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Australia Pacific LNG Project Social Impact Management Plan - LNG Facility

Social Impact Management Plan – LNG Facility

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Executive Summary

Australia Pacific LNG proposes to develop a world-scale, long-term coal seam gas (CSG) to liquefied natural gas (LNG) project in Queensland. The Project consists of:

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

As part of the Project's Environmental Impact Statement (EIS) a Social Impact Assessment (SIA) was conducted. The SIA identified social impacts and benefits associated with the construction and operation of the Project, within the following impact categories:

- Population impacts
- Demographic profile
- Indigenous Australians
- Income and affordability
- Employment, training and business
- Primary and secondary education
- Housing and accommodation
- Community health and safety
- Community facilities and services
- Community values and lifestyle

This Social Impact Management Plan (SIMP) identifies actions Australia Pacific LNG will undertake alone or in cooperation with its contractors and other stakeholders to mitigate the social impacts arising from the Project on the communities in which it operates. In particular, it addresses social impacts in the LNG Facility region, centred around the Gladstone Regional Council LGA.

During the development of the SIA and the SIMP, Australia Pacific LNG consulted extensively with stakeholders, including all affected local government authorities, key state government agencies and departments and communities. Ongoing consultation with stakeholders and partners is a crucial component in the implementation of the SIMP and this is outlined in the Community and Stakeholder Engagement Plan.

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

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

The **Integrated Housing and Accommodation Strategy** identifies measures to mitigate the potential impacts of rising housing costs in the Gladstone region, due to an influx of construction and operations workers. Measures include providing accommodation for the construction workforce in temporary accommodation facilities and supporting the increased availability of affordable housing. Additionally, actions which assist those workers relocating to the region to integrate with the local community will be undertaken.

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

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

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

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

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

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

Australia Pacific LNG has also developed a framework for a **Monitoring, Review and Reporting Program**. The purpose of the monitoring program is to measure the

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effectiveness of the action plans, to increase Australia Pacific LNG's understanding of the communities in which it operates, and to foster continuous learning. The monitoring program will build on the performance indicators identified in each of the action plans and will be further developed in consultation with key stakeholders.

A **Community and Stakeholder Engagement Plan** and a **Grievance and Dispute Resolution Policy** have also been developed for the SIMP. Australia Pacific LNG, in conjunction with QCLNG and GLNG, has established the Gladstone Region LNG Community Consultative Committees (RCCC) as a key mechanism to foster dialogue with communities and stakeholders, to engage communities in the delivery of the action plans and to ensure participation in social impact monitoring. In addition to the RCCC, Australia Pacific LNG will continue to consult the communities in which it operates through a range of techniques that are detailed in the downstream Project's community engagement plans.

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1 Introduction

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

1.1 Purpose of the SIMP

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

Separate SIMPS have been developed for the downstream (LNG Facility) and upstream (gas fields and pipeline) components of the Australia Pacific LNG Project in order to establish and define Australia Pacific LNG's management of social performance throughout the life of the Project. This SIMP relates to the construction, operations and decommissioning of the LNG Facility.

The separation of SIMPs according to project components will allow the community to better understand the proposed actions which Australia Pacific LNG will undertake in their area, and also acknowledges the different existing environments and potential impacts in the various project areas.

The SIMP is a living document and will continue to be developed in consultation with the government, community and other stakeholders over the life of the Project. The Project SIMP outlines the potential impacts and opportunities associated with the Project¹ and presents action plans to illustrate how Australia Pacific LNG proposes to respond to these. More comprehensive strategic plans have been developed to guide the implementation of the action plans and have been submitted in conjunction with this revised version of the SIMP.

1.2 Structure of the SIMP

This revised SIMP addresses social impacts specifically related to the construction and operation of the LNG facility. In the context of the LNG facility, the Project's social and cultural area of interest includes the Gladstone Regional Council area and the statistical local areas (SLA) of Gladstone, Calliope Part A and Calliope Part B. Within this region, the key communities of interest include Gladstone, Calliope, Boyne Island, Tannum Sands and Mt Larcom. The existing socio-economic environment of these communities is summarised later in this Section.

The revised SIMP is structured around the following six components:

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

¹As assessed in the EIS in Volume 4, Chapters 20 and 21

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

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

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

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

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

1.3 Australia Pacific LNG Sustainability Principles

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

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

The Sustainability Principles have been used as a key reference point for:

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

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

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2 Project Summary

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

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

2.1 Economic Benefits

Australia Pacific LNG's overall Project investment over the life of the Project is expected to generate economic benefits at the regional, state and national level including²:

- Contribution to the national economy (Gross Domestic Product) of approximately \$A1.3 billion annually, on average
- Contribution to the Queensland economy (Gross State Product) of an expected A\$2.0 billion annually
- Contribution to increased national and state employment during the construction stage of the Project through the creation of approximately 9,900 jobs (directly and indirectly), with approximately 7,600 of those jobs sourced in Queensland
- Contribution to increased employment in Queensland during the Operations Phase of the Project by the creation of an estimated 9,000 jobs (directly and indirectly), with approximately 5,000 of those jobs in the mining and gas industry
- Diversification of the regional economy via the creation of a new, long-term gas processing and export industry
- Opportunities to increase local employment via apprenticeships, scholarships and vocational training programs
- Contribution to the local economy via local government rates and taxes, local procurement and annual community investments

2.2 Contribution to Regional Development

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

- Growth in local businesses supplying goods and services to Australia Pacific LNG contractors, staff and families

² These figures are sourced from KPMG Econtech (2009) Economic Analysis for the Environmental Impact Statement of the Australia Pacific LNG Project, 12 November 2009.

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- Opportunities to increase local skills capacity via apprenticeships, scholarships and vocational training
- Opportunity to support work readiness programs and pre-trade training concepts
- Increased local employment opportunities in the construction, retail trade, health and community services, and education sectors during the construction stage of the Project
- Increased local employment opportunities during the operational phase of the Project, particularly in mining (including LNG production), construction, retail trade, education, and health and community services
- Opportunities for industrial tourism

Australia Pacific LNG is committed to working with government and regional stakeholders to maximise the long-term benefits and contribution to sustainable development. Australia Pacific LNG's commitments to regional development are presented in Section 20.8 of the LNG facility SIA (Volume 4, Chapter 20).

A key strategy of Australia Pacific LNG is to maximise long-term benefits and contribution to sustainable growth is to work with government and key stakeholders to ensure the Project is aligned with regional strategies and plans, including, though not limited to:

- Toward Q2: Tomorrow's Queensland (Department of Premier and Cabinet)
- Blueprint for Queensland's LNG Industry (DEEDI)
- Sustainable Resource Communities Policy: Social Impact Assessment in the Mining and Petroleum Industries (DEEDI)
- Queensland Health Strategic Plan 2007-2012 (Queensland Health)
- Department of Emergency Services Strategic Plan 2008 to 2012 (Department of Emergency Services)
- Queensland Skills Plan 2008 (DET)
- Gladstone Regional Council Corporate Plan 2009 to 2013 (Gladstone Regional Council)
- Gladstone Regional Vision 2028 (Gladstone Regional Council through the Rio Tinto Alcan Community Fund)
- Gladstone Regional Social Infrastructure Strategic Plan (Gladstone Regional Council, Department of Infrastructure and Planning, Gladstone Economic Industry Development board)

2.3 Workforce Profile

A summary of the workforce profile for the LNG facility is provided in this section, with a detailed overview in Volume 4, Chapter 20 of the EIS and the Revised LNG Workforce Impact Assessment in the EIS.

2.3.1 Construction

The construction workforce profile presented in this section applies to the construction of four LNG trains between 2011 and 2020. The peak construction period for the construction of Train 1 and Train 2 occurs in 2013, in which an estimated 3,300 construction workers will be required on the site on Curtis Island. The peak construction period for Train 3 and Train 4 occurs in 2018, where up to 3,300 construction workers

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will be required, although it is anticipated that construction numbers could be lower due to existing infrastructure associated with Trains 1 and 2.

Australia Pacific LNG is aiming to source at least 20% of its construction labour force for the LNG facility locally. The remaining workforce will be sourced on a fly-in/fly-out (FIFO) or drive-in/drive-out (DIDO) basis. At peak, an estimated 2,600 workers will be employed on a FIFO / DIDO basis, with the remaining 700 residing locally.

For the first 15 months of construction, the FIFO / DIDO workforce will be accommodated in mainland TAFs transitioning to the Curtis Island TAF upon the completion of its construction in month 15. The Australia Pacific LNG Integrated Housing and Accommodation Strategy will detail the proposed actions to intervene in the local housing market in order to accommodate construction personnel.

2.3.2 Operations

The operation of the LNG Trains 1 and 2 is expected to require a workforce of 206, which will then ramp up to 286 between 2018 and 2020 as operations of Train 3 and Train 4 commence. Whilst the total operational workforce remains generally consistent with the EIS, further planning has identified a need to employ operational staff well ahead of plant commissioning, with an initial operations workforce of 45 being employed in 2012. Up to 65 operational staff will be employed in Gladstone from 2013, increasing to 130 in 2015. The remaining 76 operations staff are proposed to be based in Brisbane.

Australia Pacific LNG aims to source, and/or locate, the operational workforce locally depending upon the skills and experience available. If suitable candidates cannot be sourced locally, alternative sourcing strategies will be required. As such, it is anticipated that the operational workforce will comprise a mix of existing local residents and non-local workers who may choose to relocate to Gladstone. Using evidence from previous projects, the proposed training program for local residents and the existing skills sets available, Australia Pacific LNG conservatively estimates that 'new residents' may comprise 60% of the workforce by 2016.

Operational workforces for Trains 3-4 are expected to be able to be sourced locally, however this will need to be progressively reviewed, and the composition of the workforce determined (e.g. local/non local, and direct/non-direct) before more detailed planning is undertaken.

As well as the core operational workforce, up to 300 – 500 personnel will be required to perform scheduled maintenance shutdowns every few years. Minor shutdowns may occur more frequently and will require an additional staff of approximately 50 to 100 personnel. These workers will be accommodated in existing mainland temporary accommodation and facilities on Curtis Island if available.

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2.4 Existing Socio-economic Environment

Detailed profiles of communities within the LNG facility study area are presented in the social baseline assessment in Volume 5 Attachment 42 of the EIS. A summary of the key socio-economic characteristics outlined below.

2.4.1 Population

Gladstone is a major industrial and service centre located in Central Queensland. The estimated resident population of Gladstone Regional Council at 30 June 2009 was 59,644 people, an increase of 1,864 people or 3.2% over the year. This compares with an increase of 2.3% for the whole of Queensland during the same period. Within the local government area (LGA), approximately 56% of the population reside within the town of Gladstone, and a further 29% live within commuting distance.

The population is anticipated to increase at a rate of 2.2% between 2009 and 2026, reaching an estimated 70,900 people by 2016 and 88,300 by 2026.

