

16 Community Consultation

BMA prepared and delivered a community and stakeholder engagement process which considered the cumulative impacts of the Project, current mine operations and future growth. To ensure the Project was considered on a local and regional level, BMA engaged with a variety of stakeholders and endeavoured to involve the broader community. Engagement focussed on preparing the community for the Project as well as overall growth.

Initial activities were based on informing community and stakeholders of the Project background, and providing an understanding of potential social, economic and environmental issues. Stakeholder and community feedback was used to inform mine planning, technical studies associated with the Environmental Impact Statement (EIS) and BMA's approach to community involvement and social issues management.

16.1 Consultation Objectives

The objectives of the community engagement process were to:

- initiate and maintain open communication with the community on all aspects of the Project and the EIS;
- identify community issues and concerns in relation to the Project;
- work with community stakeholders to help identify potential social impacts and develop appropriate mitigation strategies;
- proactively work with stakeholders to develop appropriate solutions and strategies to minimise negative impacts associated with the Project;
- address all stakeholder issues through the EIS process and communications;
- continue the long-term relationship between BMA and the community that is based on trust and mutual respect;
- provide feedback to stakeholders about their issues and concerns and how their feedback has been used; and
- conduct a process which uses existing community contact points and avenues for discussion.

16.2 Stakeholder Identification

An internal workshop was held in November 2007 to discuss stakeholders and their potential issues associated with the Project. Groups with an interest in regional issues such the environment and the community were considered in the stakeholder identification process. Further to this, representatives involved in the Moranbah community and local government, key opinion leaders and services and facility providers were identified.

Identified stakeholders consulted as part of the engagement process include the following:

- local communities (Moranbah/Coppabella/Nebo/ Dysart);
- landowners;
- non government organisations;
- Indigenous groups;
- State government;
- shire councils/regional councils;



- elected representatives;
- government agencies;
- employees;
- owners/Joint Venture – BHP Billiton, Mitsubishi Development Corporation, Mitsui and Co.;
- unions;
- media;
- potential employees;
- infrastructure providers;
- industry bodies;
- customers;
- suppliers; and
- other mining companies/major contractors.

A full list of identified stakeholders is presented in **Appendix O.1** and **Appendix O.2**.

16.3 Consultation Strategies

Community consultation focussed on informing the community and stakeholders of BMA's general plans in the Moranbah and Mackay region. The Project was presented to the community along with other planned projects within BMA's Bowen Basin Coal Growth Projects (BBCGP), including the Caval Ridge Mine Project, Goonyella Riverside Mine expansion and a new airport at Moranbah, to ensure feedback included specific issues as well as the cumulative impacts of BMA's growth. Input on the Project was gathered through a number of activities such as a community reference group, stakeholder contact, feedback forms and mobile public displays in Moranbah and the broader region. Information was provided through communication materials, and Project team members were available to discuss key issues and concerns throughout the engagement process.

Community consultation activities included the following:

- newsletter distributed to Moranbah residents;
- advertising and media releases;
- employee communications;
- fact sheets;
- BMA growth website;
- static displays;
- mobile displays in Moranbah, Nebo and Mackay;
- key stakeholder briefings;
- Council meetings;
- community reference group meetings;
- affected property owner discussions;
- one to one meetings with affected property owners; and
- community contact points (free call information line and enquiry email address).



The following sections outline the community consultation activities conducted by the proponent during the EIS process, with supporting documentation presented in **Appendix O.3**.

16.3.1 Newsletter

A double-sided A4 project information newsletter was distributed to Moranbah and district residents from Thursday 1 May to Friday 9 May 2008. The newsletter was distributed to residential addresses through a letterbox drop, with post office box and business delivery through Australia Post. A total of 3,299 addresses were provided with the newsletter.

Key information detailed in the newsletter included:

- a general overview of BMA's growth plans;
- key Project details such as size, mining type, workforce and timing;
- key details for the Caval Ridge Project;
- a regional map of towns, existing and proposed mines;
- the community consultation process and activities;
- EIS process relating to community engagement opportunities; and
- contact details for the Project team.

A second newsletter was distributed to the Moranbah community from Thursday 14 August to Friday 29 August 2008. Again the distribution was undertaken via a letterbox drop, post office boxes and business delivery. The second newsletter outlined:

- the EIS progress, including the Terms of Reference (ToR);
- the level of community involvement in the engagement process;
- key issues raised by the community and BMA's response;
- the community reference group representation and key issues; and
- contact details for the Project team.

A copy of each newsletter is included in **Appendix O.3.1**.

16.3.2 Advertising and media releases

Advertising was an important information source for the community as it provided further background on the Project and ensured the community were continually updated on opportunities to discuss issues with BMA representatives at mobile displays. Contact details for the Project team were also included.

Additional advertising for the draft ToR was incorporated into the engagement process.

