

CHAPTER

05

INLAND
RAIL 

Stakeholder Engagement

CALVERT TO KAGARU ENVIRONMENTAL IMPACT STATEMENT

ARTC

The Australian Government is delivering
Inland Rail through the Australian
Rail Track Corporation (ARTC), in
partnership with the private sector.

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5. Stakeholder engagement

5.1 Scope of chapter

Stakeholder and community consultation have informed the preparation of the Calvert to Kagaru Project (the Project) draft environmental impact statement (EIS), including the development of a social impact assessment (SIA).

ARTC has conducted consultation for the Project with affected and interested parties through a range of communication tools and consultation methods including SIA and community workshops. The next phases of consultation associated with the EIS process will build on these existing approaches.

A consultation report has been prepared for the Project, which is included as Appendix C: Consultation Report and provides further detail on the consultation undertaken to date, key issues raised, and materials used to support consultation activities.

5.2 Terms of Reference

The Terms of Reference (ToR) describe the matters the proponent must address in the EIS for the Project. This chapter and Appendix C: Consultation Report have been prepared to meet the ToR requirements outlined in Table 5.1.

Appendix B: Terms of Reference Compliance Table provides a cross-reference for each ToR against relevant sections in this EIS.

TABLE 5.1: TERMS OF REFERENCE COMPLIANCE TABLE—STAKEHOLDER ENGAGEMENT

Terms of Reference requirements	Where addressed
7.7 An appropriate public consultation program is essential to the impact assessment process. The proponent should consult with Local, State and Commonwealth government agencies, and potentially affected local communities.	This chapter and Appendix C: Consultation Report describe the stakeholder consultation objectives, strategies and activities undertaken both in the lead up to the Project's commencement and during the development of the draft EIS. Section 5.3.4 of this chapter and Section 2.5 of Appendix C: Consultation Report identify key project stakeholders that have an interest in, or are affected by, the outcome of the Project. Stakeholder consultation includes individuals, groups, organisations, local government, State Government and Australian Government agencies and representatives.
7.8 The EIS should describe the consultation that has taken place and how the responses from the community and agencies have been incorporated into the design and outcomes of the project.	Sections 5.4 and 5.5 describe the consultation activities that have taken place, with outcomes from these activities reported in Section 5.6, cross-referenced to the EIS sections where stakeholder feedback has informed or contributed to the development of design or mitigation measures.
7.9 Include, as an appendix, a public consultation report detailing how the public consultation plan was implemented, and the results of the implementation.	This chapter and Appendix C: Consultation Report have been prepared to address this requirement.
10.10 Describe the following information about the proposed project: (b) existing infrastructure and easements on the preferred alignment (d) location, design and capacity of water supply, wastewater conveyance and treatment, telecommunications, power generation, accommodation of site facilities and transmission infrastructure	Consultation with existing infrastructure asset owners and operators in the Project area was undertaken, as noted in Section 5.6 of this chapter and Section 4 and Section 6 of Appendix C: Consultation Report, to inform Project design as documented in Chapter 6: Project Description.

Terms of Reference requirements	Where addressed
<p>11.21 The economic and social impacts of the action, both positive and negative, must be summarised. Matters of interest should include:</p> <ul style="list-style-type: none"> (b) any public consultation activities undertaken, and their outcomes (c) any consultation with indigenous stakeholders (d) identification of affected parties and communities that may be affected and a description of the views of those parties and communities 	<p>Sections 5.4 and 5.5 describe the consultation activities that have taken place, with outcomes from these activities reported in Section 5.6, with cross-references to the EIS sections where stakeholder feedback has informed or contributed to the development of design or mitigation measures.</p> <p>Further detail is provided in Chapter 16: Social, Chapter 17: Economics, Chapter 18: Cultural Heritage, Appendix C: Consultation Report, Appendix R: Social Impact Assessment Technical Report and Appendix S: Economic Impact Assessment Technical Report.</p>
<p>11.69 The EIS should describe the consultation that has taken place with landholders along the alignment regarding modelled potential impacts of the project on flooding. It should also include a discussion of how the results of consultation have been considered by the proponent in the EIS process.</p>	<p>Consultation with landholders regarding modelled potential impacts of the Project on flooding is discussed in Sections 5.5 and 5.6.</p> <p>Further detail is provided in Chapter 13: Surface Water and Hydrology, Appendix C: Consultation Report and Appendix N: Hydrology and Flooding Technical Report.</p>
<p>11.75 Describe the potential for impact on existing holders of resource tenures, including consideration to safety and resource sterilisation where appropriate.</p>	<p>Consultation with existing holders of resource tenure in the Project area was undertaken, as noted in Sections 5.3.4 and 5.6 this chapter, to confirm the assessment documented in Chapter 8: Land Use and Tenure of the EIS.</p>
<p>11.77 Provide evidence of consultation with the relevant owners/licensees of gas/petroleum pipelines in the vicinity of the rail corridors. Provide detail of agreed risk management strategies for project construction and operation with regard to the gas/petroleum pipelines. Demonstrate that the construction and operation of the project will not inhibit the safe and efficient operation of the pipelines.</p>	<p>Sections 5.5 and 5.6 summarise the consultation undertaken with the relevant owners or licensees of gas or petroleum pipelines owners in the vicinity of the Project. This consultation included the identification of risk treatments during design and construction.</p> <p>Sections 4.4.12.2 and 6.9 of Appendix C: Consultation Report provide further detail on this consultation.</p> <p>Chapter 8: Land Use and Tenure provides further detail on gas/petroleum pipelines in the vicinity of the alignment.</p> <p>Chapter 20: Hazard and Risk summarises the initial design measures, and proposed mitigation measures for future design and construction activity in the vicinity of these assets.</p>
<p>11.108 All proposed measures must be in accordance with any relevant biosecurity surveillance or prevention program authorised under the Biosecurity Act 2014 and any requirements of the VMA/PA. Mitigation measures should be developed in consultation with relevant agencies and local government (e.g. baiting programs).</p>	<p>Consultation with stakeholders regarding biosecurity is discussed in Sections 5.5 and 5.6.</p> <p>Chapter 23: Draft Outline Environmental Management Plan of the EIS identifies the requirements to engage with agencies and local government in the development of the Project's Biosecurity Management Plan.</p>
<p>11.117 Discuss and recommend how identified impacts will be mitigated. Mitigation strategies are to be prepared in close consultation with relevant transport authorities (including Local Government).</p>	<p>Traffic, transport and access mitigation and management measures are documented in Chapter 19: Traffic, Transport and Access and Chapter 23: Draft Outline Environmental Management Plan of the EIS.</p> <p>Table 5.8 summarises the key issues and concerns by stakeholder type, Section 5.6 summarises how the Project and the EIS have responded to consultation inputs. This summary includes the consultation undertaken with schools and potential waste and spoil management operators.</p> <p>Further detail is provided in Appendix C: Consultation Report.</p>

Terms of Reference requirements	Where addressed
11.146 A consultative and inclusive community and stakeholder engagement process should inform the baseline study, assessment of potential social impacts and development of appropriate mitigation measures and management plans. The engagement should commence at an early stage of the EIS process. It should include consultation with a broad range of stakeholder groups including affected landholders, local residents, community groups, traditional owners, state and local government agencies, and non-government organisations, local businesses and traditionally under-represented stakeholders (for example vulnerable groups, women, people with a disability, indigenous people and persons from diverse ethnic or linguistic backgrounds).	Section 5.4 outlines the consultation activities prior to the declaration of coordinated project status, with Section 5.5 of this report describing the activities that have occurred as part of the EIS development process. Section 5.3.4 details the range of project stakeholders that have been consulted. Further detail is provided in Chapter 16: Social, Appendix C: Consultation Report and Appendix R: Social Impact Assessment Technical Report.
11.147 The community and stakeholder engagement process should be adequately described and documented in the EIS. This should include details such as stakeholders consulted and how and when they were consulted, principles and processes adopted, overview of the consultation program and key events, stakeholder feedback and issues raised (including the means by which these have been or will be addressed), and a statement of agreement/s reached, or to be negotiated, for impact mitigation and management.	This chapter and Sections 4, 5 and 6 in of Appendix C: Consultation Report, describe the community and stakeholder engagement process, how stakeholders were consulted and outcomes of consultation as part of the EIS. Mitigation and management measures and Project commitments are documented in the following part of the EIS: Chapter 23: Draft Outline Environmental Management Plan, Section 8 of Appendix R: Social Impact Assessment Technical Report and Appendix E: Proponent Commitments.
11.158 Outline any consultation undertaken with the relevant emergency management authorities, including the Local Disaster Management Group.	Section 5.5 of this chapter and Sections 4.12.1 and 7.9 of Appendix C: Consultation Report summarise the consultation undertaken with emergency management authorities. Further detail is provided in Chapter 20: Hazard and Risk and Appendix C: Consultation Report of the EIS.

5.3 Methodology

ARTC’s approach to consultation is critical to the successful delivery of the Inland Rail Program. Engaging with the community and key stakeholders develops and enhances awareness about the Project and also establishes two-way conversations. These conversations are key for identifying and reducing risks, optimising the route alignment, securing statutory approvals and minimising social and environmental impacts.

ARTC continues to undertake community consultation and stakeholder engagement about the Project. It is imperative that stakeholders have opportunities to detail their concerns, raise issues, provide historical information and receive Project updates from ARTC that are professional and timely. All consultation-related correspondence and feedback are formally recorded in ARTC’s ‘Consultation Manager’—a software tool used for tracking engagement activities, feedback and outcomes—to ensure key issues and comments are captured and addressed.

5.3.1 Goals

ARTC’s goals for the Project engagement and consultation plan are to:

- ▶ Build trust—ensuring stakeholders are aware of the Project, its design phases and timeframes, and understand the mechanisms for input and consultation.
- ▶ Build credibility—ensuring engagement is transparent, equitable, inclusive and iterative, with adequate opportunities for stakeholders to comment.
- ▶ Build visibility—creating an ongoing dialogue with stakeholders and ensuring appropriate information is escalated to the correct team for action.

5.3.2 Consultation Plan objectives and strategies

In accordance with Section 3.1 of the ToR, a Consultation Plan was developed to guide EIS consultation activities.

The Consultation Plan and strategies are detailed in Section 3.2 of Appendix C: Consultation Report and cover:

- ▶ Stakeholder identification and methods to engage them
- ▶ Types of engagement activities and their timing
- ▶ Integration of consultation activities with other EIS activities and the Project development process
- ▶ Consultation responsibilities
- ▶ Communication channels and protocols
- ▶ Processes for recording information and providing feedback to stakeholders
- ▶ How results of consultation will be considered and integrated into the EIS process.

TABLE 5.2: CONSULTATION AND ENGAGEMENT STRATEGY FOR THE PROJECT

Goal	Strategic Aims
Build trust	<ul style="list-style-type: none"> ▶ Ongoing engagement with landholders about geotechnical investigations, field studies, the rail corridor on their property and the acquisition process. ▶ Demonstrate to communities how their feedback has been taken on board in the draft EIS to minimise impacts, address mitigations and be transparent with iterative changes by sharing amendments ARTC make. ▶ Regularly engage with stakeholders and ensure the conversation is advancing and action items are being closed out. ▶ Initiate and maintain open communication with the community on all aspects of the Project and the draft EIS. ▶ Address all stakeholder issues through the draft EIS process and communications.
Build credibility	<ul style="list-style-type: none"> ▶ Identify how Inland Rail can benefit the communities and work to deliver these benefits, where possible. ▶ Support and enhance positive impacts. ▶ Decide on design and alignment elements requested by the community and then communicate the reasoning to the community. ▶ Engage stakeholders and communities on the issues that are important to them, seek their input to validate models, and have technical experts who can explain what the data means. ▶ Deliver on the commitments we make to the community in a timely and appropriate way.
Build visibility	<ul style="list-style-type: none"> ▶ Have a presence on-the-ground in communities by establishing a local office in Gatton and attending and sponsoring local events. ▶ Go to the community—don't expect them to come to us. ▶ Undertake a program of well-advertised consultation at times and venues that are suitable for the community. ▶ Proactively work with community stakeholders to help identify potential social impacts and develop appropriate solutions and strategies to minimise negative impacts associated with the Project.

5.3.3 Consultation approach

5.3.3.1 Overview

The approach to consultation for the Project is guided by the International Association of Public Participation's (IAP2) Core Principles (IAP2, 2013). The IAP2 identifies five levels stakeholders can participate in decision making: inform, consult, involve, collaborate and empower (refer Table 5.3). The level of stakeholder participation for the Project depends on the stakeholder group and technical constraints.

TABLE 5.3: IAP2 PUBLIC PARTICIPATION SPECTRUM

IAP2	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives or solutions.	To obtain public feedback on analysis, alternatives and or decisions.	To work directly with the public throughout the process to ensure public issues and concerns are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen, acknowledge concerns and provide feedback on how public input influences decisions.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influences decisions.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into decisions to the maximum extent possible.	We will implement what you decide.

Source: IAP2 (2013)

ARTC has created an ongoing and open dialogue with communities and stakeholders. ARTC set guidelines for behaviour and interactions with the community and stakeholders.

- ▶ **Inclusive**—Stakeholders are consulted during the planning and design of the Project alignment. ARTC uses a wide range of channels to provide information and gather feedback including community consultation committees, community-based information sessions, electronic and printed newsletters and an online presence through the Inland Rail website and social media channels.
- ▶ **Transparent**—Community engagement interactions are captured and documented in Consultation Manager, Inland Rail’s centralised consultation-capturing database, to maintain a record of key issues, concerns and feedback. Documenting this information also provides an opportunity for information to be shared, discussed and addressed with ARTC.
- ▶ **Equitable**—Individuals and groups are included in the conversation with recognition and provisions are made for Traditional Owners, people with disabilities, youth and the elderly. Gender equity occurs and varied socio-economic groups participate.
- ▶ **Iterative**—Share the iterative phases of the Project and communicate these phases to stakeholders for feedback and response.

5.3.3.2 Communication tools and activities

ARTC informed stakeholders, the community and industry groups using a range of communication tools, including community update newsletters, electronic newsletters (e-news), letters, presentations, Project website, fact sheets and posters.

Stakeholders were consulted via one-on-one and small group meetings, information sessions, pop-up consultation stands, and a community survey.

