues	All	The implementation of Australia Pacific LNG's reporting, monitoring and evaluation program will ensure that all programs implemented will be assessed against intended objectives and outcomes. This assessment and commitment to continual improvement will ensure that community concerns are addressed and considered in future development of all strategies and programs.

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3.2 Action Plans

The action plans for each key strategy are broadly based on the mitigation measures as outlined in the Australia Pacific LNG EIS (see Appendix A). The Plans are designed to provide greater clarity to stakeholders, community members and potential partner organisations on the tasks and engagement activities which Australia Pacific LNG propose to undertake in the further development and implementation of mitigation measures. The plans detail how the mitigation measures directly respond to identified impacts and benefits and how they will be achieved.

Each action plan includes:

- Rationale
- Objectives
- Social impacts addressed
- Key Stakeholders
- Potential Partner Agencies
- Actions, Timing and Consultation
- Key Performance Indicators

The action plans will be updated as activities are undertaken and new ones planned to incorporate additional tasks, information, timing and engagement activities. The action plans and associated strategies provide the basis for the Monitoring, Reporting and Review Program.

3.2.1 Partnerships

Australia Pacific LNG recognises that it has certain responsibilities in relation to the management and mitigation of project related impacts across the LNG facility, pipeline and gas fields components. However, the complexity and nature of many of the impacts will require the participation and collaboration of a range of stakeholders in order to effectively mitigate.

In addition to Australia Pacific LNG's responsibilities, government has a significant role in the planning and delivery of core services such as health, education, emergency services, transport and infrastructure, and employment and training initiatives. Where relevant, these action plans identify potential partners for delivery and / or monitoring of a particular strategy or program.

The complex factors which contribute to the need for a shared approach to management and mitigation include:

- The scope of CSG to LNG activities
- The staging of activities (planning, construction, operations and decommissioning)
- The breadth of the current and future CSG to LNG industry and broader resource sector participants (and therefore extent of risk for cumulative impacts)
- The diverse local, regional and broader governance contexts in which the Project components exist (gas fields, pipeline and LNG facility)

In addition to identifying potential partnerships, Australia Pacific LNG has been proactively developing partnerships prior to finalisation of the SIMP. Key partnerships have been developed or initiated with the following agencies:

- DEEDI, ICN and various government departments – Development of a regional capability-building program to support local business in understanding the generic contracting supply chain framework and providing targeted training where capacities are inadequate. Whilst supporting local business to build its capability to respond to any tendering opportunities, it will also assist qualified local and regional businesses to access opportunities to tender for

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provision of goods and services for the Project. The first round of training is currently being rolled out together with the Department of Justice and Attorney General, focussing on occupational health and safety. This is a joint funded program.

- DET/DEEDI/ESQ/CSQ – Negotiations are under way with these partners to develop and fund programs that target the employment of under-represented groups such as women, the disabled and Indigenous Australians.
- CSG-LNG Proponents – Proponents are working together to develop of a Job Referral Centre. Agreement has also been reached with Santos to jointly run the Maranoa Joint Industry Community Committee.
- Local Governments – Australia Pacific LNG has established, or is currently establishing Regional Community Consultative Committees in Maranoa, Western Downs and Banana Shire. Local governments have provided advice and input into this process. Local Governments have also been involved in the roll-out of local procurement roadshows. Negotiations are also underway with Western Downs Regional Council and Maranoa Regional Council about their role in Australia Pacific LNG's housing strategy.
- Indigenous businesses – Established a MOU with a successful Indigenous business to provide ongoing mentoring and support to Indigenous Native Title Claimants who wish to establish businesses
- Department of Communities – Engagement has been initiated with the Housing and Homelessness Section regarding potential delivery mechanisms for affordable housing and community investment.

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3.2.2 Housing and Accommodation

Rationale and summary

There is a high probability that the Project will impact on housing supply and affordability through an increase in demand for accommodation from workforces directly and indirectly associated with the construction and operational phases of the Australia Pacific LNG project. Through consultation, this has emerged as a key issue of concern for both the community and local and state government agencies.

In response, an integrated housing and accommodation strategy has been developed and will be implemented for the Australia Pacific LNG project to ensure housing and accommodation impacts associated with the project are minimised and sustainable opportunities for affordable housing are supported in collaboration with partners. The housing and accommodation strategy will outline commitments and processes to:

- Facilitate the creation of new affordable housing stock
- Manage worker housing through camp provisioning
- Increase the capacity of local government and community partners to manage housing related issues
- Support sustainable market led growth through indirect investment aimed at addressing bottlenecks in the development process

Objectives

- To take Project decisions that avoid or reduce upward pressure on housing prices, rental costs and demand that may result from Project activities
- To provide accommodation solutions for the non-local workforce
- To support the maintenance or improvement of access to affordable housing for the local community
- To avoid displacement of short-term accommodation users (tourists, business visitors, families and friends etc)
- To ensure that the Project workforce is able to be accommodated in reasonable proximity to work sites to ensure compliance with Project HSE requirements

Social impacts addressed

- Reduced ability to access affordable housing for lower income and other disadvantaged groups
-

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- Increased cost of living due to inflationary pressure
- Increase in housing and/or rental prices caused by increased demand and limited supply resulting in poor levels of housing affordability and an over-inflated market
- Community concerns about the management of environmental, social or economic issues
- Potential for socially unacceptable behaviour due to the increase in population and changed demographics
- Increased demand for hotel/motel accommodation presents challenges for competing local industry and businesses.
- Increased demand on social support services, such as management of social/community housing

Key stakeholders and potential partner agencies⁴

Department of Communities (Housing and Homelessness Services)	Maranoa Regional Council
Urban Land Development Authority	Office of Economic and Statistical Research
Local community centres	Australia Pacific LNG and its contractors
Western Downs Regional Council	LNG industry proponents and current industry
	CSIRO

Actions

Timing

Consultation

1 Permanent Housing

1.1 Australia Pacific LNG will develop an integrated housing strategy containing: <ul style="list-style-type: none"> • Workforce projections and anticipated project induced housing demand • Partnership opportunities aimed at addressing housing affordability and 	Q3 2011	DoC, ULDA, WDRC, MRC, local community centres
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⁴ Note that the list of potential partner agencies will be further refined as the project progresses.

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availability

- Options to increase supply of affordable housing
- Relocation and integration support for relocating workers and families

1.2 Ensure IHAS is aligned with existing regional and local plans	Q2 2011	WDRC, MRC, OCG
1.3 Report regularly on housing strategy implementation	2012 and ongoing	DoC, OCG, RCCCs, MRC, WDRC
1.4 Continue to assess and report on demand for permanent accommodation from operational workforce relocating to Western Downs and Maranoa Regional Council.	2011 and ongoing	DoC, OCG, OESR, RCCCs
1.5 Develop research partnerships within the GISERA alliance to research and assess housing issues affecting the gas fields and pipeline areas, such as: <ul style="list-style-type: none"> • Economic and social impacts of housing delivery models for resource developments • Impacts to low income households of resource developments 	Q3 2011	Australia Pacific LNG, CSIRO, community partners as required by research question
1.6 Continue to collaborate with Government and regional planning processes to identify housing market issues, forecasts and possible responses.	Ongoing	Surat Basin Local Leadership Group, Industry Leadership Group, Industry Monitoring Group
1.7 Monitor project induced impacts on housing affordability and availability through the Monitoring, Reporting and Review Program developed by Australia Pacific LNG	2011 and ongoing	DoC, OESR, RCCCs
2 Temporary Accommodation		
2.1 Finalise social and environmental risk assessment matrix and camp standard.	Complete	Australia Pacific LNG Project Team
2.2 Identify appropriate locations for TAFs and provide information to local councils.	Q3 2011	Australia Pacific LNG, contractors, WDRC, MRC, BSC, GRC

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2.3 Provide accommodation for non-local construction staff and contractors in temporary accommodation facilities for duration of construction.	2011 and ongoing	Australia Pacific LNG, contractors
2.4 Secure permanent camp accommodation for operational staff residing greater than 50km from site.	2011 and ongoing	Australia Pacific LNG, contractors
2.5 Construct temporary accommodation facilities which allow for sufficient social and recreational opportunities as appropriate.	2011 and ongoing	Australia Pacific LNG, contractors

3 Affordable Housing

3.1 Identify opportunities to partner with local community housing providers to address affordable housing issues	Q2 2011 and ongoing	DoC, WDRC, MRC, community housing providers
3.2 In collaboration with key stakeholders, identify most effective approach to minimise housing impact on disadvantaged and vulnerable groups.	Q2 2011	DoC, community housing providers, WDRC, MRC

4 Short-term Accommodation

4.1 Identify and implement an appropriate mix of short term accommodation solutions for visiting employees and contractors.	Ongoing	Tourism industry
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Potential Key Performance Indicators⁵

- Rental vacancy rates and housing sale prices in the local region
- Availability of social and community housing in the region
- Community attitudes towards consultation and management of housing and accommodation issues
- Satisfaction of partner agencies with engagement and delivery process

Review mechanism

This Action Plan will be reviewed internally once the Housing and Accommodation Strategy has been finalised and annually after that or as necessary to close and/or update tasks, timing and consultation.

⁵ Note that the Key Performance Indicators will be further refined in the development of the IHAS monitoring program.

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3.2.3 Community Investment

Rationale and summary

Social infrastructure and services in the Western Downs, Maranoa and Banana Shire may be affected due to direct and indirect demand arising from Australia Pacific LNG project staff. In particular, Australia Pacific LNG has identified the following potential impacts on and benefits to social infrastructure:

- Increased demand on affordable housing
- Increased demand on child care, family support and youth support services
- Incremental increased demand on community and cultural facilities such as libraries, parks, community centres and sporting grounds
- An increased membership pool for community, cultural and sporting associations
- An increased demand for education - local school enrolments

Australia Pacific LNG believes that through investment in social infrastructure, community capacity building and support for strengthening existing and new programs and services as required, potential project related social impacts can be effectively mitigated. The action plan presented below outlines the steps to be undertaken in the development and implementation of the Community Investment Strategy.

Australia Pacific LNG's investments in social infrastructure will be guided by the comprehensive needs assessments undertaken through the development of the local government community plans. The Australia Pacific LNG community investment strategy will consist of the following components; social infrastructure, partnerships, sponsorships and donations, and employee giving and volunteering. The strategy will focus on addressing skills development and education, natural resource stewardship, safe and healthy communities and sustainable management of population influx. A key component in delivery of the community investment strategy will be to ensure participation of key local stakeholders in any investment consideration.

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Objectives

- Support community capacity building through local skills development and contributing to local education opportunities
- Support programs that protect and enhance the productivity of our natural resources, including land, water and biodiversity
- Support the continued development of safer and healthier communities (including efforts by ambulance, healthcare, police and emergency services and public welfare activities)
- Support and deliver programs that assist to manage population influx in a responsible and sustainable manner
- Support the capacity development of key social infrastructure services and facilities, in accordance with priorities identified by relevant stakeholders
- Provide avenues to partner with government, industry and community that deliver long-term lasting benefits to the Project areas

Social impact categories addressed

- Social divide resulting from increased wage gap
- Increased cost of living due to inflationary pressure from higher average weekly incomes
- Community concerns about the management of environmental, social or economic issues
- Potential for socially unacceptable behaviour due to the increase in population and changed demographics.
- Increased demand on medical and health services
- Reduced ability to access affordable housing
- Increase in housing and/or rental prices caused by increased demand and limited supply resulting in poor levels of housing affordability and an over-inflated market.
- Increased demand for community support services and facilities (for example child care, public transport, airport, family services)

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Key stakeholders and potential partner agencies⁶	Community and not-for-profit organisations	Chambers of Commerce
	Department of Communities	Department of Employment, Economic Development and Innovation
	Western Downs Regional Council	Registered training organisations and education providers
	Banana Shire Council	CSG-LNG industry proponents and current industry
	Maranoa Regional Council	Regional Community Consultative Committees

Actions	Timing	Consultation
Community Investment Strategy		
1.1 Develop a framework to guide development of the Australia Pacific LNG Community Investment Strategy	Complete	Consideration of consultation undertaken to date by Australia Pacific LNG as well as local, regional and state plans and Australia Pacific LNG Sustainability Principles
1.2 Establish governance structures for the Community Investment Strategy to ensure community input into decision making and linkages with existing programs and regional plans are reflected, e.g. through the RCCCs	Q3 2011	RCCCs, WDRC, MRC, BSC
1.3 Finalise the Community Investment Strategy (see Appendix B)	Q3 2011	Australia Pacific LNG
1.4 Evaluate resources available to community members to deliver on needs (Needs and Resources Analysis) and use results of this analysis to determine potential Community Investment opportunities	Q4 2011-Q1 2012	Australia Pacific LNG, RCCCs, local communities
1.5 Engage in or establish a Industry Leadership Group to identify any opportunities for collaboration or leverage to address cumulative impacts or opportunities to enhance community connectivity and networks	Ongoing	CSG - LNG Industry

⁶ Note that the list of potential partner agencies will be further refined as the project progresses.

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1.6 Through the Monitoring, Reporting and Review Program, incorporate a review process for the Community Investment strategy including evaluation of programs delivered

Q4 2011 – ongoing

RCCCs, program partners

2 Social Infrastructure Investment

2.1 Ensure alignment of Project related social infrastructure mitigation projects with community needs through community input into decision making

Ongoing

WDRC, MRC, BSC, RCCCs

3 Partnerships, sponsorships and donations

3.1 Under the GISERA alliance, establish research programs which studies actual project impacts and broader social change across the Project area.

Q4 2011

CSIRO

3.2 Identify partnership opportunities that build community capacity focusing on the areas of:

Q2 2011 and ongoing

Community and not-for-profit organisations, State and Federal Government agencies, Registered training organisations and education providers, LNG proponents and current industry

- Skills development and education
- Natural resource stewardship
- Safe and Healthy Communities, and
- Sustainable population influx management

3.3 Develop criteria for assessing and approving sponsorships and donations based upon the Origin Community Engagement Directive and Guidelines

Q3 2011

Australia Pacific LNG Project Team, RCCCs

3.4 Communicate criteria and other relevant information to interested parties

Q4 2011 and ongoing

Community groups, RCC, WDRC, MRC, BSC

3.5. Re-align the existing skills scholarship program to support businesses and apprentices in critical skills need areas.

Q3-4 2011 and ongoing

Local businesses, chambers of commerce, Surat Basin Corporation

3.6 Extend Origin's existing CARS (Caring About Road Safety) program to high

Q3 2011 and

RACQ, QMEA, local high schools

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schools in Banana Shire in partnership with RACQ and QMEA	ongoing	
3.7. Develop business mentoring program to assist local businesses to understand and capitalise on social and demographic change arising from the CSG-LNG industry	Q3-4 2011	DEEDI, local businesses, chambers of commerce, Surat Basin Corporation
4 Employee Giving and Volunteering Framework		
4.1 Implement the Origin corporate volunteering framework and matched giving opportunities for permanent Origin employees in the gas fields' region	Q1 2011 – ongoing	Australia Pacific LNG, community and not-for-profit organisations, Regional Volunteering organisations
4.2 Establish employee committees at existing sites to guide employee giving and volunteering	Q3-Q4 2011	Australia Pacific LNG, employees
4.3 Embed volunteering opportunities for Australia Pacific LNG, Origin and ConocoPhillips staff in partnership agreements with community and not-for-profit organisations	Q1 2011 – ongoing	Australia Pacific LNG, Community and not-for-profit organisations, Regional Volunteering organisations

Potential Key Performance Indicators⁷

- Community satisfaction with Australia Pacific LNG and its contractors' performances with respect to community investments as a tool to manage environmental, social and economic impacts
- Number, value (financial and social return on investment) and nature of social infrastructure investments and partnerships
- Number, value and nature of sponsorships and donations
- Value and nature of employee giving to local charity, community and not-for-profit organisations through the employee giving and volunteering framework

⁷ Note that these Key Performance Indicators will be refined in consultation with the relevant RCCC's

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Review Mechanism

This Action Plan will be reviewed internally following finalisation of the Community Investment Strategy and annually after that, or as necessary to close and/or update tasks, timing and consultation.

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3.2.4 Indigenous Engagement

Rationale and summary

It is possible that Indigenous Australians will be disproportionately affected by the Project due to a combination of lower income levels, lower educational and training levels and higher levels of unemployment in Indigenous communities. Potential areas of impact include Indigenous values, social harmony, access to employment and services, equality, health and well-being and employment opportunities.