Advertising was featured in various local and regional newspapers, local radio and the Isaac Regional Councils' variable message signs on the outskirts of Moranbah. Advertising was updated throughout June, July and August 2008 and was distributed through the following media:

The Daily Mercury (early general news)

- Saturday 3 May 2008
- Saturday 17 May 2008
- Saturday 24 May 2008
- Saturday 31 May 2008
- Wednesday 4 June 2008
- Saturday 21 June 2008
- Wednesday 13 August 2008 (draft ToR)
- Saturday 16 August 2008 (draft ToR)
- Saturday 30 August 2008 (draft ToR)

The Miner's Midweek (early general news)

- Wednesday 7 May 2008
- Wednesday 21 May 2008
- Wednesday 4 June 2008
- Wednesday 24 June 2008

Moranbah Messenger (monthly publication)

- Saturday 10 May 2008
- Saturday 24 May 2008
- Saturday 21 June 2008

Rock FM 96.9

- Week commencing Monday 5 May 2008
- Week commencing Monday 19 May 2008
- Week commencing Monday 23 June 2008

A copy of each newspaper and radio announcement is included in **Appendix O.3.2**.

A media release was also distributed during the initial stages of the community engagement process. The media release outlined BMA's growth plans and provided links to the mobile display schedule, newsletter and fact sheets. Contact details for the Project team were also included. A copy of the media release (28 April 2008) is included in **Appendix O.3.3**.

16.3.2.1 Employee communications

BMA publicised the community engagement process through employee information sources such as internal newsletters including BMag and Bulletin Board which are publications distributed to BMA employees. Community engagement activities were included in each publication to ensure employees and their families were provided with opportunities to discuss BMA growth and the Project. Updates were provided on a bimonthly basis.



16.3.3 Fact sheets

An A4 Project fact sheet was developed for the mobile displays, static displays, website and for community members who contacted the Project team. The fact sheet provided detailed information, including:

- an overview of BMA;
- Project area map showing the Project Site and mining area that would be developed;
- Project specifications such as lease size and ownership;
- construction details including duration and employment;
- production details such as the type of coal expected and the amount of coal expected per year;
- operation details such as the expected employment numbers and accommodation type, the mine life, infrastructure plans and export details; and
- contact details for the Project team.

A Caval Ridge Project fact sheet was also available through each of the community engagement activities.

BMA also prepared an environmental monitoring fact sheet in response to community questions about dust and noise management. This fact sheet was available at the final mobile displays (refer to **Section 16.4.2** for more information) on Saturday, 28 June and Sunday, 29 June 2008 and via the Project website. Key information outlined in the fact sheet included:

- the potential for the Project and others to generate noise;
- the process for addressing changes in air quality and noise;
- monitoring and the process for measuring existing air quality and noise levels; and
- potential management strategies for potential changes in air quality and noise levels.

All factsheets are available on the BMA website.

Each factsheet is included in **Appendix O.3.4**.

16.3.4 Website

The BMA website provided the broader community with up-to-date information about the Project through the webpage for the BBCGP. Key features of the webpage included:

- a general overview of BMA's growth plans;
- an overview of the community engagement process;
- mobile display details;
- links to the newsletter and fact sheets; and
- contact details for the Project team.

A copy of the webpage is included in **Appendix O.3.5**.

16.3.5 Static displays

Static display posters were placed in key locations throughout Moranbah. This included libraries, Council offices and community notice boards in the town square. Static displays were posted at the beginning of May



2008, prior to the first mobile display, and provided general information about the Project with fact sheets and newsletters available to interested community members. Information featured in the static display posters included:

- BMA and its growth plans;
- Project location and details;
- mobile display times and locations;
- the need for community input; and
- contact points for the Project team.

A copy of the static display poster is included in **Appendix O.3.6**.

16.3.6 Stakeholder consultation

Stakeholder and elected representative consultation

BMA prepared and distributed a letter to identified stakeholders in the last week of May 2008. The letter outlined BMA's general growth plans and the community engagement process. An offer to meet one-to-one with the Project team was also included, along with contact details for the Project team. This letter was distributed to the following stakeholders:

- Anna Bligh MP, Premier;
- Desley Boyle MP, Minister for Tourism, Regional Development and Industry;
- Paul Lucas MP, Deputy Premier and Minister for Infrastructure and Planning;
- Andrew McNamara MP, Minister for Sustainability, Climate Change and Innovation;
- John Mickel MP, Minister for Transport, Trade, Employment and Industrial Relations;
- Tim Mulherin MP, Minister for Primary Industry and Fisheries;
- Shane Knuth MP, Member for Charters Towers;
- James Bidgood MP, Member for Dawson;
- Dan Hunt, Director General Department Mines and Energy;
- Terry Wall, Director General Environmental Protection Agency;
- Ken Smith, Director General Premier and Cabinet;
- Lance Hockeridge, CEO QR;
- Mayor Cedric Marshall and CEO Mark Crawley, Isaac regional Council; and
- Mayor Col Meng and CEO Peter Franks, Mackay Regional Council.