This was supported by feedback mechanisms including an interactive map on the project website, 1800 telephone line, email address, social media platforms and feedback forms.

ARTC Inland Rail involved stakeholders in the design and EIS development through the community consultative committees (CCCs), one-on-one with landholders that enabled a two-way exchange of information.

In several situations, such as alignment development and when designing the road/rail interfaces, ARTC collaborated with stakeholders through workshops and meetings with landholders, councils and key stakeholders.

The Project has a diverse range of stakeholders with various levels of skills and experience in engaging with large-scale infrastructure projects. Engagement and communications for the project have been tailored to meet the relevant stakeholder requirements.

For example, more technical information has been provided to CCCs and government agencies, while more simplified communications and graphics have been used for the general community. Landholder information has been tailored to be relevant to their property.

A combination of digital and traditional engagement tools have been used for the greatest reach. Digital tools used include: website, interactive map, social media, maps, videos, a project flythrough, graphics, and e-newsletters.

Traditional tools included: information sessions, letterbox drops, factsheets, maps, graphics, newsletters, meetings (group and individual), workshops, forums, phone calls, letters, newspaper advertising, television advertising, attending community events and shows.

The CCC was formed to keep the community and industry informed about the Project and ensure their views were heard and addressed as projects progressed through the formal planning processes.

Each committee comprises of members with a range of backgrounds and interests. The purpose of the committee was to:

- ▶ Facilitate broader community involvement in the project
- ▶ Seek community feedback and input to project outcomes
- ▶ Increase awareness and understanding for the project by providing communities with 'one-point of call' for project information
- ▶ Act as a conduit between the project team and the community to provide information or address issues and concerns.

These activities are described in detail in Appendix C: Consultation Report.

5.3.4 Project stakeholders

A stakeholder is defined as any individual, group of individuals, organisation or political entity with an interest in the outcome of a decision. They may be, or perceive that they may be, affected directly or indirectly by the outcome of a decision (IAP2, 2013). A preliminary stakeholder list was developed through desktop research and analysis of existing information materials. This list was subject to ongoing refinement throughout the engagement process.

Stakeholders identified for the Project include Australian Government, Queensland State Government, and local government representatives, potentially affected landholders, local businesses, industry bodies, environmental groups, community groups, education and training providers, media and nearby communities. Table 5.4 outlines stakeholder groups.

TABLE 5.4: PROJECT STAKEHOLDERS

Type	Stakeholders
Australian Government	
Elected representatives	Deputy Prime Minister, Minister for Infrastructure, Transport and Regional Development and Member for Riverina—The Hon Michael McCormack MP Assistant Minister for Road Safety and Freight Transport and Member for Wright—The Hon Scott Buchholz MP Shadow Minister for Veterans' Affairs and Defence Personnel and Member for Blair—The Hon Shayne Neumann MP
Departments and agencies	Department of Infrastructure, Transport, Regional Development and Communications Department of Agriculture, Water and the Environment (DAWE) Regional Development Australia National Transport Commission
Queensland State Government	
Departmental Ministers	The Hon Mark Bailey MP, Minister for Transport and Main Roads, Member for Miller
State Elected Representatives	State Member for Scenic Rim—Jon Krause MP State Member for Ipswich West—Jim Madden

Type	Stakeholders	
State Government Departments	Office of Coordinator-General Department of Aboriginal and Torres Strait Islander Partnerships Department of Agriculture and Fisheries Department of Education Department of Employment, Small Business and Training Department of Environment and Science Department of Housing and Public Works The former Department of Innovation, Tourism Industry Development and the Commonwealth Games (now part of the Department of State Development, Tourism and Innovation)	Department of Local Government, Racing and Multicultural Affairs Department of Natural Resources, Mines and Energy Queensland Health The former Department of State Development, Manufacturing, Infrastructure and Planning (now the Department of State Development, Tourism and Innovation) Department of Transport and Main Roads Economic Development Queensland
Government-Owned Corporations / Organisations	Queensland Rail	
Local Government		
Local government elected representatives	Scenic Rim Regional Council Mayor—Greg Christensen and Councillors Ipswich City Councillors and the former Ipswich City Council and Logan City Administrators	
Local government officers	Ipswich City Council Logan City Council Scenic Rim Regional Council	
Local Communities		
Directly Affected Landholders	Landholders located within both the permanent and temporary disturbance footprint	
Indirectly Affected Landholders	Landholders that have the potential for change to existing conditions on their property	
Local Businesses	Bentonite Resources Boral Purga Quarry Edwards Rural EJ Cooper Pty Ltd Flinders Land Holdings Flinders Peak Winery Ivory's Rock Conventions and Events	JNJ Resources Bentonite Quarry Klan Bros Earthmoving Strawberry Fields The Neilsen Group Bromelton Quarry The Peak Pub Willowbank Raceway Zanows' Sand and Gravel
Other Key Stakeholders		
Emergency and Health Providers	Queensland Police Service Queensland Ambulance Service Queensland Fire and Emergency Services Queensland Rural Fire Services	Rosewood Police Station Harrisville Police Station Boonah Police Station
Utility Service Providers	Seqwater Powerlink Queensland Queensland Urban Utilities (QUU) Telstra	Energex Ergon TPG / AAPT / Powertel Optus

Type	Stakeholders	
Spoil and waste management providers	Wanless Waste management New Hope Group Ti Tree Bioenergy Cleanaway New Chum Remondis Swanbank Waste Facility	NuGrow Ipswich Lantrak Waste Management Greenbank Waste and Recycling Facility Logan Village Waste and Recycling Facility
Gas and petroleum asset owners	Santos	
Resource tenure holders	Arrow Energy	
Indigenous groups and representatives	Yuggera Ugarapul Jagera Daran Liworaji Aboriginal Corporation	
Business and Industry Groups	Chamber of Commerce and Industry Queensland Beaudesert Chamber of Commerce Boonah District Chamber of Commerce	Ipswich Chamber of Commerce and Industry Regional Development Australia— Ipswich and West Moreton Regional Development Australia— Logan and Redlands
Peak Bodies	National Road Transport Association Queensland Transport and Logistics Council Australian Trucking Association Queensland Farmers Federation	National Farmers Federation Agforce Queensland Resources Council Queensland Outdoor Recreation Federation
Community Groups	Families Against Inland Rail GO (FAIR GO) Harrisville & District Historical Museum Ipswich Housing and Support Services Ipswich Railway Museum Rosewood Agricultural and Horticultural Association	Rosewood District Protection Organisation Royal Agricultural Society of Queensland Scenic Rim Community Consultative Committee Willowbank Area Residents Group
Environmental Groups	Australian Rescue and Rehabilitation of Wildlife Association Inc. Birdlife Australia Birds Queensland Boonah Organisation for a Sustainable Shire Greening Australia Healthy Land and Water Ipswich Koala Protection Society Ipswich Native Plants Queensland	Karawatha Forest Protection Society Keep the Scenic Rim Scenic Koala Foundation Logan and Albert Conservation Association Inc. Protect the Bush Alliance Queensland Conservation Council Return to the Wild SEQ Catchments Wildlife Queensland
Education and Training	Rosewood State School Rosewood State High School St Brigid's Catholic Primary School Mutdapilly State School Harrisville State School	Peak Crossing State School Woodhill State School Flagstone State Community College Boonah State School
Media	ABC Southern Queensland Albert and Logan News Beaudesert Times Fassifern Guardian Ipswich Queensland Times Jimboomba Times Moreton Border News	The Brisbane Times The Courier-Mail Queensland Times Queensland Country Life ABC Radio The Australian

5.3.5 Stakeholder management database—Consultation Manager

Inland Rail maintains a secure stakeholder management database, Consultation Manager, to record all consultation undertaken as a part of the Project.

The database was established in mid-2014 for the Inland Rail Program and will continue to be maintained throughout the EIS process and into Project construction and operation. This central database is used to record stakeholder consultation and monitor and report on enquiries, issues and team responses across all ARTC operations and Inland Rail projects.

5.3.6 Integration with draft EIS Technical Studies and Assessments

Consultation has been undertaken with multiple stakeholders to share information and receive feedback on:

- ▶ Project updates and progress
- ▶ Technical study methodologies and findings
- ▶ Technical model validation and data collection
- ▶ Suggested mitigation and environmental management measures
- ▶ Project alignment
- ▶ Project delivery mechanisms.

Outcomes and feedback from stakeholder consultation have been addressed within the EIS, helping inform technical study methodologies, technical model validation and data collection, mitigation and environmental management measures, route alignment and project delivery mechanisms. The consultation informed the assessments and allowed the Project to more accurately assess impacts and identify appropriate mitigation measures (refer Section 5.6).

5.4 Early stakeholder engagement activities

Stakeholder engagement activities relating to Inland Rail and the Project have been taking place, in varying forms, since 2006. Consultation started with the *North–South Rail Corridor Study*, which was tasked with identifying a broad corridor for a future railway between Brisbane and Melbourne, through to consultation activities relating to early design for the Project undertaken by ARTC. As each subsequent study and investigation advanced, the alignment became more detailed and the design and performance parameters were refined.

Table 5.5 summarises the early engagement activities undertaken as part of these studies and investigations. Appendix C: Consultation Report provides further detail consultation activities and outcomes from these studies.

TABLE 5.5: EARLY STAKEHOLDER ENGAGEMENT ACTIVITIES

Objective/s	Stakeholders	Outcome
North–South Rail Corridor Study (EY, 2006)		
<ul style="list-style-type: none"> ▶ Assess the adequacy of the existing Melbourne to Sydney to Brisbane rail corridor to meet future freight demand ▶ Examine options for an enhanced, existing coastal route or alternative inland routes. ▶ Identify a route that would deliver the best overall economic outcome. 	<ul style="list-style-type: none"> ▶ Australian and State Government Departments ▶ Rail Industry and Potential Rail Providers ▶ Freight Forwarders and Other Rail Customers ▶ Regional stakeholders 	<ul style="list-style-type: none"> ▶ The high level of cooperation by stakeholders enabled the then study team to compile a comprehensive view of industry perspectives backed by validated data, resulting in: <ul style="list-style-type: none"> ▶ four broad alternatives, between Melbourne and Brisbane ranging from a far western sub-corridor via western NSW through to a coastal sub-corridor via Sydney and the North Coast, being considered. ▶ the identification of the far western sub-corridor (via Albury and Parkes) as having the lowest capital cost, fastest transit time and the best economic cost–benefit performance.

Objective/s	Stakeholders	Outcome
Melbourne–Brisbane Inland Rail Alignment Study (IRAS) (ARTC, 2010)		
<ul style="list-style-type: none"> ▶ Build on work undertaken earlier in the North–South Rail Corridor Study ▶ Determine route alignment within the far western sub-corridor ▶ Provide a basis for evaluating private financing options for part or the entire project. 	<ul style="list-style-type: none"> ▶ Rail customers ▶ Other stakeholders 	<ul style="list-style-type: none"> ▶ Identification and assessment of alternatives within the far western sub-corridor that sought to minimise construction and operational costs and maximise the economic benefit—in particular, freight user benefits flowing from operating cost savings, time savings and improved reliability. ▶ Performance requirements for the railway were identified (service offering) and options were assessed against these criteria. ▶ An implementation group was formed to further refine service offering needs and consider the options presented.
Inland Rail Implementation Group (IRIG) (IRIG, 2015)		
<ul style="list-style-type: none"> ▶ Prepare a 10-year delivery strategy and business case for Inland Rail 	<ul style="list-style-type: none"> ▶ Australian and State Government Departments ▶ Representatives for the transport and logistics industries 	<ul style="list-style-type: none"> ▶ The Inland Rail service offering to the market was further refined—transit time, reliability, pricing and availability. ▶ Recommended the adoption of the IRAS, with detailed consideration of three sections (Albury versus Shepparton, North Star to Toowoomba and Toowoomba Range).
Inland Rail Program Business Case (ARTC, 2015a)		
<ul style="list-style-type: none"> ▶ Identify the problem and vision for the east coast corridor ▶ Confirm the scope, opportunities and costs ▶ Provide a 10-year delivery schedule ▶ Present demand estimates ▶ Analyse economic and financial implications ▶ Identify governance arrangements to support the effective delivery of Inland Rail 	<ul style="list-style-type: none"> ▶ Australian and State Government Departments ▶ Community groups and stakeholders ▶ Environmental groups and stakeholders ▶ Media ▶ Business and industry 	<ul style="list-style-type: none"> ▶ Consultation with market participants and other industry stakeholders has been undertaken to further develop the service offering and scope of the Inland Rail Program to ensure the infrastructure meets market needs, that is, meeting the priorities of freight customers. ▶ Consultation with other stakeholders informed the identification of delivery opportunities and constraints.
Alignment Planning to Support Business Case		
<ul style="list-style-type: none"> ▶ Engagement with the supply chain and establishment of the need for Inland Rail as a freight alternative 	<ul style="list-style-type: none"> ▶ Rail Industry and Potential Rail Providers ▶ Freight Forwarders and Other Rail Customers 	<ul style="list-style-type: none"> ▶ Identification of third-party operational needs for existing and planned intermodal facilities for incorporation into Project design.
Southern Freight Rail Corridor (SFRC) Alignment Study (AECOM for DTMR, 2010a)		
<ul style="list-style-type: none"> ▶ Undertake a preliminary planning and environmental impact assessment for SFRC to reserve a corridor of land for future railway development 	<ul style="list-style-type: none"> ▶ Australian and State Government Departments ▶ Community groups and stakeholders ▶ Environmental groups and stakeholders 	<ul style="list-style-type: none"> ▶ Confirmation of a rail alignment between the western rail line (Calvert) and interstate line (Kagaru), assessed independently under a Community Infrastructure Designation Process that was supported and informed by extensive stakeholder input.
Early Project Engagement (ARTC)		
<ul style="list-style-type: none"> ▶ Identify and establish relationships with Project stakeholders ▶ Determine formal processes for communications ▶ Engagement with landholders to facilitate field studies and investigations ▶ Undertake community information sessions to identify key concerns and issues 	<ul style="list-style-type: none"> ▶ Local Government ▶ Landholders ▶ Community groups and stakeholders 	<ul style="list-style-type: none"> ▶ Stakeholders and their key issues/concern were identified informing the development of consultation plans ▶ Commencement of field works to inform design.