2.4.2 Indigenous Australians

At the time of the 2006 census, there were 1,479 resident persons of Aboriginal and/or Torres Strait Islander heritage in the study area of which the majority (1,077 or 73%) resided in the Gladstone urban area. Consistent with national trends, the Indigenous community has a very young age profile, with 61% of persons aged younger than 25 years.

Although there is a considerably higher unemployment rate for Indigenous people in the Gladstone region (17.4%) when compared to Queensland (13.1%), the overall Indigenous workforce participation rate within the study area is 62.4%. The main sectors of employment for Indigenous people in 2006 were construction and manufacturing with a considerably larger proportion of the Indigenous workforce in the study area employed by the private sector (82%) in comparison to the Queensland average (60%).

Data from the 2006 Census showed that there were 479 students of Aboriginal or Torres Strait Islander origin who were attending preschool, primary school or secondary school in the former Gladstone and Calliope LGAs³. The proportion of students attending secondary schools was much lower than for primary schools.

The Indigenous population experience greater levels of socio-economic disadvantage than non-Indigenous people in the study area, with considerably higher levels of unemployment, lower levels of education attainment and associated lower household income levels.

³ The former Gladstone and Calliope LGAs are now incorporated in the Gladstone LGA.

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2.4.3 Income and affordability

Median weekly household incomes in the study area are higher (\$1,344 p/w) than for Queensland (\$1,202 p/w). A key concern raised in the Social Infrastructure Strategy Plan (DIP, Gladstone Regional Council, Gladstone Economic and Industry Development Board) is the unequal distribution of the region's industrial growth, with income and economic gains negatively impacting on low socio-economic groups through an increased polarisation between the 'haves' and 'have nots'.

2.4.4 Employment and business

The workforce participation rate in 2006 for the Gladstone region was approximately 62.6% which is marginally lower than the Queensland participation rate of 66.3%. The predominant sectors of employment in the Gladstone region were manufacturing (21%), followed by construction (11%) and retail trade (11%).

Unemployment in the Gladstone region rose from 3.3% in December 2007 to 4.3% in March 2009, reaching a peak of 4.5% in December 2008, compared to the Queensland average which remained constant at 3.7% over this period.

2.4.5 Education and training

Additional capacity in the senior and primary state schools within the study area equates to between 300 and 450 students. There is further additional capacity within private schools in the area.

A high proportion of the population (47%) within the study area have achieved certificate level qualifications compared to the Queensland average (35%). The majority of these qualifications were gained from vocational education providers. The proportion of people with a non-school qualification holding a bachelor degree or higher was the greatest in Gladstone (19.4%), followed by Calliope Pt A (18.3%) and Calliope Pt B (16.1%), however these were considerably lower than the national average of 29.6%

Central Queensland University has a direct interest in the LNG facility study area, with a campus located at the Gladstone marina.

2.4.6 Housing and accommodation

At the time of the 2006 census there were approximately 16,700 dwellings within the study area. The majority of these were single detached dwellings with town houses and units being most prevalent in the urban localities, particularly Gladstone. The Gladstone region has experienced significant growth in median house and rental prices for the last 10 years with an annual average of 13% growth for the Gladstone, Boyne Island and Tannum Sands and an annual average growth of 18% for Calliope.

Housing affordability and the impact that major projects can have on housing has been raised as a major concern by all tiers of Government and the community. In 2008, one quarter of the private rental stock available in the Gladstone region was affordable for low income earners (i.e. it cost less than 30% of household income), which was similar to the Queensland average.

This compares unfavourably with the 2003 availability of affordable rental housing where more than half (52%) of overall rental housing stock in the study area was classified as affordable.

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The Queensland Department of Communities reports there are 943 social housing dwellings in the Gladstone Regional Council area, representing 1.6% of Queensland's total social housing dwellings. The average allocation time for public housing in the Central Queensland housing district, of which Gladstone is part, is generally higher than the Queensland average.

2.4.7 Community health and safety

Community health and safety has been raised as a particularly important issue through consultation with the Gladstone community.

The primary hospital servicing the Gladstone region is the Gladstone Hospital, however a considerable number of patients travel to Rockhampton for health care services unavailable in Gladstone. Co-located with the Gladstone hospital is the Mater Misericordiae Private Hospital (the Mater), providing approximately 30 beds.

The Clean and Healthy Air for Gladstone (CHAG) community health survey found that 75.7% of respondents expressed some level of concern about potential impacts of industry on health, with the main concern (68.7%) being air pollution and dust.

2.4.8 Facilities and services

The Gladstone area has a diverse array of cultural, community and recreation facilities with more than 50 sporting clubs and recreational associations identified. In addition there are approximately 100 special interest groups, arts and crafts groups and musical groups in the Gladstone Region.

The Gladstone Social Infrastructure Strategic Planning study has identified a number of key infrastructure and service requirements for the Gladstone region being:

- Additional youth services, activities and facilities
- Youth homelessness resources/programs
- Access to disability support, including independent lifestyle support, education and training opportunities, employment and enterprise options and identification of children at risk of coming into care
- General and specialist counselling services for people of all ages
- An Early Years Centre for integrated early childhood and family services
- Additional child care services and those suited to a range of working hours
- Early intervention and prevention services for children aged 0-15 years and families

2.4.9 Community values, attitudes and liveability

With respect to further industrial development, Gladstone residents appear to embrace new industries, however are well aware of the challenges associated with social change caused by increased development and the need to manage these challenges closely. For example, the Social Infrastructure Strategic Plan Stage 1 Background Report (2009) showed that the community is generally supportive of industrial growth within the region, however not at the cost of lifestyle opportunities.

2.5 Summary of key baseline statistics

Table 2.1 below outlines a comparison of key baseline statistics between the LNG Facility SLAs and Queensland averages. Statistics are the most recent accurate

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information available at the time of compilation from the Australian Bureau of Statistics, the Office of Economic and Statistical Research and other government sources.

Table 2.1 Summary of key characteristics of affected communities

Characteristics	Gladstone	Calliope	Boyne Island	Tannum Sands	Queensland
Population, 2006	30,734	1,505	3,719	4,308	4,091,546
Average age, 2006	33.7	33	34	35	37.2
Population AAGR ^a , 1996 to 2006	1.5%	2.4%	0.5%	1.6%	2.1%
Indigenous population, 2006	3.8%	2.1%	2.7%	2.2%	3.3%
Unemployment rate, March quarter 2009	4.3%	4.3%	4.3%	4.3%	4.0%
Median weekly household Income, 2006 (A\$)	\$1,344	\$1,192	\$1,283	\$1,334	\$1,202
Completed up to grade 12, 2006	35.2%	26%	34.8%	36.5%	41.3%
Median dwelling price, June 2009 (A\$)	\$360,000	\$385,000	\$395,000	\$430,000	\$414,000
Average weekly rent, October 2009 (A\$)	\$350	\$360	\$330	\$340	\$450 ^b

^a AAGR – Aggregated annual growth rate

^b Brisbane City

Source: ABS (2006), RP Data (2010), YIP (2010) and OESR (2009a)

2.6 EIS Community Engagement Outcomes

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

Stakeholder engagement in the region of the LNG facility, for the purpose of the Project, began in early 2009 using a range of tools and methods, including:

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

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

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

- Department of Communities
- Department of Education and Training
- Department of Employment, Economic Development and Innovation
- Department of Environment and Resource Management
- Queensland Department of Infrastructure and Planning - Planning Information Forecasting Unit
- DIP Social Impact Unit
- Gladstone Economic Industry and Development Board
- Gladstone Regional Council
- Queensland Health
- Members of the Gladstone 2028 Visioning Committee

A summary of the key themes identified by stakeholders during consultation is presented in Volume 4, Chapter 20, LNG Facility SIA. As an overview the main recurring themes included:

- Employment and training opportunities
- Regional supply contracts
- Use of, and access to, the Gladstone Harbour
- Local infrastructure and services
- Transport and accommodation strategy for construction workers
- Housing and accommodation market
- Air quality

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3 Impact Summary and Mitigation Action Plans

This Section summarises the potential impacts upon and benefits to communities in the Gladstone region which may arise as a result of the construction and operation of the LNG Facility, either in isolation or cumulatively with other projects.

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

- Housing and Accommodation
- Community Investment
- Indigenous Engagement
- Workforce and Training
- Local Content
- Community Health and Safety

Australia Pacific LNG has developed strategies for all of the six key themes listed above, except for Local Content which is guided by the Local Content Policy. These strategies provide a roadmap for Australia Pacific LNG and its stakeholders in responding to social and economic impacts and benefits.

In conjunction with the SIMP Action Plans, the strategies clearly link actions to impacts. The strategies also outline proposed partnerships and collaboration between Australia Pacific LNG, State government agencies, non-government organisations and the community. The Monitoring, Review and Reporting Framework outlines how impacts and associated mitigation measures will be assessed and reviewed over the life of the Project.

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

As further detailed in Section 3.2, action plans to support the implementation of each strategy have been developed for each key theme.

3.1 Summary of Project Impacts and Benefits

Table 3.1 provides a summary of the social impacts and benefits for the Australia Pacific LNG Project for the construction and operational phases of the LNG facility. The summary includes impacts and benefits where the probability and consequence was rated as either high or medium. Links to corresponding key mitigation strategies and notes on how these will mitigate impacts are also included. Further management/mitigation strategies are presented in Appendix 1.

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Table 3.1 Summary of Project Impacts and Benefits

Impact category	Phase⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Population impact	Cons	Increase in population of Gladstone	Housing and Accommodation Workforce and Training Community Investment	These strategies seek to ensure that Australia Pacific LNG contributes to sustainable population increase which does not place undue stress on existing infrastructure and services. The Housing and Accommodation Strategy outlines the provision of additional accommodation for Project employees relocating to the region, and support increased availability of affordable and social housing to ensure vulnerable groups and key workers continue to be able to live affordably in the region. The Workforce and Training Strategy outlines training and employment opportunities through the Project and in other industries. The Strategy focuses on under-represented groups such as the unemployed which will limit population growth through higher utilisation of existing residents.
Demographic profile	Cons	Increase in the proportion of young males due to construction workforce demographics	Community Health and Safety Housing and Accommodation	The Community Health and Safety Strategy, Project Rules and Code of Conduct will be implemented to alleviate community concerns regarding a high influx of young males. The Housing and Accommodation Strategy encourages workers' families to reside in Gladstone, where appropriate, and accommodate the majority of single employees within the Temporary Accommodation Facility.