Agencies consultation

A complete list of agencies consulted as part of the engagement process is included in **Appendix O.1**. A copy of the letter is included in **Appendix O.3.7**.

Consultation was undertaken with agencies including the following:

- Meeting with the Environmental Protection Agency (EPA) in Brisbane on 11 June 2008, discussing the BMA BBCGP including the Daunia Project;



- Meeting with EPA in Emerald on 27 June 2008, discussing the BMA BBCGP including the Daunia Project;
- Meeting with the Department of Environment, Water, Heritage and the Arts (DEWHA) in Canberra on 22 August 2008, discussing the EPBC referral of the BMA BBCGP including the Daunia Project;

A whole of government ToR briefing was undertaken in Brisbane and Mackay on 1 and 2 of September 2008, respectively. The briefing was attended by representatives from the following:

- Department of Infrastructure and Planning
- EPA
- Department of Housing
- Queensland Health
- Disability Services Queensland
- Department of Communities
- Education Department
- Queensland Police Service
- Department of Transport
- Queensland Rail
- Department of Mines and Energy
- Department of Primary Industries and Fisheries

Isaac Regional Council

As part of BMA's existing engagement program, BMA representatives met with the Isaac Regional Council on a monthly basis to discuss BMA operations, community investment and general activities in the region. These meetings provided the opportunity for BMA to outline general plans for growth, as well as the Project and to gather Council's input on mine planning, the EIS process, workforce accommodation and social services. During the community engagement phase for the EIS, BMA met with Council on the following dates:

- Wednesday 21 May 2008;
- Wednesday 18 June 2008;
- Wednesday 16 July 2008; and
- Thursday 14 August 2008.

Mackay Regional Council

BMA met with Mackay Regional Council on Monday 2 June 2008. This meeting was conducted to introduce the Council to the Project and BMA's growth and to discuss potential issues and concerns.

Interagency briefing

Parsons Brinckerhoff (PB) attended the Isaac Regional Interagency Briefing on Wednesday 4 June 2008. The interagency group is made up of regional social service providers and meets bimonthly to discuss and share knowledge on social issues and programs within the Isaac Regional Council area. Social infrastructure and service organisations represented at the briefing include:

- Department of Communities;



- Disability Services;
- Emergency Long Term Accommodation Moranbah;
- Isaac Regional Council;
- BMA;
- Moranbah and District Support Services;
- Queensland Health; and
- Moranbah State High School.

Key information regarding BMA's growth and the Project was presented to the group and representatives were invited to provide feedback or organise meetings with BMA to discuss current services in the area and potential issues. After the briefing, follow up meetings were held with Isaac Regional Council, Disability Services and the Mackay Regional Council for Social Development. The outcomes of these meetings are included in the **Section 17**.

Interviews were also conducted with service providers to inform them of social impact assessment studies. The outcomes of these discussions are also included in **Section 17**.

A complete list of service providers and community groups consulted as part of the community engagement process are included in **Appendix O.2**.

Environment groups

BMA representatives conducted briefing sessions with environmental groups in the Mackay Regional Council area. These meetings provided stakeholders with an overview of the Project and the EIS process. BMA's overarching approach to environment, community and safety management was presented along with details of BMA's growth plans, the EIS and the community engagement processes.

BMA met with Mackay Regional Natural Resource Management on Monday 2 June 2008 and the Mackay Conservation Council on Friday 27 June 2008.

Construction, Forestry, Mining and Energy Union

Representatives of BMA met with delegates from the Construction, Forestry, Mining and Energy Union (CFMEU) to discuss growth issues on Thursday 26 June 2008.

Property owner consultation

BMA and PB representatives met with property owners or their representatives on Friday 9 May 2008. The purpose of these meetings was to gather data for social impact reporting and to discuss potential impacts associated with the Project. Two meetings were conducted.

16.3.7 Mobile displays

A key aspect of the community engagement process was the use of a mobile public display. To ensure the general community were provided with sufficient opportunities to be involved in the engagement process, the mobile display travelled throughout the region. The display was also used in areas with high pedestrian traffic to attract participants. The mobile display included a display tent and trailer that advertised the community engagement process and encouraged community members to be involved. Key information featured in the mobile display included:

- a general introduction to BMA's growth;
- Daunia Project;
- Caval Ridge Project;
- BMA's community investment program;
- community engagement activities; and
- BMA's energy excellence program.