5.5 EIS stakeholder engagement activities

Consultation activities were structured to support the development of the EIS, and to provide multiple opportunities for both targeted stakeholders and the wider community to participate in the Project. Stakeholders have been engaged using a range of techniques, including presentations and briefings, newsletters, community information sessions, web-based material and face-to-face discussions. These engagements were supported by opportunities to provide feedback via comment forms, interactive mapping, workshops and Project-specific contact channels.

Table 5.6 describes the engagement activities undertaken for the Project, Table 5.7 summarises consultation tools and activities by stakeholder type and Table 5.8 summarises key themes and concerns raised during EIS consultation by stakeholder type. Further details, including information about State Government and local government meetings are in Appendix C.

TABLE 5.6: EIS STAKEHOLDER ENGAGEMENT ACTIVITIES AND TOOLS

Activity/Tool	Purpose
Formal briefings and meetings with elected representatives	<ul style="list-style-type: none"> ▶ Inform stakeholder representatives of the Project and the EIS process ▶ Gain an understanding of the issues and opportunities currently facing the electorates ▶ Identify the potential impacts, benefits and mitigation measures for the Project.
Formal briefings and meetings with Australian Government departments and representatives	<ul style="list-style-type: none"> ▶ Inland Rail Program, and project by project updates ▶ EIS progress updates across projects ▶ Discussion on matters of national environmental significance protected under Commonwealth legislation relevant to the Project. ▶ Regular briefings to DAWE.
Inter-Departmental Committee/ Queensland Project Coordination Group, Approvals, Benefits and Communities Committee	<ul style="list-style-type: none"> ▶ To provide a mechanism for program-level management personnel to discuss and coordinate strategic, operational, technical and interface aspects of the Project. ▶ Agency-only meeting to discuss progress and resourcing and workload, and coordination between the agencies.
Formal briefings and meetings with Queensland Government departments and representatives	<ul style="list-style-type: none"> ▶ Monthly Project progress meetings with the Office of the Coordinator-General ▶ State government agency Project progress briefings ▶ Discussion of technical assessment methodologies, results of investigations and potential mitigations ▶ Meetings and workshops with social service providers to identify key issues, discuss the methodology and recommendation for inclusion in the Social Impact Management Plan (SIMP).
Formal briefings and meetings with local government representatives (Ipswich City Council, Scenic Rim Regional Council and Logan City Council)	<ul style="list-style-type: none"> ▶ Report progress to council officers and elected representatives on the design and EIS process ▶ Facilitate the councils' input into the design development ▶ Gain an understanding of the environmental, planning and engineering constraints and opportunities currently in the EIS investigation area ▶ Develop a working relationship with council officers to identify engineering, planning and environmental impacts, benefits and mitigation strategies during EIS development for implementation during construction and operation.
Technical Working Group meetings—local government	<ul style="list-style-type: none"> ▶ Monthly cross-discipline meetings to provide Project updates on design development, draft EIS progression and community consultation activities.
Technical Working Group meetings—DTMR and QR	<ul style="list-style-type: none"> ▶ Technical Working Groups are regularly convened by Inland Rail and attended by Queensland Rail (QR) and DTMR. Topics discussed at the Technical Working Groups included progression of design, access to the corridor, the road network, property matters, geotechnical investigations, asset ownership, road-rail interfaces and progression of stakeholder engagement.
Design interface meetings—local government	<ul style="list-style-type: none"> ▶ Fortnightly engineering- and design-focused discussions to identify where feasibility design impacts on local government infrastructure and to determine appropriate design solutions.

Activity/Tool	Purpose
Scenic Rim CCC meetings	<ul style="list-style-type: none"> ▶ Quarterly meetings with appointed local community representatives to: <ul style="list-style-type: none"> ▶ Ensure good working relationships and to promote information sharing between ARTC and local stakeholder groups/representatives ▶ Allow ARTC to inform the community about the Project, to seek community views on Project design and delivery, and to respond to matters raised by the community.
Targeted meetings, workshops and communications (matters addressed included hydrology and flooding, flora and fauna, WildNet training, biosecurity, noise and vibration, social impact assessment, landscape and visual amenity)	<ul style="list-style-type: none"> ▶ Gain an understanding of local knowledge to inform baseline data collection, validate modelling inputs, and support a robust impact assessment process.
Community information sessions	<ul style="list-style-type: none"> ▶ To inform stakeholders about the EIS process and findings from EIS investigations ▶ Provide stakeholders with the opportunity to meet with and discuss potential impacts with technical specialists involved in drafting the EIS.
One-on-one landholder meetings (private, local businesses, tenure holders)	<ul style="list-style-type: none"> ▶ To inform landholders about potential impacts and changed conditions on their property as a result of the Project ▶ For landholders to share their concerns and receive information that is specifically based on their questions or concerns.
Indigenous cultural heritage discussions, meetings and site walkovers (Jagera Daran and Yuggera Ugarapul)	<ul style="list-style-type: none"> ▶ Gain an understanding of local knowledge to inform baseline data collection to support a robust impact assessment process ▶ Drafting and agreement of Cultural Heritage Management Plans (CHMPs) to: <ul style="list-style-type: none"> ▶ undertake cultural heritage surveys for the Project ▶ include the Traditional Owners in assessment of the Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage ▶ mitigate, manage and protect identified cultural heritage and objects in the disturbance footprint (rail corridor and ancillary infrastructure and developments), during the construction and operational phases of the Project.
Non-Indigenous cultural heritage consultation	<ul style="list-style-type: none"> ▶ To identify any historic values that may not have been recorded in local, State or federal records.
Social Impact Assessment activities	<ul style="list-style-type: none"> ▶ Ensure that SIA activities were compliant with OCG's SIA guideline ▶ Consult with government agencies and councils to discuss the Project and opportunities for regional skills development ▶ Identify community values in areas potentially affected by the Project and to seek community views on potential benefits and impacts from the Project via community survey ▶ Undertake social infrastructure providers workshops to engage with locally based organisations about key community plans, services and infrastructure ▶ Engage with local businesses and chambers of commerce and industry to: <ul style="list-style-type: none"> ▶ obtain input for the preparation of the SIA, social impact management plan (SIMP), and EIS ▶ ensure the operational requirements were understood for design ▶ inform the local community about the project to enable business to position for construction of the Project.
Meetings and discussions with utilities and infrastructure owners	<ul style="list-style-type: none"> ▶ Inform stakeholder representatives of the Project and the EIS process ▶ Identify extent of impacts on assets (i.e. clashes) and determine and agree on design response and treatment of potential conflicts ▶ Identify tenure and approvals processes required to facilitate any relocations or new connections to the Project.
Meetings and discussions with gas/petroleum pipeline owners	<ul style="list-style-type: none"> ▶ Inform stakeholder representatives of the Project and the EIS process ▶ Identify extent of impacts on assets (i.e. clashes) and determine and agree on design response and treatment of potential conflicts.
Email, free-call telephone, postal communications and interactive map	<ul style="list-style-type: none"> ▶ To provide the community with an easily accessible means of sourcing Project information and provide feedback, raise issues and discuss any concerns about the Project.

Activity/Tool	Purpose
Project display posters and Project factsheets	<ul style="list-style-type: none"> ▶ Inform stakeholder representatives of the Project and the EIS process ▶ Provide the community with technical Project information presented in a non-technical manner ▶ Generate discussion and questions on technical EIS content to promote stakeholder feedback, raise issues and discuss any concerns about the Project.
Newsletters and e-newsletters	<ul style="list-style-type: none"> ▶ Inform stakeholders on Project updates and the EIS progress ▶ Notify stakeholders of CCC meetings and outcomes and timing of community drop-in sessions.
Paid advertising	<ul style="list-style-type: none"> ▶ Notify stakeholders of CCC meetings and outcomes ▶ Notify stakeholders of community drop-in sessions.
Project website	<ul style="list-style-type: none"> ▶ Inform stakeholders on Project updates and the EIS progress ▶ Provide access to Project information including factsheets, videos, alignment flythrough and interactive mapping.
Feedback forms	<ul style="list-style-type: none"> ▶ Stakeholders attending community information sessions to provide feedback and additional information on the Project.
Social media	<ul style="list-style-type: none"> ▶ Create targeted campaigns to inform stakeholders of community information sessions and to promote the release of new engagement tools (for example, interactive mapping).
Letters	<ul style="list-style-type: none"> ▶ Inform stakeholders with Project and EIS progress updates ▶ Inform landholders about potential impacts and changed conditions on their property as a result of the Project ▶ Invite landholders and local businesses to community information sessions ▶ Ensure landholders are aware of Project contact details.
Interactive map	<ul style="list-style-type: none"> ▶ Inform stakeholders of Project design features (bridges, road realignments, passing loops, level crossings and tunnels) and the interface of those features with the landscape and topographical features (watercourses, undulating terrain, existing infrastructure and townships) ▶ Provide a mechanism for stakeholders to provide specific comments and/or ask questions related to the Project (attached to a specific location) allowing the Project to provide direct feedback.
Landscape visualisations and alignment flythrough	<ul style="list-style-type: none"> ▶ Inform stakeholders what the Project will look like in the existing landscape when it is operational.

TABLE 5.7: AVAILABLE PROJECT CONSULTATION TOOL BY STAKEHOLDER

Consultation activity / tool	Australian Government	Queensland State Government	SRRC	ICC	LCC	Directly Affected Landholders	Indirectly Affected Landholders	Local Businesses	Emergency and Health Providers	Utility Service Providers and pipeline operators	Indigenous Groups and Representatives	Business and Industry Groups / Peak Bodies	Community Groups	Environmental Groups	Education and Training	Scenic Rim CCC	Landfill operators	Seqwater
Formal meetings and briefings	x	x	x	x	x	x		x	x	x	x	x	x	x	x	x	x	x
Interdepartmental Committee	x	x																
Queensland Project Coordination Group	x	x																
Monthly Project meetings		x																
Technical Advisory Group—EIS	x	x	x	x	x				x									
Technical Working Group (monthly)			x	x	x													
Design Interface Meetings (fortnightly)			x	x	x													
Community Consultative meetings (quarterly)						x	x	x			x	x	x	x				x
Hydrology workshop series						x	x	x					x	x				x
Flora and fauna workshop series			x	x				x					x	x				x
WildNet training														x				
Biosecurity presentation																		x
Noise and vibration presentation																		x
Level crossing presentation			x	x	x				x				x					x
SIA infrastructure providers workshops	x	x							x				x		x			x
Social performance program presentation series		x	x	x														x
SIA survey		x	x	x	x	x	x	x	x	x	x	x	x	x	x			x
Study area tour																		x
Community information sessions/drop-ins	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x			x
One-on-one landholder meetings						x	x											
Indigenous cultural heritage discussions											x							
Business engagement—SIA		x	x	x								x						

Consultation activity / tool	Australian Government	Queensland State Government	SRRC	ICC	LCC	Directly Affected Landholders	Indirectly Affected Landholders	Local Businesses	Emergency and Health Providers	Utility Service Providers and pipeline operators	Indigenous Groups and Representatives	Business and Industry Groups / Peak Bodies	Community Groups	Environmental Groups	Education and Training	Scenic Rim CCC	Landfill operators	Seqwater
ARTC Project email	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		
1800 number	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		
Post	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		
Interactive map			x	x	x	x	x	x	x	x	x	x	x	x	x	x		
Display posters						x	x	x			x	x	x	x			x	
Factsheets						x	x	x	x		x	x	x	x	x	x		
Newsletters/e-newsletter			x	x	x	x	x	x	x		x	x	x	x			x	
Social media			x	x	x	x	x	x	x		x	x	x	x			x	
Project website	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		
Feedback forms						x	x	x			x	x	x	x			x	
Visualisation		x	x	x	x	x	x	x			x	x	x	x			x	
3D fly-through	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		

TABLE 5.8: PROJECT KEY THEMES RAISED DURING CONSULTATION

Theme	Australian Government	Queensland State Government	SRRC	ICC	LCC	Directly Affected Landholders	Indirectly Affected Landholders	Local Businesses	Emergency and Health Providers	Utility Service Providers and pipeline operators	Indigenous Groups and Representatives	Business and Industry Groups / Peak Bodies	Community Groups	Environmental Groups	Education and Training	Scenic Rim CCC	Landfill operators	Seqwater
Stakeholder engagement																		
Land access requests with landholders		X		X	X	X					X							
Face-to-face, phone call and email regarding Project updates	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Community events, information sessions and sponsorships		X	X	X	X	X	X	X			X	X	X	X	X	X		
Project description																		
Proposed alignment	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X	
Questions about the design		X	X	X	X	X	X	X	X		X	X	X	X	X	X		
Project timelines	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Construction		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Traffic, transport and access																		
Level crossings		X	X	X	X	X	X	X	X				X	X	X	X		
Local road impacts		X	X	X	X	X	X		X						X			
Connectivity during construction		X	X	X	X	X	X		X						X			
Traffic concerns		X	X	X	X	X	X		X						X			
Land use and tenure																		
Property/land acquisition/compensation		X	X	X	X	X	X											X
Changes to property value						X	X											
Fencing						X	X		X					X		X		

Theme	Australian Government	Queensland State Government	SRRC	ICC	LCC	Directly Affected Landholders	Indirectly Affected Landholders	Local Businesses	Emergency and Health Providers	Utility Service Providers and pipeline operators	Indigenous Groups and Representatives	Business and Industry Groups / Peak Bodies	Community Groups	Environmental Groups	Education and Training	Scenic Rim CCC	Landfill operators	Seqwater
Social																		
Health						X	X						X			X		
Contractor/employment opportunities			X					X			X					X	X	
Impact on local business			X			X	X	X				X				X		
Benefits of the Project	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
Noise																		
Noise for both construction and operation		X	X	X	X	X	X	X	X					X	X	X		
Surface water and hydrology																		
Flooding impacts		X	X	X		X	X	X					X	X		X		
Construction water supply options																		X
Contamination		X												X				
Flora and fauna																		
Protecting endangered fauna		X	X	X	X	X	X	X			X		X	X		X		
Protecting endangered flora		X	X	X	X	X	X	X			X		X	X		X		
Biodiversity offsets		X	X	X	X	X	X	X			X		X	X		X		
Weed and pest control		X	X	X	X	X	X	X			X		X	X		X		
Vibration																		
Vibration during operation						X	X	X							X	X		
Waste and spoil management																		
Potential to accept Project spoil and waste																		X
Environmental Management Plan																		
Environmental management		X	X	X	X	X	X	X					X	X		X		
Field surveys		X	X	X	X	X	X	X					X	X		X		
Environmental Impact Statement (EIS)		X	X	X	X	X	X	X					X	X		X		

5.6 Consultation outcomes

Outcomes and feedback from stakeholder consultation have been addressed within the EIS and used to inform technical study methodologies, technical model validation and data collection, mitigation and environmental management measures, route alignment and Project delivery mechanisms.