A further potential impact of the Project could be an increase in the Indigenous population across local communities if Indigenous Australians move to the area to pursue direct or indirect employment and business opportunities.

Australia Pacific LNG recognises that successful Indigenous engagement is underpinned by building long-term relationships and as such has committed extensive resources to develop and implement an Indigenous Engagement Strategy to mitigate potential negative impacts and develop opportunities for social and economic development for Indigenous Australians.

Key elements of the strategy are to contribute to training and education, provide employment opportunities, assist Indigenous businesses with business development and foster respect and understanding within Australia Pacific LNG. A crucial component in delivering the strategy is continuous engagement with Indigenous communities, organisations and representatives to ensure ownership of strategies and actions.

Objectives

- Maintain excellence in cultural heritage management
 - Enable a positive contribution to Indigenous economic and social development
 - Proactively continue to engage with Indigenous communities
-

Social impact categories addressed

- Reduced ability to access affordable housing
 - Social divide resulting from increased wage gap
 - Opportunity to support work readiness programs and pre-trade training concepts
 - Increased demand for community support services and facilities (for example child care, public transport, airport, family services)
 - Reduced ability to access affordable housing
 - Difficulty in securing and retaining employment on the Project for Indigenous Australians
-

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- Lack of business development opportunities realised for Indigenous businesses
- Lack of respect for Indigenous cultural heritage by workforce

Key stakeholders and potential partner agencies⁸	Indigenous businesses and joint-ventures	Department of Communities
	Traditional Owner representatives	Department of Education and Training
	Registered Training Organisations and Education Providers	Department of Employment, Economic Development and Innovation
	Industry Capability Network and Business Representative bodies	Department of Health
	Local Government	Industry Proponents and current industry
	Community and not-for-profit organisations	

Actions	Timing	Consultation
Framework		
1.1 Develop a framework to guide development of the Australia Pacific LNG Indigenous Engagement Strategy, focusing on the areas of: <ul style="list-style-type: none"> • Education & Training • Employment • Health & Wellbeing • Business Development & Support • Cultural Heritage 	Complete	Consideration of consultation undertaken to date with the Indigenous community by Australia Pacific LNG as well as local, regional and state plans and Australia Pacific LNG Sustainability Principles

⁸ Note that the list of potential partner agencies will be further refined as the project progresses.

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1.2 Instigate programs through Australia Pacific LNG's community investment strategy to assist in Indigenous economic and social development	Q4 2010 and ongoing	Australia Pacific LNG, DEEDI, DoC (ATSI Services), Indigenous communities,
2 Education and Training		
2.1 Further develop existing relationships with local schools	Q3/4 2010 and ongoing	Australia Pacific LNG, DET, local principals
2.2 Evaluation of current Industry pilot Indigenous School Based Traineeship Programme which Australia Pacific LNG is currently involved in	complete	Australia Pacific LNG, DET, LNG Industry proponents, Local schools
2.3 Establish community and school engagement forums to maintain regular contact and communication with the Indigenous population in Project areas	Q1 2011	Australia Pacific LNG, Indigenous communities, local schools, DET, Indigenous community organisations, Traditional Owners, WDRC, MRC, BSC
2.4 Assess training providers to identify preferred partners to deliver work readiness and skills development training programs for Indigenous employees and community members	Q4 2010	Australia Pacific LNG, DEEDI, Local RTO's and education providers, DoC (ATSI Services)
2.5 Provide support for: <ul style="list-style-type: none">• Community apprenticeship• Origin traineeships/apprenticeships• School based traineeships	Ongoing	Australia Pacific LNG, Indigenous communities
2.6 Investigate options to implement Indigenous Secondary and Tertiary Scholarships	Q3/4 2011	Australia Pacific LNG, DET, Local Schools, Universities
3 Employment		
3.1 Undertake review of existing Origin Energy HR policies and current application processes	Q3 2010	Origin

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3.2 Undertake gap analysis of required skills for personnel seeking employment to ensure training is linked to available jobs, rather than facilitating training for 'trainings sake'.	Q3/4 2010 then ongoing	Origin, local RTO's, DEEDI, Indigenous communities
3.3 Identify available positions for workplace traineeships/apprenticeships	Q3/4 2010 then ongoing	Australia Pacific LNG Project Team
4 Business Development & Support		
4.1 Assist indigenous businesses in the gas fields and pipeline areas to establish relationship with existing Indigenous Businesses to facilitate Joint Venturing opportunities: <ul style="list-style-type: none">Facilitate introduction between NT parties and established Indigenous CompaniesInvestigation of other employment options for Indigenous communities, including NT claimants e.g. partnering with Greening Australia	Q2 2010 and ongoing	Australia Pacific LNG, NT claimants, Indigenous businesses, DEEDI
4.2 Assist development of local Indigenous businesses	Q2 2010 and ongoing	Australia Pacific LNG, NT claimants, Indigenous businesses, DEEDI
4.3 Provide targeted and appropriate information to Traditional Owners and other indigenous groups and businesses to support their understanding of contracting requirements.	Q4 2010 and ongoing as required	Australia Pacific LNG, major contractors, DEEDI
5 Cultural Heritage		
5.1 Finalise cultural heritage management plans with all Traditional Owner groups and implement management plan to ensure compliance to agreement	Q3 2010 and ongoing	Traditional Owners, DERM, Australia Pacific LNG Project Team and contractors
5.2 Provide relevant employees with training on requirements of legislation and specific agreements such as Cultural Heritage Management	Ongoing	Traditional Owners, Australia Pacific LNG staff and contractors, DERM
5.3 Finalise protocol for acknowledgement of country	Q3 2010	Australia Pacific LNG, Traditional Owners

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5.4 Continue to celebrate Indigenous cultural values internally

Ongoing

Australia Pacific LNG

5.5 Ensure all Australia Pacific LNG contractors align with and implement Australia Pacific LNG sustainability principles related to indigenous engagement

Ongoing

Australia Pacific LNG, contractors

Potential Key Performance Indicators⁹

- Number of Indigenous apprenticeships, traineeships and scholarships, work experience programs supported by Australia Pacific LNG in non-LNG industries
 - Number of self identified Indigenous persons employed in construction and operational workforces, as available
 - Evidence of cultural heritage management training provided to Australia Pacific LNG and contractor staff
 - Community attitudes towards Australia Pacific LNG's position, processes and performance in relation to Indigenous development and Indigenous engagement
 - Evidence of engagement with indigenous stakeholders
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Review Mechanism

Review internally annually to close off or update tasks as necessary

⁹ Note that these Key Performance Indicators will be further refined in consultation with relevant RCCCs.

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3.2.5 Community Health and Safety

Rationale and summary

During community consultation key stakeholders and the broader community discussed potential impacts to community health and safety. These centred on industrial impacts upon air quality, safety processes for gas processing facilities and logistics for emergency response.

The consultation coupled with findings from the Social Impact Assessment have informed the potential impacts listed below in relation to community health and safety during project construction and operations:

- potential for the project to increase demand for local emergency services, including Fire and Rescue
- additional pressure is expected on health and medical services provided by general practitioners and community health centres
- potential change in the perception of community safety and security due to large influx of non-resident workers and gender imbalance
- potential impact on road safety resulting from increased traffic associated with transport of workers and materials and equipment

Australia Pacific LNG recognises the concerns expressed by stakeholders due to potential added pressure on community facilities and services and on existing community amenity and lifestyle due to the project requirements. The project has committed to implement strategies to minimise adverse project related health and safety impacts and develop opportunities in collaboration with local communities and emergency service providers.

The community health and safety strategy consists of three main components

- Emergency response planning to address impacts to traffic, transport and emergency services
 - Community health and safety initiatives to minimise health impacts to the community and build safety awareness
 - Workforce health and safety initiatives
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Objectives	<ul style="list-style-type: none"> • Continue the development of strong working relationships with emergency service providers • To minimise demand on health and emergency services as a result of Project activities • To mitigate impacts on road, air and shipping movements as a direct result of transporting personnel, materials and equipment • To provide a safe environment for our employees and community members 	
Social impact categories addressed	<ul style="list-style-type: none"> • Concerns that workers accommodation facilities will foster anti-social behaviour and impact host communities • Community concern about health and safety impacts resulting from the Project • Potential for socially unacceptable behaviour due to the increase in population and changed demographics • Increase in road, air and shipping movements impacting road and maritime safety, and congestion • Impact of lighting, dust, noise and traffic to community amenity and lifestyle • Community concerns about the management of environmental, social or economic issues 	
Key stakeholders and potential partner agencies¹⁰	<ul style="list-style-type: none"> Western Downs Regional Council (WDRC) Maranoa Regional Council (MRC) Banana Shire Council (BSC) Toowoomba Regional Council (TRC) Department of Community Safety 	<ul style="list-style-type: none"> Department of Health Queensland Police Department of Transport and Main Roads Rural Fire Service and Queensland Fire and Rescue Service

Actions	Timing	Consultation
1 Emergency Response Planning		

¹⁰ Note that the list of potential partner agencies will be further refined as the project progresses.

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1.1 Provision of workforce numbers to local, state and federal government to assist with infrastructure planning and discussion regarding Australia Pacific LNG's commitment to health and safety initiatives	Q4 2010 – ongoing	OESR, WDRC, MRC, BSC, TMR, Dept Community Safety, QPS,
1.2 Ensure industry leading stringent design standards and testing procedures of infrastructure	Ongoing	Australia Pacific LNG
1.3 Undertake Emergency Response Planning for construction and operations in collaboration with emergency service providers and neighbours	Q4 2010	Australia Pacific LNG, Contractors, Dept Community Safety, Queensland Police, Rural Fire Brigade / Queensland Fire Service, CSG - LNG proponents and current industry
1.4 Provide first emergency response resources on site	Q1 2011 and ongoing	Australia Pacific LNG, Contractors, CSG - LNG industry
2 Community Health and Safety		
2.1 Expand Community Safety Awareness program in conjunction with industry partners, government and community groups to develop responses to community safety concerns in the region.	Q4 2010	RCCC, WDRC, MRC, BSC, LNG proponents and current industry, Emergency Service Providers
2.2 Develop community complaint and grievance policy and communicate.	Q4 2011	Australia Pacific LNG, contractors, OCG,
2.3 Implement health and safety monitoring for construction and operations and disseminate results through community engagement activities.	Q1 2011 and ongoing	Australia Pacific LNG, Contractors, WDRC, MRC, BSC, DERM, Dept Community Safety,
2.4 Through the development of the Community Investment strategy, identify opportunities to address community health and safety issues, e.g. through the CARS program.	Q1-Q2 2011	RCCC, WDRC, MRC, BSC, community and not for profit organisations
2.5 Minimise road traffic through provision of air transport for long distance commuting workforce, including upgrading a suitable local airstrip to cater for larger aircrafts.	Q3 2011 and ongoing	Australia Pacific LNG, WDRC

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2.6 Control project related road traffic through implementing a land transport directive, including e.g. an in-vehicle monitoring system	Q3 2011 and ongoing	Australia Pacific LNG
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3 Workforce health and safety

3.1 Integrate project rules and code of conduct into recruitment and project induction processes	Q1 2011 and ongoing	Australia Pacific LNG, Contractors
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3.2 'Fit for Work' and 'Drug and Alcohol' policies incorporated into Employee contracts and induction program	Q4 2010	Australia Pacific LNG, contractors, community service providers, emergency service providers, Queensland Health
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3.3 Develop and implement safety induction for all employees and contractors to understand responsibility towards safe methods of work	Q1 2011 and ongoing	Australia Pacific LNG, contractors,
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3.4 Develop wellbeing program for employees and contractors	Q4 2010	Australia Pacific LNG, contractors,
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3.5 Provide orientation for new employees to support employee integration into the region	2012	Australia Pacific LNG, contractors, community organisations
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Potential Key Performance Indicators¹¹

- Number, type and percentage of work related health and safety incidents
- Number of Project related visits to medical facilities outside of Australia Pacific LNG and contractors facilities
- Evidence of communication of estimated workforce demands to Local Government and State Government
- Number and nature of behavioural incidents involving Australia Pacific LNG staff and contractors, and corrective action taken
- Number of community health and safety complaints and close outs.

¹¹ Note that these Key Performance Indicators will be further refined in consultation with relevant RCCCs.

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Review Mechanism

Review internally annually to close off or update tasks as necessary

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3.2.6 Workforce and Training

Rationale and summary

Labour force requirements for gas fields' development, construction of the pipeline and LNG Facility are high. While Australia Pacific LNG is strongly committed to employing locals as much as possible, current labour conditions and cumulative demands will make this difficult. In its April 2009 listing of major projects, the Australian Bureau of Agricultural and Resource Economics¹² states that 74 projects with a total projected expenditure of A\$80 billion were at an advanced stage of development across Australia.

Requirements for additional labour in an already stretched labour market will contribute to the current skills shortage and pose challenges for recruitment and retention.

The availability of labour in the project areas is restricted with some areas experiencing extremely low levels of unemployment (1.5% for the gas fields overall) and a high rate of participation. These issues will be further exacerbated by the cumulative impacts of other projects proposed and planned for the gas fields and Gladstone.

Despite this, the Project will provide an opportunity to increase labour force participation. Recognising the constraints of the local labour market and the potential for drain of labour from local business in the region, a key focus of the Australia Pacific LNG workforce strategy will be to work with government to target sectors of the community that are not currently participating in the labour force and to build local workforce capacity through training and development strategies to service the gas fields, gas pipeline area and the Gladstone region.

Objectives

- To minimise negative impacts to local businesses where there is an increased demand for labour arising from the Project
- To increase the local community skills capacity for employment
- To increase industry wide labour capacity
- To maximise employment opportunities for local residents and underrepresented groups

Social impact categories addressed

- Opportunity to increase labour-force participation and increase local skills capacity
 - Opportunities for local and regional businesses to supply goods and services to the Project
 - Inflationary pressure on commercial real estate costs impacts on local businesses
-

¹² Refer http://www.abare.gov.au/publications_html/energy/energy_09/ME09_Apr.pdf

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- Impact to local and regional businesses losing employees to the Project
- Opportunities for industrial tourism
- Opportunities for apprenticeships, scholarships and vocational training
- Increased cost of living due to inflationary pressure from higher average weekly incomes
- Social divide resulting from increased wage gap (that is, the 'haves' and 'have nots')
- Opportunity to support work readiness programs and pre-trade training concepts

Key stakeholders and potential partner agencies¹³

Department of Education and Training/Skills Queensland	Registered Training Organisations and Education Providers
Construction Skills Queensland	Industrial proponents and current industry
Energy Skills Queensland	Australia Pacific LNG Contractors
Local Governments	Regional Community Consultative Committees
Federal Government Department of Education, Employment and Workplace Relations	CSG/LNG Steering Committee
Department of Employment, Economic Development and Innovation	QMEA
	SQIT

Actions

Timing

Consultation

1 Local Labour Supply

1.1 Provide workforce estimates and workforce profiles to relevant stakeholders in a timely manner to assist with planning and program development <ul style="list-style-type: none"> • Australia Pacific LNG will work with Skills Qld (SQ) and provide input into the Workforce Development Plan, a part of the Surat Basin Future Directions 	Initial report completed Sept 2009 Q3 2010 – discussions	CSG-LNG Proponents, DEEWR, DEEDI, DET, Registered Training Organisations and Education Providers, Skills Queensland, ESQ, Construction Skills Queensland (CSQ)
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¹³ Note that the list of potential partner agencies will be further refined as the project progresses.