BMA and PB staff were available to discuss BMA's growth and the Project. Key issues and concerns were recorded in a comments book. Participants at each mobile display were provided with feedback forms and fact sheets were available for further information. Staffed displays were also held in Moranbah Fair Shopping Centre. **Figure 16-1** depicts the mobile display used in Moranbah and the surrounding region. Locations, dates and times, as well as attendance at each display, are included in **Table 16-1**.



Figure 16-1 Mobile display

Table 16-1 Mobile display locations, times and attendance

Display location	Date	Attendees
Moranbah Fair Shopping Centre	Thursday 8 May 2008, 10am to 3.30pm	85
Black Nugget Carpark, Moranbah	Saturday 10 May 2008, 8.30am to 11am	57
Nebo Rodeo	Saturday 24 May 2008, 1pm to 4.30pm	20
Lions Markets, Moranbah Town Square	Sunday 25 May 2008, 7.30am to 12pm	141
Moranbah Fair Shopping Centre	Thursday 5 June 2008, 2pm to 6pm	50
Canelands Central, Mackay	Friday 6 June 2008, 10am to 5pm	117
Mackay Showground Markets	Saturday 7 June 2008, 7.30am to 12pm	55
Moranbah Fair Shopping Centre	Saturday 28 June 2008, 10am to 2pm	93
Lions Markets, Moranbah Town Square	Sunday 29 June 2008, 7.30am to 12pm	140
	Total	758

16.3.8 Feedback forms

Community feedback forms were available at the mobile and static displays. The feedback form asked respondents to detail demographic information, as well as their views on the existing environment and potential changes to the local area. Questions focussed on major issues facing the community, general views on the Project, potential impacts on local services and facilities and aspects of the EIS process of most importance. Respondents were also asked to evaluate the effectiveness of the community engagement process. A total of 23 community members provided feedback form responses.

A copy of the feedback form is included in **Appendix O.3.8**.

16.3.9 Community Reference Group

BMA established a Community Reference Group (CRG) to discuss key issues associated with the Project as well as the cumulative impacts of growth in the region. The role of this group was to:

- assist BMA to understand community views;
- work collaboratively with BMA to determine potential impacts and mitigation strategies; and
- act as a two-way information source for the Project team and stakeholders.

The CRG included a range of organisations, such as local community groups, government agencies, environment groups and local businesses. Groups and organisations represented in the CRG include:

- Isaac Regional Council;
- Isaac/Connors Catchment Landcare;
- Moranbah Traders Association;
- Emergency Long Term Accommodation Moranbah;
- Moranbah District & Support Services Assn Ltd;
- Dysart Community Support Group Inc;
- Department of Infrastructure & Planning;
- Department of Mines and Energy;



- Department of Communities;
- Moranbah Hospital;
- Queensland Ambulance Service – Moranbah Station;
- Queensland Fire & Rescue Service – Moranbah Station;
- Queensland Police Service; and
- Environmental Protection Agency.

The first CRG meeting was held at the Moranbah Community Centre on Monday 19 May 2008. The primary aim of the first CRG meeting was to establish a relationship between the group and BMA representatives. A general overview of BMA's growth and the Project was provided along with information on the EIS and approvals process. Details of the community engagement process were also outlined. Representatives were provided with an opportunity to ask questions and provide their initial feedback.

The second CRG meeting was held on Monday 30 June 2008. During the meeting BMA representatives provided an update on the EIS process, Project planning and community engagement outcomes. Issues affecting each organisation and the general community were recorded in meeting notes.

Notes from each meeting were distributed to members, including non attendees.

16.3.9.1 Community contact points

BMA established a freecall information line and email address to allow interested community members and other stakeholders to ask questions about the Project and provide feedback. Feedback and contact details were recorded in the Project specific community engagement database.

16.4 Results

This section details the outcomes of the community engagement process associated with the Project as well as BMA's growth. It is important to note that communication tools and consultation activities implemented during the community engagement process focussed on the Project and the proposed Caval Ridge Project. This approach ensured cumulative impacts were identified and used to inform mine planning for both projects and technical studies.

The outcomes drawn from community and stakeholder comments were gathered through activities including the stakeholder briefings, the mobile display, feedback form responses and project contact points.

16.4.1 Stakeholder consultation

Stakeholder elected representative consultation

Stakeholders and elected representatives requested BMA keep them fully informed of EIS processes, BMA's growth and the outcomes of community engagement.

Isaac Regional Council

Comments and questions relating to BMA's growth and the Project gathered during discussions with Council include the following:

- accommodation management, including the need for small permanent village accommodation;
- pressures on existing social services due to population increases;

- cumulative impacts associated with other projects in the local area and region;
- the need to contribute to the community values and the potential for families to move and live in the area;
- noise and air quality management;
- potential visual impacts; and
- management strategies to reduce noise, dust and visual impacts on the community.

Mackay Regional Council

Key areas of interest highlighted by the Mackay Regional Council related to:

- rostering;
- services available in Mackay;
- skills shortages and sourcing workforces; and
- fly in fly out arrangements.