⁴ Phase of the project: Cons = construction / Ops = operations

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Indigenous Australians	Cons	Reduced ability to access to affordable housing	Housing and Accommodation Community Investment Indigenous Engagement Workforce and Training	<p>All of the Australia Pacific LNG strategies have a focus on supporting the most vulnerable members of the community such as Indigenous persons who may be the greatest affected by the potential Project impacts.</p> <p>While the Indigenous Engagement Strategy has a specific focus on Indigenous people, all of the Project's key strategies will be cognisant of the unique issues faced by the Indigenous community. The Indigenous Engagement Strategy and Local Content Strategy will focus on identifying specific opportunities for Indigenous local businesses to engage with the Project as well as working with Native Title claimants to establish businesses to support the ongoing sustainable development of their community. This will include facilitating joint venture arrangements with successful existing Indigenous businesses to provide mentoring and other corporate support. The Workforce and Training Strategy will provide specific opportunities for Indigenous community members to undertake job-specific training with opportunities for employment, while the Indigenous Engagement Strategy will include the development of cultural awareness training for all employees so that they understand the importance of Indigenous culture and appropriate processes.</p>
	Cons / Ops	Difficulty in securing and retaining employment on the Project	Indigenous Engagement Workforce and Training	
	Cons / Ops	Lack of business development opportunities realised	Indigenous Engagement Local Content	
	Cons / Ops	Lack of respect for Indigenous Australian culture	Indigenous Engagement	

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Income and affordability	Cons / Ops	Increased cost of living	Housing and Accommodation Community Health and Safety	<p>The Housing and Accommodation Strategy aims to mitigate potential increased cost of living and housing through facilitating development of additional affordable housing. This will assist in responding to any increased housing and rental costs associated with investor speculation and increased demand as early as possible. The Strategy outlines partnerships with organisations such as the Urban Land Development Authority (ULDA), Department of Communities and local housing providers.</p> <p>The Workforce and Training Strategy focuses on assisting unemployed or underemployed persons gain access to training and employment in the LNG and other industries, thus increasing the ability to achieve greater wage parity. The Housing and Accommodation Strategy will also consider ways that Australia Pacific LNG can provide housing for re-locating employees to moderate demand on the market.</p> <p>The Community Investment Strategy identifies opportunities for Australia Pacific LNG to provide financial and in-kind support to community support services and social infrastructure providers. The Strategy outlines potential partnerships through which to deliver programs in response to income and affordability impacts.</p>
	Cons	Social divide resulting from increased wage gap (that is, the 'haves' and 'have nots')	Community Investment Workforce and Training	
Employment, training and	Cons / Ops	Opportunity to increase labour-force	Workforce and Training	Opportunities for employment will be enhanced through developing and supporting training programs to up-skill

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
business		participation and increase local skills capacity		Local residents for the Project's construction and operation phases. The Workforce and Training Strategy identifies training programs that focus on under-represented groups such as the unemployed, women and mature aged persons and with a view to providing successful trainees with employment opportunities or further training and skill development. The scope of the Workforce and Training Program includes non-LNG industry through initiatives such as the existing Origin Community Skills Scholarship Program.
	Cons / Ops	Opportunities for local and regional businesses to supply goods and services to the Project	Local Content	The Local Content Policy includes the development and implementation of programs aimed at assisting local businesses to supply goods and services to the Project. Programs and support will be provided through collaboration with the Industry Capability Network, State Government and local business groups such as chambers of commerce.
	Cons	Impact to local and regional businesses losing employees to the Project	Workforce and Training Local Content	Australia Pacific LNG's strategies will limit the potential impact of local industry losing employees to the LNG industry through supporting programs which fund local residents to undertake training in areas outside of the CSG-LNG industry (such as the Community Skills Scholarship). This will improve the availability of qualified labour for local and regional businesses to draw from.

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Housing and accommodation	Cons / Ops	Increase in housing and/or rental prices caused by increased demand and limited supply resulting in poor levels of housing affordability and an over-inflated market	Housing and Accommodation Community Investment	<p>The Housing and Accommodation Strategy aims to mitigate a reduction in housing affordability through facilitating development of additional affordable and social housing. This is in response to potential increased housing and rental costs associated with investor speculation and increased demand from cumulative projects. This will include partnerships with organisations such as the ULDA, Department of Communities and local housing providers. The Community Investment Strategy will identify programs to support providing assistance to people in housing distress which will increase the ability to reach a greater number of households and individuals.</p> <p>Temporary Accommodation Facilities located on the mainland and Curtis Island will be secured for 80% of the construction workforce, which is the anticipated fly-in/fly-out workforce component. This will minimise demand for housing in the Gladstone community due to the Project, thus reducing the potential for price inflation.</p>
	Cons	Increased demand for hotel/motel accommodation presents challenges for competing local industry and businesses	Housing and Accommodation	The Housing and Accommodation Strategy outlines measures to collaborate with the commercial/tourism sector to provide information regarding anticipated demand for short-term accommodation. This will ensure the Project is not contributing to a lack of access to commercial accommodation for other users such as tourists and business travellers.

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Community health and safety	Cons / Ops	Community concern about health and safety impacts resulting from the Project	Community Health and Safety	<p>The Community Health and Safety Strategy aims to mitigate adverse health and safety impacts and develop opportunities in collaboration with local communities and emergency service providers. Strategies include implementing health and safety monitoring for construction and operations and establishing methods to communicate the results regularly with the community. Emergency response plans have been developed in close collaboration with emergency service providers, local councils and other industry.</p> <p>The TAF Code of Conduct and Project Rules will further be strictly enforced. The Code of Conduct and Project Rules extend to cover inappropriate behaviour in the community which can be directly attributed to Australia Pacific LNG employees and contractors. Inappropriate or unlawful behaviour will be investigated internally and disciplinary action undertaken if required. The Community Health and Safety Strategy will ensure that the traffic management plans are communicated with the community and relevant stakeholders to increase awareness about traffic and transport movements and illustrate the safety management practices being put in place.</p>
	Cons	Potential for socially unacceptable behaviour due to the increase in population and changed demographics		
	Cons	Increased road traffic reducing road safety and causing traffic congestion		
Facilities and services	Cons	Increased demand on medical and health services	Community Investment Community Health	Australia Pacific LNG will provide first response medical services at Curtis Island and has made design considerations to minimise the potential of an emergency event on site. The Project will engage with

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
			and Safety	<p>emergency services and the QLD Department of Health to ensure that workforce data are provided in a timely manner to assist with demand planning.</p> <p>The Community Health and Safety Strategy identifies opportunities through local communities and emergency service providers to alleviate any potential increased demand to medical and health services. The Community Health and Safety Strategy and the Community Investment Strategy aim to increase the capacity of the community support services to meet regional growth requirements and aid in mitigating any potential adverse impacts.</p>
	Cons / Ops	Increased demand for community support services and facilities (for example child care, public transport, airport, family services).	Community Investment	<p>The Community Investment Strategy outlines how Australia Pacific LNG proposes to collaborate with community support service providers and the community to develop programs that assist in building capacity within support services. These programs may include an expansion of the Origin Community Skills Scholarship program that assists in meeting demand in the broader workforce not related to the LNG industry.</p> <p>Social Infrastructure investment has been identified as a priority area for the Community Investment Strategy. Investment will align with demand specifically associated with the Project, as well as infrastructure which assists in mitigating other impact areas such as housing distress and income and affordability. Investment will be guided by the findings of a regional</p>

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
Community values and lifestyle	Cons	The region's growth will impact local community values and residents' lifestyle patterns	Community Investment Workforce and Training Community Health and Safety Housing and Accommodation	<p>needs assessment which has been completed.</p> <p>To ensure investment programs are aligned with community values and lifestyle the Community Investment Strategy aligns with community needs and relevant regional and local plans such as the Gladstone Social Infrastructure Strategic Plan, Gladstone 2028 Visioning Project, Gladstone Regional Council plans and relevant state policies and strategies. This together with a commitment to involve the community in decision making will assist in ensuring that community investment programs are aligned with the community's values and to assist in meeting the future needs of the Gladstone region.</p> <p>The non-local construction workforce will be housed in a temporary accommodation facility at Curtis Island that will assist in ensuring that community demographics are not distorted due to an influx of construction workers. Construction employees housed at the TAF will be managed through the Project Rules and Code of Conduct to ensure that employee behaviour is appropriately managed.</p> <p>The Workforce Employment and Training Strategy outlines programs to assist local employees in gaining meaningful long-term employment as a priority. By prioritising local employment, where possible, Australia Pacific LNG will be ensuring that workforce participation is maximised.</p>

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
	Cons / Ops	Shift work employment decreases the time spent with their families and participation in community activities (including volunteering)	Workforce and Training Community Investment	Australia Pacific LNG will implement a number of programs to assist in integrating employees relocating to Gladstone into the community. These programs include a corporate volunteering framework and sponsorships and donations program that will encourage participation in community events and activities. The local workforce roster for construction and operations has included considerations that recognise need for work life balance, allowing for time with families.
	Cons	Relationship between increased disposable income and how people spend it (for example, increased spend on gambling, alcohol or drugs) impacting on community values	Community Investment Community Health and Safety	Programs that focus on “fit for work” and alcohol and drug education will be implemented as part of the Workforce Strategy to minimise potential negative impacts related to increased disposable income. The Community Investment Strategy focuses on enhancing community connectedness and improving social wellbeing within the community (for example: by supporting popular local festivals).
	Cons	Impact of lighting, dust and noise to community amenity and lifestyle	Community Health and Safety	A community grievance mechanism will be implemented and advertised throughout construction and operations to monitor any potential impact to the community due to light, dust or noise impacts. Feedback will be provided to the community regarding actions taken to rectify any incidents. In addition to this, Australia Pacific LNG has considered a number of design factors including the use of ground flares rather than stack flares to minimise potential impacts. A

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Impact category	Phase ⁴	Impact and benefits	SIMP Key Mitigation Strategies	Notes
				process of continual evaluation and monitoring will be employed throughout the Project life cycle from design to construction to operations to assist in minimising impact to community amenity and lifestyle.
	Cons	Community concerns about the management of environmental, social or economic issues	All strategies	The implementation of Australia Pacific LNG's Monitoring, Reporting and Review Program will ensure that all programs implemented will be assessed against intended objectives and outcomes. This assessment and commitment to continual improvement will ensure that community concerns are addressed and considered in future development of all strategies and programs.

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3.2 Action Plans

The action plans for each key strategy are broadly based on the mitigation measures as outlined in the Australia Pacific EIS (see Appendix 1). The Plans are designed to provide greater clarity to stakeholders, community members and potential partner organisations about the tasks and engagement activities which Australia Pacific LNG proposes to undertake in the further development and implementation of mitigation measures. The plans detail how the mitigation measures directly respond to identified impacts and benefits and how they will be achieved.