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<p>Strategy, to identify existing community skills needs and offer targeted skills training to fill identified gaps</p> <ul style="list-style-type: none"> • With the aid of this assessment, Australia Pacific LNG will also work with government to target the employment of under-represented groups such as women, the disabled and Indigenous Australians • Through this process, ongoing analysis of labour availability and a corresponding review of community demographics and skill sets will be maintained to ensure training strategies are well-targeted to local labour 	<p>commenced with DET/DEEDI</p> <p>Construction phase report completed and being circulated for feedback prior to official release in Oct-Nov 2010</p>
<p>1.2 Implement Operations training and employment programs to encourage local, Indigenous and under-represented participation</p>	<p>Commenced and Ongoing</p>
<p>1.3 Where possible and appropriate, the operational workforce will be recruited locally</p> <ul style="list-style-type: none"> • Advertise positions through both local and mainstream recruitment channels (for example local, State and national print media, on-line) and develop regular employment opportunities bulletins (for example at Centrelink or community noticeboards) • To assist job seekers, readily accessible information and advice will be provided through the Australia Pacific LNG / Origin shopfronts, open days , workshops and an online recruitment portal developed jointly through ESQ with all proponents, to establish a centralised Job Referral Centre • Develop and implement strategies to encourage mature-aged workers back into the workforce • Participate in career fairs and expos within local communities to promote employment opportunities • Engage with training organisations to increase the local skills capacity for employment during the construction phase of the Project and in transition from 	<p>Job Referral Centre negotiations in progress between CSG/LNG proponents and ESQ</p> <p>DEEDI, DET, Registered Training Organisations and Education Providers, ESQ, Australia Pacific LNG Contractors, Local Business, Apprentices/Trainees</p>

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construction to operations

- Where local labour is exhausted or not available, the workforce will be sourced according to skills requirements

2 Training and Development

2.1 Develop a Workforce Plan which includes:

- In-house training programs including potential opportunities for onsite training on an existing LNG facility and/or at the Peat Training Facility
- Analysis of ongoing labour requirements and development of strategies to meet labour shortage areas
- Development of training strategies targeted to attracting local labour
- Targeted employment and training programs relevant to industry requirements and wider community needs
- Methods to increase the local employment participation rate by attracting people local to the region to the workforce
- Methods to attract under-represented groups to the workforce
- Methods to attract school leavers to the CSG industry

Completed Q2 2010 with projections to 2025

DEEDI, DET, Registered Training Organisations and Education Providers, Energy Skills Queensland (ESQ), Australia Pacific LNG Contractors, Local Business, Apprentices/Trainees

The Workforce Plan will include the following training and development programs:

- Professional Development programs
- a Graduate program
- Traineeship programs

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- Indigenous training programs
 - Apprenticeship programs
 - School's based programs
-

2.2 Maintain engagement with key stakeholders and training organisations to identify any opportunities to link or leverage training and development programs into existing pathways

- Build collaborative partnerships with government and community organisations to enhance the capacity of its contractors to provide jobs and the capacity of locals to develop skills and secure jobs
- Collaborate on programs with government; training and education groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship and higher education programs
- Outline the resourcing requirements for the construction and operational phases of the Project and communicate demand to TAFE, universities industry networks and training organisations to provide early and accurate information about the number and types of skills required. This will assist in mitigating against the long lead time required to supply additional skills through apprenticeships, traineeships and tertiary education

Commenced and ongoing

ESQ, Australia Pacific LNG Contractors, Gladstone Area Group Training, DEEDI, DET, DEEWR, Registered Training Organisations and Education Providers, University of Queensland (UQ)

2.3 Participate in CSG/LNG gateway programs with high schools in the Project region to implement programs that promote career opportunities and facilitate employment in the CSG/LNG industry. Australia Pacific LNG will do this by continuing to work with the Queensland Minerals and Energy Academy (QMEA) on the expansion of QMEA's school information and guidance programs on career pathways into the upstream CSG industry in general and the Surat and Bowen basin areas in particular. Australia Pacific LNG's participation will include:

Q4 2010 – 2015

CSQ, TAFE, ESQ, QMEA, DET, Registered Training Organisations, Education Providers Universities, local schools

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- supporting school visits to sites
- supporting school based industry specific projects
- providing career advice
- facilitating industry specific vocational teaching programs
- participating in seminars and workshops
- providing industry familiarisation to teachers and QMEA personnel
- developing scholarships and awards to students

2.4 Participate in an industry advisory committee with the other proponents to develop a PMA-08 Process Plant Operations certificate II level training course through the Southern Queensland Institute of TAFE (SQIT).

Q2 2009 – ongoing

CSG/LNG proponents

2.5 Develop pathways to transition some construction employees into CSG/LNG operations

2012 - ongoing

Australia Pacific LNG Contractors, DET, DEEDI, Registered Training Organisations and Education Providers

3 Industry Development

3.1 Continue engagement with the CSG/LNG industry through the CSG/LNG Skills Taskforce to develop awareness and training pathways for the industry

Q4 2009 – ongoing

ESQ, DEEWR, DEEDI, LNG Proponents, DET

3.2 Continue to work with the Queensland Minerals and Energy Academy (QMEA) regarding the expansion of QMEA's school information and guidance programs around career pathways into the CSG Industry.

Q3 2009 and ongoing

CSQ, TAFE, ESQ, QMEA, DET, Registered Training Organisations, Education Providers Universities, local schools

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Potential Key Performance Indicators¹⁴

- Number and percentage of Australia Pacific LNG and contractor workforce sourced from the local area, as available
- Number and percentage of self identified persons employed by Australia Pacific LNG and contractors by social equity target group, occupation and position, as available
- Number of local area residents and underrepresented groups participating in skills development programs offered by Australia Pacific LNG
- Evidence of communication of workforce demand estimates to the State Government (DET/DEEDI)
- Number of apprenticeships and scholarships offered by the Australia Pacific LNG project by occupation / operational area

Review Mechanism

Review internally annually to close off or update tasks as necessary

¹⁴ Note that these Key Performance Indicators will be refined in consultation with relevant RCCC's

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3.2.7 Local Content

Rationale and summary

The Australia Pacific LNG Project is expected to significantly contribute to the local, regional, state and national economies. At a regional level, the Project will contribute to gross regional product and employment growth during both construction and operational phases.

There is a potential benefit for local and regional businesses from the Australia Pacific LNG Project through increased activity in supplying goods and services to the Project. During stakeholder consultation for the EIS “contracting opportunities” was one of the primary interest areas expressed.

Local businesses who are already experiencing the labour drain of staff leaving to seek employment with the resource projects may experience increased recruitment, retention and training costs which will impact business profitability. Depending on the supply and demand of certain skills , some businesses may experience difficulty in attracting staff which will impact the ability to service the local market

These potential impacts have been taken into consideration along with methods to assist in building local participation and skills capacity to meet the needs of the region in the workforce strategy and community investment strategy action plans.

Australia Pacific LNG, through adherence to its Sustainability Principles is committed, to the extent that it is reasonably practicable, to source goods and services locally and elsewhere in the Australian economy for the construction of the Project.

Objectives

- Maximise the opportunity for local business to build their capability
- Maximise the opportunity for local business to participate in the Project
- Support local business to meet its own workforce needs
- Support training and development initiatives that focus on local communities and local businesses

Social impact categories addressed

- Opportunities for local and regional businesses to supply goods and services to the Project
 - Impact to local and regional businesses losing employees to the Project
 - Opportunities for industrial tourism
 - Opportunities for apprenticeships, scholarships and vocational training
-

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- Opportunity to support work readiness programs and pre-trade training concepts

Key Stakeholders and potential partner agencies

Local Businesses and chambers of commerce
 Local Governments; MRC, WDRC, BSC, TRC
 Industry Capability Network
 DEEDI

Other state and federal government agencies
 Employment, Education and Training Providers
 Industry proponents and current industry

Actions

Timing

Consultation

1 Local Business Participation

1.1 Develop a local content policy aligned to the Australian government's Australian Industry Participation Plan

Local Content Policy completed Q2 2011

Local Business, WDRC, MRC, BSC, DEEDI, Industry Capability Network Queensland, Registered Training Organisations and Education Providers, Australia Pacific LNG Contractors

1.2 Australia Pacific LNG will partner with relevant networking and support organisations such as: the Industry Capability Network, local government and the regional offices of the Department of Employment, Economic Development and Innovation (DEEDI), in the development and implementation of its local content strategies.

Established and ongoing

ICN, DEEDI

1.3 Australia Pacific LNG will include local industry participation conditions in Contracts & Procurement Procedures to action the Local Content Policy.

Ongoing

Australia Pacific LNG, contractors

1.4 Australia Pacific LNG will conduct a series of Supplier Workshops in regional centres to ensure contractors, suppliers and sub-contractors are aligned with Australia Pacific LNG's sustainability principles and objectives and understand the requirements for tendering.

Workshops conducted in Roma, Dalby, Biloela, Toowoomba, Gladstone and capital cities in May 2010 and 2011.

MRC, WDRC, TRC, BSC, Southern Downs Regional Council, DEEDI, ICN

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	Over 1000 suppliers attended	
1.5 Australia Pacific LNG will also work with the Industry Capability Network to create a website portal for suppliers to register their expression of interest to work with the Project and receive regular updates about procurement and tendering opportunities.	ICN website portal established and operating	DEEDI, ICN
1.6 Develop a regional capability-building program to support local business in understanding the generic contracting supply chain framework in collaboration with the Department of Employment, Economic Development and Innovation (DEEDI) and the Industry Capability Network.	Building Regional Capability Program developed for release Q1 2011	Local Businesses, WDRC, MRC, BSC, DEEDI, ICN, Accredited Training and Education Providers,
1.7 Assist qualified local and regional businesses to access opportunities to tender for provision of goods and services for the Project. Companies with existing capability will be supported to participate in the state government's Major Projects Supplier Program.	Ongoing	Australia Pacific LNG
1.8 Project shopfronts (in Roma, Chinchilla and Miles) will play a pivotal role in providing information and assistance to local and regional businesses.	Established	Australia Pacific LNG
1.9 Wherever feasible Australia Pacific LNG will support a "buy local" program. That is, using existing local programs to promote local and regional businesses to Project employees and contractors.	Q4 2010 ongoing	Australia Pacific LNG, local chambers of commerce
1.10 Australia Pacific LNG will aim to buy locally where possible and where Australia Pacific LNG procurement policies are met to support the sustainability of local businesses	Ongoing	Australia Pacific LNG
2 Local Business Workforce		
2.1 Australia Pacific LNG will support local non CSG-LNG businesses to access existing available government workforce programs to attract workers.	Q3 2010 – ongoing	Local Businesses, WDRC, MRC, BSC, DEEDI, DET, DEEWR, Registered Training Organisations and Education

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		Providers, Energy Skills Qld (ESQ)
2.2 To assist local job seekers an online recruitment portal (job referral centre) is being developed jointly through ESQ with all CSG-LNG proponents. Local businesses will have access to the online recruitment portal managed through ESQ to link with potential workers.	Q4 2011 – ongoing	CSG-LNG proponents, ESQ, local businesses
2.4 Support a local and regional apprenticeship programs such as the Community Skills Scholarship Program to assist to improve the availability of qualified labour for local and regional businesses to draw from.	Q3 2010 – ongoing	Australia Pacific LNG, local businesses
Potential Key Performance Indicators¹⁵		<ul style="list-style-type: none"> • Local Content Policy adopted • Local industry participation conditions included in Contracts & Procurement Procedures • ICN / Australia Pacific LNG website portal operational • Capability building program developed and rolled out • Number and dollar value of supplier contracts (Australia Pacific LNG and its contractors) awarded to local businesses • Evidence of working relationships established with government planning bodies and development industry stakeholders. • Evidence of collaborative government/community partnership programs. • Number of local businesses accessing and using the Job Referral Centre. • Online recruitment portal operational • Number of local and regional apprenticeships and traineeships completed via Australia Pacific LNG supported programs

¹⁵ Note that these Key Performance Indicators will be further refined in consultation with relevant RCCCs

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Review Mechanism Review internally annually to close off or update tasks as necessary

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3.2.8 Land Use and Land Access

Rationale and summary

Stakeholders owning land, or residing on land, on which project infrastructure will be located is one of the most directly impacted stakeholder groups. Australia Pacific LNG is committed to establishing positive, productive, on-going relationship with landholders to ensure interruptions to their daily life and business operations are avoided or minimised, and benefits are maximised. To achieve this, Origin (on behalf of Australia Pacific LNG) employs a landowner liaison team to provide a point of contact for landowners and to ensure early and on-going contact is made with those living in the gas fields and gas pipeline regions.

Queensland's new land access laws came into effect on 29 October 2010 and govern the petroleum and gas, greenhouse gas and geothermal energy sectors. In particular the laws set out requirements of resource authority holders and landowners in relation to access to private land and compensation. A resource authority holder must, amongst other things:

- Consult or use reasonable endeavours to consult with landowners about access; how authorised activities are carried out and details about compensation.
- Avoid any unreasonable interference with the landowner or anyone else carrying out a lawful activity.
- Comply with the mandatory conditions of the Land Access Code.

Expectations relating to landowners are also included within guidelines written to assist landowners understand their role and responsibilities and that of the resource authority holder.

Australia Pacific LNG worked closely with the Land Access Working Group to inform the development of the Land Access Code and will implement the mandatory conditions and best practice guidelines in order to minimise project-related impacts on landowners. Australia Pacific LNG also recognises the potential impacts of land use changes on the broader communities within which it operates. These impacts and proposed mitigation measures are outlined in detail in the Project's Community Health and Safety Action Plan.

Objectives

- To maintain positive, productive and mutually respectful relationships with landowners and consult and negotiate in good faith and respect the social values and decisions of the landowner, as far as practically possible.
 - To achieve fair and mutually beneficial outcomes in dealings with landowners and liaise with landowners in relation to planning, construction and the operation of field infrastructure, as well as rehabilitation.
 - To minimise disturbances, including noise, light, odour and air quality disruptions associated with Project
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activities, to landowners of rural residential properties in close proximity to infrastructure.

- To minimise disturbance to the communities surrounding project infrastructure and activities.

Social impacts addressed

- Impact on operation of agricultural businesses, well-being and way-of-life.
- Community concern about health and safety impacts resulting from the Project.
- Increase in road, air and shipping movements impacting road conditions and congestion.
- Impact of lighting, odour, dust, noise and traffic to community amenity and lifestyle.
- Community concerns about the management of environmental, social or economic issues.

Key Stakeholders and Potential Partner Agencies¹⁶

Landholders	LNG industry proponents and current industry
Local communities	Land Access Working Group
Local Councils: MRC, WDRC, TRC, BSC, GRC	Basin Sustainability Alliance
Department of Employment, Economic Development and Innovation	Agforce
Department of Environment and Resource Management	CSIRO

Actions

Timing

Consultation

1 Land Access and Conduct

1.1 Develop a draft Rural Residential Code of Conduct (R2C2). This Code of Conduct will apply to all areas where project infrastructure is to be situated on residential allotments which are less than 15 hectares in size and will incorporate or refer to all relevant matters dealt with under the Queensland Mining, Petroleum and Gas, Geothermal and Greenhouse Gas Storage Land Access Code, June 2010. The Code will include principles and commitments which relate to mitigating amenity impacts from the location and operation of gas field and pipeline infrastructure on rural residential land including:

Complete

Australia Pacific LNG Landowner Liaison Team, OCG

¹⁶ Note that the list of potential partner agencies will be further refined as the project progresses.

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- The development of long-term property plans incorporating existing land uses, intended activities on that land in consultation with the landholder.
- Principles relating to identification of and agreement on separation distances between gas infrastructure and occupied dwellings.
- Principles relating to curfews on construction work to minimise noise impacts to nearby residents.
- Principles relating to curfews on vehicle movements on rural residential land.
- Vehicle speed limits near occupied dwellings.

1.2 Establish a consultation process with affected landowners, council, other stakeholders and local communities on principles for operations on rural residential land, and near towns, including the R2C2 and ensure feedback and concerns are incorporated into the final document.	Australia Pacific LNG has commenced a conversation with WDRC about the format for this consultation process	OCG, WDRC, rural residential landholders, residents and impacted neighbours, RCCCs
1.3 Ensure requirements and commitments detailed in the R2C2 and broader land access processes are included in the induction for relevant personnel.	As relevant	Australia Pacific LNG Employees and contractors
1.4 Establish a review process for the R2C2 to ensure that it continues to effectively respond to landowner and community concerns.	On-going	Australia Pacific LNG, OCG, DERM, RCCCs

2 Camp Standard

2.1 Develop an Australia Pacific LNG Camp Standard to ensure that the location of TAFs avoids impacts on local communities and sensitive receptors. This Standard will define the minimum expectations for addressing environmental and social impacts associated with construction and operation of the camps that will be required for the Project. This Standard is applicable to all camps (permanent, temporary and mobile). The Standard will require the following to be taken into consideration when identifying	Complete	Australia Pacific LNG
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an appropriate location:

- The camp location and layout shall be designed to minimise nuisance impacts (noise, dust and light).
- Camp location shall be determined using an environmental constraints study.
- The camps, shall not be located on land identified as being Good Quality Agricultural Land Categories A and B by the regional compilation of mapping (1:250,000) of Good Quality Agricultural Land in the Central West Region of Queensland.