Environment groups

Comments and questions provided by Mackay Regional Natural Resource Management related to the following issues:

- the potential to increase the recovery of coal from tailings and rejects to minimise waste material going into water systems;
- Brigalow, Bluegrass and other endangered regional ecosystems clearance;
- creek locations and diversions; and
- dewatering and water use on site.

Comments and questions provided by the Mackay Conservation Council included the following:

- concern that the Coal 21 fund is not a viable solution to climate change;
- government investment in renewable energy;
- progress in finalising the draft report prepared by the Fitzroy Basin Association (FBA) on the opportunities for conservation of Brigalow on mining tenures;
- the need to reduce carbon emissions in third world countries;
- the need to improve Brigalow and Bluegrass management;
- the EPA needs more support and trained staff to manage projects affecting the region;
- concern regarding the net loss of biodiversity;
- the impact of coal bed methane on the environment;
- concern that environment groups do not have the capacity or the funds to review and consider environmental impacts;
- the cumulative impacts of projects throughout the region;
- the need to improve offsets as it can create more pressure on habitat;
- BMA's rehabilitation programs;
- the importance of maintaining an ecological footprint and connectivity with Poitrel Mine;



- environmental training for indigenous people and students;
- water allocations for the Project; and
- dust impacts on trees and the resultant impact on fauna.

CFMEU

Key issues discussed with CFMEU delegates in relation to the Project and BMA's growth included managing potential issues such as accommodation requirements and ongoing involvement in the community engagement process.

16.4.2 Mobile displays

At each mobile display, community members were invited to discuss the Project and BMA's growth with staff representatives. Key questions, concerns and comments were recorded and categorised into specific feedback themes. **Table 16-2** provides a summary of key issues raised at each mobile display session.

Table 16-2 Mobile display responses

Display location	Date	Key issues	Details
Moranbah Fair Shopping Centre	Thursday 8 May 2008, 10am to 3.30pm	Project	<ul style="list-style-type: none"> Haulage road design and location was highlighted along with potential changes to the railway.
Black Nugget Carpark, Moranbah	Saturday 10 May 2008, 8.30am to 11am	Caval Ridge Project	<ul style="list-style-type: none"> Questions were raised about the potential impact on, or relocation of the airport. The Moranbah community experience noise from the Highway at night, particularly in the southern areas. Participants highlighted this issue would increase if the project proceeded. Coal dust is considered an existing issue in Moranbah. Participants also mentioned that health issues such as hay fever are related to the levels of coal dust. It was considered that this would increase if the project proceeds. Information on predominant winds would assist further discussions with the community. It was noted that the prevailing winds come from the direction of Peak Downs. The project was considered too close to the Moranbah community by some participants. Others felt that this would be an advantage by reducing travel times for the workforce.
		Accommodation	<ul style="list-style-type: none"> There is a preference for housing in Moranbah, rather than camp accommodation. Generally participants asked what BMA's accommodation preferences were. Moranbah is currently experiencing a shortfall in housing. Participants indicated it is important that families are encouraged to move to the area. It was also highlighted that village accommodation is not a sustainable or appropriate outcome for the community. Issues such as family separation would result.
		Employment	<ul style="list-style-type: none"> Participants indicated the projects would increase opportunities for young people living in the area. General concern was raised about where BMA would source employees and contractors from.
		General	<ul style="list-style-type: none"> There was general support for each Project, however participants noted that it was important impacts be managed appropriately. Participants raised questions relating to the following:

Display location	Date	Key issues	Details
			<ul style="list-style-type: none"> ■ construction timeframes ■ open cut or underground mining ■ the life of each mine ■ the location of plant and rail ■ the potential for local roads to be relocated ■ EIS timeframes and process. ■ Concern was also raised about the potential impacts on the Moranbah community if/when the mining boom is over. ■ Current BMA employees noted an interest in working at the proposed projects, particularly the Caval Ridge Project, which may create a drain at other operations. ■ An increase in traffic on the Peak Downs Highway was also noted as a potential impact associated with both projects. ■ The mobile display was well received, with one participant noting that it was good to see BMA talking to the community.
Nebo Rodeo	Saturday 24 May 2008, 1pm to 4.30pm	Project	<ul style="list-style-type: none"> ■ Local residents questioned potential changes to Daunia Road.
Lions Markets, Moranbah Town Square	Sunday 25 May 2008, 7.30am to 12pm	<p>Caval Ridge Project</p> <p>Accommodation</p>	<ul style="list-style-type: none"> ■ Concern was raised about the potential for dust and noise levels to increase as the mining operations move closer to Moranbah. ■ Vibration from blasting is experienced in Moranbah from surrounding operations. This can impact property. ■ Proposed development at the southern side of Moranbah would mean housing and Caval Ridge Project would become closer together, increasing the level of impact that these residents would experience. ■ Questions were raised about the location and depth of coal seams. ■ Health issues such as hay fever are considered a result of dust in the local area. There are concerns this would increase with the development of Caval Ridge Project. ■ There was a preference for houses to be provided in Moranbah to encourage families to live in the area and contribute to the community. ■ Questions were raised about BMA's preference for accommodating workforces. ■ Perceptions related to limited benefits from Fly in/Fly out as workforces do not spend money in the local area or contribute to the broader community. ■ Multiple people living in one house was raised as a concern. This is seen as an issue