Each action plan includes:

- Rationale
- Objectives
- Social impacts addressed
- Key stakeholders
- Potential partner agencies
- Actions, timing and consultation
- Key performance indicators

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

3.2.1 Partnerships

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

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

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

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

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

- DEEDI – Development of a regional capability-building program to support local business in understanding the generic contracting supply chain framework. Whilst supporting local business to build its capability to respond to any tendering opportunities, it will also assist qualified local and regional businesses to access opportunities to tender for provision of goods and services for the Project
- DET/DEEDI/ESQ – Negotiations have been initiated with these partners to develop and fund programs targeting the employment of under-represented groups such as women, the disabled and Indigenous Australians
- CSG-LNG Proponents – Negotiations have commenced regarding the development of a Job Referral Portal and the potential for a joint employment facility in Gladstone.
- Indigenous businesses – Established an MOU with a successful Indigenous business to provide ongoing mentoring and support to Indigenous Native Title Claimants who wish to establish businesses
- Department of Communities – Engagement has been initiated with the Housing and Homelessness section regarding potential partnering opportunities

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3.2.2 Housing and Accommodation

Rationale

There is a high probability that the Project will impact housing supply and affordability through an increase in demand for accommodation by construction and operational workforces. Through consultation, this has emerged as a key issue of concern for both the community and local and state government agencies.

An Integrated Housing and Accommodation Strategy (IHAS) has been developed and will implemented for the Australia Pacific LNG Project to ensure housing and accommodation impacts associated with the Project are minimised and sustainable opportunities for community and social housing are supported in collaboration with partner agencies. The Housing and Accommodation Strategy outlines commitments and processes to:

- Facilitate the creation of new permanent housing accommodation
 - Manage worker housing
 - Facilitate investment in affordable housing
 - Increase the capacity of community housing providers
 - Minimise impact on short-term accommodation
-

Objectives

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

Social Impact Categories Addressed

- Reduced ability to access affordable housing for lower income and other disadvantaged groups
 - Increased cost of living due to inflationary pressure
 - Increase in housing and/or rental prices caused by increased demand and limited supply resulting in poor levels of housing affordability and an over-inflated market
-

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- Community concerns about the management of environmental, social or economic issues
- Potential for socially unacceptable behaviour due to the increase in population and changed demographics
- Increased demand for hotel/motel accommodation presents challenges for competing local industry and businesses.
- Increased demand on social support services, such as management of social/community housing

Key Stakeholders and Potential Partner Agencies ⁵		
	Department of Infrastructure and Planning	Local communities
	Department of Communities (Housing and Homelessness Services)	Community service providers
	Department of Employment, Economic Development and Innovation	OESR
	Federal Department of Families, Housing, Community Services and Indigenous Affairs	Industry Leadership Group
	Gladstone Regional Council	Traditional Owner representatives
	Urban Land Development Authority	Local Indigenous community
	Housing and temporary accommodation construction industry	Vulnerable and disadvantaged groups
	Australia Pacific LNG workforce	Community housing providers
	Australia Pacific LNG contractors	LNG Industry proponents and other proposed and current industry
	Regional Community Consultative Committees	Tourism and commercial sector
		Tourism representative bodies (eg: GAPDL)

Actions

Timing

Consultation

⁵These are not listed in order of priority

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1 Permanent Housing

1.1 Continue to assess demand for permanent accommodation from construction and operational workforce relocating to Gladstone	2011-2016	Australia Pacific LNG Project team, GRC
1.2 Identification of housing delivery options and required schedule for Project workforce	2011-2012	Australia Pacific LNG Project team, Dept Communities, GRC, ULDA
1.3 In collaboration with key stakeholders identify opportunities to link or leverage the implementation of the housing and accommodation strategy into regional plans	2011-2012	Australia Pacific LNG Project team, Dept Communities, GRC, ULDA
1.4 Select preferred housing solutions for Project workforce	Complete	Australia Pacific LNG Project team
1.5 Assess the potential for economic and social impacts of new housing construction.	Complete	Dept Communities, Housing construction industry, GRC
1.6 Continue to collaborate with Government and regional planning processes to identify housing market issues, forecasts and possible responses	Ongoing	GRC, DIP, Dept Communities, RCCC, Industry Leadership Group
1.7 Monitor impacts on housing affordability and availability through the Monitoring, Reporting and Review Program	Ongoing	GRC, DIP, OESR, Dept Communities, RCCC

2 Temporary Accommodation

2.1 Provide accommodation for non-local construction staff and contractors in temporary accommodation facilities for duration of construction	Q3 2012	Temporary accommodation construction industry, Australia Pacific LNG contractors
2.2 Secure proposed / existing mainland temporary accommodation facility for early works requirements prior to Curtis Island temporary accommodation construction in 2012	2011	Temporary accommodation construction industry, Australia Pacific LNG Contractors

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2.3 Complete social and environmental assessments required to gain approval for construction of Curtis Island temporary accommodation facility	Complete	DIP
2.4 Construct Curtis Island temporary accommodation facility using best practice standards which allow for sufficient social and recreational opportunities	2011-2012	Australia Pacific LNG Project Team, Construction contractor, Temporary accommodation construction industry, DIP
3 Affordable Housing		
3.1 Engage Department of Communities and community housing providers to identify demand for affordable and social housing in Gladstone	ongoing	Department of Communities, OESR, Community housing providers (eg: Roseberry Community Services, Anglicare, Gladstone Aboriginal Housing Co-op), GRC
3.2 In collaboration with key stakeholders, identify most effective approach to minimise housing impact to disadvantaged and vulnerable groups	ongoing	As above
3.3 Identify opportunities for collaborating with agencies, other proponents and government to facilitate solutions	ongoing	As above
4 Short-term Accommodation		
4.1 Where necessary, due to excess demand from Australia Pacific LNG, accommodate visiting employees and contractors in the Project TAF	Ongoing	Commercial accommodation and tourism industry
Key Performance Indicators	Performance measures (outcomes):	
	<ul style="list-style-type: none"> • % of construction and operational workforce accommodated at temporary facilities per year • % of non-local construction and operational workforce residing in housing or accommodation provided by the Project per year 	

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- Community attitudes towards consultation and management of housing and accommodation issues
 - Satisfaction of partner agencies with engagement and delivery processes related to housing and accommodation
-

Review Mechanism

Review Mechanism

Review internally annually to close off or update tasks as necessary

External reviews undertaken:

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

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3.2.3 Community Investment

Rationale

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

According to the Gladstone Social Infrastructure Strategic Plan (SISP), a number of key areas are under stress in relation to social infrastructure provision, including:

- Demand for affordable housing
- Demand for medical and health facilities (particularly relating to primary health care services)
- Decreased rates of volunteering in the local region
- Child care provision
- Public transport links

It is envisaged that the SISP will develop a comprehensive needs assessment for the Gladstone region that will be used by Australia Pacific LNG to guide investment into social infrastructure in order to mitigate Project-related impacts in collaboration with industry, government and community.

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Objectives

- Support community capacity building through contributing to local education and training opportunities
- Target programs that protect and enhance the productivity of our natural resources, including land, water and biodiversity
- Support the continued development of safer and healthier communities (including efforts by ambulance, healthcare, police and emergency services and public welfare activities)
- Support and deliver programs and investment which respond to Project-related population growth in a responsible and sustainable manner
- Support programs which improve the capacity of key social infrastructure services and facilities impacted by the Project
- Seek avenues to partner with government, industry and community to deliver mitigation measures which result in long-term lasting benefits to the Gladstone region
- Support community events / activities that promote and enhance community connectedness

Social Impact Categories Addressed

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

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Key Stakeholders and Potential Partner Agencies	Australia Pacific LNG workforce and contractors Local communities Community and not-for-profit organisations Gladstone Regional Council Federal Government agencies: <ul style="list-style-type: none"> • Education Employment and Workplace Relations • Environment, Water, Heritage and the Arts • Families, Housing, Community Services and Indigenous Affairs • Health and Aging • Human Services • Infrastructure, Transport, Regional Development and Local Government • Resources, Energy and Tourism 	State Government Departments <ul style="list-style-type: none"> • Community Safety • Communities • Education and Training • Employment, Economic Development and Innovation • Environment and Resource Management • Health • Infrastructure and Planning • Premier and Cabinet Traditional Owner representatives Indigenous community representatives Industrial proponents and current industry Local businesses Regional Community Consultative Committees Registered training organisations and education providers
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Actions	Timing	Consultation
1.1 Develop a framework to guide development of the Australia Pacific LNG Community Investment Strategy	Complete	Consideration of consultation undertaken to date by Australia Pacific LNG as well as local, regional and state plans, GEIDB SISP and

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Gladstone 2028 Visioning project.		
1.2 Engage in or establish an Industry Leadership Group to identify any opportunities for collaboration or leverage in addressing cumulative impacts and opportunities to enhance community connectivity and networks	Complete	LNG Industry proponents
1.3 Through the Terms of Reference, enable the Regional Community Consultative Committee to provide guidance for funding allocations based on key community needs and to assess effectiveness of programs throughout the Project life cycle	Q3 2011 - ongoing	RCCC, LNG Industry proponents, DIP
1.4 Through the MRRP, incorporate a review process for the Community Investment Strategy including evaluation of programs delivered	Q4 2011 - ongoing	Community and not-for-profit organisations, GRC, State Government agencies, RCCC
2 Social Infrastructure Investment		
2.1 Ensure alignment of Project-related social infrastructure mitigation projects with community needs through community input into decision making.	2011-2015	Community groups, RCCC, GRC, DIP
3 Partnerships		
3.1 Partner with an appropriate research body to study social impacts and community changes associated with development in the Project regions	Q2 2011 – ongoing	Australia Pacific LNG Project team, Local, State and Federal Government agencies
3.2 Identify partnership opportunities that build community capacity especially in the areas of: <ul style="list-style-type: none"> • Social infrastructure (networks, services and facilities) • Skills development and education 	Q2 2011 - ongoing	Australia Pacific LNG Project team , Community and not-for-profit organisations, State and Federal Government agencies, Registered training organisations and education providers, LNG proponents and

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- Environmental protection and enhancement
- Safe and healthy communities
- Sustainable population growth management

current industry

4 Employee Giving and Volunteering Framework

4.1 Provide opportunities for construction employees and contractors to volunteer through the appointment of a lifestyle coordinator for the temporary accommodation facility at Curtis Island

Q3 2011-2015

Australia Pacific LNG Project team
Community and not-for-profit organisations, Regional volunteering organisations, Australia Pacific LNG contractors

4.2 Volunteering program incorporates ConocoPhillips permanent project employees

Q4 2011 – ongoing

Australia Pacific LNG Project team
Community and not-for-profit organisations, Regional volunteering organisations, Australia Pacific LNG workforce

5. Sponsorships and Donations

5.1 Develop criteria for assessing and approving sponsorships and donations based upon the Australia Pacific LNG Community Relations framework

Q3 2011

Australia Pacific LNG Project Team, RCCC, GRC, community and community organisations

5.2 Communicate sponsorships and donations criteria and other relevant information to interested parties

Ongoing

Community groups, RCCC, GRC

Key Performance Indicators

- External verification of links between cumulative impact and regional planning strategies and Australia Pacific LNG Community Investment Strategy
- Community attitudes towards consultation, development and management of community investment programs

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- Number of employees and contractors participating in community organisations, events and activities
 - Total financial investment per year in:
 - Skills development and education
 - Natural resource stewardship
 - Safe and healthy communities
 - Sustainable population influx management
 - Social return on investment of Community Investment Program**
-

Review Mechanism	Review internally annually to close off or update tasks as necessary External reviews undertaken: <ul style="list-style-type: none">• At the completion of the construction stage of the Project• Periodically every 5 years after the commencement of the operational stage, and at Project closure during the decommissioning phase of the Project
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** Recommended that an SROI Assessment be undertaken as part of external review

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3.2.4 Indigenous Engagement

Rationale

Indigenous Australians within the overall Project area are generally younger than the non-Indigenous workforce with over half aged between 15 and 34 years.