2.2 Ensure that the relevant local government are consulted prior to construction of the camps and be provided with:	On-going	MRC, WDRC, BSC, GRC
<ul style="list-style-type: none"> • Location, nature and extent of facility and employee numbers. • Layout plans of facilities. • Traffic route plans • Construction, completion and decommissioning dates; site service proposals. • Compensation arrangements for impacts to infrastructure. 		

3 Landowner liaison

3.1 Maintain and expand the Land Owner Liaison Team, as required.	On-going	MRC, WDRC, BSC, GRC, landowners
3.2 Ensure that all landowners have a dedicated landowner liaison officer who can be contacted to discuss any issues associated with the Project	On-going	Landowners, affected community members,
3.3 Develop and implement a plan that outlines actions to be taken if unreasonable interference with the landowner is experienced. Implications relating to engineering schedules, the location of infrastructure, mediation and legal matters will be considered.	On-going	Australia Pacific LNG Landowner Liaison Teams and Project Implementation teams, Landowners

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4 Achieving mutually beneficial outcomes

4.1 Enter into a research partnership under the GISERA alliance to study impacts of CSG extractions on landholders and land management practices, including identifying opportunities for increasing productivity, shared land use and management of weeds and erosion.	Q3 2011	Australia Pacific LNG, CSIRO, landholders
4.2 Together with Banana Shire Council and Western Downs Regional Council ensure that weed washdown facilities required for the project and funded by the project can be used for the local communities	Q3 2011	Australia Pacific LNG, WDRC, BSC
4.3 Investigate pilot projects to assist landholders achieving beneficial financial outcomes from CSG extraction, through integrating landholders or their staff in operations and maintenance of infrastructure, and thus minimising privacy impacts	Q4 2011	Australia Pacific LNG, DEEDI, CSG engagement committee, Farmers Federation, Agforce, landholders

5 Minimizing risks to people, property and the environment

5.1 Through the development of Environmental Management Plans (EMPs) for the Project, Australia Pacific LNG have made provisions for the following: <ul style="list-style-type: none">• Ensure incidents and emergencies are appropriately managed in accordance with existing HSE policy, through the implementation of an emergency response framework• Ensure all hazardous substances and dangerous goods are stored, transported and disposed of in accordance with applicable regulations and Australian standards.• Ensure dust or particulate matter, or any other air borne contaminants from petroleum activities will not cause an environmental nuisance at sensitive or commercial places, through the implementation of appropriate control strategies.• Implementation of a land contamination management procedure during the construction and operation of the gas fields. The procedure will describe	2011 and ongoing	Australia Pacific LNG Landowner Liaison Teams and Project Implementation teams, DERM, landowners, neighbouring landowners, Councils, Contractors
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methods of land contamination identification, avoidance, notification and assessment.

- Conduct an assessment, prior to construction, on the impact to local visual amenity for each GPF, WTF and TAF located within 1km of the nearest sensitive receptors. Where required, strategies will be implemented, in consultation with the landholder, to screen or integrate the infrastructure into the landscape.
- Preparation of comprehensive weed and pest management plans, in consultation with relevant local governments and Biosecurity Queensland, for construction and operational stages. The plans will be regularly reviewed and updated to ensure weed and pest management strategies are based on the most up to date information and amended in response to any changes in the distribution, priority, biosecurity risk and status of weeds and pests.
- Ensure noise from construction activities (excluding drilling), and operational activities will not cause an environmental nuisance at any sensitive or commercial place, through the implementation of appropriate control strategies
- In those drilling locations that cannot meet the specified noise criteria targets, despite implementation of noise constraints planning and the adoption of noise abatement measures, the noise from drilling activities will not exceed 30dB(A) $L_{Aeq,adj,1hr}$ for night time when measured indoors at any sensitive receptor.
- Development of a traffic management plan to include management of noise associated with traffic during the construction phase of the Project. This may include speed restrictions, and management of night-time traffic along roads adjacent to residential or other sensitive land uses.
- Development and implementation of a complaints and grievance procedure for environmental incidents

Further detailed information on each of the above objectives, including additional

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supporting mitigation measures to minimise the impact of the project on Landowners, can be found in the project EMP's.

<p>5.2 As per the requirements for obtaining an Environmental Authority for Coal Seam Gas activities, a Contingency Plan for Emergency Environmental Incidents will be prepared and certified prior to the carrying out any petroleum activity (ies). The intention of the plan is to manage and minimise hazard and risk activities to people, property and the environment from abnormal events, natural hazards or accidents.</p> <p>Details of the Contingency Plans will be made available to the Department of Environment and Resource Management and other stakeholders such as landowners as required</p>	<p>2011 and ongoing</p>	<p>Australia Pacific LNG Landowner Liaison Teams and Project Implementation teams, DERM, landowners, neighbouring landowners, Councils, Contractors</p>
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<p>5.3 As detailed in the EIS (Volume 3, Chapter 22), in order to minimise the potential risk to people, property and the environment of abnormal events, natural hazards or accidents associated with construction and operation of the gas pipeline, Australia Pacific LNG will operate the pipeline under a formal safety management plan, which considers whole-of-life safety management in accordance with the requirements of the <i>Petroleum and Gas (Production and Safety) Act 2004</i>, to be updated as required during operations.</p> <p>Details of the Safety Management Plan will be communicated to the appropriate government agencies and other stakeholders such as landowners as required</p>		<p>Australia Pacific LNG Landowner Liaison Teams, Project Implementation teams and HSE Team, government agencies, landowners, community members, Councils, Contractors</p>
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<p>5.4 Australia Pacific LNG is committed to ensuring that land owners and other affected stakeholders are notified in a timely and accurate manner of the circumstances and nature of any environmental incidents which have the potential to impact people, property and the environment in line with agreed to notification procedures</p>	<p>2011 and ongoing</p>	<p>Australia Pacific LNG Landowner Liaison Teams and Project Implementation teams, DERM, landowners, neighbouring landowners, Councils, Contractors</p>
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Potential Key Performance Indicators¹⁷

- Performance in resolving community complaints pertaining to land use and land access and amenity issues
- Average response time to community complaints
- Research projects committed

¹⁷ Note that these Key Performance Indicators will be further refined in consultation with relevant RCCCs

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- Landholder integration pilot program developed and implemented
-

Review mechanism

This Action Plan will be reviewed internally following finalisation of the Rural Residential Code of Conduct and annually thereafter, or as necessary to close and/or update objectives, tasks, timing and consultation.

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4. Monitoring, Reporting and Review Program

This Monitoring, Reporting and Review Program (MRRP) section outlines the processes to be applied in order to effectively monitor, report and review on the implementation of the Social Impact Management Plan (SIMP) for the Australia Pacific LNG Project's Gas Fields and Pipeline (upstream activities).

It is important to note that the MRRP has been designed to monitor the implementation of the SIMP, and not primarily the impact of the Australia Pacific LNG Project. The Project's proponents are however committed to supporting the monitoring of Project-related and cumulative impacts through relevant industry or other multi-party arrangements.

4.1 Monitoring, Review and Reporting Requirements

The MRRP has been developed in line with Queensland Government requirements that a SIMP have an associated MRRP that includes the following:

- A monitoring plan for mitigation and management strategies designed to address high and medium probability and consequence impacts
- Procedures for periodically reporting progress and results to company management, the QLD Government and affected stakeholders
- Any requirements for coordination or joint action among various parties¹⁸

The MRRP design addresses EIS conditions relevant to monitoring and reporting on the SIMP as outlined in the Coordinator-General's Report on the Environmental Impact Statement (November 2010). Conditions specific to the monitoring of each area addressed within the SIMP will be incorporated into the MRRP Framework and Key Performance Indicators. Conditions addressed in the overarching monitoring, review and reporting processes include:

Condition	Content
Condition 1.1a i	Monitoring and Review Program to include the role of the RCCCs
Condition 1.2 b	Submit an annual progress report incorporating any amendments to the SIMP
Condition 1.2c	Undertake an external audit: <ul style="list-style-type: none">i. at the completion of the construction stage of the projectii. periodically every 5 years after the commencement of

¹⁸ Queensland Government (March 2010) Social Impact Assessment: Preparing a social impact management plan: management guideline

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	the operational stage, and
	iii. at project closure during the decommissioning phase of the project
Condition 1.2d	Prepare and submit a report on each audit's findings to the Coordinator-General
Condition 1.2e	Submit all annual, periodical, and audit reports to the Coordinator-General within 60 calendar days of completion of the relevant period
Condition 2.2B 2	Participate and contribute to the CSG Industry Monitoring Group once it is established
Condition 2.2C b	The proponent is required to provide not less than six monthly progress reports to all the RCCCs

4.2 Purpose and Scope

In line with the above requirements, the purpose of the MRRP for the Australia Pacific LNG Gas Fields and Pipeline SIMP is to:

- Respond to EIS conditions on monitoring social impacts
- Outline internal process for monitoring key performance indicators of SIMP implementation
- Outline external reporting framework through which key stakeholders receive information on SIMP implementation and progress.

This MRRP applies to the Australia Pacific LNG Project's Gas Fields and Pipeline (upstream works). A separate SIMP and associated MRRP has been developed for the Australia Pacific LNG Project's LNG Facility (downstream works). There are however close synergies between both the upstream and downstream MRRPs to ensure overall consistency in monitoring, reporting and reviewing processes across the Project as a whole.

Regular reviews of the applicability of the MRRP will be undertaken in line with review requirements outlined in Condition 1.2c above.

4.3 MRRP Framework

A framework to guide the MRRP has been developed and outlines the SIMP actions to be monitored, key performance indicators for each action and data collection and reporting responsibilities and timeframes.

The elements and layout of the MRRP are depicted in Figure 1 below:

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Figure 1 MRRP Components

Code	Action	Social Impact addressed	Key Performance Indicator	Means of Verification	Data collection frequency	Data collected by?	Reported when?
1.1	Continue to assess and report on demand for permanent accommodation from operational workforce relocating to Western Downs and Maranoa Regional Council.	Reduced ability to access affordable housing for lower income and other disadvantaged groups. Increase in housing and/or rental prices caused by increased demand limited supply resulting in poor levels of housing affordability and an over-inflated market.	Workforce and accommodation data provided to RCCC and Treasury	RCCC minutes Reports to Treasury	Quarterly	HR	6 monthly Annually

Impact domain: Housing and accommodation

Objectives: To make project decisions that avoid or reduce upward pressure on housing prices, rental costs and demand that may result from Project activities
 To provide accommodation solutions for the non-local workforce
 To support the maintenance or improvement of access to affordable housing for the local community
 To avoid displacement of short-term accommodation users (tourist, business visitors, families and friends etc)
 To ensure that the Project workforce is able to be accommodated in reasonable proximity to work sites to ensure compliance with Project HSE requirements

Callouts:

- SIMP action area (points to Code)
- Objectives as outlined in the SIMP (points to Objectives)
- Actions developed to support objectives as outlined in SIMP (points to Action)
- Data source used to verify performance against KPI (points to Means of Verification)
- MRRP stakeholder responsible for data collection (points to Data collected by?)
- Correlates to SIMP action number (points to Code)
- Social impact which action is designed to address or contribute to addressing (points to Social Impact addressed)
- Performance indicator against which implementation of SIMP is to be measured (points to Key Performance Indicator)
- How often data is scheduled to be collected (points to Data collection frequency)
- Reporting frequency and channel for reporting progress and performance against KPI (points to Reported when?)

4.3.1 Key Performance Indicators

The SIMP actions are drawn from the SIMP and associated strategies. Key performance indicators have been developed to assess the progress of SIMP implementation and the extent to which commitments and conditions are being met. It is important to note that KPIs monitored through the MRRP are designed to monitor the progress of implementing the SIMP, not the social impacts resulting from the project.

4.3.2 Monitoring

The purpose of the MRRP is to clearly identify data sources and data collection and reporting responsibilities. Consultation with stakeholders in implementing the SIMP was undertaken to verify data collection requirements and sources and to agree on data collection and reporting methods.

Effective monitoring of the implementation of the SIMP is based on clear identification of data required to verify performance against KPIs and on an assessment of data required to measure KPIs, identification of data sources, frequency and responsibility for data collection.

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4.3.3 Reporting

Effective monitoring of the SIMP is dependent upon all stakeholders meeting data collection and reporting requirements. Data collection and reporting responsibilities will be outlined in detail in the MRRP Data and Reporting Manual¹⁹.

The MRRP incorporates both internal and external reporting. There are three tiers of reporting within the MRRP, as outlined below along with the purpose and frequency of each tier.

	Purpose	Frequency
Tier 1: Internal Reporting	Capture data from all Australia Pacific LNG departments, contractors and sub-contractors to ensure accurate data collation and assessment as part of the internal monitoring process	Quarterly at a minimum
Tier 2: Reporting to the RCCCs	Inform RCCCs of SIMP implementation progress and seek comment.	6-monthly at a minimum
Tier 3: Reporting to the Government	Compliance report against EIS conditions and inform government of SIMP implementation progress and to seek approval of any adjustments made to the SIMP.	Annually, and after each audit.

4.3.4 Review

The review function of the MRRP is designed to ensure accurate reporting on SIMP implementation, compliance with all monitoring and review requirements and as an internal quality assurance measure.

There are three tiers to the review process, ensuring input from internal and external stakeholders. The three review tiers are as follows:

	Purpose	Frequency
Tier 1: RCCC review	Comment on SIMP implementation and provide input from a community	6-monthly at a minimum

¹⁹ The Data and Reporting Manual will be finalised upon approval of the SIMP

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	perspective.	
Tier 2: Government review	Ensure ongoing compliance with EIS conditions. Make recommendations in line with overall government strategies.	Annually, and after each audit.
Tier 3: Independent performance audit	Independent assessment of SIMP performance against KPIs, including qualitative and quantitative data collection	End of Construction Phase Every 5 years after the commencement of the operation stage At project closure/decommissioning phase

Each tier of the review process is designed to feedback into the overall MRRP.

4.4 Project and Cumulative Impact Assessment

As outlined, the MRRP is not intended to monitor and evaluate whether and how social impacts caused by the Australia Pacific LNG Project occur, but is focused on monitoring and reviewing SIMP implementation. Australia Pacific LNG has intentionally made this separation as accurate monitoring and evaluation of the social impacts of the Project over time will require a focused research program. Furthermore, identifying social impacts that are directly attributable to Australia Pacific LNG will be highly difficult due to the number of other proponents operating in the same impact area.

Australia Pacific LNG is however committed to supporting and contributing to the monitoring of cumulative impacts, particularly through the Industry Leadership Group for CSG Resource Projects, and other multi-party consultative mechanisms.

In addition to this, Australia Pacific LNG has entered into a major research partnerships with CSIRO to fund extensive research across a variety of social, economic and environmental areas. A key project within this alliance will be to study regional social and economic change occurring in the Surat. This study will utilise data from the SIMP MRRP as well as a wide range of other primary and secondary data sources and will be used by Australia Pacific LNG as a key input into its formal SIMP and Community Investment review process.

4.5 Next Steps

Following CG approval of the final SIMP, the MRRP systems and processes will be developed. These include the finalisation of key performance indicators with all relevant stakeholders, development of reporting schedules and templates and establishment of a central database. Progress on the establishment and implementation of the MRRP will be provided to each RCCC. It is anticipated that the MRRP will be fully functional within 2 months of the SIMP receiving final approval.

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5. Community and Stakeholder Engagement Plan

5.1 Introduction

Australia Pacific LNG strives to be at the forefront of sustainable practices. Engaging openly and honestly with the communities affected by the project is integral to the way Australia Pacific LNG will 'do business'. In particular, one of Australia Pacific LNG's sustainability principles commits the project to 'Engaging regularly, openly and transparently with people and communities affected by Australia Pacific LNG's activities, considering their views in its decision-making and striving for positive social outcomes' (see section 1.3 for a description of Australia Pacific LNG's sustainability principles). Further, community engagement is a key element in developing and implementing the action plans in this SIMP.

This section provides a summary of the project's planned community engagement activities for the gas fields and pipelines areas.

5.2 Drivers for engagement

Australia Pacific LNG has based its approach to community and stakeholder engagement upon several drivers, including community expectations, legislative requirements, and most importantly, its commitment to company values and world leading practice.