Table 5.9 provides a consolidated summary by EIS topic of how key stakeholder issues, concerns and interests have been addressed by the Project. Appendix C: Consultation Report provides further details by stakeholder type.

TABLE 5.9: CONSULTATION OUTCOMES

Topic	Project Response
Air quality	
Coal residue in water tanks	<ul style="list-style-type: none"> ▶ Surfaces that lead to potable water tanks in the vicinity of the alignment were considered as sensitive receptors for the air quality impact assessment. ▶ Quantitative dispersion modelling assessment was undertaken of operational emissions associated with freight rail movements, including prediction of pollutant water concentrations in rainwater tanks. ▶ The assessment concluded that the highest predicted pollutant concentrations for water tanks was compared with the drinking water guideline values. Compliance is predicted for all pollutants by a significant margin. ▶ Technical findings from the air quality impact assessment are presented in Chapter 12: Air Quality and Appendix L: Air Quality Technical Report of the EIS.
The amenity of properties near the Project may be impacted during operations	<ul style="list-style-type: none"> ▶ The air quality impact assessment undertaken for the Project (refer Chapter 12: Air Quality and Appendix L: Air Quality Technical Report of the EIS) for the operational phase predicts that cumulative background plus Project-related air quality pollutants will be below Project goals at sensitive receptors. ▶ Investigations showed that predicted pollutant water concentrations would also be significantly lower than the <i>Australian Drinking Water Guidelines</i>.
Cultural heritage	
Matters of cultural heritage significance identified during land surveys	<ul style="list-style-type: none"> ▶ One-on-one meetings, discussions and site walk overs were undertaken with representatives of the Jagera Daran and the Yuggera Ugarapul People to identify areas of cultural heritage significance within the disturbance footprint. ▶ Discussions were undertaken with local heritage groups to identify sites of heritage interest within the region. ▶ The alignment was altered to avoid important cultural heritage sites (specifically in the Teviot Range). ▶ This proposed alignment change was further evaluated, assessed and approved as part of an MCA (refer Chapter 2: Project Rationale). ▶ Technical findings from the cultural heritage impact assessment are presented in Chapter 18: Cultural Heritage and Appendix T: Non-Indigenous Heritage Technical Report.

Topic	Project Response
Provisions for managing the accidental discovery of cultural material (including burials) and definition of a documentation process to record cultural heritage finds	<ul style="list-style-type: none"> ▶ CHMPs were agreed providing future stages of the Project with a process for: <ul style="list-style-type: none"> ▶ Undertaking cultural heritage surveys for the Project ▶ Including relevant Traditional Owners in assessing Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage ▶ Mitigating, managing and protecting identified cultural heritage and objects during both construction and operational phases of the Project. ▶ Chapter 23: Draft Outline Environmental Management Plan of the EIS also outlines the proposed mitigation and management measures for cultural heritage. A Heritage Management Plan will be developed and will detail the mitigation and management measures to be implemented during construction in relation to cultural heritage. It is expected to include requirements for record keeping. This includes for unexpected finds. ▶ Technical findings from the cultural heritage impact assessment are presented in Chapter 18: Cultural Heritage.
Developing cultural heritage awareness training/induction for workforce/employees and plain English manual that is easy for contractors and personnel to understand	<ul style="list-style-type: none"> ▶ Chapter 23: Draft Outline Environmental Management Plan outlines the proposed mitigation and management measures for cultural heritage. A Heritage Management Plan will be developed and will detail the mitigation and management measures to be implemented during construction in relation to cultural heritage. In particular, it is expected to include requirements for site induction and training. Where impacts can be avoided to known Indigenous or non-Indigenous heritage, appropriate precautionary measures, such as informing staff and contractors of the nature and location of the items and need to avoid impacts, detailing location onsite maps will be implemented.
Contingency planning for cultural heritage finds during implementation of the CHMP	<ul style="list-style-type: none"> ▶ Chapter 23: Draft Outline Environmental Management Plan of the EIS outlines the proposed mitigation and management measures for cultural heritage. A Heritage Management Plan will be developed and will detail the mitigation and management measures to be implemented during construction in relation to cultural heritage. ▶ In the event of the identification of potential sub-surface archaeological deposits, work in the area should cease and an appropriately qualified archaeologist be engaged to undertake an assessment of the potential heritage values of the items. In the event of the discovery of potential human remains, all work in the area should cease and the statutory process for notification and management of human remains should be instigated.
A dispute resolution process	<ul style="list-style-type: none"> ▶ Cultural Heritage Management Plans (CHMPs) (CLH017009) for the Project were developed between ARTC and the relevant Aboriginal Parties in 2017 and 2018. These CHMPs have been approved under the <i>Aboriginal Cultural Heritage Act 2003</i> (ACH Act). Consultation has included negotiation regarding CHMPs with the aim of identifying the following: <ul style="list-style-type: none"> ▶ a process for undertaking cultural heritage surveys for the Project ▶ a process for including the Traditional Owners, associated with the area, in assessing Indigenous cultural heritage values and protecting and managing Indigenous cultural heritage ▶ a process for dispute resolution ▶ a process for mitigating, managing and protecting identified cultural heritage and objects during both construction and operation. ▶ Details of these CHMPs are confidential to the signatories and are not provided within the EIS. Refer Chapter 18: Cultural Heritage of the EIS.

Topic	Project Response
Economics	
Concerns of economic impact once the railway is built. Less visitation to Scenic Rim	<ul style="list-style-type: none"> ▶ The Ipswich and Scenic Rim local government areas (LGA) councils and communities have a strong focus on tourism, including nature-based and ecotourism, food and wine trails, adventure experiences and farm visits and stays. ▶ When the Project's detailed design is confirmed, ARTC will consult with tourism-related businesses within 5 km of the Project to ensure they understand how the impacts from road works, changes to the road network or noise/vibration may affect individual businesses. ARTC will then work with tourism associations and ICC and SRRC to develop a strategy to help mitigate both property-specific and generalised impacts on tourism values. ▶ ARTC will also work with the Scenic Rim Tourism Association and the Ipswich Tourist Association to support their promotional and marketing campaigns during the construction period and the first two years of operation. This is expected to offset any deterrence of tourists as a result of the Project. ▶ Refer Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report of the EIS.
Compliance with the Economic Impact Assessment Guideline	<ul style="list-style-type: none"> ▶ The Economic Impact Assessment Technical Report (refer Appendix S of the EIS) has been prepared in line with the Coordinator-General's <i>Economic Impact Assessment Guideline</i> (April 2017).
Long-term strategies to create employment and upskill people in Beaudesert and Scenic Rim Visibility and implementation of life skill requirements for the Project	<ul style="list-style-type: none"> ▶ Appendix R: Social Impact Assessment Technical Report of the EIS includes a Workforce Management Action Plan as part of the SIMP. The objective of this action plan is to enable residents to access employment opportunities created by the Project. Strategies include: <ul style="list-style-type: none"> ▶ engaging local workers from the Project region ▶ ensuring that contractors encourage employment, training and skills development opportunities by: <ul style="list-style-type: none"> – identifying skills required in the building, construction, equipment and services fabrication and supply, maintenance, operation and support to the Inland Rail Program – arranging training and qualification arrangements to meet the needs of skills development to support all phases of the Inland Rail Program – ensuring training and qualifications systems meet the requirements of the National Standards Framework ▶ developing the Inland Rail Skills Academy, which provides: <ul style="list-style-type: none"> – scholarship opportunities at USQ for students along the alignment – STEM programs in local schools – opportunities for student placements or work experience on Inland Rail projects ▶ providing a clear and efficient process for people to seek information about employment opportunities and register their interest ▶ working with Indigenous communities, industry and government agencies to support the design and delivery of training and development programs ▶ working with key partners to link training and development programs with other projects and local industries to provide the greatest regional benefit ▶ working with schools and local training providers to provide appropriate training ▶ working with the Australian Government and the State Government to provide long-term outcomes through training, mentoring and other support programs ▶ providing a workplace that is inclusive and values the contributions of Aboriginal and Torres Strait Islander employees.

Topic	Project Response
Flora and fauna	
Risk and spread of fire ants (noting the Project is located within Fire Ant Biosecurity Zones 1 and 2)	<ul style="list-style-type: none"> ▶ An assessment of biosecurity matters has been undertaken in Chapter 11: Flora and Fauna and Appendix J: Terrestrial and Aquatic Ecology Technical Report, and includes consideration of current distribution of pest species, an assessment of how the Project could influence the spread of these species and the mitigation measures the Project will implement to manage this risk. ▶ Chapter 23: Draft Outline Environmental Management Plan outlines the proposed mitigation and management measures for flora and fauna. A Biosecurity Management Plan will be developed as part of the Construction Environment Management Plan (CEMP) detailing the mitigation and management measures during construction, including Fire Ant Biosecurity Zones.
Location and design of fauna crossings	<ul style="list-style-type: none"> ▶ Six fauna crossings are proposed for locations where bridge crossings will be constructed over waterways. ▶ Specific fauna fencing at these locations will be further assessed and determined during detailed design. ▶ Refer Chapter 6: Project Description and Chapter 11: Flora and Fauna.
Impacts to Koalas (<i>Phascolarctos cinereus</i>) and their habitats, and impacts to Swamp Tea-tree (<i>Melaleuca irbyana</i>)	<ul style="list-style-type: none"> ▶ Impacts to Koalas and their habitats, and Swamp Tea-tree were assessed as part of the EIS, with the technical findings presented in Chapter 11: Flora and Fauna, Appendix J: Terrestrial and Aquatic Ecology Technical Report and Appendix K: Matters of National Environmental Significance Technical Report. ▶ Koalas and their habitat and Swamp Tea-tree have been observed within the flora and fauna study area, including the disturbance footprint. ▶ A number of design measures have been incorporated into the Project to minimise potential impacts, for example: <ul style="list-style-type: none"> ▶ Locating the alignment within the existing SFRC, where measures were taken to minimise clearing of Koala bushland habitat by realigning the SFRC corridor for 12 km through Ebenezer and Willowbank ▶ Identifying opportunities for locating fauna crossings to maintain habitat connectivity across the rail corridor and where possible, aligning these with regional, State and locally significant fauna movement corridors or areas of important fauna habitat. Six locations have been assessed as providing movement opportunities for the greatest number of species ▶ Avoiding locating and/or minimising Project works within nationally and regionally protected areas, as well as habitat for critically endangered, endangered and vulnerable flora and fauna species, critically endangered and endangered TECs and riparian vegetation. ▶ Additionally, several mitigation measures for Koalas and their habitats and Swamp Tea-tree are proposed for implementation in future phases of the Project to further mitigate impacts (refer Chapter 23: Draft Outline Environmental Management Plan). ▶ Aside from avoidance and impact minimisation, the application of additional mitigation measures was not likely to significantly reduce impacts associated with the loss of vegetation through clearing/removal, resulting in a residual impact to the species. ▶ Impacts to the Koala and Swamp Tea-tree will be required to be offset under the either the <i>EPBC Act Offsets Policy</i> or the <i>Queensland Environmental Offsets Policy 2017</i>.
Impacts to the Regent Honeyeater (<i>Anthochaera phrygia</i>)	<ul style="list-style-type: none"> ▶ Impacts to the Regent Honeyeater were assessed as part of the EIS, with the technical findings presented in Chapter 11: Flora and Fauna, Appendix J: Terrestrial and Aquatic Ecology Technical Report and Appendix K: Matters of National Environmental Significance Technical Report. ▶ The Regent Honeyeater was identified in the ecology study area as having a possible likelihood of occurrence, although the species was not verified during field investigations. ▶ However, critical habitat factors (feed trees such as Yellow Box, White Box, and Blakely's Red Gum) do not occur within the disturbance footprint but assessed as having a low magnitude of disturbance. ▶ It is therefore unlikely that there will be any significant impact to the migration of Regent Honeyeater.

Topic	Project Response
Concerns regarding how local environmental knowledge will be used in the Project	<ul style="list-style-type: none"> ▶ To support and facilitate the inclusion of local environmental groups' survey findings into the Project, ARTC arranged for an independent technical specialist to train the groups on how to use the WildNet database. The training on how to use WildNet resulted in new records from these groups being included in database. Based on these new records, ARTC updated Project reporting to better reflect the impact of the Project on local flora and fauna species. ▶ Refer Chapter 11: Flora and Fauna, Appendix J: Terrestrial and Aquatic Ecology Technical Report and Appendix K: Matters of National Environmental Significance Technical Report.
Hazard and risk	
Wild Pig Creek Road realignment—user safety concerns	<ul style="list-style-type: none"> ▶ Wild Pig Creek Road requires realignment to accommodate the Dugandan Creek Rail Bridges and the installation of level crossings to retain traffic accesses, as well as reasonably managing potential flood impacts. Refer Chapter 6: Project Description. ▶ Construction works for level crossings will comply with the asset owner's approved safety requirements and temporary works procedures. The highest standard complied with will be DTMR's <i>Manual of Uniform Traffic Control Devices</i>. ▶ Appropriate road–rail interfaces will be assessed on a case-by-case basis considering current and future usage of the asset, its location relative to other crossings and the road and rail geometry. ▶ In developing proposed treatments, ARTC has considered State and national guidelines and strategies. Further consultation with DTMR, local governments and the local community will inform the location and preferred treatment for each road–rail interface. ▶ The realignment has been designed to maintain existing surface water flow paths and flood flow distributions, and avoid unacceptable increases in peak water levels, flow distribution, velocities and duration of inundation. Refer Chapter 13: Surface Water and Hydrology and Appendix N: Hydrology and Flooding Technical Report. ▶ Wild Pig Creek Road is anticipated to be used for construction routes. Appendix U: Traffic and Transport Impact Assessment Technical Report notes there is no change in the level of service (LOS) comparing traffic with and without the Project.
Land use and tenure	
Maintaining legal access to property	<ul style="list-style-type: none"> ▶ Legal access to properties has been retained, where possible, when determining appropriate solutions for the road–rail interface point. ARTC has consulted with landholders to ensure suitable property access is maintained. ▶ For public crossings, ARTC will continue to consult with DTMR, local governments, emergency services and the local community about the preferred road–rail interface treatments for each location. Where grade separation is proposed, the Project will not impact traffic. Where level crossings and road diversions are proposed, the locations were determined based on factors such as existing access to properties, potential traffic levels, existing land use, location of nearby interfaces, adjoining properties and the vertical geometry of the rail alignment. Vehicle wait times at level crossings and anticipated travel time impacts, and distance from road diversions were also considered. ▶ Further consultation with DTMR, local government and the local community will inform the location and preferred treatment for each road–rail interface. ▶ A Traffic Management Plan will be developed as part of the CEMP. Management measures will address each identified issue. Affected landholders and businesses will be notified of any changes to traffic and access during construction. A Rail Maintenance Access Road Strategy has been developed as a part of the design to provide emergency service vehicle access to the rail corridor during construction and operation. ▶ Technical findings from the traffic impact assessment are presented in Chapter 19: Traffic, Transport and Access.