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

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

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

Objectives

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

Social Impact Categories Addressed

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

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

Key Stakeholders and Potential Partner Agencies

Local Indigenous community
 Traditional Owner representatives
 Indigenous businesses and joint ventures
 Community and not-for-profit organisations
 Local, State and Federal Government agencies
 Registered training organisations and education providers
 Industry Capability Network and Business Representative bodies
 Gladstone Regional Council
 Federal Government Agencies

- Environment, Water, Heritage and the Arts
- Families, Housing, Community Services and Indigenous Affairs
- Health and Ageing
- Human Services

State Government Departments

- Communities
- Education and Training
- Employment, Economic Development and Innovation
- Environment and Resource Management
- Health
- Infrastructure and Planning

Australia Pacific LNG contractors

Industrial Proponents and current industry

NRM Organisations

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Actions	Timing	Consultation
1 Strategy Development		
1.1 Develop a framework to guide development of the Australia Pacific LNG Indigenous Engagement Strategy, focusing on the areas of: <ul style="list-style-type: none"> • Education and Training • Employment • Health and Wellbeing • Business Development and Support • Cultural Heritage 	Complete	Consideration of Australia Pacific LNG consultation completed to date with the Indigenous community as well as local, regional and state plans and Australia Pacific LNG Sustainability Principles
1.2 Instigate programs through Australia Pacific LNG’s Community Investment Strategy to facilitate Indigenous economic and social development	Q3/4 2011 and ongoing	DEEDI, Dept Communities (ATSI Services), Indigenous communities, Community and not-for-profit organisations
2 Education and Training		
2.1 Develop relationships with local schools to support student retention	2012 and ongoing	DET, Local schools, Traditional owner representatives, Indigenous community representatives
2.2 Through the primary contractor, employ an Indigenous Training Mentor to provide support to trainees and apprentices working on construction of the LNG Facility	Q4 2011	Indigenous community representatives, Australia Pacific LNG contractor
2.3 Evaluate current industry pilot Indigenous School Based Traineeship	Q4 2011	DET, LNG Industry proponents, Local schools, Education and training

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Programs supported by Origin in the Surat Basin for suitability in Gladstone		providers
2.4 Assess training providers to identify preferred partners to deliver work readiness and skills development training programs for Indigenous employees and community members	Q4 2011	DEEDI, Local regional training organisations and education providers, Dept Communities (ATSI Services)
2.5 Provide support for non- LNG industry traineeships/apprenticeships: <ul style="list-style-type: none"> • Community apprenticeship; • Primary contractor; traineeships/apprenticeships; • School based traineeships 	Ongoing	Indigenous communities, Australia Pacific LNG contractors, Education and training providers
2.6 Develop awareness within the Indigenous Community of the Community Investment opportunities open and the process around applying.	Q3 2011	Australia Pacific LNG Project Team, PCCC, Indigenous community members
2.7 Investigate a framework for a scholarship-based program.	2012	ConocoPhillips, Origin Energy, DET, Local Schools, Local universities
3 Employment		
3.1 Identify available positions for workplace traineeships / apprenticeships	Q3/4 2011 then ongoing	Australia Pacific LNG Project Team
3.2 Undertake review of existing HR policies and current application processes	2012	Australia Pacific LNG Project Team, Principal Contractor Indigenous communities
3.3 Identify the trade / discipline skill levels required for employment with the Project to ensure training is linked to available jobs, rather than facilitating training for 'trainings sake'.	Q3/4 2011 then ongoing	Australia Pacific LNG Project Team, Principal Contractor local RTO's, DEEDI, Indigenous communities

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3.4 Undertake an Indigenous skills and capacity audit in conjunction with local Indigenous employment and training services providers to establish a baseline of existing skills and gaps	underway	Australia Pacific LNG Project Team, local RTO's and employment service providers, Indigenous communities
4 Business Development and Support		
4.1 Support the business capacity development of the Port Curtis Coral Coast (PCCC)	Q1 2012 and ongoing	Native Title claimants, Indigenous businesses, DEEDI
4.2 Assist development of local indigenous businesses.	Q4 2011 and ongoing	Native Title claimants, Indigenous businesses, DEEDI
4.3 Provide guidelines for the development of Indigenous Affairs Management Plans for contractors to ensure alignment with Australia Pacific LNG's Sustainability Principles and Indigenous Engagement Strategy objectives	Ongoing	Australia Pacific LNG Project Team, Australia Pacific LNG Contractors
4.4 Encourage engagement of Indigenous businesses and Indigenous business joint ventures in Australia Pacific LNG procurement processes	Ongoing	Indigenous businesses, Native Title claimants, DEEDI, Greening Australia,
4.5 Australia Pacific LNG will provide targeted and appropriate information to Traditional Owners and other indigenous groups and businesses to support their understanding of contracting requirements.	ongoing as required	Australia Pacific LNG, major contractors, DEEDI, DoC
5 Cultural Heritage		
5.1 Finalise Cultural Heritage Management Plans with all Traditional Owner groups and implement management plan to ensure compliance to agreement	Complete	Traditional Owners, DERM, Australia Pacific LNG Project Team and contractors
5.2 In consultation with Traditional Owners, develop a cultural awareness training package for inductions and new employees	Q3 2011	Traditional Owners, Australia Pacific LNG staff and contractors, DERM

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5.3 Provide employees with training regarding requirements of legislation and specific agreements such as Cultural Heritage Management	Ongoing	Traditional Owners, Australia Pacific LNG staff and contractors, DERM
5.4 Finalise protocol for acknowledgement of country	Complete	Traditional Owners, Australia Pacific LNG
5.5 Continue to celebrate Indigenous cultural values.	Ongoing	Australia Pacific LNG staff and contractors
Key Performance Indicators	<ul style="list-style-type: none"> • Number of Indigenous people placed in traineeships / apprenticeships • Number and dollar value of support provided to local Indigenous businesses per annum • Number of Indigenous groups and providers providing services to Australia Pacific LNG • 100% compliance with CHMP • 100% of identified relevant employees undertake cultural heritage training • Australia Pacific LNG Sustainability Principles incorporated into 100% of contractor agreements • Community attitudes towards Australia Pacific LNG’s position, processes and performance in relation to Indigenous development and Indigenous engagement 	
Review Mechanism	<p>Review internally annually to close off or update tasks as necessary</p> <p>External reviews undertaken:</p> <ul style="list-style-type: none"> • At the completion of the construction stage of the Project • Periodically every 5 years after the commencement of the operational stage, and at Project closure during the decommissioning phase of the Project 	

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3.2.5 Community Health and Safety

<p>Rationale</p>	<p>During community consultation, key stakeholders and the broader community discussed potential impacts to community health and safety. These centred on industrial impacts upon air quality, safety processes for the LNG and gas processing facilities and logistics for emergency response at Curtis Island and in-field.</p> <p>The consultation outcomes coupled with findings from the Social Impact Assessment have informed the potential impacts listed below in relation to community health and safety during Project construction and operations:</p> <ul style="list-style-type: none"> • Potential for the Project to increase demand for local emergency services, including Police, Fire and Rescue, and Ambulance • Additional pressure to health and medical services provided by general practitioners and community health centres • Potential change in the perception of community safety and security due to large influx of fly-in/fly-out workers and gender imbalance • Potential impact to road safety resulting from increased traffic associated with transport of workers and materials and equipment <p>Australia Pacific LNG recognises the importance of concerns expressed by stakeholders and the community regarding potential added pressure to community facilities and services and to existing community amenity and lifestyle due to the Project. The Project has committed to implement strategies to minimise project related adverse health and safety impacts and develop opportunities for collaboration with local communities, emergency service providers and community service providers.</p>
<p>Objectives</p>	<ul style="list-style-type: none"> • To continue the development of strong working relationships with emergency service providers • To minimise demand on health and emergency services as a result of Project activities • To mitigate impacts of road, air and shipping movements as a direct result of transporting Project personnel, materials and equipment • To provide a safe environment for Australia Pacific LNG employees and community members
<p>Social Impact</p>	<ul style="list-style-type: none"> • Concerns that worker accommodation facilities will foster anti-social behaviour and impact host

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Categories Addressed	<p>communities</p> <ul style="list-style-type: none"> • Community concern regarding health and safety impacts resulting from the Project • Potential for socially unacceptable behaviour due to the increase in population and changed demographics • Increase in road, air and shipping movements impacting road and maritime safety, and congestion • Impact of lighting, dust, noise and traffic to community amenity and lifestyle • Community concerns about the management of environmental, social or economic issues 	
Key Stakeholders and Potential Partner Agencies	<p>Federal Government Agencies:</p> <ul style="list-style-type: none"> • Health and Ageing • Infrastructure, Transport, Regional Development and Local Government <p>Education, Employment and Workplace Relations</p> <p>State Government Departments:</p> <ul style="list-style-type: none"> • Infrastructure and Planning • Community Safety • Health • Queensland Police • Transport and Main Roads • Rural Fire Brigade / Queensland Fire Service <p>District Disaster Management Group</p> <p>Volunteer Marine Rescue</p>	<p>Industrial proponents and current industry</p> <p>Gladstone Regional Council Australia Pacific LNG Contractors</p> <p>Temporary Accommodation Construction Industry</p> <p>State and Federal Government agencies</p> <p>Local Communities (including Gladstone Harbour users)</p> <p>Australia Pacific LNG Contractors</p>

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Actions	Timing	Consultation
1 Emergency Response Training		
1.1 Provision of workforce numbers, State and Federal Government to assist with infrastructure planning and discussion regarding Australia Pacific LNG's commitment to health and safety initiatives	Q4 2009 – ongoing	GRC, TMR, DERM, Queensland Health, other LNG Proponents, Dept Community Safety, QPS, Queensland Fire Service / Rural Fire Brigade
1.2 Undertake Emergency Response Planning for construction and operations in collaboration with emergency service providers and neighbours	Complete	Dept Community Safety, Queensland Police, Rural Fire Brigade / Queensland Fire Service, Queensland Ambulance Service, District Disaster Management Group, Volunteer Marine Rescue, Australia Pacific LNG Contractors, LNG proponents and current industry
1.3 Provide first emergency response resources to site at Curtis Island	Q2 2011	Australia Pacific LNG Contractors, LNG industry
1.4 In collaboration with other LNG proponents, consider extending emergency medical evacuation services to Curtis Island residents.	Q3/Q4 2011	LNG Industry, Australia Pacific LNG Contractors, Queensland Health, South End Residents, emergency services providers.