These drivers have guided Australia Pacific LNG to define their stakeholder engagement objectives and implementation methods, as outlined in the following sections.

Australia Pacific LNG has completed extensive stakeholder and community engagement for the Project to date and has received positive feedback from the community regarding its engagement efforts. Australia Pacific LNG will continue to build on this considerable existing platform of engagement.

5.2.1 Community and Stakeholder Expectations

The Australia Pacific LNG Environmental Impact Statement (EIS) and SIMP (this document) document the proponents' commitment to addressing the Projects' potential social, cultural and environmental impacts. The action plans in this SIMP further outline how stakeholders and the community will be involved in the development and implementation of initiatives to address impacts. Consequently, stakeholders and communities hold expectations regarding Australia Pacific LNG's engagement efforts and will also continue to look for tangible evidence that the impacts are being addressed.

Furthermore, as there are several CSG and industrial developments proposed for Queensland, stakeholders and the community may compare the social activities of the various proponents. Therefore, Australia Pacific LNG may be benchmarked against other projects and will need to consider these expectations.

5.2.2 Australia Pacific LNG's and Origin's Values, Principles and Commitment to Leading Practice

Australia Pacific LNG has defined Project Sustainability Principles and uses these Principles to guide the ongoing implementation of stakeholder and community engagement activities. Australia Pacific LNG expects all of its directors, employees and others acting on behalf of the company, to conduct themselves in accordance with these Principles and commitments, including those involved in the development and operation of the LNG facility.

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Project stakeholder and community engagement activities are further guided by Origin's (the upstream operator of the project) Community Engagement Directive that provides a framework for engagement practices. The Directive links Origin's fundamental purpose to be the leading, most trusted and admired energy provider in Australia and New Zealand, with the following key elements:

- a. identifying and providing an understanding of the socio-economic operating environment in which Origin's activities are conducted; and
- b. enabling Origin to mitigate the potential impacts of these activities on the communities in which we operate.

The Directive is based on Origin's values that link caring, listening, learning and delivering to trust and credibility and applies to all Origin employees and contractors engaged either directly or indirectly by Origin. The Directive was developed with reference to relevant international standards for community and stakeholder engagement, including the *International Finance Corporation's Performance Standards on Social and Environmental Responsibility* and *AccountAbility's AA1000 series* (ORG-HSE-DVE-026, 2011:Section 1).

5.2.3 Legislative Requirements

In addition to adhering to Australia Pacific LNG's Principles, Origin's' values and industry leading practice, the Project will also need to deliver against commitments outlined in the Project EIS and SIMP. The State Government provided formal approval of the Project EIS and draft SIMP in November 2010, containing a range of conditions relating to community engagement. Commonwealth Government approval followed in February 2011.

Of direct importance, the Australia Pacific LNG Stakeholder and Community Engagement Plan and Social Impact Management Plan will be monitored for the life of the Project under the State Development and Public Works Organisation Act 1971 (Qld).

Land access and use will be regulated under the amended Petroleum and Gas Act and Native Title and Cultural Heritage will continue to be managed under the Native Title (Qld) Act 1993 and Aboriginal Cultural Heritage Act 2003.

5.3 Stakeholder Engagement Vision and Outcomes

Based upon Australia Pacific LNG's Principles and drivers for engagement, Australia Pacific LNG has defined their vision for community engagement as:

"Australia Pacific LNG will be distinguished through community engagement strategies that strive for positive and practical outcomes helping to address impacts, share the benefits of the project and that respond to identified community needs and issues. Community engagement will reflect the diversity of stakeholders and will be achieved through innovation and practical partnerships in achieving mutually beneficial outcomes in the project area".

Australia Pacific LNG, through their Stakeholder Engagement efforts and SIMP implementation, aims to achieve the following outcomes:

- Australia Pacific LNG is recognised as an industry leader in community engagement.
- Australia Pacific LNG stakeholder and community engagement has built a foundation of two-way dialogue, trust, transparency, accountability, inclusiveness and collaboration with the community.

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- Australia Pacific LNG takes an integrated approach to stakeholder and community engagement with all relevant policies, plans, procedures, and systems reflecting the engagement priorities.
- Host communities including disadvantaged and hard to reach groups report that they are treated respectfully by Australia Pacific LNG and that project impacts are mitigated and a fair share of project benefits flow back to the community.

5.4 Australia Pacific LNG Engagement Approach

Stakeholder and community engagement is a broad, inclusive and continuous process of interaction between Origin (on behalf of Australia Pacific LNG) and the communities in which we operate and spans the entire life of the project. It is a continuum of activities, as defined by the IAP2 Public Participation Spectrum (Figure 2), with various actions and elements required depending upon which mode of public participation is appropriate for that particular stage in the process

Figure 2 IAP2 Public Participation Spectrum



ORG-HSE-DVE-026, 2011:Section 3

Face-to-face engagement is Australia Pacific LNG's preferred method of contact with stakeholders and the community. Australia Pacific LNG also uses a range of other engagement tools to support face-to-face engagement and to ensure that the Project communicates effectively and efficiently with the various stakeholder groups.

Australia Pacific LNG recognises that there are several factors that need to be considered when choosing appropriate communication tools and content to use with each stakeholder group. These considerations include:

- Stakeholders' culture and demographic
- Stakeholder's language ability (whether this be a factor of age, education, culture, disability)
- Geography
- Stakeholders interests in the Project
- Stakeholders access to communication methods (phone, post, internet, etc)
- Sensitivity of issues to be communicated with stakeholder
- The resourcing (time and money) stakeholders have to engage
- Transaction costs to stakeholders to participate in consultation events (that is, will stakeholders be required to travel large distances to attend engagement events)
- Stakeholders preference for communication methods and communication frequency
- Stakeholders' previous experiences (both positive and negative) in community consultation
- Stakeholders' availability to attend engagement activities (e.g. consideration will need to be given to the timing of consultation activities)

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5.5 Current stakeholder and Community Engagement Context

5.5.1 Identified Stakeholders and Communities

Throughout the EIS process, and in the development of the SIMP, Australia Pacific LNG identified and engaged with a broad range of stakeholders through a variety of engagement mechanisms. Australia Pacific LNG will tailor engagement to respond to the various needs and interests of the community and stakeholders while keeping in mind the broader regional stakeholder environment, as described above.

Table below shows a summary of key SIMP related stakeholders as well as an assessment of their interest in the SIMP.

Table 5.1 Key SIMP related Stakeholders

Stakeholder group	Interest
Local Governments	<p>The local government of Maranoa Regional Council, Western Downs Regional Council and Banana Shire Council have a direct interest in most of the action plans in the SIMP. Australia Pacific LNG engages proactively with the councils on a range of project related issues. There is also council representation on all RCCCs.</p> <p>Toowoomba Regional Council is also a key project stakeholder, particularly in relation to developments occurring after phase 1, when project activities will commence in this LGA.</p>
DEEDI	<p>DEEDI has a primary interest in Australia Pacific LNG's business development and local content measures. DEEDI is a partner in many of the initiatives in the local content action plan. There is further DEEDI representation on most of the Australia Pacific LNG RCCCs.</p> <p>The office of the Coordinator General is also located within DEEDI, giving the department and overarching interest in the SIMP, its implementation, review and audits.</p>
DoC	<p>Department of Communities has a broad interest in community wellbeing, particularly for those most in need. In relation to the SIMP, Department of Communities have a primary interest in housing affordability, community cohesiveness and community service provision. Department of Communities has played a key consultative role in the development of the project's housing strategy, and will continue to be a key stakeholder in its implementation.</p>
DOCS	<p>DOCS are particularly involved in project impacts to community health and safety and emergency response planning for the Australia Pacific LNG project.</p>
Queensland Health	<p>Queensland Health aim to provide services that support good health and well being across Queensland. In regards to the Australia Pacific LNG project, Queensland Health are particularly interested in project impacts to local health services and contributions to the health system to alleviate these impacts.</p>
Community Centres	<p>The community centres in Miles, Chinchilla and Roma are key stakeholders in addressing many of the social impacts experienced in the region, primarily relating to community wellbeing and housing affordability</p>

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	impacts.
Chambers of Commerce and Surat Basin Corporation	The local chambers of commerce and the development corporation play a key role in the economic development of the gas fields and pipeline communities.
DET/Skills Queensland	Department of Education and Training and Skills Queensland are key partners in workforce and training related SIMP matters.
CSQ/ESQ	Australia Pacific LNG works closely with CSQ and ESQ on industry wide partnerships programs to increase state wide capacity to fulfil the resourcing requirements through construction and operations.
Agforce	Agforce, as the peak body for the rural industries is a key partner in the project, in particular the land use and land access action plan. Agforce also has representation on the project's RCCCs. Australia Pacific LNG also has and will continue to engage with other rural bodies such throughout the project.

5.5.2 Stakeholder and Community Interests and Issues

Australia Pacific LNG tailors engagement to respond to the current and anticipated interests and issues of the various stakeholders and communities. As the Project progresses, stakeholder and community interests and issues will consequently evolve (for example, interests during planning may vary significantly to interests during the construction phase).

Australia Pacific LNG acknowledges that the predominate themes of discussion raised by community members differ from the main themes of discussion raised by other stakeholders. For example, many community members in the gas fields are currently (as at mid-2011) predominately interested in employment opportunities, whereas industry stakeholders often are interested in workforce retention, and landholders are generally interested in issues relating to water impacts and land access. In the pipeline areas, key concerns are related to traffic and transport and weed management.

5.5.3 Current Stakeholder and Community Interests and Issues

At this planning stage of the Project, stakeholder and community interests and issues regarding the upstream components of the Project have been focused upon the following key themes:

- Land use and land access
- Water management
- CSG drilling and extraction process
- Community health and safety
- Infrastructure planning to respond to population increase
- Environment
- Accommodation and Housing
- Traffic and transport
- Project infrastructure

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- Threats to social harmony and community cohesion
- Employment
- Government regulation

5.5.4 Working in a cumulative project environment

The gas fields and pipelines communities are currently expressing confusion between all of the proposed projects proposed or executed in the area. There are, for example, two other large CSG-LNG projects present or proposed in the Western Downs, and one in Maranoa. In addition to these, there are several other coal mines and energy projects being planned or developed. Each of these proposed projects is undertaking simultaneous community and stakeholder engagement, leading to consultation fatigue.

There are also up to four major pipeline projects associated with these CSG-LNG projects, each of which involves a large main pipeline from the gas fields to Gladstone.

Australia Pacific LNG will aim to differentiate their engagement efforts through innovative and proactive collaboration with both stakeholders and other industry.

5.6 Anticipated Stakeholder and Community Interests and Issues

As Australia Pacific LNG moves into the construction phase of the Project, stakeholder and community interests are likely to remain concentrated upon the key themes outlined above, but are anticipated to expand to focus more upon logistical issues, such as potential impacts to traffic, noise, safety, dust, weed management etc. A key priority for Australia Pacific LNG going forward will be to engage proactively and openly around project impacts, allowing stakeholders to be involved in the management of impacts.

5.7 Engagement Methods and Techniques

Australia Pacific LNG has already implemented a comprehensive range of engagement activities using varied techniques to ensure that the project effectively involves stakeholders. Activities to date have largely focused on engagement methods that constitute informing and consulting. As the project moves to execution, engagement strategies and initiatives that also strive for more empowering approaches will be developed. A focus will be to move from engagement providing information and seeking ideas and opinions to engagement that also gathers stakeholders around solutions to impacts.

Table 2.2 Australia Pacific LNG Engagement Methods and Techniques

Engagement technique	Description
Website	The Australia Pacific LNG project has a dedicated website (www.aplng.com.au) providing project information to any stakeholder. Further, Origin CSG has a website containing upstream specific information and updates (www.origintogether.com.au)
Fact sheets and flyers	Australia Pacific LNG has produced a variety of fact sheets and flyers available on-line and in all project shopfronts.
Advertisements	Australia Pacific LNG regularly advertises project related activities in

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	local and regional media, both print and radio.
Shopfronts	<p>Australia Pacific LNG has established shopfronts in Roma, Chinchilla and Miles. These are in easily accessible locations and will host staff who can provide interested stakeholders with relevant project information.</p> <ul style="list-style-type: none"> • Roma: 93 Arthur Street, Phone (07) 4620 1503 • Chinchilla: 1 Warrego Highway, Phone (07) 4672 6600 • Miles: 105 Murilla Street • A Biloela Shopfront is due to open in late 2011
Free-call number, free post address, Project email address	<p>Australia Pacific LNG operates a free-call number which is available during business hours. Stakeholders are also encouraged to contact the project through a free post address and a dedicated project email address</p> <ul style="list-style-type: none"> • Phone: 1800 526 369 • Email: contact@aplng.com.au • Post: Reply Paid 148, Brisbane QLD, 4001
Newsletters	<p>Australia Pacific LNG will produce quarterly newsletters to provide the community with relevant project information including, development updates, RCC meeting dates, community engagement outcomes and project contact points. Hard copy newsletters will be mailed out to project stakeholders and an electronic version will be made available on the Australia Pacific LNG website.</p>
Site Tours	<p>Australia Pacific LNG is organising regular site tours of existing facilities for interested stakeholders.</p>
Questionnaires and surveys	<p>Australia Pacific LNG conducts regular surveys in the gas fields and pipeline communities, both in person and over the phone, to evaluate the effectiveness of engagement mechanisms and gain an understanding of community perception, interests and issues.</p>
Community information sessions	<p>Australia Pacific LNG has and will continue to provide project updates to affected communities through community information sessions. These will be tied to relevant project milestones, giving stakeholders an opportunity to directly obtain information and ask questions of project staff.</p>
Procurement Roadshows	<p>Australia Pacific LNG has and will continue to organise regional procurement roadshows in cooperation with DEEDI and local councils. At these, local businesses are exposed to contracting opportunities within the project, as well as the projects Building Regional Capabilities Program, which supports local suppliers to understand the tiered tendering framework and builds their capability to successfully tender in any major project environment.</p>
Focus Groups	<p>Australia Pacific LNG will conduct periodic focus groups to generate more in-depth information around issues and concerns raised by stakeholders.</p>
Face to face meetings	<p>Australia Pacific LNG has employed dedicated community liaison and landholder liaison staff throughout the project area. These are available</p>

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	<p>for face-to-face meetings with stakeholders, both on a reactive and proactive basis.</p> <p>Australia Pacific LNG further engages directly with a range of stakeholders as required. In particular, Australia Pacific LNG has an ongoing engagement with state government departments, local councils and community organisations.</p>
Landholder sessions	Australia Pacific LNG will continue to hold landholder information sessions, to obtain feedback and provide project updates and information on issues of particular relevance to local landholders. The occurrence of these sessions will largely be driven by the project development schedule and as issues arise.
Regional Community Consultative Committees	Australia Pacific LNG has established community committees in Maranoa (jointly with Santos), Western Downs and Banana Shire. These committees will meet at least quarterly and provide an opportunity for stakeholders to be involved in developing solutions to social impacts.
Industry leadership group	Australia Pacific LNG is a part of the CSG industry leadership group, which is a high level forum of CSG-LNG companies, focussing on cumulative project impacts.
Industry monitoring group	Australia Pacific LNG has committed to participate in the CSG industry monitoring group once it is established.
CSG engagement group	Australia Pacific LNG participates regularly in the CSG engagement group convened by DEEDI. This group, and its sub committees, provides an avenue for engagement between companies and (primarily) landholders.
Local leadership group	Australia Pacific LNG participates regularly in the Surat Basin local leadership group, together with other resource companies
Existing stakeholder networks and information methods	In addition to engagement techniques which are primarily company driven, Australia Pacific LNG will seek to utilise existing stakeholder networks and information channels to engage. These may involve existing community groups or meetings or community newsletters.

Moving forward, Australia Pacific LNG recognises the opportunity to sustain and grow its 'social licence' to operate by continuing and extending the existing engagement techniques and methods towards more active engagement. This will include identifying and implementing meaningful and tangible responses and initiatives with community stakeholders through the implementation of the Community Investment Strategy, local procurement initiatives and employment and training opportunities. Community engagement is hence inextricably linked to the action plans in this SIMP.

5.8 Alignment with Project lifecycle

The timing of the community engagement process is largely determined by the project development schedule. As the project moves from the 'develop' to 'execute' stage the key focus will be on the implementation and delivery on engagement commitments and monitoring and review of their effectiveness.