Topic	Project Response
The creation of small lots as a result of the Project	<ul style="list-style-type: none"> ▶ Chapter 8: Land Use and Tenure includes an assessment of the Project’s compliance with the State Planning Policy (SPP) state interests. Management measures taken to maintain property lot sizes include: <ul style="list-style-type: none"> ▶ Design will use the existing SFRC and the Project will be co-located with existing road infrastructure where possible, minimising the need to develop land not previously disturbed for transport infrastructure ▶ The overall disturbance of construction areas will be limited, where possible ▶ Intensive livestock operations, including feedlots and poultry farms, will be avoided, where possible. ▶ Compensation will be provided where the Project requires permanent acquisition of properties. Where only part of a land parcel is acquired, compensation for the severance of the resumed land and the impact on the remaining land, may also apply. ▶ Detailed management measures to reduce land use impacts on individual properties and land users will be developed in consultation with the individual landholders during the detailed design and property acquisition negotiations. ▶ Individual property management agreements will be developed in consultation with landholders for managing construction on, or immediately adjacent to, private properties. These agreements will detail any adjustments to fencing, access, farm infrastructure, and relocation of any impacted structures.
Acquisition or severance of properties may fragment land parcels and impact on connectivity	<ul style="list-style-type: none"> ▶ Consultation with affected landholders and communities has been central to understanding individual property operational arrangements and the potential for project impacts. ARTC is meeting with all affected landholders and those adjacent to the Project to understand their specific needs and concerns, and to provide information to help property owners identify their options for impact mitigation, management or offset. ▶ The Project was designed to use the existing gazetted SFRC where possible, to minimise the extent of ‘new’ properties to be acquired. Where land is required outside of the gazetted SFRC corridor, the corridor will be amended in consultation with DTMR, which will require acquisition of private properties and roads reserves. ▶ Any additional land required for the Project will mostly be acquired through a compulsory land acquisition process, also known as land resumption. The land resumption process will only start when the Project is approved and all or part of a property is identified as being directly affected by the proposed works. Properties will be acquired either in full or in part, where feasible, determined in consultation with affected landholders, considering factors such as land parcel size, the effect of the alignment on the property, land use and the property’s operability following construction. Where part severance of land occurs and the landholder wishes to retain ownership, ARTC will continue to work with landholders to maintain access to their property and mitigate impacts on operation e.g. adding a culvert to facilitate movement of cattle. ▶ If land is only required for the construction phase of the Project, where possible, this land will be leased from landholders who will receive a financial benefit. ▶ Land resumption processes in QLD are undertaken under the <i>Acquisition of Land Act 1967</i>, which sets out the process for acquisition and the assessment of compensation. Landholders will be entitled to claim compensation for the acquisition of an interest in land in accordance with the Act. ▶ Refer Chapter 8: Land Use and Tenure, Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report for further detail.

Topic	Project Response
Property acquisition causing stress and anxiety, and disruption to family circumstances and community networks	<ul style="list-style-type: none"> ▶ ARTC is meeting with all directly affected landholders and tenants who would need to relocate as the result of the Project’s land acquisitions, to identify their specific needs and concerns, and refer them to services that can support them in the relocation process. Engagement with landholders in the EIS Investigation Corridor is being undertaken to hear and address property owner’s concerns and to understand the proposed alignment’s effects, including access interruptions, changes to visual amenity, potential noise impacts, and actions required to mitigate impacts, such as changes to internal access roads, and water infrastructure such as dams and bores and fencing. ▶ ARTC will continue to provide clear information about environmental management and approval conditions that, over time, may increase investor and buyer comfort. ▶ ARTC has established a partnership with the Darling Downs and West Moreton Primary Health Network (PHN) and the Brisbane South PHN to support mental health services in the Project region and address additional demand resulting from Inland Rail. In addition, ARTC will provide funding for community organisations to provide community and individual support services to support people with their relocation and adjustment to new circumstances. ▶ Refer Chapter 8: Land Use and Tenure, Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report for further detail.
Impact on property values	<ul style="list-style-type: none"> ▶ ARTC’s community engagement and social investment programs will pay careful attention to communicating with residents to identify amenity, lifestyle, cohesion and other quality-of-life concerns, and to work with them to address these concerns. ARTC’s investments in local communities focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits, such as access to jobs and training, are shared. This would help potentially affected communities adapt to Project-related changes and build their resilience to change. ▶ Landholders’ concerns about the Project’s potential to change property values are acknowledged; however, assessment of the likelihood and magnitude of change is not possible given the individual circumstances of properties, other market drivers, the variability of Project impacts, and payment of compensation where there is a land requirement for the project. As such, the likelihood and quantum of the Project’s impacts on property values cannot be conclusively assessed; however, some residents near the EIS Investigation Corridor will experience stress and anxiety as a result of the Project. ▶ ARTC will continue to provide clear information about environmental management and approval conditions, which, over time, may increase investor/buyer comfort. ▶ Refer Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report for further detail.
Potential disrupted use of the Boonah to Ipswich Trail and its connectivity with the Flinders Peak Conservation Park	<ul style="list-style-type: none"> ▶ The Boonah to Ipswich Trail will be directly impacted by the Project because it follows the trail for approximately 2.2 km along the Wild Pig Creek Road corridor, between Ch 43.0 km and Ch 45.2 km. This would disrupt use of the track by bushwalkers and mountain bikers and, potentially, connections to other trails. The Project could also affect access to the Flinders Peak Conservation Park to its north. The quality of the quiet and natural outdoor experience along this section of the trail may also be reduced during both the construction and operational phases of the Project. ▶ In developing detailed design strategies, which will mitigate impacts on the Boonah to Ipswich Trail and trails in the Undullah area, ARTC will consult with the Department of Recreation Sport and Arts, Ipswich and Scenic Rim LGAs and community organisations including Bushwalkers of SEQ, Ipswich Bushwalkers, Logan and Ipswich Offroad Cyclists, Southern Downs Mountain Biking Club and Beaudesert Bushwalkers. This consultation will identify strategies to reduce disturbance to the trails’ connectivity and amenity during both construction and operation and may identify compensatory actions to enhance trail connectivity or accessibility. Refer Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report.

Topic	Project Response
Development of the Ebenezer Regional Industrial Area and subsequent increase in employment	<ul style="list-style-type: none"> ▶ The Project will facilitate access to proposed logistics hubs in Ebenezer. The <i>SEQ Regional Plan 2009–2031</i> identifies Ebenezer as a 'Regional Development Area' and a 'Regionally Significant Employment Area'. The Project will traverse the Regional Industrial Area (RIA), which will be an industrial area of regional, State and national significance, connected to Brisbane, Sydney and Melbourne via Inland Rail. ▶ The location of the Ebenezer RIA reinforces its potential as a significant contributor to the local, regional and State economies, offering accommodation for diverse industry types including 'large footprint (land extensive) industrial uses removed from sensitive uses'. The RIA will also accommodate commercial, retail, administration and community uses, and a Major Neighbourhood Centre for the surrounding population and workforce, enhancing the attractiveness of the area and a focus for community interaction and gathering. As such, the Ebenezer RIA will offer diverse employment opportunities, including those facilitated by Inland Rail. Refer Chapter 8: Land Use and Tenure.
Potential impacts on existing and planned utilities	<ul style="list-style-type: none"> ▶ Utility owners have different requirements and drivers for impacted assets. It is common for impacted assets owned by the same utility owner to have varying requirements depending on the characteristics and criticality of each asset to the owner. ▶ ARTC held multiple discussions and workshops to discuss resolution strategies Program-wide. These discussions included proposed resolutions and new connections process (if applicable). Existing access to easements and the impact from the Project's design have been discussed. ▶ Procedures will be developed and implemented to minimise service interruptions. Affected businesses and residences will be notified in advance of any planned interruptions. ▶ The acquisition land will be undertaken in consultation with interest holders and in accordance with the <i>Acquisition of Land Act 1967</i> compulsory acquisition process. Partial- or full-parcel acquisition of a property or acquisitions for easements and licences will be determined on a case-by-case basis and will consider factors such as parcel size, alignment effect, land use and operability following construction. ▶ ARTC may also acquire land by negotiation ahead or in parallel with the compulsory acquisition process. These acquisitions will be voluntary, private-treaty transactions between ARTC and the landholder.
Landscape and visual amenity	
The amenity of properties near the Project may be impacted by changes to scenic character	<ul style="list-style-type: none"> ▶ Technical findings from the landscape and visual impact assessment are presented in Chapter 10: Landscape and Visual Amenity and Appendix I: Landscape and Visual Impact Assessment Technical Report. ▶ The key landscape and visual impacts of the Project relate to the removal of vegetation, the raising of embankments and creation of new rail bridges. ▶ There are few visual receptors with the landscape comprising isolated farmsteads on large private farms. However, there are some settlements within the potential viewshed of the Project including Calvert, Peak Crossing and Harrisville. ▶ To better communicate the potential landscape and visual amenity impacts, before and after visualisations of the Project were developed for multiple locations to illustrate the potential impact of the operational rail line on views. These visualisations were included in a Project newsletter sent to 4,500 landholders, and included on posters used during community drop-in sessions, were presented and discussed at CCC meetings, and are included in the EIS.

Topic	Project Response
<p>Noise and vibration</p> <p>Impacts on the Peak Crossing community and Ivory's Rock Conventions and Events owing to alignment and crossing loop locations in the area</p>	<ul style="list-style-type: none"> ▶ Technical findings from the noise and vibration impact assessment are presented in Chapter 15: Noise and Vibration, Appendix P: Non-operational Noise and Vibration Technical Report and Appendix Q: Operational Railway Noise and Vibration Technical Report. ▶ The assessment: <ul style="list-style-type: none"> ▶ Predicted noise levels from crossing loops are within noise management criteria and are substantially lower than the railway noise levels from daily train pass-by events on the main line. Because crossing loops are within 4.5 m of the mainline tracks they are not expected to be a primary influence on noise levels ▶ Predicted that at Project opening (2026) there will be 59 sensitive receptors along the alignment that will trigger investigation of feasible and reasonable noise mitigation measures, with an additional 6 by 2040 ▶ Identified that majority of the impacted properties are isolated landholdings dispersed along both sides of the alignment ▶ Concluded that based on the predicted noise levels and the remoteness of the sensitive receptors, feasible and reasonable measures to reduce railway noise impacts are expected to be limited to property controls such as architectural property treatments and upgrades to property fencing. ▶ ARTC will continue to engage with people whose properties may experience noise impacts, to ensure impacts on amenity is clearly explained and, where relevant, to obtain inputs to the development of property-specific mitigation strategies. ▶ While Ivory's Rock Conventions and Events was not modelled as one of the 59 sensitive receptors triggering further investigation, ARTC will continue to work with Ivory's Rock Conventions and Events as the Project progresses into detailed design to develop appropriate mitigation if required to achieve Project noise goals and achieve the environmental outcomes defined in Chapter 23: Draft Outline Environmental Management Plan.
<p>Construction and operational noise exceedances and the management of those exceedances</p>	<ul style="list-style-type: none"> ▶ Technical findings from the construction noise and vibration impact assessment are presented in Chapter 15: Noise and Vibration and Appendix P: Non-operational Noise and Vibration Technical Report. ▶ The assessment identified the greatest construction noise impact is that of earthworks and rail civil works, but the impact will be dependent on actual timings and duration of Project works. ▶ Specific noise management and mitigation measures will be detailed in the Construction Noise and Vibration Management Plan and are likely to include the following: <ul style="list-style-type: none"> ▶ Ongoing community consultation including with Rosewood State Primary and High Schools with regards to construction traffic management ▶ Training of construction site workers ▶ Use of temporary noise barriers ▶ Monitoring ▶ Appropriate selection and maintenance of equipment ▶ Scheduling of work for less sensitive time periods ▶ Situating plant in less noise sensitive locations ▶ Construction traffic management ▶ Respite periods.