Display location	Date	Key issues	Details
		<p>Environment</p> <p>Employment</p> <p>General</p>	<p>for people with small children living next door.</p> <ul style="list-style-type: none"> ■ Questions were raised about how dust and noise would be managed and how it would be included in the EIS. ■ Long term effects of dust on health. <ul style="list-style-type: none"> ■ Participants enquired about employment for younger family members and relatives from outside the local area. Concern was raised about where workforces would be sourced from. ■ Questions were raised about where workforces would come from and where they would be accommodated. ■ Shift arrangements were considered a key factor in reduced levels of participation in sport and recreation. ■ Participants showed interest in employment for themselves, younger family members and relatives from outside the local area. ■ Concern was raised about where workforces would be sourced from. <ul style="list-style-type: none"> ■ Participants referenced the Daily Mercury Article, Saturday 24 May, stating that 15,000 jobs would be needed as part of the second phase of the mining boom. Questions were raised about where these workforces would come from and where they would be accommodated. ■ Participants raised the Goonyella Riverside expansion and questioned the potential for a downsizing of operations. ■ Shift arrangements (12 hours) were considered a key factor in reduced levels of participation in sport and recreation.
Moranbah Fair Shopping Centre	Thursday 5 June 2008, 2pm to 6pm	Project	<ul style="list-style-type: none"> ■ Questions were raised about the mine life.
Caneland Central, Mackay	Friday 6 June 2008, 10am to 5pm	Caval Ridge Project	<ul style="list-style-type: none"> ■ Concern was raised regarding damage to property from vibration, including pools. ■ Participants highlighted existing noise levels.
Mackay Showground Markets	Saturday 7 June 2008, 7.30am to 12pm	Accommodation	<ul style="list-style-type: none"> ■ Concern was raised in relation to the separation of families through the use of single men's quarters. ■ Questions were raised regarding BMA's preference for housing.

Display location	Date	Key issues	Details
		<p>Environment</p> <p>Employment</p> <p>General</p>	<ul style="list-style-type: none"> ■ There was a general preference for employees to live in Moranbah rather than Mackay or in villages. ■ Participants indicated that it would be difficult to accommodate workforces in Mackay due to the shortage of housing and property prices. ■ Potential changes to Bee Creek were questioned. ■ Long term effects of dust on health were highlighted as an issue for the Moranbah community. ■ Impact of global warming was highlighted as an environmental issue. ■ Many people noted their excitement for BMA's growth plans and the growth opportunities for the local economy and population. ■ Questions were raised about the number of employees required by the Projects. ■ Enquires regarding employment opportunities were discussed. ■ Participants questioned whether the Projects would include BMA employees or contractors. ■ Concern was noted about the lack of people supporting local businesses in Moranbah. ■ Participants noted stress on local infrastructure and services through increased populations. ■ Concerns were raised about the number of new mines opening in the area. ■ Mackay residents noted the regional impact of mine development such as pressure on social services, housing shortages and changes in local lifestyles. ■ Participants indicated economic benefits of mine development are being distributed to South East Queensland. ■ The inability for local business to compete with mining wages was noted. <p>There was a preference for more communication with Council and community groups to make sure they are fully aware of the potential impacts that can be expected as a result of increased mining.</p>



Display location	Date	Key issues	Details
Moranbah Fair Shopping Centre	Saturday 28 June 2008, 10am to 2pm	Community	<ul style="list-style-type: none"> ■ Need for a new shopping centre was noted. ■ Potential impacts on the conditions and traffic on roads with increased employees was raised as a key issue. ■ The need to improve local facilities and services to meet population demands was highlighted. ■ Health impacts associated with the encroachment of mines to Moranbah was listed as a key issue for participants.
Lions Markets, Moranbah Town Square	Sunday 29 June 2008, 7.30am to 12pm		



16.4.2.1 Summary of mobile display issues

Participants involved in the mobile displays provided feedback on issues affecting Moranbah and the regional centre of Mackay. While comments generally related to the Caval Ridge Project, the community provided input on issues associated directly with the Project. Specifically, interest was based on the mine life, access, rail and potential changes or impacts to Daunia Road. Respondents showed general interest in the location of the Project, particularly in relation to the Poitrel Mine operations.