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Although the engagement methods and techniques employed by the project will remain relatively consistent from 'assess' through to 'operate', the content of the communication will change to reflect the evolving stakeholder and community interests as the project develops.

The progressive development of the gas field development areas and the constant overlap between construction and operation activities, builds an unavoidable complexity into the project schedule. As such, the development schedule for the upstream project is presented, at a high level only, below.

Table 5.3 Australia Pacific LNG Upstream Project Development Schedule

Year	Assess	Select	Develop	Execute	Operate
2009	█				
2010	█				
2011		█	█	█	
2012				█	█
2013				█	█
2014				█	█
2015 onward				█	█

5.9 Engagement Evaluation

Australia Pacific LNG will continue to evaluate the effectiveness of its engagement activities in achieving the outcomes outlined in section 5.3. Evaluation mechanisms will be both internal and external and use a variety of techniques to gauge community satisfaction with the Project's engagement strategies.

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6. Grievance and Dispute Resolution Policy

Australia Pacific LNG has developed a Complaints Handling Policy which sets out the scope, objectives and commitments the project has made in relation to managing community complaints. This section provides a brief overview of the policy, which is available in full on the project website (www.aplng.com.au).

6.1 Policy Statement

The Australia Pacific LNG Project aspires to be at the forefront of sustainable practices, contributing to a positive future for customers, communities, investors and employees. The commitment to sustainable development drives Australia Pacific LNG to identify impacts on people and the environment, to find ways to minimise risks, respond to concerns, and to seek opportunities for continuous improvement in actions, systems and processes.

6.2 Commitments

Australia Pacific LNG will manage community concerns through active and transparent engagement to ensure issues are identified and resolved in a mutually satisfactory manner. Stakeholders are encouraged to make contact with the Project directly and immediately if a concern is identified. Australia Pacific LNG makes the following commitments in addressing grievances, complaints and disputes:

- Treat stakeholder concerns with respect and integrity
- Discuss concerns directly and confidentially
- Respect cultural differences and community values
- Clearly articulate the procedure to resolve issues
- Ensure appropriate Project personnel are informed and involved
- Investigate and assess concerns objectively, thoroughly and fairly, involving relevant subject matter experts
- Respond in agreed timeframes
- Provide follow-up contact to ensure resolution is enacted
- Record events and report against sustainability principles and SIMP requirements
- Apply outcomes to learning and continuous improvement

6.3 Lodging a complaint

Australia Pacific LNG is committed to ensuring that any grievance, complaint or dispute is dealt with in a fair and objective manner, and that complainants have adequate access to lodge complaints. Australia Pacific LNG provides a range of contact avenues that will allow all stakeholder groups to have direct access to project personnel. The avenues currently available to contact the project are:

Project wide:

- Project website: www.aplng.com.au
- Project email address: contact@aplng.com.au

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- Brisbane Office
Level 3, 135 Coronation Drive, Milton
07 3858 0600

Issues relating to Australia Pacific LNG's activities in Maranoa, Western Downs, and Banana Shire:

- Telephone: 1800 526 369
- Origin Miles Office
1 Warrego Highway, Miles
07 4620 1503
- Origin Chinchilla Office
105 Murilla Street, Chinchilla
07 4558 0300
- Origin Roma Office
93 Arthur Street, Roma
07 4672 6606
- Landholder Liaison: Australia Pacific LNG landholders can lodge complaints or raise concerns to a landholder liaison officer. All Australia Pacific LNG landholders will have a dedicated landholder liaison officer who will be contactable at all reasonable times.

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7. Abbreviations and Terms

Acronyms, abbreviations and terms	Definitions
APPEA	Australia Petroleum Production and Exploration Association
BSC	Banana Shire Council
CG / CoG	Coordinator-General of the state of Queensland
CHMP	Cultural Heritage Management Plan
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CQU	Central Queensland University
DEEDI	Department of Employment, Economic Development and Innovation (Qld)
DEEWR	Department of Education, Employment and Workplace Relations
DERM	Department of Environment and Resource Management (Qld)
DET	Department of Education and Training (Qld)
DEWHA	Department of the Environment, Water, Heritage and the Arts (Cth)
DIP	Department of Infrastructure and Planning
DRET	Department of Resources, Energy and Tourism (Cth)
DTMR	Department of Transport and Main Roads (Qld)
EIS	Environmental Impact Statement
ESQ	Energy Skills Queensland
HR	Human Resources
ICN	Industry Capability Network
IES	Indigenous Engagement Strategy
ILUA	Indigenous Land Use Agreement
JV	Joint Venture
LGA	Local Government Area
MRC	Maranoa Regional Council
Mtpa	Megatonnes per annum

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Acronyms, abbreviations and terms	Definitions
NRM	Natural Resource Management
NT	Native Title
OCG	Office of the Coordinator General
QLD	Queensland
QMEA	Queensland Mineral and Energy Academy
RCCC	Regional Community Consultative Committee
SIA	Social Impact Assessment
SISP	Social Infrastructure Strategic Plan
SLA	Statistical Local Area
TAF	Temporary Accommodation Facility
TMR	Transport and Main Roads
TRC	Toowoomba Regional Council
ULDA	Urban Land Development Authority
WDRC	Western Downs Regional Council

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Appendix A: Impact Analysis

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The table in this appendix provides an overview of the impact analysis which has informed development of the key strategies and action plans as described in Section 3 of this SIMP.

This impact analysis used a four stage process in accordance with the guidelines for Social Impact Management Plans received from the Queensland Department of Infrastructure and Planning in November 2009. It should be noted that this methodology was adopted to ensure consistency with the guidelines, is consistent across the gas fields, LNG facility and main gas transmission pipeline Social Impact Assessments, and that it differs to that adopted elsewhere in the EIS. The key stages in assessing potential impacts are summarised below.

Stage one explains each of the potential impacts, describing why these are regarded as an impact and demonstrating clearly whether the impact is positive or negative, direct or indirect, long-term or short-term, local or widespread and if it is reversible or irreversible.

Stages two and three qualify each impact based upon two assessment characteristics. These characteristics include an assessment of the probability of the impact occurring and an assessment of the actual result and scale of effect of an impact if it were to happen (that is, potential consequences). These are explained below.

Probability of Occurrence

The probability of occurrence for each impact is rated between 'low' and 'high,' as follows:

- High (81-100%)
- Medium (31-80%)
- Low (0-30%)

Consequence

The potential consequences may vary between 'low', 'medium' and 'high' and positive as follows:

- Low
 - isolated issues or complaint that can be resolved via routine site procedures
 - insignificant to minor social harm
 - no threat to social licence to operate
- Medium
 - repeated incidents or community complaints that require significant adjustment to overall site level and business level procedures
 - moderate social harm
 - medium threat to social license to operate
- High
 - significant, widespread and enduring community issue or dissent
 - major to severe or irreversible social harm
 - direct threat to social license to operate
- Positive (+)

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Timing

The SIMP designates the anticipated commencement timing for the implementation of mitigation strategies under the following categories:

- Pre-construction (PC)
- Construction (C)
- Operations (O)

Mitigation strategies that continue throughout the Project lifecycle (including construction, operation and decommissioning) are further designated as Life of Project (LP).

Responsibilities

Australia Pacific LNG recognises that it has a significant role to play in the management and mitigation of impacts. However, effective impact mitigation requires the participation and collaboration of a range of stakeholders due to the complexity of many of the issues involved.

In particular, government has a significant role in the planning and delivery of core services such as health, education, emergency services, transport and infrastructure, and employment and training initiatives. Where relevant, this SIMP nominates the appropriate State or Federal Government department which has a shared responsibility for the implementation and / or monitoring of a particular mitigation strategy.

The factors which contribute to the need for a shared approach to management and mitigation include:

- The scope of CSG to LNG activities
- The staging of activities (planning, construction, operations and decommissioning)
- The breadth of current and future LNG industry and broader resource sector participants (and therefore extent of risk for cumulative impacts)
- The diverse local, regional and broader governance contexts in which the Project components exist (gas fields, pipeline and LNG facility)

Accordingly, the SIMP sets out the areas of responsibility for implementation of identified mitigation strategies under the following broad stakeholder categories:

- Australian Pacific LNG (this includes joint-venture partners and contractors)
- Government (local, State and Federal) – primary departments
- Industry (CSG to LNG proponents)
- Shared Responsibility could include other parties in addition to those listed above such as:
 - Other government agencies where relevant
 - Private sector
 - Community

The relevant Government Departments include but are not limited to:

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- Federal Government:
 - Department of Education, Employment and Workplace Relations
 - Department of Infrastructure, Transport, Regional Development and Local Government
 - Department of Families, Housing, Community Services and Indigenous Affairs
 - Department of Health and Ageing
 - Department of Human Services
- Queensland Government:
 - Department of Premier and Cabinet
 - Department of Communities
 - Department of Infrastructure and Planning
 - Department of Education and Training
 - Department of Employment, Economic Development and Innovation
 - Department of Environment & Resource Management
 - Queensland Police
 - Department of Community Safety
 - Department of Transport and Main Roads
 - Queensland Health

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Table 7-1 Impact Analysis

IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L		
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>							
Population							
Increase in regional population.	Cons	H	M	<ul style="list-style-type: none"> Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities and will consult with stakeholders including the local councils as part of the site selection process. Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will continue to use or develop methods to attract people local to the region to the workforce. Australia Pacific LNG will continue to use or develop methods to attract under-represented groups to the workforce. 	C O	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> - Department of Communities (Housing and Homelessness Services) - Department of Infrastructure and Planning 	PC
	Ops	H	M				C

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L		
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>							
issues.							

Demographic Profile

Change in community demographics due to construction workforce profile.	Cons	H	M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to use or develop methods to attract people local to the region to the workforce. Australia Pacific LNG will continue to use or develop methods to attract under-represented groups to the workforce. Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its Code of Conduct for all employees and contractors. <p><i>Refer to 'community health and safety' mitigation measures</i></p>	L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> - Department of Infrastructure and Planning 	PC	<ul style="list-style-type: none"> Percentage of construction workforce sourced from the local area. Percentage of construction workers accommodated at the temporary accommodation facilities. Number and percentage of persons employed by Australia Pacific LNG by social equity target group, occupation and position/seniority. Track and analyse breaches of the Code of Conduct by incident type.
	Ops	L	L		L		C	

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES	
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
							<ul style="list-style-type: none"> Track and analyse community attitudes towards Australia Pacific LNG's position and processes in relation to recruitment and workforce management. <p><i>Also refer to 'community health and safety' performance measures.</i></p>	
Increase in the number of overseas workers in the community.	Cons	M	M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to use and develop methods to attract people local to the region to the workforce. Australia Pacific LNG will continue to use and develop methods to attract under-represented groups to the workforce. <p><i>Refer to 'facilities and services' mitigation measures.</i></p>	L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning 	PC C	<ul style="list-style-type: none"> Percentage of construction workforce sourced from overseas. <p><i>Also refer to 'facilities and services' performance measures.</i></p>
Income And Affordability								
Increased cost of living due to inflationary pressure from higher average weekly incomes.	Cons Ops	M L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities and will consult with stakeholders including the local council as part of the site selection process for these facilities. Australia Pacific LNG will work through committees established under the Sustainable Resource Communities Policy to identify housing market issues, forecasts and possible responses. To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG's community programs will include working with Government and agencies that provide housing to people in housing distress. <p><i>Refer to comm.. invest</i></p>	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Communities (Housing and Homelessness Services) Department of Infrastructure and Planning 	PC O LP	<ul style="list-style-type: none"> Percentage of construction workers accommodated at the temporary accommodation facility. Functional working relationships established with local councils, State Government, relevant agencies and committees.

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES	
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
Social divide resulting from increased wage gap (that is, the 'haves' and 'have nots').	Cons Ops	M L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to use or develop methods to attract people local to the region to the workforce. Australia Pacific LNG will implement a local content strategy whereby we participate in or establish programs which assist qualified local and regional businesses with the opportunity to tender for provision of goods and services for the Project. Australia Pacific LNG will continue to use and develop methods to attract under-represented groups to the workforce. Australia Pacific LNG will aim to build collaborative partnerships with government and community organisations to enhance the capacity of employers to provide jobs and the capacity of locals to develop skills and secure jobs. For example through the Community Skills Scholarship program. Australia Pacific LNG's community investment programs will support sustainable community development. To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG's community programs will include working with government and agencies that provide housing to people in housing distress. 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Education and Training Department of Employment, Economic Development and Innovation Department of Communities (Housing and Homelessness Services) 	PC O LP	<ul style="list-style-type: none"> Percentage of workforce sourced from the local area. Number and percentage of persons employed by Australia Pacific LNG by age, gender, social equity target group, occupation and position /seniority. Functional working relationships established with government and community organisations and evidence of partnership projects. Evaluate community investment programs to assess the achievement of program goals and objectives. <p><i>See also local content strategy and Employment and Training indicators under Employment, Training and Business impacts (below).</i></p>
Employment Training And Business								
Opportunity to increase labour-force participation and increase local skills capacity.	Cons Ops	M M	+ +	<ul style="list-style-type: none"> Australia Pacific LNG workforce strategy will address: <ul style="list-style-type: none"> In-house training programs. Analysis of ongoing labour requirements. Training strategies targeted to local labour. Targeted employment and training programs. Methods to attract people local to the region to the 	+ +	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Education and Training Industry 	PC O LP	Employment <ul style="list-style-type: none"> Number of persons employed via government sponsored employment programs by length of time unemployed. Number and percentage of persons employed by Australia Pacific LNG by

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L		
				<p>workforce.</p> <ul style="list-style-type: none"> - Methods to attract under-represented groups to the workforce. • Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. • Australia Pacific LNG will work together with the CSG/LNG industry through the CSG/LNG Skills Taskforce of Energy Skills Queensland to help address skill shortages by: <ul style="list-style-type: none"> - Raising awareness of the CSG/LNG industry in local communities. - Supporting vocational training. - Facilitating career advice and work readiness programs for new entrants and mature entrants from related industries. • Australia Pacific LNG will participate in CSG/LNG gateway programs with secondary schools in the Project region in partnership with providers such as the Queensland Minerals and Energy Academy to implement programs that promote career opportunities and facilitate employment in the CSG/LNG industry. • Australia Pacific LNG will continue to collaborate on programs with government, training and education groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship and higher education programs. 			<p>social equity target group, occupation and position/seniority.</p> <ul style="list-style-type: none"> • Functional working relationships are established with other industries. • Evidence of joint industry outputs (planning forums, communications, action plans, etc.) to identify and mitigate potential cumulative impacts. <p>Training</p> <ul style="list-style-type: none"> • Number of local area residents participating in skills development programs offered by Australia Pacific LNG. • Number of local area residents participating in skills development programs offered by Australia Pacific LNG by social equity target group and occupation. • Number and percentage of apprentices and trainees starting, graduating and finding continuous employment with Australia Pacific LNG by occupation / operational area. • Evaluate community investment programs to assess the achievement of

Cons = Construction phase Ops = Operational phase + = positive impact

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES	
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
							program goals and objectives	
							<ul style="list-style-type: none"> Number of students given work experience and/or receiving scholarship or financial support. 	
Opportunities for local and regional businesses to supply goods and services to the Project.	Cons Op	H M	+ +	<ul style="list-style-type: none"> Australia Pacific LNG will implement a local content strategy whereby it participates in or establishes programs which assist qualified local and regional businesses to access opportunities to tender for provision of goods and services for the Project. The local content strategy will include provision such as regular project updates, overview of goods and services packages, supply chain education. Australia Pacific LNG will ensure contracts with suppliers and sub-contractors are aligned with Australia Pacific LNG's sustainability principles and objectives. 	+ +	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government - Department of Employment, Economic Development and Innovation 	PC O LP	<ul style="list-style-type: none"> Percentage and dollar value of supplier contracts (Australia Pacific LNG and its contractors) awarded to businesses based in the local and regional area. Track and analyse local business community attitudes towards the availability of supplier information and engagement with procurement of the local content strategy, including existing suppliers and non-suppliers.
Inflationary pressure on commercial real estate costs impacts on local businesses.	Cons Ops	L L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information regarding demand for commercial real estate to allow for evaluation of future growth and due consideration for additional land release. 	M M	<ul style="list-style-type: none"> Shared responsibility Government - Department of Infrastructure and Planning 	PC O LP	<ul style="list-style-type: none"> Functional working relationships are established with government planning bodies and development industry stakeholders.
Impact to local and regional businesses losing employees to the Project.	Cons Ops	M L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will aim to build collaborative partnerships with government and community organisations to enhance the capacity of employers to provide jobs and the capacity of locals to develop skills and secure jobs. For example through the Community Skills Scholarship program. Australia Pacific LNG will continue to collaborate on programs with government and training and education 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government - Department of Education and Training 	PC LP	<ul style="list-style-type: none"> See employment and training and local content indicators above. Functional working relationships established with government and community organisations and evidence of partnership projects.