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2 Community Health and Safety

2.1 Expand Community Safety Awareness program in conjunction with industry partners, government and community groups to develop responses to community safety concerns in the region.	Q4 2011	GRC, DIP, LNG proponents and current industry, Emergency service providers, Australia Pacific LNG contractors
2.2 Develop community complaint and grievance mechanism	Complete	DIP, Australia Pacific LNG
2.3 Implement health and safety monitoring for construction and operations and disseminate results through community engagement activities	Q3 2011 ongoing	Australia Pacific LNG Contractors, GRC,,DIP, Queensland Health and Department of Health and Ageing, DERM, Dept Community Safety, local communities, RCCC

3 Workforce Health and Safety

3.1 Establish and implement Project rules and TAF Code of Conduct and integrate into recruitment and Project induction processes	Complete	Australia Pacific LNG Employees and Contractors, GRC
3.2 Develop and implement safety induction for all employees and contractors to understand responsibility towards safe methods of work	complete and ongoing	Australia Pacific LNG staff and contractors, community service providers, emergency service providers
3.3 Develop and implement 'Fit for Work' and 'Drug and Alcohol' policies for employees and contractors	complete and ongoing	Australia Pacific LNG staff and contractors, community service providers, emergency service providers, Queensland Health
3.4 Include orientation on living in Gladstone in Workforce Induction Program for employees moving to the region	2012	Australia Pacific LNG staff and contractors, community service providers, emergency service

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		providers
Key Performance Indicators	<ul style="list-style-type: none"> • Community attitudes towards consultation and management of housing and accommodation issues • Satisfaction of partner agencies with engagement and delivery process • Lost Time Incidence (hours) • Injury frequency rate • % of complaints responded to within 24 hours (1 business day) • Number and dollar value of community health-related activities supported via Community Investment strategy 	
Review Mechanism	<p>Review internally annually to close off or update tasks as necessary</p> <p>External reviews undertaken:</p> <ul style="list-style-type: none"> • At the completion of the construction stage of the Project • Periodically every 5 years after the commencement of the operational stage, and at Project closure during the decommissioning phase of the Project 	

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3.2.6 Workforce and Training Strategy

Rationale

Labour force requirements for construction of the LNG Facility are high with a peak workforce of approximately 3,300 workers required during the construction phases between 2011 and 2015. Australia Pacific LNG aims to source at least 20% of the construction workforce locally.

While Australia Pacific LNG is strongly committed to employing locals as much as possible, current labour conditions and cumulative Project workforce demands will challenge this objective. In its April 2009 listing of major projects, the Australian Bureau of Agricultural and Resource Economics⁶ stated that 74 projects with a total projected expenditure of A\$80 billion were at an advanced stage of development across Australia. Requirements for additional labour in an already stretched labour market will contribute to the current skills shortage and pose challenges for recruitment and retention.

The issue of overcoming current labour issues will be further exacerbated by the cumulative impacts of other projects proposed and planned for Gladstone and Queensland as a whole. Despite this, the Project will provide an opportunity to increase labour force participation. Recognising the constraints of the local labour market and the potential for drain of labour from local business in the region, a key focus of the Australia Pacific LNG Workforce and Training Strategy is to target sectors of the community that are not currently participating in the labour force. The Strategy aims to build local workforce capacity to service the Gladstone region through training and development initiatives.

Objectives

To ensure an adequate and timely supply of labour to the Australia Pacific LNG Project by:

- Maximising employment opportunities for locals to meet Project needs
 - Developing and increasing the available pool of skilled labour in the region
 - Attracting and retaining workers while minimising impacts to local businesses
 - Increasing employment, retention, and career development for local Indigenous people
-

Social Impact Categories

- Opportunity to increase labour-force participation and increase local skills capacity
 - Opportunities for local and regional businesses to supply goods and services to the Project
-

⁶Refer http://www.abare.gov.au/publications_html/energy/energy_09/ME09_Apr.pdf

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Addressed	<ul style="list-style-type: none"> • Inflationary pressure to commercial real estate costs and impacts to local businesses • Impact to local and regional businesses losing employees to the Project • Opportunities for industrial tourism • Opportunities for apprenticeships, scholarships and vocational training • Increased cost of living due to inflationary pressure from higher average weekly incomes • Social divide resulting from increased wage gap (that is, the 'haves' and 'have nots') • Opportunity to support work readiness programs and pre-trade training concepts 	
Key Stakeholders and Potential Partner Agencies	<p>Gladstone Regional Council</p> <p>Federal Government Department of Education, Employment and Workplace Relations</p> <p>Department of Employment, Economic Development and Innovation</p> <p>Department of Education and Training</p> <p>CSG/LNG Steering Committee</p> <p>QMEA</p> <p>Central Queensland TAFE</p> <p>Central Queensland University</p> <p>ESQ</p> <p>EQIP</p> <p>CSG/LNG Skills Taskforce</p>	<p>Gladstone high schools</p> <p>Registered Training Organisations and Education Providers</p> <p>Industrial proponents and current industry</p> <p>Australia Pacific LNG Contractors</p> <p>Regional Community Consultative Committees</p> <p>Local communities</p> <p>Industrial proponents and current industry</p> <p>Local, State and Federal Government agencies</p> <p>Local businesses</p> <p>Indigenous Community Representatives</p> <p>Community and not-for-profit organisations</p> <p>APPEA</p>
Actions	Timing	Consultation

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1.1 Provide workforce estimates and workforce profiles to relevant stakeholders in a timely manner to assist with planning and program development	Ongoing	CQU, TAFE, ESQ, QMEA, DET, Registered training organisations, Education providers
1.2 Continue engagement with the CSG/LNG industry through the CSG/LNG Skills Taskforce to develop awareness and training pathways for the industry	Ongoing	ESQ, DEEWR, DEEDI, LNG Proponents, DET
1.3 Education Program Australia Pacific LNG's participation will include: <ul style="list-style-type: none"> • Supporting school visits to Gladstone community centre • Supporting school based industry specific projects • Providing career and skills information • Facilitating industry specific vocational teaching programs • Participating in education seminars and workshops • Providing industry familiarisation to teachers and EQIP/QMEA personnel • Developing scholarships and awards to students 	Q3 2011 - ongoing	
1.4 Continue to work with the Queensland Minerals and Energy Academy (QMEA) regarding the expansion of QMEA's school information and guidance programs around career pathways into the CSG Industry to Gladstone.	Q3 2011 ongoing	CQU, TAFE, ESQ, QMEA, DET, Registered Training Organisations, Education Providers Universities, local schools
1.5 Conduct a labour availability survey prior to construction and corresponding review of community demographics and skill sets to ensure training strategies are well-targeted to local requirements.	Ongoing	Contractors
1.6 Maintain engagement with key stakeholders to identify any opportunities	2011 – ongoing	Registered training organisations, Education providers, DEEWR, DEEDI,

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leverage off existing training and development programs		DET, Australia Pacific LNG contractors, LNG proponents, ESQ, GILG, GEA, EQIP, CQ TAFE, CQU, QMEA,
<p>1.7 Evaluate opportunities to support the following education and training options:</p> <ul style="list-style-type: none"> • Professional development programs • ConocoPhillips SPIRIT Scholarships • A graduate program • Traineeship programs • Indigenous training programs • Apprenticeship programs 	Ongoing	CSQ, TAFE, ESQ, QMEA, DET, Registered training organisations, Education providers Universities, local schools, GILG, GEA, EQIP, CQ TAFE
1.8 Develop construction workforce programs including establishment of Gladstone Construction Employment Facility and development of training and recruitment programs	Q2 2011 – 2015	Australia Pacific LNG contractors, Registered training organisations and education providers, DEEDI, DEEWR, ESQ, GILG, GEA
1.9 Develop pathways to transition suitably skilled construction employees into LNG facility operations	Q2 2012 – Q4 2015	Australia Pacific LNG contractors, DET, DEEDI, Registered training organisations and education providers
1.10 Implement operations training and employment programs to encourage local and Indigenous participation as well as under-represented and disadvantaged groups	Q2 2012 - ongoing	Australia Pacific LNG Contractors, Registered training organisations and education providers, DEEWR, DEEDI, DET, ESQ

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Key Performance Indicators

- Number and percentage of self-identified persons employed by Australia Pacific LNG and contractors by social equity target group, occupation and position
 - Number and percentage of Australia Pacific LNG and contractor workforce sourced from the local area
 - Number of local area residents and underrepresented groups participating in skills development programs offered by Australia Pacific LNG
 - Number and value of scholarships provided per year
 - Number of construction employees transitioning into operation phase
-

Review Mechanism

Review internally annually to close off or update tasks as necessary

External reviews undertaken:

- At the completion of the construction stage of the Project
 - Periodically every 5 years after the commencement of the operational stage, and
 - At Project closure during the decommissioning phase of the Project
-

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3.2.7 Local Content

Rationale

The Australia Pacific LNG Project is expected to have significant positive impacts to the local, regional, state and national economies. At a regional level, the Project will contribute to gross regional product and employment growth during both construction and operational phases. There is a potential benefit for local and regional businesses through increased activity in supplying goods and services to the Project. During stakeholder consultation for the EIS, contracting opportunities was one of the primary interest areas expressed.

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

The Project's Workforce and Training Strategy and Community Investment Strategy consider potential Project-related impacts and methods to assist building local participation and skills capacity to meet the needs of the region. Australia Pacific LNG, through adherence to its Sustainability Principles, is committed to the extent that it is reasonably practicable to source goods and services locally and elsewhere in the Australian economy for the construction of the Project.