Participant input on BMA’s overall growth was also associated with the Project. Comments were based on issues such as accommodation, pressure on existing social services, employment and BMA’s contribution to community values and local lifestyle. Participants indicated there was a preference for housing, and for employees and contractors to bring their families to the area, to sustain or enhance the community atmosphere. This view was also part of BMA’s contribution to local social values and opportunities to encourage workforces to contribute to the community. At the same time participants also noted that population increases associated with mine development would contribute to impacts on local and regional social services and road networks. Employment and training opportunities for the regional community was also considered important, particularly at the Mackay displays.

Responses to the community engagement process were generally positive and participants highlighted their interest in technical outcomes and BMA’s response to the issues raised.

16.4.3 Feedback forms

A total of 23 feedback forms were received by the Project team. The feedback forms provided an opportunity for community members to express concerns and convey their general views on the Project. Full responses to feedback forms are included in **Appendix O.4**.

The data identifies that the majority of respondents were aged between 31 and 60, with a fairly even gender spread of 13 male respondents and 10 female respondents. As a result of requests provided in this survey, an additional 19 stakeholders were added to the Project database.

The majority of respondents considered Moranbah as their local area with other local areas identified as Mackay, Coppabella and Brisbane.

The survey asked respondents to provide aspects of the community and environment they like and dislike in their area. The most frequent responses are included in the **Table 16-3**.

Table 16-3 Community responses to local values

What do you like about living in the area?	What do you dislike about living in the area?
<ul style="list-style-type: none"> • Lifestyle • Sense of community • Family • Employment opportunities • Social amenities • Climate 	<ul style="list-style-type: none"> • Lack of shopping and amenities • Cost of living • Noise from mining operations • Distance to recreational facilities • Coal dust • Lack of housing and accommodation

When asked to describe their lifestyle, most respondents indicated they are satisfied with the lifestyle in their local area. Frequent responses related to the relaxed, happy, working, active and family oriented community.

A lack of accommodation and housing was identified as the major issue facing the community. 52 per cent of respondents identified this as an issue, with the next most frequently raised issue being a lack of infrastructure and services.

Participants were also asked to provide their general thoughts regarding the Daunia Project and Caval Ridge Project. A list of responses is included in the **Table 16-4**.

Table 16-4 Community responses to project issues

Daunia Project	Caval Ridge Project
<ul style="list-style-type: none"> • Will result in improvements to Moranbah • Good employment opportunities • Increased noise and vibration from mining activities • Negative impacts to family structure resulting from increased single person accommodation • Will require infrastructure and road upgrades. 	<ul style="list-style-type: none"> • Proximity to Moranbah – positive • Proximity to Moranbah – negative • Increased noise and vibration from mining activities • Health concerns due to proximity to town • Increased dust from operations • Will require infrastructure and road upgrades.

A table was also provided in the survey, which asked respondents to rate the impacts of BMA growth on the following areas:

- community services;
- water;
- local economy;
- housing;
- flora and fauna;
- local lifestyles;
- recreation activities; and
- families.

A positive affect to the local economy was identified by 70 per cent of respondents, followed by positive affects to community services (48 per cent), families (39 per cent) and local lifestyles (35 per cent).

Negative affects to flora and fauna was recognised by 65 per cent of stakeholders, followed by negative affects to housing (52 per cent), water (43 per cent) and families (35 per cent).

Some suggestions provided in order to minimise impacts to the community included the following:

- address issues of dust, noise and vibration from mining operations;
- build homes instead of single persons accommodation;
- address general housing issues and pricing; and
- do not commence operations.

Stakeholders were asked if they were interested in the EIS process and if so, what areas of the EIS they would be interested in. Of the respondents, 91 per cent expressed an interest in the EIS. Areas of interest that were responded to 10 or more times are listed below:

- air quality;
- water resources;
- noise and vibration;
- nature conservation;
- health and safety;
- social impacts;
- transport; and
- waste management.

When asked to rate the effectiveness of the consultation process, stakeholders generally found the process effective. Participants were asked to outline their thoughts on whether information provided was easy to read, timely, informative and interesting. Overall 68 per cent of responses indicated the community engagement process was effective.

Finally, stakeholders were asked to nominate the most effective methods of providing Project updates to the community. The most effective methods identified were newsletters, public displays and surveys.

16.4.4 Community Reference Group

CRG representatives provided feedback on a number of issues during the first meeting. General comments and questions related to:

- where Project workforces would be sourced from and the location of accommodation villages;
- the importance of not having donga style accommodation to accommodate workforces;
- current concern that employees working in Moranbah would prefer to bring their families, but are unable to find suitable accommodation or cannot afford to live in the area;
- the importance of integrating workforces into the community;
- the importance of mining companies working together to address cumulative, social, economic and environmental issues;
- the impact of population growth on the region, including increased pressures on social services;
- community preferences for housing, rather than village style accommodation;
- potential changes to air quality; and
- impacts on local and regional roads.