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship and higher education programs.			<ul style="list-style-type: none"> Evaluate community investment programs to assess the achievement of program goals and objectives. 	
Impact to operation of agricultural businesses	Cons	H	M	<ul style="list-style-type: none"> Australia Pacific LNG will integrate and manage Project activities in consultation with landowners Australia Pacific LNG will continue working with the Government's Land Access Group to inform the development of an industry wide code of conduct for working with landowners. Vehicle inspection and cleaning facilities will be used by Australia Pacific LNG at appropriate locations to mitigate against the spread of weeds. Australia Pacific LNG will bury pipeline infrastructure to ensure continuity of farming activities. Australia Pacific LNG will 'make good' a decline in the water supply to an impacted water bore in accordance with requirements of the Petroleum and Gas (Production and Safety) Act 2004. Australia Pacific LNG's community investment programs will support sustainable community development. <p><i>Refer to Community and Stakeholder Engagement Chapter, Volume 2, Chapter 2,</i></p> <p><i>Refer to landuse chapter</i></p>	L	<ul style="list-style-type: none"> Australia Pacific LNG Industry 	PC	<ul style="list-style-type: none"> Track and analyse adherence to weed management procedures Track and analyse landowner satisfaction with consultation procedures Ability for agricultural activities to continue after pipeline construction and remediation. Evaluate range of community investment programs supporting local agricultural values.
	Ops	H	M		L		O	
Opportunities for apprenticeships, scholarships and vocational training.	Ops	H	+	<ul style="list-style-type: none"> Australia Pacific LNG will continue to collaborate on programs with government and training and education groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship and higher education programs. 	+	<ul style="list-style-type: none"> Australia Pacific LNG Shared Responsibility Government - Department of Education and Training 	PC	<p><i>See employment and training indicators above.</i></p> <ul style="list-style-type: none"> Evaluate community investment programs to assess the achievement of program goals and objectives Expenditure on training
	Cons	M	+		+		O	

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<ul style="list-style-type: none"> Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will work closely with education providers to develop or utilise existing programs suitable for the industry including programs that recognise prior learning, reducing impact to local educational institutions. 			<ul style="list-style-type: none"> programs. Number of apprenticeships and scholarships offered by the Australia Pacific LNG project. 	
Opportunity to support work readiness programs and pre-trade training concepts.	Ops Cons	H M	+ +	<ul style="list-style-type: none"> Australia Pacific LNG will continue to develop or utilise existing local partnerships to assist students to transition from school to work or higher education. Australia Pacific LNG will partner with local training providers to develop industry and employment skills. Australia Pacific LNG will work together with the CSG/LNG industry through the CSG/LNG Skills Taskforce of Energy Skills Queensland to help address skill shortages by: <ul style="list-style-type: none"> Raising awareness of the CSG/LNG industry in local communities. Supporting vocational training. Facilitating career advice and work readiness programs for new entrants and mature entrants from related industries. Australia Pacific LNG will participate in CSG/LNG gateway programs with secondary schools in the Project region in partnership with providers such as the Queensland Minerals and Energy Academy to implement 	+ +	<ul style="list-style-type: none"> Australia Pacific LNG Industry Shared responsibility Government Department of Infrastructure and Planning Department of Education and Training 	PC O LP	<ul style="list-style-type: none"> Functional working relationships established with training providers and industry groups. Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications. Track and analyse awareness levels of the CSG/LNG industry in Project areas Level of growth in competency based training and skills development programs for Production and Process Plant Operators.

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<p>programs that promote career opportunities and facilitate employment in the CSG/LNG industry.</p> <ul style="list-style-type: none"> Australia Pacific LNG will expand competency based training and skills development programs for Production and Process Plant Operators. 				
Primary and Secondary Education								
Inability of primary and secondary education facilities to meet demand.	Cons	L	M	<ul style="list-style-type: none"> Australia Pacific LNG will assist primary and secondary education institutions in forecasting future demand by providing relevant workforce data to relevant State Government departments Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared Responsibility Government <ul style="list-style-type: none"> <i>Department of Education and Training</i> <i>Department of Infrastructure and Planning</i> 	PC O LP	<ul style="list-style-type: none"> Communication of workforce demand estimates to the State Government. Functional working relationships are established with government, the community and other industries. Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts. Relevant cumulative impact strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications.
	Ops	L	M					
Housing and Accommodation								
Increase in housing and/or rental prices caused by increased demand and limited supply results in poor levels of housing affordability and an over-inflated market.	Cons	H	H	<ul style="list-style-type: none"> Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities and will consult with stakeholders including the local council as part of the site selection process for these facilities. Australia Pacific LNG will provide temporary accommodation for personnel wishing to relocate until 	L M	<ul style="list-style-type: none"> Australia Pacific LNG Shared Responsibility Government <ul style="list-style-type: none"> <i>Department of Communities (Housing and</i> 	PC O LP	<ul style="list-style-type: none"> Percentage of non-local workers accommodated in temporary accommodation facilities. Worker accommodation completed ahead of project demand.
	Ops	M	H					

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<p>such time as housing stock becomes available.</p> <ul style="list-style-type: none"> Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will work through committees established under the Sustainable Resource Communities Policy to identify housing market issues, forecasts and possible responses. To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG's community programs will include working with Government and agencies that provide housing to people in housing distress. 	<p><i>Homelessness Services)</i></p> <p>- <i>Department of Infrastructure and Planning</i></p>		<ul style="list-style-type: none"> Functional working relationships are established with government, the community and other industries. Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts. Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications. 	
Concerns that temporary accommodation facilities will foster anti-social behaviour and impact to host community.	Cons	M	H	<ul style="list-style-type: none"> Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project. Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its Code of Conduct for all employees and contractors. Australia Pacific LNG will design and construct a high quality temporary accommodation facility with sufficient social and recreational facilities. Australia Pacific LNG will continue to implement a community complaints procedure for communities and stakeholders to raise concerns, and in turn have them addressed in a timely manner. 	L	• Australia Pacific LNG	PC C	<ul style="list-style-type: none"> Track and analyse breaches of the Code of Conduct by incident type. Number and type of community complaints made to Australia Pacific LNG, its contractors, local councils and others. Track and analyse complaint response time and resolution. Track and analyse workforce attitudes towards the physical and operational standards of the

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Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
Increased demand for hotel/motel accommodation presents challenges for competing local industry and businesses.	Cons	M	H	<ul style="list-style-type: none"> Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities. 	L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government - <i>Department of Infrastructure and Planning</i> 	PC C	<ul style="list-style-type: none"> accommodation facilities Timely communication of project and workforce demands. Functional working relationships are established with government, the community and other industries. Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts. Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications.
Community Health and Safety								
Community concern about health and safety impacts resulting from the Project.	Cons Ops	M M	H H	<ul style="list-style-type: none"> Community health and safety practices and results of monitoring communicated through a range of channels including Australia Pacific LNG's shop-front, consultation sessions, media and meetings. Australia Pacific LNG will continue to implement a community complaints procedure for community members and stakeholders to raise concerns, and in turn have them addressed in a timely manner. Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government - <i>Department of Infrastructure and Planning</i> 	PC O LP	<ul style="list-style-type: none"> Number and type of health, safety and environment (HSE) related complaints pertaining to Australia Pacific LNG and its contractors made to Australia Pacific LNG, its contractors, local council and others. Track and analyse community attitudes towards Australia Pacific LNG and its contractors environmental,

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<ul style="list-style-type: none"> Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project. 			<p>health and safety performance.</p> <ul style="list-style-type: none"> Number and percentage of HSE incidents by incident type. Level of compliance with environmental legislative reporting requirements. Functional working relationships are established with government, the community and other industries. Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts. Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications. Functional working relationships are established with environment related community groups. 	
Potential for socially unacceptable behaviour due to the increase in population and changed demographics.	Cons Ops	M L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project. 	L L	• Australia Pacific LNG	PC O LP	<ul style="list-style-type: none"> Track and analyse participation of Australia Pacific LNG employees and contractors in health promotion programs and

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Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<ul style="list-style-type: none"> Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its Code of Conduct for all employees and contractors. Australia Pacific LNG will uphold a high standard of behaviour. Australia Pacific LNG will continue to implement a community complaints procedure for community members and stakeholders to raise concerns, and in turn have them addressed in a timely manner. Health promotion programs relating to the 'Fit for Work' and 'Drug and Alcohol' policies will be implemented 			<ul style="list-style-type: none"> safety training initiatives. Track and analyse results of employees and contractors alcohol and drug tests at Australia Pacific LNG. Track and analyse breaches of the Code of Conduct by incident type. Number and type of behaviour related complaints relating to Australia Pacific LNG workers and contractors made to Australia Pacific LNG, its contractors, local council and others. Track and analyse community attitudes towards the conduct of Australia Pacific LNG workers. 	
Increase in road, air and shipping movements impacting on road and maritime safety, and congestion.	Cons Ops	H M	H H	<ul style="list-style-type: none"> Australia Pacific LNG will work with the Federal, State and local government and industry in regard to potential upgrades required to meet the increase demands on regional infrastructure. Australia Pacific LNG will develop a logistics management plan to efficiently move people and materials and to reduce the impact of traffic and transport on communities by: <ul style="list-style-type: none"> consolidation of material prior to transport to reduce truck movements siting logistic hubs (warehouses and lay down facilities) that divert traffic flows around local towns the use of buses for personnel site access during construction and operations 	M M	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility <i>Government</i> <ul style="list-style-type: none"> <i>Department of Infrastructure, Transport, Regional Development and Local Government</i> <i>Department of Main Roads</i> <i>Department of Infrastructure and Planning</i> 	PC	<ul style="list-style-type: none"> Number of employee, contractor and community participants completing road safety programs Number and type of traffic related incidents relating to Australia Pacific LNG workers and contractors. Track and analyse community attitudes towards the project

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				<ul style="list-style-type: none"> - appropriate travel restrictions - development and implementation of safe transportation management practices to reduce the impact to the local environment. - avoid travel along school routes during set down pick up times - night time travel managed where routes pass sensitive sites, e.g. residential and schools - speed restrictions especially next to sensitive sites – residential, schools or along unsealed roads to reduce dust creation - vehicles lights and warning lights illuminated as appropriate - implementation of driver training program • Safe transportation management practices with minimal impact to the local environment developed and implemented by Australia Pacific LNG. • Australia Pacific LNG will expand the Community Safety Awareness program in conjunction with industry partners, government and community groups to develop responses to community safety issues in the region. <p><i>Refer to mitigation measures in traffic and transport section of EIS, Volume 2, Chapter 17.</i></p>				
Facilities and Services								
Increased demand on medical and health services.	Cons	H	H	<ul style="list-style-type: none"> • Australia Pacific LNG will collaborate with government, industry and other providers to mitigate the impact to health services in local communities including providing the appropriate level of medical facilities for its temporary accommodation facilities and operating facilities. • Australia Pacific LNG will continue to participate in Local 	L	<ul style="list-style-type: none"> • Australia Pacific LNG • Shared responsibility • <i>Government</i> <ul style="list-style-type: none"> - <i>Department of Infrastructure and Planning</i> 	PC	<ul style="list-style-type: none"> • Timely communication of workforce demand estimates to Queensland Health and local councils within the region. • Number and type of lost workday cases related to
	Ops	M	H		L		O	

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner.			illness.	
				<ul style="list-style-type: none"> Health promotion programs relating to the 'Fit for Work' and 'Drug and Alcohol' policies will be implemented 			<ul style="list-style-type: none"> Workforce participation rates for employee wellbeing program activities. Number of work related visits to medical facilities outside of Australia Pacific LNG facilities. 	
Increased demand on emergency services	Cons Ops	L L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will collaborate with government, industry and other providers to mitigate the impact to health services in local communities including providing the appropriate level of medical facilities for its temporary accommodation facilities and facilities. <p><i>See Volume 2, Chapter 22 for mitigation measures for hazard and risk as they relate to emergency services in the gas fields' area.</i></p>	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning Qld Health 	PC C	<ul style="list-style-type: none"> Participation in and active contribution to regional planning activities as evidenced through relevant planning outputs (reports, minutes, media communications) and subsequent commitments Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications.
Increased demand for community support services and facilities (for example, child care, public transport, family services)	Cons Ops	L M	M M	<ul style="list-style-type: none"> Australia Pacific LNG will collaborate with government industry and community partners regarding research programs to understand the social impacts and opportunities created by development in communities in which it operates. Australia Pacific LNG's community investment programs will support sustainable community development by identifying and supporting programs that target community support services. 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities 	PC O LP	<ul style="list-style-type: none"> Communication of estimated workforce demands to Local and State Government and community service providers. Australia Pacific LNG's participation in and active contribution to social impact research programs as evidenced through relevant

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>							
				<ul style="list-style-type: none"> Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. Australia Pacific LNG will provide orientation to employees moving to the region through the workforce induction program to alleviate pressure on existing support services. Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. <p>See Volume 2, Chapter 17 for mitigation measures for impacts on traffic and transport services and infrastructure.</p>			<ul style="list-style-type: none"> planning outputs (reports, minutes, media communications). Functional working relationships are established with government, the community and other industries to plan for cumulative impacts. Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts. Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications. Evaluate community investment programs to assess the achievement of program goals and objectives Number of Australia Pacific LNG staff and contractors participating in community organisations, activities and events.
Increased pressure on utility services.	Cons Ops	L M	L M	<ul style="list-style-type: none"> Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. 	L L	<ul style="list-style-type: none"> Shared responsibility Government – <i>Department of</i> 	PC <ul style="list-style-type: none"> Communication of workforce demand estimates to the Local and State Government.

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
					<i>Infrastructure and Planning</i>			
Reduced access to recreational areas.	Cons Ops	L L	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will continue consultation and engagement programs with stakeholders to ensure their views are understood and considered throughout the life of the Project. Australia Pacific LNG will continue to communicate the extent and timing of any impacts to affected stakeholders and schedule works around minimal disturbance. Australia Pacific LNG will continue to implement community complaints procedure for community members and stakeholders to raise concerns, and in turn have them addressed in a timely manner. 	L L	<ul style="list-style-type: none"> Australia Pacific LNG 	PC O LP	<ul style="list-style-type: none"> Communication of project works activities to affected stakeholders. Track and analyse community attitudes towards the Project. Number and type of community complaints made to Australia Pacific LNG, its contractors, local council and others. Track and analyse complaint response time and resolution.
Community values and lifestyle								
The region's growth will impact local community values and residents' lifestyle patterns.	Cons Ops	H M	M M	<ul style="list-style-type: none"> Australia Pacific LNG will collaborate with government, industry and community partners regarding research programs to understand the social impacts and opportunities created by development in communities in which it operates. Australia Pacific LNG's community investment programs will support sustainable community development. Australia Pacific LNG will ensure contracts with suppliers and sub-contractors are aligned with Australia Pacific LNG's sustainability principles and objectives. Australia Pacific LNG will continue consultation and engagement programs with stakeholders to ensure their 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities 	PC O LP	<ul style="list-style-type: none"> Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications). Evaluate community investment programs to assess the achievement of program goals and objectives.