Topic	Project Response
<p>Construction and operational noise exceedances and the management of those exceedances (continued)</p>	<ul style="list-style-type: none"> ▶ Technical findings from the operational railway noise and vibration impact assessment are presented in Chapter 15: Noise and Vibration and Appendix Q: Operational Railway Noise and Vibration Technical Report. The assessment: <ul style="list-style-type: none"> ▶ Predicted that at the Project opening (2026) there will be 59 sensitive receptors that will trigger investigation of feasible and reasonable noise mitigation measures, with an additional six by 2040 ▶ Identified that majority of the impacted properties are isolated landholdings dispersed along both sides of the alignment ▶ Concluded that based on the predicted noise levels and the remoteness of the sensitive receptors, feasible and reasonable measures to reduce railway noise impacts are expected to be limited to property controls such as architectural property treatments and upgrades to property fencing. ▶ ARTC will continue to engage with stakeholders whose properties may experience noise impacts, to ensure impacts on amenity is clearly explained and, where relevant, to obtain inputs to the development of property-specific mitigation strategies. This includes residential and businesses.
<p>Noise impacts that may affect residential amenity for extended periods during construction</p>	<ul style="list-style-type: none"> ▶ Chapter 15: Noise and Vibration, Chapter 16: Social, Appendix P: Non-operational Noise and Vibration Technical Report, Appendix Q: Operational Railway Noise and Vibration Technical Report and Appendix R: Social Impact Assessment Technical Report address this matter. ▶ ARTC’s community engagement and social investment programs will identify amenity, lifestyle, cohesion and other quality of life concerns, and work with residents to address these concerns. ARTC’s investments in local communities will focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits from the Project are shared (such as access to jobs and training). This investment will help potentially affected communities to adapt to Project-related changes and build their resilience to change. ▶ The Project will consult with all residents adjacent to and within 250 m of Project works, before and during construction to: <ul style="list-style-type: none"> ▶ Identify any specific household concerns (e.g. the presence of children or seniors) ▶ Provide advance warning of the construction schedule and sequence (e.g. how long specific activities will take), and any disruptions to access or services ▶ Describe the nature and causes of noise and vibrations ▶ Advise on how long construction work will be heard or seen for each property ▶ Provide 24-hour contact details for construction managers. ▶ ARTC will continue to consult with adjacent property owners to identify sensitivities and potential mitigations for consideration in the Construction Environmental Management Plan.

Topic	Project Response
Noise impacts that may affect residential amenity during operations	<ul style="list-style-type: none"> ▶ Chapter 15: Noise and Vibration, Chapter 16: Social, Appendix P: Non-operational Noise and Vibration Technical Report, Appendix Q: Operational Railway Noise and Vibration Technical Report and Appendix R: Social Impact Assessment Technical Report address this matter. ▶ During operations, noise would result from locomotives and from the track, while in some areas train horns would also be used. Where the trail track is on an embankment or a bridge, noise may carry longer distances. ▶ Vibration impacts from railway operations are not expected to occur further than 25 m from the outer rail line, which is typically within the rail corridor. The ground-borne noise assessment criteria from surface railway operations may be triggered where receptors are within 50 m of the outer rail line. At this distance the noise environment is expected to be dominated by airborne noise, which would mask the ground-borne noise content. ▶ ARTC’s community engagement and social investment programs will identify amenity, lifestyle, cohesion and other quality of life concerns, and work with residents to address these concerns. ARTC’s investments in local communities will focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits from the Project are shared (such as access to jobs and training). This investment will help potentially affected communities to adapt to Project-related changes and build their resilience to change. ▶ ARTC will engage with people whose properties may experience noise impacts, to ensure the potential impact on amenity is clearly explained and, where relevant, to obtain residents’ inputs to the development of property-specific mitigation strategies.
Project description and design	
Concern about impacts on Greater Flagstone Priority Development Area (PDA)	<ul style="list-style-type: none"> ▶ The Greater Flagstone PDA is located to the north of the Project at Kagaru. The disturbance footprint does not traverse the PDA; however, a small portion of the PDA (identified as being included within the urban living zone under the development scheme) falls within the EIS Investigation Corridor at the far eastern end of the alignment, overlapping with SEQ Sand and Soil quarrying operation. ▶ Impacts to land uses within the EIS Investigation Corridor are considered throughout the EIS. Generally, the construction of the Project is likely to have a positive impact on increased development in the area, acting as a catalyst for industrial activity.
Request that design does not prohibit the future of Willowbank Industrial Precinct and does not preclude rail access for the Willowbank Industrial Estate	<ul style="list-style-type: none"> ▶ Stage One of the Willowbank Industrial Estates is located approximately 100 m to the south of the disturbance footprint. ▶ Construction of the Project may be a catalyst for industrial development in and around Willowbank. Refer Chapter 8: Land Use and Tenure. ▶ The Project has not precluded connecting to a potential intermodal facility by having a flat vertical alignment without vertical and horizontal curves, connecting via a turnout.
Proximity of the alignment to the Peak Crossing community	<ul style="list-style-type: none"> ▶ Chapter 2: Project Rationale explains the rail corridor selection process that has occurred in defining the disturbance footprint, as the result of corridor selection studies and multi-criteria analysis, as well as ongoing optimisation and refinement. ▶ The proposed alignment is approximately 2 km east of Peak Crossing. ▶ Key concerns raised by the Peak Crossing community about land acquisition, Middle Road, noise impacts, coal dust and cultural heritage values are discussed in this table and Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report.

Topic	Project Response
Project adhering to the SFRC	<ul style="list-style-type: none"> ▶ Chapter 2: Project Rationale explains the rail corridor selection process that has occurred in defining the disturbance footprint, as the result of corridor selection studies and multi-criteria analysis, as well as ongoing optimisation and refinement. ▶ The SFRC study (AECOM, 2010a) identified a future route for a freight rail corridor connecting the western rail line near Calvert to the interstate railway north of Beaudesert. The area of investigation encompassed a 55 km long and 2 km wide corridor of interest, based on previous preliminary studies undertaken by Maunsell Australia (Maunsell, 2008). ▶ The SFRC was adopted as the base case alignment for the Project and an MCA process was implemented to evaluate any deviations. Deviations were only then considered if they demonstrated improvement against the metrics: environmental impact, design and constructability and cost. MCA processes were completed for the following areas and considered: <ul style="list-style-type: none"> ▶ Teviot Range (realignment to ensure removal of direct impacts on a culturally significant site, avoiding potential impacts on vegetation, practical management of stormwater flow into tunnel infrastructure) ▶ Washpool Road (realignment to improve management of flood impacts and to maximise local connectivity) ▶ Sandy Creek/Mount Flinders Road (realignment to minimise vegetation clearing and waterway impacts, and to reduce of bridge lengths) ▶ Connection to the West Moreton System (minor deviation to achieve acceptable vertical clearances over Waters Road and the Western Creek floodplain) ▶ Connection to the Interstate Line (updated track geometry to improve safety).
Obtaining permission to access private property for investigations	<ul style="list-style-type: none"> ▶ All EIS investigations on private property were undertaken in accordance with land access agreements with landholders.
Existing gas and petroleum pipelines in the Project area	<ul style="list-style-type: none"> ▶ The Project design adopted a risk-based approach to assessment of utilities and pipelines, with consideration of the asset location, Project design at the clash location (cut or fill), time, cost and operational requirements with regards to access. ▶ ARTC have met with Santos in relation to pipeline assets in the Project area. This has resulted in the definition of the approach to management and associated treatment of clashes identified in design, and agreed proposed treatments, risks, and processes to be applied in future design and when encroaching into their easements and when generally working around their pipeline.
Existing Authority to Prospect (ATPs) in the Project area	<ul style="list-style-type: none"> ▶ The Project traverses two Authority to Prospect (ATP) permits, in the name of BNG Resources, which is held by Arrow Energy. ARTC consulted Arrow Energy to confirm the assessment documented in Chapter 8: Land Use and Tenure. ARTC will continue to consult with Arrow Energy as the Project progresses.
Social	
Integration and consideration of social and environmental matters into SIA	<ul style="list-style-type: none"> ▶ Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report considers the changes to the biophysical environment, infrastructure or land use that may result in social impacts including amenity, health, safety or sense of place, informed by the technical studies and investigations included in the EIS.
SIA commensurate with nature and scale of Project and identification of social impacts and benefits for the communities affected by the Project	<ul style="list-style-type: none"> ▶ The social impact assessment and associated SIMP (refer Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report) have been drafted in consideration of the context, nature and scale of the Project, having been conducted in accordance with the ToR and the Coordinator-General's SIA Guideline.

Topic	Project Response
SIA and SIMP to consider vulnerable communities and affordable accommodation	<ul style="list-style-type: none"> ▶ The scope and findings of the social impact assessment are detailed in Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report. ▶ The SIA study area was established by considering the Project's location in relation to population centres and rural locations in the Scenic Rim and Ipswich LGAs, the likely distribution of social impacts and benefits, and the location of other projects that may contribute to cumulative social impacts. The SIA study area includes the disturbance footprint, potentially affected communities (Calvert, Lanefield, Rosewood, Lower Mount Walker, Ebenezer, Willowbank, Purga, Peak Crossing, Washpool, Undullah and Kagaru), and the Project region, which refers to the ICC and SRRC LGAs. ▶ The SIA and SIMP addresses key themes raised during consultation, including accommodation, within the SIA study area.
Assessment of impacts and opportunities for local industry to participate in potential procurement and supply opportunities	<ul style="list-style-type: none"> ▶ Impacts and opportunities for local industry to participate in procurement and supply are considered in Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report. The assessment notes: <ul style="list-style-type: none"> ▶ Local and regional businesses will benefit from the construction phase of the Project, with opportunities to supply the Project with fuels, equipment, borrow and quarried material, and services including fencing, electrical installation, rehabilitation, landscaping, maintenance and trades services ▶ Local transport or logistics businesses may also have opportunities to service the construction phase ▶ The Project's local supply arrangements will provide an opportunity to develop and grow local businesses, with some possible benefits in nearby communities, but with greater regional benefits ▶ Expanded construction activity will support additional flow-on demand and additional spending by the construction workforce and, therefore, business trading levels in the region. ▶ The SIMP includes a local business and industry action plan to manage impacts and increase benefits.
Potential impacts on housing supply and affordability	<ul style="list-style-type: none"> ▶ Potential impacts on housing supply and affordability are assessed in Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report. The assessment notes: <ul style="list-style-type: none"> ▶ The Project is unlikely to result in a significant increase in demand for housing during construction or operation, nor affect housing availability in nearby communities, with the exception of removing up to 60 dwellings from the EIS investigation corridor ▶ The construction period may create a small increase in demand for short-term accommodation in the Ipswich, Scenic Rim and Logan LGAs; however, this demand is not expected to displace other visitors in these areas ▶ There is potential for cumulative labour demands within the Project region, requiring non-local workers to service the Project's construction, which could lead to higher demands for short-term accommodation or rental accommodation. ▶ The SIMP includes a housing and accommodation action plan, which addresses the cumulative impacts on housing affordability or availability. The plan outlines ARTC's commitment to avoid property reconfigurations that create small or urban-sized lots in rural areas, as per ICC's request.

Topic	Project Response
<p>Acquisition or severance of properties may fragment land parcels and impact on connectivity between land parcels</p> <p>Individual landholder discussions about changes to their land including acquisition</p>	<ul style="list-style-type: none"> ▶ The fragmentation that may be the result of acquisition and impact connectivity between landholdings and/or impact land use operations, are considered in Chapter 8: Land Use and Tenure, Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report. ▶ Consultation with affected landholders and communities has been central to understanding individual property operational arrangements and the potential for Project impacts. ARTC is meeting with all affected landholders and those adjacent to the Project to understand their specific needs and concerns, and to provide information to help property owners identify their options for impact mitigation, management or offset. ▶ The Project was designed to use the existing gazetted SFRC, where possible, to minimise the extent of 'new' properties to be acquired. Where land is required outside of the gazetted SFRC corridor, the corridor will be amended in consultation with DTMR, which will require acquisition of private properties and roads reserves. ▶ Any additional land required for the Project will mostly be acquired through a compulsory land acquisition process, also known as land resumption. The land resumption process will only start when the Project is approved and all or part of a property is identified as being directly affected by the proposed works. Properties will be acquired either in full or in part, where feasible, determined in consultation with affected landholders, considering factors such as land parcel size, the effect of the alignment on the property, land use and the property's operability following construction. Where part severance of land occurs and the landholder wishes to retain ownership, ARTC will continue to work with landholders to maintain access to their property and mitigate impacts on operation e.g. adding a culvert to facilitate movement of cattle. ▶ If land is only required for the construction phase of the Project, where possible, this land will be leased from landholders who will receive a financial benefit. ▶ Land resumption processes in QLD are undertaken under the <i>Acquisition of Land Act 1967</i>, which sets out the process for acquisition and the assessment of compensation. Landholders will be entitled to claim compensation for the acquisition of an interest in land in accordance with the Act.
<p>Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network and, potentially, community conflict</p>	<ul style="list-style-type: none"> ▶ Community cohesion is considered in Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report. ▶ The Project was assessed as potentially impacting on community and stakeholder values to varying degrees and in varying locations, bringing changes to amenity and lifestyle, sense of community and place and, potentially, to community cohesion. ▶ ARTC's community engagement and social investment programs address amenity, lifestyle, cohesion and other quality of life concerns. ARTC's investments in local communities focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits, such as access to jobs and training, are shared. This would help potentially affected communities to adapt to Project-related changes and build their resilience to change.

Topic	Project Response
Additional demands on local health, police and emergency services associated with the construction phase are likely	<ul style="list-style-type: none"> ▶ Increased demand on health, police and emergency services is considered in Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report. It notes: <ul style="list-style-type: none"> ▶ The workforce of up to 620 personnel during construction may generate an increase in demand for health and ambulance services. For the most part, this would involve minor injuries and illness attended to by local GPs and health services, and that most of workers' healthcare needs would be taken care of by their local doctors or allied health service providers. Personnel requiring emergency treatment would be sent to the Ipswich Hospital or the Beaudesert Hospital ▶ Consultation is required before the construction phase to ensure QLD health services are aware of the construction program and workforce ramp-up, to enable planning for any minor upgrades to services that may be required. Employment of paramedic staff at major work sites (such as laydown areas and bridge construction sites) will also reduce minor demands on local services. ▶ Measures to reduce the impacts of Project construction on emergency services include: <ul style="list-style-type: none"> ▶ Early advice to providers about pre-construction works, the construction schedule, the number and nature of vehicles and plant to be used, construction hours and construction personnel numbers ▶ A forward schedule for Project activities requiring oversized-vehicle escorts to police in all emergency services bases ▶ Early engagement with police and emergency services to develop co-operative mechanisms and protocols for emergency responses ▶ Regular co-operation with police and emergency services providers to plan for the operational phase.
Opportunities for Project construction employment for residents in the local region	<ul style="list-style-type: none"> ▶ Opportunities for employment during construction for residents in the local region is assessed in Chapter 16: Social, Chapter 17: Economics, Appendix R: Social Impact Assessment Technical Report and Appendix S: Economic Impact Assessment Technical Report. ▶ As the construction workforce is expected to be drawn primarily from communities within the Project region and nearby LGAs, employment benefits would extend to construction industry workers across the region. The availability of long periods of employment in Project construction is likely to be a positive opportunity for those personnel and their families. ▶ The Project's construction phase is an important source of potential training and career pathway development for people in the Project region. ▶ ARTC has a strong commitment to training local and Indigenous people. Training pathways and creating opportunities for the development of skilled local and Indigenous people will be achieved by working with: <ul style="list-style-type: none"> ▶ Schools and local training providers, to provide appropriate training ▶ Aboriginal community networks, to encourage applications and increase the number of Indigenous people applying for jobs ▶ Key partners, to link training and development programs with other projects and local industries to provide the greatest regional benefit ▶ Australian Government and the QLD State Government to provide long-term outcomes through training, mentoring and other support programs.