Objectives

- Maximise opportunities for local businesses and business development with the Australia Pacific LNG Project
- Provide opportunities for Indigenous business participation with the Australia Pacific LNG Project
- Ensure business opportunities align with Australia Pacific LNG's Sustainability Principles

Social Impact Categories Addressed

- Opportunities for local and regional businesses to supply goods and services to the Project
 - Inflationary pressure to commercial real estate costs
 - Impact to local and regional businesses losing employees to the Project.
 - Opportunities for industrial tourism
 - Opportunities for apprenticeships, scholarships and vocational training
 - Increased cost of living due to inflationary pressure from higher average weekly incomes
-

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- Social divide resulting from increased wage gap (that is, the 'haves' and 'have nots')
- Opportunity to support work readiness programs and pre-trade training concepts

Key Stakeholders and Potential Partner Agencies	Gladstone Engineering Alliance	Industrial proponents and current industry
	Regional Chamber of Commerce bodies	Australia Pacific LNG contractors
	Industry Capability Networks	Department of Employment, Economic Development and Innovation
	Gladstone Regional Council	Department of Infrastructure, Transport, Regional Development and Local Government
	State and Federal Government agencies	Australia Pacific LNG contractors
	Employment, Education and Training Providers	Local communities

Actions	Timing	Consultation
1.1 Develop collaborative relationship with Industry Capability Network to promote opportunities for local business involvement in projects	Complete	ICN, Contractors, business suppliers, DEEDI
1.2 Host procurement information sessions for potential suppliers providing advice regarding pre-qualification and involvement in the Australia Pacific LNG Project	Complete	ICN, Australia Pacific LNG contractors, GEA, Gladstone Chamber of Commerce, DEEDI
1.3 Develop Australian Industry Participation Plan and Industry Capability Network website portal	Complete	Industry Capability Networks Australia Pacific LNG contractors
1.4 Develop relationships with key business representative bodies and undertake consultation with members regarding opportunities for supply and	Ongoing	GEA, GEIDB, ICN, Australia Pacific LNG Contractors, DEEDI, GRC, Department of

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capacity of local businesses		Infrastructure, Regional Development
1.5 Continue communication and promotion of project procurement requirements to ensure local businesses are aware of tender opportunities. Provide regular project updates, overview of goods and services packages, supply chain education to local suppliers	Ongoing	Australia Pacific LNG contractors, ICN, GEA, GEIDB, DEEDI, GRC, local businesses
1.6 Identify opportunities to support local and regional apprenticeship programs through avenues such as the Community Skills Scholarship Program which will improve the availability of qualified labour for local and regional businesses to draw from	Q4 2011 – ongoing	Local businesses, Australia Pacific LNG contractors, Registered training organisations and education providers, DEEDI, DEEWR, GILG, GEA
1.7 Australia Pacific LNG's Sustainability Principles are incorporated into pre-qualification processes	Complete	
Key Performance Indicators	<ul style="list-style-type: none"> • Community attitudes towards consultation process and local content issues • Satisfaction of partner agencies with engagement and delivery process • Volume of recruitment and procurement facilitated through relevant partnerships • Number and type of local business capability building activities per year • Dollar value of locally procured contracts per year • Number and type of programs/ activities in place to support local non-CSG-LNG businesses • Number of applications received via Job Referral Centre • Number of local businesses recruiting via online recruitment portal • Total funding provided to local and regional programs per year 	
Review Mechanism	Review internally annually to close off or update tasks as necessary External reviews undertaken:	

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- At the completion of the construction stage of the Project
 - Periodically every 5 years after the commencement of the operational stage, and
 - At Project closure during the decommissioning phase of the Project
-

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4 Monitoring, Reporting and Review Program

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

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

4.1 Monitoring, Review and Reporting Requirements

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

- A monitoring plan for mitigation and management strategies designed to address high and medium probability and consequence impacts
- Procedures for periodically reporting progress and results to company management, the QLD Government and affected stakeholders
- Any requirements for coordination or joint action among various parties⁷

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

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

⁷ Queensland Government (March 2010) Social Impact Assessment: Preparing a social impact management plan: draft management guideline

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

4.2 Purpose and Scope

In line with the above requirements, the purpose of the MRRP for the Australia Pacific LNG Facility SIMP is to:

- Respond to EIS conditions on monitoring social impacts
- Clearly outline roles and responsibilities of Australia Pacific LNG and its contractors in reporting against key performance indicators
- Outline internal process for monitoring key performance indicators of SIMP implementation
- Outline external reporting framework through which key stakeholders receive information on SIMP implementation and progress.

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

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

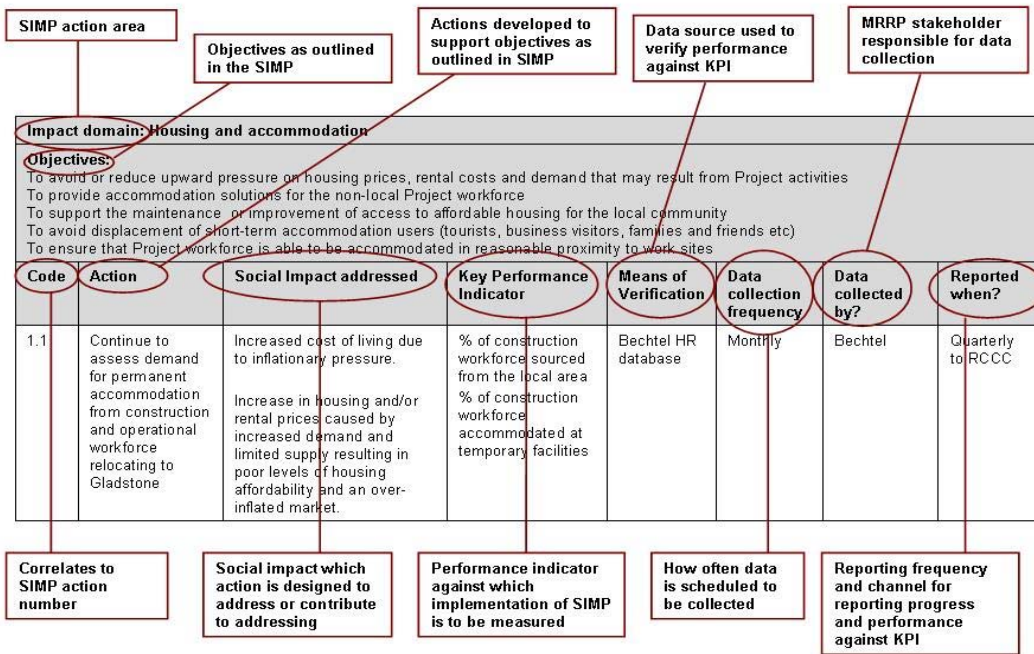
4.3 MRRP Framework

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

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

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Figure 1 MRRP Components



4.4 Monitoring

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

Effective monitoring of the implementation of the SIMP is based on clear identification of data required to verify performance against KPIs and on an assessment of data required to measure KPIs, identification of data sources, frequency and responsibility for data collection. Responsibility for coordinating the collection and collation of data lies with the Community Relations Team as does the analysis of data and compliance monitoring against scheduled SIMP activities and KPIs. The Community Relations Team will then provide regular feedback to internal stakeholders on progress against KPIs via management meetings. These meetings will also be used to address any issues identified through the monitoring process.

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4.5 Reporting

Effective monitoring of the SIMP is dependent upon all stakeholders meeting data collection and reporting requirements. Data collection and reporting responsibilities will be outlined in detail in the MRRP Data and Reporting Manual⁸.

The MRRP incorporates both internal and external reporting. Internal reporting is coordinated and monitored by the Community Relations Team and it is through this process that data required to monitor and report against KPIs is captured and stored. The key channel for this data capture is via monthly reports from the HSE Department, Bechtel and other contractors and sub-contractors which are submitted to the Community Relations Team.

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

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

4.6 Review

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

There are three tiers to the review process, ensuring input from internal and external stakeholders. Each tier of the review process is designed to feedback into the overall MRRP. The three review tiers are as follows:

⁸ The Data and Reporting Manual will be finalised upon approval of the SIMP

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	Purpose	Frequency
Tier 1: RCCC review	Comment on SIMP implementation and provide input from a community perspective.	6-monthly at a minimum
Tier 2: Government review	Ensure ongoing compliance with EIS conditions. Make recommendations in line with overall government strategies.	Annually, and after each audit.
Tier 3: Independent performance audit	Independent assessment SIMP performance against KPIS, including qualitative and quantitative data collection	At the end of 2012 End of Construction Phase Every 5 years after the commencement of the operation stage At project closure/decommissioning phase

4.7 Project Cumulative and Impact Assessment

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

Australia Pacific LNG is however, committed to supporting and contributing to the monitoring of cumulative impacts, particularly through the Industry Leadership Group for CSG Resource Projects, and other multi-party consultative mechanisms. In addition to this, Australia Pacific LNG is in discussions with a CSIRO to fund an extensive five year research program focused on understanding and managing regional change across a variety of social, economic and environmental areas. This study will utilise data from the SIMP MRRP as well as a wide range of other primary and secondary data sources and will be used by Australia Pacific LNG as a key input into its formal SIMP and Community Investment review process

4.8 Next Steps

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

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5 Stakeholder and Community Engagement Plan

Australia Pacific LNG strives to be at the forefront of sustainable practices. Engaging openly and honestly with stakeholders and communities affected by the Project is integral to the way Australia Pacific LNG does business. Australia Pacific LNG has based its approach to community and stakeholder engagement upon several drivers, including community expectations, legislative requirements, and most importantly, its commitment to company values and world leading practice.

Stakeholder group	Interest
Gladstone Regional Council	The Gladstone Regional Council has a direct interest in most of the action plans in the SIMP. Australia Pacific LNG engages proactively with the Council on a range of Project-related issues.
DEEDI	DEEDI has a primary interest in Australia Pacific LNG's business development and local content measures. DEEDI is a partner in many of the initiatives in the local content action plan. The office of the Coordinator General is also located in DEEDI, giving the department an overarching interest in the SIMP, its implementation, review and audits.
DIP	Australia Pacific LNG is engaging with DIP to discuss all aspects of the SIMP prior to assessment. DIP has a primary interest in Australia Pacific LNG's planning and business development.
DoC	Department of Communities has a broad interest in community wellbeing, particularly for those most in need. In relation to the SIMP, Department of Communities have a primary interest in housing affordability, community cohesiveness and community service provision. Department of Communities has played a key consultative role in the development of the Project's housing strategy.
DOCS	DOCS are particularly involved in Project impacts to community health and safety and emergency response planning for the Australia Pacific LNG Project.
Queensland Health	Queensland Health aim to provide services that support good health and well-being across Queensland. In regards to the Australia Pacific LNG project, Queensland Health are particularly interested in project impacts to local health services and contributions to the health system to alleviate these impacts.
Development Interest Groups (for example, GEIDB, Chamber of Commerce)	The local development interest groups play a key role in the economic development of the Gladstone community.

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DET/Skills Queensland	Department of Education and Training and Skills Queensland are key partners in workforce and training related SIMP matters.
CSQ/ESQ	Australia Pacific LNG works closely with CSQ and ESQ on industry wide partnerships programs to increase state wide capacity to fulfil the resourcing requirements through construction and operations.
Community Groups	Local community groups are key stakeholders in addressing many of the social impacts experienced in the region, primarily relating to community wellbeing and housing affordability impacts. They also have representation on the Project's RCCC.