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				views are understood and considered throughout the life of the Project.				
				<ul style="list-style-type: none"> Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its Code of Conduct for all employees and contractors. 			<ul style="list-style-type: none"> Track and analyse community attitudes towards consultation processes and management of project impacts during construction and operational phases. Track and analyse breaches of the Code of Conduct by incident type. Number and type of community complaints made to Australia Pacific LNG, its contractors, local council and others. Track and analyse community attitudes towards the conduct of staff and contractors. Number of Australia Pacific LNG staff and contractors participating in community organisations, activities and events. Track and analyse changes in community attitudes over time. For example, for example, social attitudes and experiences of community life, cultural diversity and social interactions. 	
Shift work employment decreases the time workers spend with their families and participating in community activities (including volunteering).	Cons Ops	M M	M M	<ul style="list-style-type: none"> Australia Pacific LNG will collaborate with government industry and community partners regarding research programs to understand the social impacts and opportunities created by development in communities in 	M L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government 	PC O LP	<ul style="list-style-type: none"> Australia Pacific LNG participation in and active contribution to social impact research programs as

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<ul style="list-style-type: none"> which it operates. Australia Pacific LNG will design flexible rosters. 			<ul style="list-style-type: none"> evidenced through relevant planning outputs (reports, minutes, media communications). Number of Australia Pacific LNG staff and contractors participating in community organisations, activities and events. 	
Relationship between increased disposable income and how people spend it (for example, increased spend on gambling, alcohol or drugs) impacting on community values.	Cons Ops	L L	H H	<ul style="list-style-type: none"> Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its Code of Conduct for all employees and contractors. Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project. Australia Pacific LNG's community investment programs will support sustainable community development. Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. Australia Pacific LNG will collaborate with government industry and community partners on research programs to understand the social impacts and opportunities created by development in communities in which it operates. As part of the employee well-being program, Australia Pacific LNG will conduct regular education campaigns such as 'Fit for Work' and 'Drug and Alcohol' polices. 	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities Industry 	PC C	<ul style="list-style-type: none"> Track and analyse breaches of the Code of Conduct by incident type. Number and type of community complaints made to Australia Pacific LNG, its contractors, local council and others. Track and analyse community attitudes towards the conduct of staff and contractors. Track and analyse community attitudes towards consultation processes and management of project impacts during construction and operational phases. Evaluate community investment programs to assess the achievement of program goals and objectives. Evidence of joint stakeholder outputs (planning forums,

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<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
							communications, action plans etc.) to identify and mitigate potential cumulative impacts.	
							<ul style="list-style-type: none"> Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications. Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications) Participation rates for employee well-being program activities. 	
Impact of lighting, dust, noise and traffic to community amenity and lifestyle.	Cons Ops	H M	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project. Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner. Australia Pacific LNG will continue to implement a community complaints procedure for community members and stakeholders to raise concerns, and in turn have them addressed in a timely manner. <p><i>See Volume 2, Chapter 7 for mitigation measures for</i></p>	L L	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning 	PC O LP	<ul style="list-style-type: none"> Functional working relationships are established with government, the community and other industries to plan for cumulative impacts. Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts. Relevant cumulative impact and regional planning

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES	
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				<p><i>potential visual amenity impacts.</i></p> <p><i>See Volume 2, Chapter 7 for mitigation measures for potential lighting related impacts.</i></p> <p><i>See Volume 2, Chapter 5 and 13 for mitigation measures for potential dust related impacts.</i></p> <p><i>See Volume 2, Chapter 17 for mitigation measures for potential traffic related impacts.</i></p> <p><i>See Volume 2, Chapter 15 for mitigation measures for potential noise related impacts.</i></p>			<p>strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications.</p> <ul style="list-style-type: none"> • Number of community information sessions relating to environmental impacts. • Number of community information sessions and number of participants in community information sessions. • Track and analyse community attitudes towards consultation processes and management of project impacts during construction and operational phases. • Also refer to performance measures for the Environmental Management Plan. 	
Community concerns about the management of environmental, social or economic issues.	Cons Ops	H M	M M	<ul style="list-style-type: none"> • Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project. • Australia Pacific LNG will collaborate with government industry and community partners regarding research programs to understand the social impacts and opportunities created by development in communities in which it operates. • Australia Pacific LNG's community investment programs will support sustainable community development. 	L L	<ul style="list-style-type: none"> • Australia Pacific LNG • Shared responsibility • Government <ul style="list-style-type: none"> – <i>Department of Infrastructure and Planning</i> – <i>Department of Communities</i> 	PC O LP	<ul style="list-style-type: none"> • Track and analyse community attitudes towards Australia Pacific LNG and its contractors' management and communication of environmental, social and economic impacts. • Australia Pacific LNG participation in and active contribution to social impact research programs as

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES	
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
							evidenced through relevant planning outputs (reports, minutes, media communications).	
							<ul style="list-style-type: none"> Evaluate community investment programs to assess the achievement of program goals and objectives. Functional working relationships are established with environment related community groups. 	
INDIGENOUS PEOPLES								
Reduced ability to access to affordable housing for Indigenous Australians.	Cons Ops	H M	M M	<ul style="list-style-type: none"> Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures. To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG's community programs will include working with Government and agencies that provide housing to people in distress. 	L M	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities Department of Communities (Housing and Homelessness Services) 	PC O LP	<p><i>NB: *Information regarding Indigenous heritage will be provided on a voluntary basis.</i></p> <ul style="list-style-type: none"> Number of Indigenous persons employed in construction and operational workforces by occupation and position/seniority. Number of indigenous businesses or joint ventures engaged through Australia Pacific LNG project. Indigenous employee retention rates for construction and operational workforces. Number of Indigenous residents participating in skills development programs supported by Australia Pacific
Difficulty in securing and retaining employment on the Project for Indigenous Australians	Cons Ops	H H	M M	<ul style="list-style-type: none"> Australia Pacific LNG will continue to use and develop methods to attract people local to the region to the workforce. Australia Pacific LNG will continue to use and develop methods to attract under-represented groups to the 	L M	<ul style="list-style-type: none"> Australia Pacific LNG Shared responsibility Government <ul style="list-style-type: none"> Department of 	PC O LP	

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES	
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L			
<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>								
				workforce.			LNG.	
				<ul style="list-style-type: none"> Australia Pacific LNG will aim to build collaborative partnerships with government and community organisations to enhance the capacity of employers to provide jobs and the capacity of locals to develop skills and secure jobs. For example through the Community Skills Scholarship program. Australia Pacific LNG will develop an Indigenous engagement strategy to address recruitment and retention strategies specific to Indigenous Australians 			<ul style="list-style-type: none"> Number and percentage of Indigenous apprentices and trainees starting, graduating and finding continuous employment with Australia Pacific LNG by occupation / operational area. Number of Indigenous apprenticeships, traineeships, work experience programs and scholarships supported by Australia Pacific LNG in non-LNG industries. 	
Lack of business development opportunities realised for Indigenous businesses.	Cons	M	M	<ul style="list-style-type: none"> Australia Pacific LNG will implement a local content strategy whereby we participate in or establish programs which assist qualified local and regional businesses with the opportunity to tender for provision of goods and services for the Project. Australia Pacific LNG will ensure contracts with suppliers and sub-contractors are aligned with Australia Pacific LNG's sustainability principles. Australia Pacific LNG will develop an Indigenous engagement strategy to identify business opportunities and programs for development. 	L	<ul style="list-style-type: none"> Australia Pacific LNG Government <ul style="list-style-type: none"> Department of Employment, Economic Development and Innovation Department of Communities – Aboriginal and Torres Strait Islander Partnerships 	PC	<ul style="list-style-type: none"> Functional working relationships established with local and regional Indigenous organisations. Communication of estimated workforce demands to Local Government, State Government and Indigenous housing and other service providers. Number of joint initiatives supported by Australia Pacific LNG and Indigenous organisations. Number and percentage of Australia Pacific LNG employees and contractors completing cultural awareness training.
	Ops	M	M		L		O	
Lack of respect for Indigenous Australians	Cons	L	H	<ul style="list-style-type: none"> Australia Pacific LNG will continue to implement cultural awareness program. Australia Pacific LNG will support Indigenous stakeholders to participate in Caring for Country initiatives. Australia Pacific LNG will engage with Indigenous Australians in a respectful and culturally appropriate way. 	L	<ul style="list-style-type: none"> Australia Pacific LNG 	PC	<ul style="list-style-type: none"> Number and percentage of Australia Pacific LNG employees and contractors completing cultural awareness training.
	Ops	L	H		L		O	

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IDENTIFICATION		ASSESSMENT		MANAGEMENT	RESPONSIBILITY	TIMING	PERFORMANCE MEASURES
Impact	Phase	Probability H, M, L	Consequence H, M, L	Management/mitigation Strategies	Residual H, M, L		
							<i>Cons = Construction phase Ops = Operational phase + = positive impact</i>
							<ul style="list-style-type: none"> Number of Indigenous people participating in cultural heritage management and natural resource management initiatives directly related to the Australia Pacific LNG project. (See also Cultural Heritage Management Plan). Track and analyse Indigenous community attitudes towards Australia Pacific LNG's position, processes and performance in relation to Indigenous development and Indigenous engagement.

* Con = construction, Ops = operations

** H = high, M = medium, L = low, + = positive

*** PC = pre construction, C = construction, O = operation, LP = life of project

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**Appendix B- Summary of Australia Pacific LNG
Community Investment Strategy**

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Introduction

Background and Purpose

Australia Pacific LNG community investment will always seek to build community sustainability and avoid creating dependencies. It will not replace the work of governments. Rather, our community investment approaches will seek to create partnerships between communities, local and state governments and Australia Pacific LNG. Community investment is further identified as a key mechanism for mitigating negative social impacts associated with the project and in supporting opportunities for community capacity building.

Scope

This strategy applies to Origin as the upstream operator, and ConocoPhillips as the downstream operator of the Australia Pacific LNG project. This strategy will be operational during phase one of the project, covering the years 2011 to 2015.

Contributions to meet employee housing conditions, road impact conditions or spending which are driven by an operational need but has a community impact are outside of scope of this strategy. Australia Pacific LNG's contribution to address affordable housing is considered community investment and as such included in the quantum of this strategy. Allocation of affordable housing contributions will however be managed under separate strategies.

Sponsorships where the primary objective is business development or brand recognition are also outside of scope for this strategy.

Community Investment Overview

Objectives

The high level objectives of the Community Investment Strategy are to:

- Mitigate social impacts associated with the Australia Pacific LNG project, and;
- Leave a positive legacy for the communities in the gas fields, pipeline and LNG facility areas which lasts beyond the life of the project

In support of these high level objectives, a set of operational objectives have been identified in the Australia Pacific LNG SIMPs:

- Support community capacity building through local skills development and contributing to local education opportunities
- Support programs that protect and enhance the productivity of our natural resources, including land, water and biodiversity
- Support the continued development of safer and healthier communities (including efforts by ambulance, healthcare, police and emergency services and public welfare activities)
- Support and deliver programs that assist to manage population influx in a responsible and sustainable manner
- Support the capacity development of key social infrastructure services and facilities, in accordance with priorities identified by relevant stakeholders
- Provide avenues to partner with government, industry and community that deliver long-term lasting benefits to the Project areas

Delivery mechanisms

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Community investment will be delivered through the following mechanisms:

Social infrastructure investment

Social infrastructure investment focuses on investment in local facilities and services, primarily informed by impact assessment outcomes, community needs and resources analysis and regional Social Infrastructure Strategic Plans or community plans.

The Australia Pacific LNG Community Partnership Program

Partnership funding focuses on sustainable community development through longer-term, large scale partnerships which facilitate capacity development for non-government organisations (NGOs), Government bodies and community groups.

The Australia Pacific LNG Sponsorships and Donations Program

Sponsorships and donations provide assistance to support grass-roots projects of smaller community organisations and community events. A sponsorship involves a commercial, tangible return for Australia Pacific LNG (e.g. publicity), whereas a donation does not.

Employee giving and volunteering

Support for Employee volunteering and giving facilitates employee participation in and donations towards community activities and volunteering events.

Priority areas

Australia Pacific LNG has identified four priority areas for community investment:

- **Community Safety, Health and Wellbeing** – funding that supports safer and healthier communities (including efforts by ambulance, healthcare, police and emergency services) and public welfare activities
- **Environmental stewardship** – funding that supports the protection and enhancement of productivity in our natural resources, including agriculture, land, water and biodiversity
- **Skills and Education** – supporting community capacity building through local skills development and adding to local education opportunities
- **Sustainable Population Growth** – assisting communities to build social and physical infrastructure which will meet the challenges of increased population growth. This includes investment in affordable housing.

In addition to these, sponsorships and donations as well as employee giving and volunteering will also include the priority area of:

- **Community events and activities** that promote and enhance community connectedness

All Australia Pacific LNG community investment will be aligned to one or more of these priority areas.

Inclusions and exclusions

A set of criteria identifying what may and what may not be supported through Australia Pacific LNG community investment has been developed to provide clarity to stakeholders.

Australia Pacific LNG will consider supporting:

- Projects and organisations that provide benefits to the communities in which we operate. This includes the local government areas of Maranoa Regional Council, Western Downs Regional Council, Banana Shire Council and Gladstone Regional Council

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- Projects and organisations which fall within one of the Australia Pacific LNG priority areas
- Projects and organisations which are consistent with Origin Energy's or ConocoPhillips values
- One-off social/community events or fundraisers

Australia Pacific LNG will usually not support:

- Individuals
- Political organisations or campaigns
- Minor sporting teams
- Religious organisations for religious activities
- An organisations' ongoing operational costs
- Private companies or commercial entities
- Activities which encourage the irresponsible use of alcohol
- One-off donations to the same organisation more than once per year
- Activities which are usually exclusively funded by government
- Activities which provide a direct financial benefit to Australia Pacific LNG or Origin employees or contractors

Quantum

The Coordinator General has in his report on the Gladstone Pacific Nickel EIS concluded that contributions to the community in the order of 0.15% of capital expenditure plus 0.08% of operational expenditure is reasonable. Australia Pacific LNG has been guided by this principle when calculating its community investment commitments. By following this principle, the quantum of community investment will correspond to impacts, as these are primarily related to the works carried out under the project.

Assessment Framework

Social Infrastructure Investments and Partnerships

Australia Pacific LNG will commit to social infrastructure investment and partnership spending through direct engagement with state government departments, regional councils and larger NGO's. Consultation with the Australia Pacific LNG regional community consultative committees is a key step before committing to social infrastructure or partnership investments. It is important to note that Australia Pacific LNG's social infrastructure and partnership investment do not operate as a grants program. Australia Pacific LNG will however consider requests for partnerships from community organisations as they align with the evaluation criteria below.

Where joint social infrastructure mechanisms such as the Gladstone Foundation exist, Australia Pacific LNG will consider distributing its social infrastructure spending through these.

Australia Pacific LNG evaluates social infrastructure and partnership opportunities according the following criteria:

- Impact mitigation potential
- Community reach
- NGO/community support, including from relevant community committee
- Government endorsement
- Longevity of Benefit or Social Return on Investment (SROI)

Sponsorships and Donations and employee giving and volunteering

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Australia Pacific LNG's sponsorships and Donations program is a small grants program aimed at supporting local community projects and events. Applications for projects meeting the inclusion/exclusion criteria and priority area criteria identified above will be considered. The primary evaluation criterion for sponsorships and donations is the value generated in the community, however value generated to Australia Pacific LNG will also be considered.

Process

Applications for sponsorships and donations can be submitted to Australia Pacific LNG or its operating companies, and will be assessed according to the following process:



Reporting

A community investment progress report will be completed every six months, included in the SIMP progress report, and submitted to the Australia Pacific LNG Regional Community Consultative Committees (RCCCs) for review. The purpose of the progress report is to provide the RCCCs with an opportunity to comment on the direction and implementation of the community investment strategy. The progress report will outline:

- Total community investment spend during the previous six months
- Community investment spend per theme and investment vehicle
- Updates, review or evaluations of major social infrastructure and partnership investments

A community investment annual report will be completed and submitted to the RCCCs and the Coordinator General as part of the annual SIMP report. The annual report will outline:

- Cumulative community investment spend since project inception
- Total community investment spend during the previous year
- Community investment spend per theme, investment vehicle and local government area during the previous year
- Evaluation of individual infrastructure investments and partnerships, as necessary
- Progress on reaching the Australia Pacific LNG community investment objectives

Consultation

Consultation with stakeholders underpins all Australia Pacific LNG community investment, and is a way of ensuring local ownership of the investment.

All social infrastructure investment and partnership investment decisions shall be preceded by consultation with relevant RCCCs, or key stakeholders should the RCCC not yet be established or should the investment timeframes not allow RCCC consultation.

RCCCs will further be consulted on future directions of the community investment strategy as part of the progress reporting and annual reporting procedures, to align with local needs and priorities.

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Review

This strategy will be reviewed after five years to ensure alignment with project priorities. In addition, as a key component of the SIMP, the strategy will be subject to external audits as conditioned by the Coordinator-General. The timing for these audits are:

- at the completion of the construction stage of the project
- periodically every 5 years after the commencement of the operational stage, and
- at project closure during the decommissioning phase of the project.

Following the external audit a report summarising the findings will be compiled and submitted to the Coordinator-General.