Topic	Project Response
Training and employment opportunities for people who are disadvantaged in the labour market, including young people and Indigenous people	<ul style="list-style-type: none"> ▶ Opportunities for employment for people who are disadvantaged in the labour market, including young people and Indigenous people, is assessed in Chapter 16: Social, Chapter 17: Economics, Appendix R: Social Impact Assessment Technical Report and Appendix S: Economic Impact Assessment Technical Report. ▶ The Project's construction phase will be an important source of potential training and career pathway development for young and Indigenous people in the Project region. ▶ ARTC has a strong commitment to training local and Indigenous peoples. The SIMP includes a Workforce Management Action Plan. ▶ Training pathways and creation of opportunities for the development of skilled local and Indigenous people through the Project's construction and operation will be achieved by working with: <ul style="list-style-type: none"> ▶ Schools and local training providers, to provide appropriate training ▶ Aboriginal community networks, to encourage applications and increase the number of Indigenous people applying for jobs ▶ Key partners, to link training and development programs with other projects and local industries to provide the greatest regional benefit ▶ Australian Government and Queensland State Government to provide long-term outcomes through training, mentoring and other support programs ▶ Inland Rail has recently established the Inland Rail Skills Academy, which provides: <ul style="list-style-type: none"> – Scholarship opportunities at the University of Southern Queensland (USQ) for students along the alignment – Science, Technology, Engineering and Mathematics (STEM) programs in local schools – Opportunities for student placements or work experience on Inland Rail projects.
Employment opportunities will result in positive mental health benefits for the individuals employed, particularly if unemployed or irregularly employed	<ul style="list-style-type: none"> ▶ Employment opportunities in the Project region during the construction stage are likely to have positive mental health benefits for the individuals employed, particularly if they are exiting a period of unemployment or starting their career. These impacts would be particularly important in communities with high levels of unemployment such as Rosewood, Ebenezer and Willowbank, and for particular population groups with high unemployment rates, such as Indigenous people and young people. ▶ Employment opportunities are discussed in Chapter 16: Social and Appendix R: Social Impact Assessment Technical Report.
Opportunities for local and regional businesses, including Indigenous businesses, to participate in its supply chain	<ul style="list-style-type: none"> ▶ Opportunities for employment for people who are disadvantaged in the labour market, including young people and Indigenous people, is assessed in Chapter 16: Social, Chapter 17: Economics, Appendix R: Social Impact Assessment Technical Report and Appendix S: Economic Impact Assessment Technical Report. ▶ The Project will support regional development with opportunities to encourage, develop and grow local and Indigenous businesses through the supply of resources and materials for the construction and operation of the Project. ARTC has developed a Sustainable Procurement Policy, which will ensure that local, regional and Indigenous businesses will have opportunities to supply to the Project. Furthermore, there will be opportunities in secondary service and supply industries (such as retail, hospitality and other support services) for businesses in close proximity to the disturbance footprint. The expansion in construction activity is also likely to support additional temporary flow-on demand and additional spending by the construction workforce in the local community.

Topic**Project Response****Surface water and hydrology**

Changes to flooding patterns and debris from flood events impacting the alignment and/or properties

- ▶ Changes to flood patterns have been assessed as part of the EIS (refer Chapter 13: Surface Water and Hydrology and Appendix N: Hydrology and Flooding Technical Report).
- ▶ The Project seeks to avoid impacts by incorporating the following into design:
 - ▶ The Project has been designed to achieve the hydraulic design criteria including:
 - 50-year design life for formation and embankment performance
 - Track drainage ensures that the performance of the formation and track is not affected by water
 - Earthworks designed to ensure that the rail formation is not overtopped during a 1% annual exceedance probability (AEP) flood event
 - Embankment cross section can sustain flood levels up to the 1% AEP
 - Bridges are designed to withstand flood events up to and including a 1 in 2,000 AEP event
 - Where possible, the Project uses existing rail corridors to avoid introducing a new linear infrastructure corridor across floodplains. For the Project, this is limited to the section near Calvert, with the remainder of the alignment in greenfield areas
 - ▶ The Project incorporates bridge and culvert structures to maintain existing flow paths and flood flow distributions
 - ▶ Bridge and culvert structures have been located and sized to avoid increases in peak water levels, velocities and/or duration of inundation, and changes flow distribution in accordance with the flood impact objectives
 - ▶ Progressive refinement of bridge extents and culvert banks (number of barrels and dimensions) has been undertaken as the Project design has evolved. This refinement process has considered engineering requirements as well as progressive feedback from stakeholders to achieve acceptable outcomes that address the flood impact objectives
 - ▶ Scour and erosion protection measures have been incorporated into the design in areas determined to be at risk, such as around culvert headwalls, drainage discharge pathways and bridge abutments
 - ▶ A climate change assessment has been incorporated into the design of cross-drainage structures for the Project in accordance with the *Australian Rainfall and Runoff Guidelines* (Geoscience Australia, 2019) for the 1% AEP design event to determine the sensitivity of the design, and associated impacts, to the potential increase in rainfall intensity
 - ▶ Identification of flood sensitive receptors and engagement with stakeholders to determine acceptable design outcomes.
- ▶ Consultation with stakeholders, including landholders, was undertaken at key stages, including validation of the performance of the modelling in replicating experienced historical flood events and presentation of the design outcomes and impacts on properties and infrastructure.
- ▶ In addition to the comprehensive consultation, exercise has been undertaken to provide the community with detailed information and certainty around the flood modelling and the Project design. In future stages, ARTC will:
 - ▶ Continue to work with landholders concerned with hydrology and flooding throughout the detailed design, construction and operational phases of the Project
 - ▶ Continue to work with directly impacted landholders affected by the alignment throughout the detailed design, construction and operational phases of the Project
 - ▶ Continue to work with local governments and State Government departments throughout the detailed design, construction and operational phases of the Project.

Topic	Project Response
Interface with Warrill Creek Flood Mitigation Project	<ul style="list-style-type: none"> ▶ The Warrill Creek Flood Mitigation Project has been considered as part of the surface water and hydrology impact assessments (refer Chapter 13: Surface Water and Hydrology and Appendix N: Hydrology and Flooding Technical Report).
Confirmation of potential construction water sources considered in the EIS	<ul style="list-style-type: none"> ▶ Seqwater has been consulted to understand their water storage capacities, discuss the Project construction water estimates, and understand water access and transportation considerations. Initial consultation with Seqwater has identified the potential water supply options discussed in Chapter 6: Project Description and Chapter 13: Surface Water and Hydrology may be available for Project use; however, discussions with Seqwater will be ongoing as the Project progresses. The outcome of these discussions may also determine the need to implement other construction water supply options in the hierarchy, as commercial considerations such as transport costs, variable water access costs depending on the source, land access, climatic conditions and other water users requirements. Other landholders may be contacted about the potential use of their bores or other private water sources for construction purposes, if required. Confirmation of private water sources that will be made available to the Project by landholders will be covered under private agreements.
Location of groundwater bores	<ul style="list-style-type: none"> ▶ Initial Project discussions with some potentially affected landholders included questions about property water supply (i.e. bores) to enable the Project team to understand the potential for impacts to current uses if access to bores is affected as a result of construction. A number of landholders were also consulted as part of the groundwater investigations. ▶ Once detailed design has occurred, further consultation will be undertaken with landholders including DTMR to confirm locations, use and quality of bores within the disturbance footprint. As per Section 14.6.2.1 in Chapter 14: Groundwater, further liaison will occur with all potentially affected landholders to ensure that potential damage to, destruction of, or loss of access to all bores is addressed. Section 14.6.2.1 also outlines other proposed mitigation measures relevant to private groundwater bores.
Traffic, transport and access	
General access	<ul style="list-style-type: none"> ▶ Access across the transport network has been considered in the assessments contained in Chapter 8: Land Use and Tenure, Chapter 19: Traffic, Transport and Access and Appendix U: Traffic Impact Assessment Technical Report. ▶ ARTC has been able to identify suitable road access alternatives for all formed roads (impacted during construction and operation) in consultation with emergency services, landholders, local governments and DTMR. ▶ A Rail Maintenance Access Road strategy has been developed as a part of the design for emergency service vehicles access to the rail corridor during construction and operation. ▶ Where legal access to a property is permanently affected and a property has no other legal means of access, alternative access to and from a public road will be provided to an equivalent standard, where feasible and practicable. Where an alternative access is not feasible or practicable, and a property is left without access to a public road, negotiations will be undertaken with the landholder to acquire the property in accordance with the land acquisition legislation and regulatory requirements. ▶ For public crossings, ARTC will consult with DTMR, local governments and the local community about the preferred road-rail interface treatments for each location. ▶ Road-rail interfaces will be assessed on a case-by-case basis for design purposes, considering current and future usage, location relative to other crossings and the road and rail geometry at the crossing location.

Topic	Project Response
Request for traffic impact assessment	<ul style="list-style-type: none"> ▶ A traffic impact assessment has been completed as part of the EIS (refer Chapter 19: Traffic, Transport and Access and Appendix U: Traffic Impact Assessment Technical Report). ▶ The assessment has been completed in accordance with the ToR and assesses the traffic and transport impacts of the Project, detailing the potential impacts on the surrounding road networks from the movement of materials, workforce and equipment during the construction and operational phases of the Project. Findings include: <ul style="list-style-type: none"> ▶ During construction: <ul style="list-style-type: none"> – Four SCRs are expected to exceed 5 per cent of the background traffic – Thirty-seven local government roads will exceed 5 per cent of the background traffic. The impact is expected to be minimal as the high percentage of construction traffic is a function of low existing traffic volumes – Certain sections will generate construction-related traffic volumes in excess of 10 per cent of the background traffic during the construction phase. The results of the level-of-service (LOS) comparison between the 'with' and 'without' development scenarios show the Project may cause a minor change in LOS for some road sections during each year of construction – For such a short duration of impact, it is not expected that the Project will generate a need to upgrade the local road network, but adequate traffic and road use management strategies and mitigation measures will be required. A Traffic Management Plan will be developed before construction starts. ▶ Infrastructure owners and operators advised on design requirements to ensure the safe and operational efficiency of their infrastructure and advised on potential maintenance and financial impacts as a result of the Project. ▶ Infrastructure owners and operators also provided information on rail connection and access requirements, proposed level-crossing locations and operation, road designs, bridge locations, construction traffic impacts and access for emergency services to remote parts of the Project infrastructure, such as the tunnel through the Teviot Range. ▶ Directly affected and nearby landholders outlined concerns about level-crossing safety, particularly for Middle and Washpool roads, and have identified the potential future need for rail access and intermodal facilities. ▶ As a result of the consultation process, additional investigations and research was undertaken to better inform the traffic, transport and access impact assessment, including: <ul style="list-style-type: none"> ▶ Additional road traffic counts were undertaken to ensure accuracy of the data used and to validate the traffic impact assessment modelling ▶ Additional studies and investigation were undertaken on level-crossing design to validate recommended crossing treatments ▶ Emergency access and fire and life-safety requirements for the Project were confirmed ▶ Future road planning requirements were incorporated into the Project design (for example, Cunningham Highway upgrades) ▶ Design ensuring that rail access is not precluded for proposed adjoining third-party industrial hubs.

Topic	Project Response
Maintaining access for cattle on their property	<ul style="list-style-type: none"> ▶ Where loss of agricultural land was unable to be avoided, refinement of the horizontal alignment considered (among other environmental, social, cultural, economic and technical constraints), placement of the rail corridor such that it traverses around or as close as possible to property boundaries to reduce potential fragmentation and sterilisation of Class A land, Class B land and land within an Important Agricultural Area. Intensive livestock operations, including feedlots and poultry farms, have also been avoided where possible. ▶ Where land is fragmented or isolated, any impacts on operational farm requirements, such as impacts on access, infrastructure and services, will be managed and reinstated as soon as possible. ARTC will work with individual landholders to develop suitable solutions based on individual farm management practices. Solutions may include the provision of crossing points or underpasses for access to fragmented or isolated properties. Where disruption to water supply occurs, crossing points will be provided or the relocation of dams or irrigation systems will be undertaken in consultation with landholders. ▶ The overall disturbance of construction areas has been limited where possible. Where agricultural land is required to be used temporarily during construction, disturbed areas will be rehabilitated in accordance with the Reinstatement and Rehabilitation Plan. ▶ Where the permanent disturbance footprint is unable to avoid the severance of agricultural land due to the permanent acquisition of properties, acquisition will be investigated in consultation with landholders. ▶ Refer Chapter 8: Land Use and Tenure.
Pressure on local roads due to construction of the Project, and then subsequent operations	<ul style="list-style-type: none"> ▶ During construction, 37 local government roads are expected to have construction traffic exceed 5 per cent of the background traffic; however, the impact is expected to be minimal as the high percentage of construction traffic is a function of low existing traffic volumes. ▶ During the operational phase, it is assumed the workforce will reside within local surrounding towns along the Project alignment. While some workforce movements may use active transport, this is not expected to be significant given the remote locations of the worksite. During the operational phase of the Project, it is anticipated that occasional access to and from the rail corridor will be required for routine inspection and maintenance works. Maintenance vehicles will use access tracks for the majority of the inspection and maintenance activities. However, these activities are likely to be infrequent and the related traffic volumes are likely to be minimal with no envisaged impact to the operational conditions of the surrounding road network. ▶ Refer Chapter 19: Traffic, Transport and Access and Appendix U: Traffic and Transport Impact Assessment Technical Report.
Construction works, road re-alignments and closures, and delays at level crossings are likely to disrupt traffic on roads directly impacted by the Project	<ul style="list-style-type: none"> ▶ Some disruption to traffic can be expected during construction as equipment, materials and people are transported along the EIS investigation corridor. There will also be an increase in heavy and light vehicle movements on local roads associated with construction. ▶ Assessment of traffic impacts indicates that certain sections will generate construction related traffic volumes in excess of 10 per cent of the background traffic during the construction phase, and the Project may potentially cause a minor change in LOS for some road sections during each year of construction, requiring traffic and road use management strategies and mitigation measures. ▶ Some local roads may be degraded due to construction traffic, which will be monitored and remediated in line the Project's agreements with local governments. ▶ Further consultation with the Department of Education, local schools including the Rosewood State Primary School and Rosewood State High School and school bus operators will identify appropriate management measures for school bus routes and construction traffic in the vicinity of the schools as part of the Construction Traffic Management Plan. ▶ Refer Chapter 19: Traffic, Transport and Access and Appendix U: Traffic and Transport Impact Assessment Technical Report.