Key issues raised by CRG members at the second meeting included the following:

- concern regarding the impact of large projects and potential increased pressure on local social services through population increase;
- regional impacts on social services and cumulative impacts;

- the need for companies to share their findings with each other and work cooperatively to address regional social issues;
- existing concerns regarding emergency service capacity and the potential impacts on capacity through population increases;
- assistance is required for local health and emergency services to plan for Project impacts;
- concern that transient populations are not included in the 2006 Census results, which can provide an inaccurate view of population and impacts on service provision and planning; and
- the importance of attracting couples to work on the Project to help manage social issues and encourage a family atmosphere in Moranbah.

16.4.5 Property owner consultation

Comments and questions raised during property owner discussions related to the following issues:

- air quality management and cumulative impacts from existing operations in the area;
- the need for BMA to maintain communication and ensure property owners are aware of access and potential impacts to property;
- impacts on the health of cattle and their ability to graze in areas close to mining operations;
- noise generated from train movement, particularly in the evenings; and
- the time and effort required to review and respond to EIS documentation.

Key issues and concerns are also included in **Section 17**.

16.4.6 Community contact points

During the community engagement process feedback received from the community and stakeholders through each of the contact points was entered in the Project database. Issues incorporated comments recorded during telephone calls, site meetings and those provided in emails. **Table 16-5** provides a summary of feedback by contact method.

Table 16-5 Response by contact method

Contact method	Number
Information line call	14
Access call	9
Email	2
Letter	3
One to one meeting	4
Total	32

Table 16-6 details the issues raised by community members during the community engagement process. The number of issues recorded in this table does not equate to the number of contacts as some of the participants raised more than one issue.

Table 16-6 Key issues and number of responses

Issue	Number
Request for information	7
Haulage road design and location for the Project	4
Offered business services to the Project	4
Existing vibration at Caval Ridge Project	3
Impact to lifestyle	3
Employment opportunities	3
Location of Project infrastructure	3
Project timeframes	3
Impacts to flora and fauna	3
Concerns about increased mining in the area	2
Concerns regarding in coal dust for the Caval Ridge Project	2
Health affects from coal dust for the Caval Ridge Project	2
Impacts of rosters to community	2
Impacts to creeks and other water resources	2
Loss of agricultural land	2
Noise management for the Caval Ridge Project	2
Impacts on social services	2

A number of issues were only raised once by participants:

- concerns for where BMA would source employees from;
- concerns regarding fly in fly out arrangements;
- EIS timeframes and process;
- the need for housing Moranbah;
- impacts on the community if/when the mining boom is over;
- concern regarding Project contribution to climate change;
- potential changes to the railway at the Project site;
- preference for housing in Moranbah;
- interest in property investment in Moranbah area;
- questions about location and depth of coal seams;
- questions about the location of on-site mining infrastructure at Caval Ridge Project;
- rehabilitation of land; and
- potential relocation of public roads.

16.5 Conclusion

The community's reaction to BMA's engagement process was generally positive and participants showed interest in the Project and BMA's overall growth. Community members also emphasised the importance of their input in planning for further mine development and managing potential impacts.



Community engagement provided the community and stakeholders with the opportunity to provide comments and ask questions about the Project. Key information was distributed to the community through advertising, newsletters, fact sheets and static displays. Stakeholders and the community also interacted with the Project team through briefings, feedback forms, a community reference group and mobile displays, which travelled through the region. Over 750 people attended the mobile displays.

Responses gathered through the mobile displays and feedback forms indicated that the community value the lifestyle and social attributes of their local area. Opportunities for employment and growth are seen as key benefits and community members consider the social amenities and connections as important features of the local area. Participants also highlighted that the cost of living and lack of facilities are ongoing issues for the community, along with impacts associated with the operation of local mines.

While generally the community showed support for the Project and BMA's growth, key issues and concerns were raised including:

- accommodation options and locations;
- environmental issues such as noise, dust and vibration;
- BMA's contribution to Moranbah lifestyles and community values;
- where BMA would source employees from;
- employment opportunities;
- pressures on social services and facilities including emergency and health services;
- impacts on local roads;
- EIS timeframes and processes;
- climate change;
- impacts on regional ecosystems and water; and
- mine rehabilitation.

The importance of mining companies and the government working together to address cumulative, social, economic and environmental issues was a key message communicated during the community engagement process.

Community engagement will now focus on continuing discussions with the community and stakeholders and responding to key issues and concerns. Mobile displays will continue during the display of the EIS and BMA representatives and their consultants will be available to answer questions and provide further detail. Ongoing contact with participants, through stakeholder briefings, the CRG, and meetings with Council will ensure issues are identified before Project development and mitigation strategies are prepared in collaboration.