Topic	Project Response
Preference for level crossing locations and treatments	<ul style="list-style-type: none"> ▶ Level-crossing treatments are discussed and considered in Chapter 6: Project Description, Chapter 19: Traffic, Transport and Access and Appendix U: Traffic and Transport Impact Assessment Technical Report. ▶ For public road–rail crossings, ARTC will consult with DTMR and local governments about preferred road–rail interface treatments, working with road managers to understand the local environment and gather information on future development plans, to inform the design. ▶ Currently, road–rail interface treatments include a mix of active and passive level crossings, crossing consolidation, realignment and grade separation. The appropriate road–rail interface treatment has been assessed on a case-by-case basis for design purposes, with consideration given to current and future usage of the existing asset, its location relative to other crossings of the rail corridor and the road and rail geometry at the crossing location. ▶ In the development of the proposed treatments, ARTC has also taken into consideration State and national guidelines and strategies. Both the Office of the National Railway Safety Regulator and DTMR have policies that focus on avoiding building any new level crossings or minimising any proposal to construct a public level crossing on a new rail line. ▶ Further consultation with DTMR, local governments and the local community will inform the location and preferred treatment for each road–rail interface.
Disruptions to traffic, including potential to delay emergency vehicles during operation as a result of level crossing location and design	<ul style="list-style-type: none"> ▶ The operational performance of public level crossings in the traffic, transport and access study area was assessed to provide an understanding of the impacts on performance during operation stages. The analysis indicated that acceptable levels of service will be maintained, with minimal impact to vehicle queuing and delays. ▶ During construction and operations, response times for emergency services may be impacted if they encounter significant roadworks or passing trains at level crossings. ARTC will work with emergency services to develop protocols and joint working arrangements to address potential impacts on emergency services and service response times during construction and operation and ensure that access is retained as required. ▶ Refer Chapter 19: Traffic, Transport and Access and Appendix U: Traffic and Transport Impact Assessment Technical Report.
Road designs/realignments—Dwyers Road, Brennans Dip Road, Waters Road, Paynes Road	<ul style="list-style-type: none"> ▶ Construction works on roads with road–rail interfaces will comply with the asset owner’s approved safety requirements and temporary works procedures. The highest standard complied with will be DTMR’s Manual of Uniform Traffic Control Devices. Realignment of Dwyers Road is necessary to accommodate a level crossing. Impacts have been minimised by moving the alignment east. ▶ Appropriate road–rail interfaces will be assessed on a case-by-case basis considering current and future usage of the existing asset, its location relative to other crossings and the road and rail geometry. In developing proposed treatments, ARTC has considered State and national guidelines and strategies. ▶ Further consultation with DTMR, local governments and the local community will inform the location and preferred treatment for each road–rail interface. ▶ Refer Chapter 6: Project Description.
Project design does not limit potential upgrades to the Cunningham Highway (futureproofing), and road corridor widths for Ipswich–Boonah Road and Warrill View Road minimise encroachment	<ul style="list-style-type: none"> ▶ ARTC has accommodated this request in design. ▶ Refer Chapter 6: Project Description.

Topic	Project Response
Project does not limit future development and connection of an intermodal facility at Ebenezer	<ul style="list-style-type: none"> ▶ The Project will facilitate access to proposed logistics hubs in Ebenezer. The SEQ Regional Plan 2009–2031 identifies Ebenezer as a ‘Regional Development Area’ and a ‘Regionally Significant Employment Area’. The Project would traverse the Regional Industrial Area (RIA), which will be an industrial area of regional, State and national significance, connected to Brisbane, Sydney and Melbourne via Inland Rail. ▶ The location of the Ebenezer RIA reinforces its potential as a significant contributor to the local, regional and State economies, offering accommodation for diverse industry types including ‘large footprint (land extensive) industrial uses removed from sensitive uses’. The RIA will also accommodate commercial, retail, administration and community uses, and a Major Neighbourhood Centre for the surrounding population and workforce, enhancing the attractiveness of the area and a focus for community interaction and gathering. As such, the Ebenezer RIA will offer diverse employment opportunities, including those facilitated by Inland Rail. ▶ Refer Chapter 8: Land Use and Tenure.
Impacts to existing QR operations and access for maintenance and operation of QR infrastructure	<ul style="list-style-type: none"> ▶ ARTC has minimised impacts to existing operations as much as practicable and has maintained access, where required. ▶ Requirements have been communicated via regular Technical Working Group sessions. ▶ Refer Chapter 6: Project Description.
Teviot Brook rail bridge design	<ul style="list-style-type: none"> ▶ The Teviot Brook bridge has been designed based on a number of factors, including local topography, road usership, rail and road alignments at the crossing point, and access requirements. ▶ Bridges have been provided at all major watercourse crossings along the Project alignment to minimise impacts to the local riverine system, and to avoid diverting watercourses. ▶ The Teviot Brook Rail Bridge design has been modified to accommodate local governments’ proposed works on Undullah Road. ▶ Refer Chapter 6: Project Description.
Washpool Road realignment and design	<ul style="list-style-type: none"> ▶ The base case alignment located near and along Washpool Road (between Ch 33km to Ch 38km) was the focus of a multi-criteria analysis after findings of an initial floodplain assessment of Purga Creek and discussions with local government representatives and landholders on property access and local road design expectations. The three options developed were: <ul style="list-style-type: none"> ▶ Option A: SFRC ▶ Option B ▶ Option C. ▶ Option B was located to the east of the base case alignment (the SFRC) to avoid a watercourse diversion and construction of multiple bridge structures across Washpool Road. Option C is located slightly east of the base case alignment to avoid the Purga Creek floodplain, and also realigns Washpool Road to maintain local access. The multi-criteria analysis identified Option C as preferred due to fewer property impacts than that of the comparative options. ▶ Appropriate road–rail interface treatments will be assessed on a case-by-case basis for design purposes, with consideration given to current and future usage of the existing asset, location relative to other crossings and the road and rail geometry. ARTC has also taken State and national guidelines and strategies into consideration when developing proposed treatments. ▶ The engineering and environmental assessments and comparative cost estimates are discussed further in Chapter 2: Project Rationale. Also refer Chapter 6: Project Description.

Topic	Project Response
Access to Teviot Range Tunnel in the case of emergency	<ul style="list-style-type: none"> ▶ The railway tunnel in the Teviot Range has been designed considering risk associated with emergency situations/incidents (i.e. wildlife in the Teviot Range Tunnel, tunnel subsidence, inundation of the tracks and structural failure may trap trains and railway personnel inside the tunnel). The design of the tunnel: <ul style="list-style-type: none"> ▶ Incorporates fire and life-safety mitigation measures, to ensure appropriate facilities. These mitigation measures include limiting the amount of combustible materials used in construction, providing fire detection systems, preventing derailed trains from entering the tunnel, and preventing trains that are on fire from stopping in the tunnel. The fire and life-safety controls for the tunnel will include detailed design fire resistance level (load bearing elements to achieve 120-minute structural adequacy when exposed to the Rijkswaterstaat temperature time curve, while non-load bearing elements are to achieve Fire Resistance Level of -/120/120), safety equipment and devices, such as emergency phones, emergency exits, emergency lighting, fire doors, hydrants and extinguishers ▶ Based on geotechnical assessment and detailed ground modelling, parameters such as space proofing, cross section, structure, design life and tunnel linings will meet the requirement of Australian Standards ▶ Ensures emergency access is managed through a Project Access Strategy. Access for emergency vehicles during construction will be discussed with services providers in developing the strategy. If construction phase emergency access is affected, the rail maintenance access road may be used by emergency vehicles. Multiple access points into and out of the rail corridor will be provided. This access will consider access for three pumpers, one rescue/incident control appliance, one urban rescue tender and one urban hazmat medium in the event of a major train tunnel incident.
Maintaining access for agricultural properties to the Cunningham Highway	<ul style="list-style-type: none"> ▶ Access arrangements are discussed in Chapter 19: Traffic, Transport and Access.
Access to the fenced alignment and changes to road-rail interfaces	<ul style="list-style-type: none"> ▶ Consultation with the Queensland Police Services identified rail corridor access, and road network changes as key considerations. ▶ Consideration has been given to the closure of roads and alternate access provided, and potential impacts to emergency services. This is documented in Chapter 19: Traffic, Transport and Access. Further engagement with Queensland Police will be required during detailed design regarding fencing and access to rail alignment and construction and operational traffic management.
Spoil and waste management	
Confirmation of spoil receiving options and status of proposed waste and recycling sites	<ul style="list-style-type: none"> ▶ ARTC has engaged with landfill and waste operators to review and confirm the feasibility of the proposed spoil receiving sites described in Chapter 21: Waste and Resource Management and Appendix V: Spoil Management Strategy. This consultation has identified there are numerous options with sufficient capacity to accept the spoil volumes identified in this EIS. These options will be evaluated in future design and construction planning.

5.7 Future consultation with stakeholders

5.7.1 During public display of the EIS

After the draft EIS has been accepted by the Coordinator-General, it will be placed on public exhibition for at least 30 days, or as determined by the Coordinator-General.

The Coordinator-General will place public notice advertisements in local newspapers with details about:

- ▶ Timing of the submission period
- ▶ How to make submissions on the draft EIS.

ARTC will support this public exhibition period by undertaking the following consultation activities:

- ▶ Providing a link on ARTC's website to the Office of the Coordinator-General website where the EIS is available
- ▶ Providing information about the public submission period and submission requirements on ARTC's website
- ▶ Producing and distributing a letter to publicise the release of the draft EIS, providing information on the public submission process and how to make submissions
- ▶ Emailing key stakeholders registered on the Project's database about the draft EIS and submission period
- ▶ Conducting agency briefings, CCC meetings and community information sessions to present findings of the draft EIS.

A communication plan has been created in preparation for the EIS consultation with the community and stakeholders. To effectively communicate the findings of the draft EIS, and encourage community engagement, the following list of consultation mechanisms will be used:

- ▶ ARTC website—consultation locations and link to submission page
- ▶ Social media posts—submission release date
- ▶ E-newsletter to 350+ stakeholders in the Project database
- ▶ Schedule public information sessions for community feedback
- ▶ Identify venues for EIS collateral with the Office of the Coordinator-General
- ▶ Print and distribute the Office of the Coordinator-General's 'Have your say' factsheets for public consultation.

5.7.2 Following public display of the EIS

Following completion of the public display period for the draft EIS, all stakeholder and community feedback will be reviewed and addressed by ARTC as directed by the Coordinator-General.

ARTC will provide updates about the progress and status of the Project through the Project website.

Consultation with the community and key stakeholders will be ongoing in the lead up to, and during, construction. The consultation activities will ensure:

- ▶ The community and stakeholders have a high level of awareness of all processes and advanced notice of activities associated with the construction phase
- ▶ Proposed mitigation and management measures identified in the EIS requiring engagement with landholders or other stakeholders is implemented appropriately
- ▶ Accurate and accessible information is made available
- ▶ A timely response is given to issues and concerns raised by the community
- ▶ Feedback from the community is encouraged
- ▶ Opportunities for input are provided
- ▶ Local business is provided with opportunities to participate in the Project.

The 1800 phone number and email address will continue during construction, with a 24-hour construction response line. Targeted consultation methods, such as letters, notifications, signage and face-to-face communications, will continue. The Inland Rail website and social media platforms will also include updates on the progress of the Project. A Community Reference Group (CRG) will be established for the duration of construction, in place of the current CCCs. Project representatives will meet regularly with the CRG with the purpose of providing timely, open advice, representation of community issues and concerns arising from the works.

5.7.3 Ongoing complaints management

A complaints management procedure will be implemented during construction and defined in the construction environmental management plan (CEMP).

The complaints management procedure will include:

- ▶ Contact details for a 24-hour Project response line and email address for ongoing stakeholder contact throughout the construction phase
- ▶ Accurate public information signs while work is in progress
- ▶ Staging of works, developed in consultation with stakeholder groups, to minimise disruption and impacts to community activities and functions
- ▶ Management of complaints, specifically:
 - ▶ Details of all complaints received will be recorded
 - ▶ Verbal and written responses describing what action will be taken will be provided to the complainant
 - ▶ Time limits for response (unless the complainant agrees otherwise).

5.8 Conclusion

This chapter provides a summary of the consultation process undertaken by ARTC for the Project (refer Appendix C: Consultation Report). The chapter addresses the ToR requirements by describing the consultation that has taken place and how the responses from community, stakeholders and agencies have been incorporated into the design, proposed mitigation and management measures and outcomes of the Project.

The consultation process has been inclusive, consulting with a broad range of stakeholder groups, including affected landholders, residents, community groups, Traditional Owners, State and local government agencies, and non-government organisations, local businesses, asset owners, resource tenure holders and traditionally underrepresented stakeholders.

Over the course of developing the EIS, consultation activities have involved the use of a variety of tools and communication methods including face-to-face meetings, community information sessions, CCC meetings and presentations, government briefings, technical advisory groups, social media, interactive mapping and visualisations.

Communication materials supported the consultation activities, provided stakeholders with information and generated awareness. These materials helped to create a two-way flow of information between ARTC and stakeholders, creating opportunities to discuss, capture and record feedback via a centralised database.

These activities helped to highlight issues and identify potential Project impacts and benefits and was also used to develop the EIS, informing technical study methodologies, technical model validation and data collection, mitigation and environmental management measures, as well as informing future consultation processes.