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

5.1 SIMP Engagement

Australia Pacific LNG's approach to stakeholder engagement in the development of this SIMP is based on an iterative consultation process. This has enabled Australia Pacific LNG to understand the actions and commitments that are required to address the concerns or interests identified in, or raised subsequently to the Project EIS. Ongoing dialogue has occurred with a number of key stakeholders and has informed the strategic direction of the SIMP.

Australia Pacific LNG has developed a Stakeholder and Community Engagement Plan to guide the implementation of the SIMP. This document will be made available in full to the relevant RCCCs and other stakeholders as required. This section provides an outline of consultation undertaken by Australia Pacific LNG since lodgement of the EIS and our preferred approach to the establishment and operation of the RCCCs.

5.2 Engagement Context

Throughout the EIS process, and in the development of the SIMP, Australia Pacific LNG identified and engaged with a broad range of stakeholders through a variety of engagement mechanisms. The table below shows a summary of key SIMP related stakeholders as well as their interest in the SIMP. The full version of the project LNG Facility Stakeholder and Community Engagement Strategy contains a comprehensive list of all project related stakeholders.

5.2.1 Stakeholder and Community Interests and Issues

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

Australia Pacific LNG acknowledges that the predominant themes of discussion raised by community members differ from the main themes of discussion raised by other stakeholders. For example, community members are currently (as at mid-2011) predominately interested in employment opportunities, whereas industry stakeholders are interested in workforce retention.

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At this planning stage of the Project, stakeholder and community interests and issues regarding the downstream component of the Project have been focused upon the following key themes (in order of priority):

- Housing and accommodation
- Government and regulation
- Local facilities and services
- Climate and climate change
- Workforce
- Social investment
- Hazard and risk
- Company - Australia Pacific LNG
- Education and training
- Traffic and transport
- Environmental impacts
- Social investment
- Marine and coastal ecology
- Community health and safety

Stakeholders and the community also frequently raised queries and themes of discussion regarding the upstream component of the Project. Furthermore, it is important to note that the Gladstone community and stakeholders are currently expressing confusion between all of the proposed Projects for the area. For example, there are currently (as at mid-2011) five LNG facilities, a steelmaking facility, a nickel processing facility, a large coal export terminal and several significant industry expansions proposed for the Gladstone area. Each of these proposed projects is undertaking simultaneous community and stakeholder engagement, leading to consultation fatigue. Australia Pacific LNG will aim to differentiate their engagement efforts through innovative engagement and proactive collaboration with both stakeholders and competing industry.

5.3 Engagement Methods and Techniques

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

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Australia Pacific LNG Engagement Methods and Techniques

Engagement technique	Description
Website	The Australia Pacific LNG Project has a dedicated website (www.aplng.com.au) providing project information to any stakeholder.)
Fact sheets and flyers	Australia Pacific LNG has produced a variety of fact sheets and flyers which are available on-line and in all Project shopfronts.
Media	Australia Pacific LNG regularly advertises Project-related activities in local and regional media, both print and radio. Australia Pacific LNG also provides Project updates via media.
Shop fronts	<p>Australia Pacific LNG has established a shop front in Gladstone which is in an easily accessible location (Goondoon St) and provides interested stakeholders with access to relevant Project information and Project staff.</p> <p>Australia Pacific LNG designed the shop front to be an educational centre and often hosts school tours and stakeholder education tours.</p>
Free-call number, free post address, Project email address	<p>Australia Pacific LNG operates a free-call number which is available during business hours. Stakeholders are also encouraged to contact the Project through a free post address and a dedicated Project email address</p> <p>All communications from the 1800-freecall number, emails and freepost address are recorded in the Project's dedicated contact databases. Complaints and media monitoring are also recorded in the Project's dedicated database.</p>
Newsletters	Australia Pacific LNG produces quarterly newsletters to provide the community with relevant Project information including, development updates, RCCC meeting dates, community engagement outcomes and Project contact points. Hard copy newsletters will be mailed out to Project stakeholders and an electronic version will be made available on the Australia Pacific LNG website.
Site Tours	Australia Pacific LNG organises regular site tours of existing gas field and Darwin ConocoPhillips' LNG facilities for interested stakeholders.
LNG Story	Australia Pacific LNG holds annual LNG Story presentations in Gladstone for schools, the public and stakeholders to educate about LNG.
Community	Australia Pacific LNG provides Project updates to affected

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Engagement technique	Description
information sessions	communities of Gladstone, including Curtis Island and Mt Larcom, through community information sessions. These will be tied to relevant Project milestones, giving stakeholders an opportunity to directly obtain information and ask questions of Project staff.
Procurement Road-shows	Australia Pacific LNG has organised regional procurement road-shows to support local businesses in learning of contracting opportunities with the Project.
Face to face meetings	Australia Pacific LNG has employed dedicated community liaison and landholder liaison staff throughout the Project area. These are available for face-to-face meetings with stakeholders, both on a reactive and proactive basis. All communications from face-to-face consultations are recorded in the Project's dedicated contact databases.
Regional Community Consultative Committees	Australia Pacific LNG has established community committees in Gladstone, Western Downs and Maranoa (jointly with Santos) and is currently in the process of establishing a committee in Banana Shire. These committees will meet at least quarterly and provide an opportunity for stakeholders to be involved in developing solutions to social impacts.
Industry leadership group	Australia Pacific LNG is a part of the CSG industry leadership group, which is a high level forum of CSG-LNG companies, focussing on cumulative project impacts.
Industry monitoring group	Australia Pacific LNG has committed to participate in the CSG industry monitoring group once it is established.
Local working groups	Australia Pacific LNG participates regularly in local working groups, together with other resource companies
Existing stakeholder networks and information methods	In addition to engagement techniques which are primarily company driven, Australia Pacific LNG will seek to utilise existing stakeholder networks and information channels to engage. These may involve existing community groups or meetings or community newsletters.
Community Events	Australia Pacific LNG sponsors and attends local Gladstone community events as another avenue of providing Project information to the public and supporting community connectedness.

Moving forward, Australia Pacific LNG recognises the opportunity to sustain and grow its 'social licence to operate' by continuing and extending the existing engagement techniques and methods towards more active engagement. This will include identifying and implementing meaningful and tangible responses and initiatives with community

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stakeholders through the implementation of the Community Investment Strategy, local procurement initiatives and employment and training opportunities. Community engagement is hence inextricably linked to the action plans in this SIMP.

5.4 Engagement Evaluation

Successful implementation of stakeholder and community consultation activities can be measured by a variety of indicators, such as community feedback and stakeholder collaboration outputs.

The Project's LNG Facility SIMP and MRRP address how Australia Pacific LNG can assess their engagement success against relevant indicators. Please refer to these documents for further information.

5.5 Approach to development of a Regional Community Consultative Committee (RCCC)

Australia Pacific LNG is in the process of establishing four RCCCs, including:

- Two RCCCs covering the gas fields area, including one in the Maranoa Region and one in the Western Downs region
- One RCCC covering the gas pipeline area, primarily Banana Shire Council area
- One RCCC for the LNG facility, including the Gladstone Regional Council area

Australia Pacific LNG, GLNG (Santos) and QCLNG (QGC) have worked together to structure the joint Gladstone Region LNG Community Consultative Committee. The purpose of the joint RCCC is to avoid consultation fatigue in the Gladstone area and to provide a platform to discuss potential cumulative impacts.

Australia Pacific LNG and the other participating LNG proponents have agreed to join QGC's established RCCC for the Gladstone area. QGC's existing RCCC has been in operation since April 2010 and has established members and a Terms of Reference.

QGC developed its approach for the RCCC in partnership with the University of Queensland's Centre for Social Responsibility in Mining. Australia Pacific LNG and other LNG companies, together with QGC have modified the existing RCCC Terms of Reference to apply a joint RCCC approach.

The joint Gladstone Regional LNG Community Committee will aim to provide a mechanism for two-way communication between CSG-LNG companies and the Gladstone regional community. The RCCC will aim to utilise community feedback and input to effectively implement each project's SIMP.

The Committee will represent the interests of the Gladstone regional community.

The role of the Gladstone Regional LNG Community Committee is to:

- Foster open and transparent dialogue between participating LNG companies and the communities in which they operate;
- Provide a forum wherein members can raise concerns or detail opportunities to participating LNG companies regarding LNG industry performance, including that related to construction and operational activities as well as social performance activities;
- Provide an information exchange about LNG company project progress including regular reporting as required by the Queensland Coordinator-General.

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- Provide input regarding the development of participating LNG companies' SIMP and comment upon reports regarding SIMP implementation as per the Queensland Coordinator-General conditions.

The Gladstone Regional LNG Community Committee will operate for the life of the participating projects and will meet on a quarterly basis. The first joint Gladstone Regional LNG Community Committee meeting occurred in June 2011. Meetings are managed by an independent facilitator and consist of a maximum of 12 members. Members are informed individuals who can represent the views and interests of the Gladstone community. A key consideration for Australia Pacific LNG is the proper representation of disadvantaged and under-represented groups. In accordance with the Queensland Coordinator-General conditions, the Committee includes representatives from the Gladstone Regional Council, the Queensland State government, regional business groups, peak industry bodies, regional service groups and welfare providers, indigenous representatives and the general community. Each participating LNG company will additionally provide two ongoing representatives to attend meetings.

The following diagram represents the broad structure of the Community Committee.

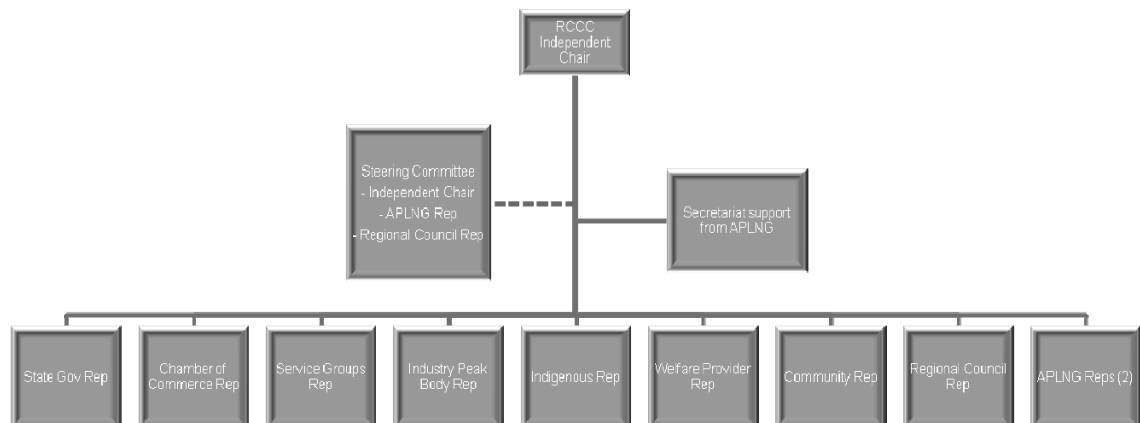


Figure 5.1 Proposed RCCC Framework

Each participating LNG company of the Gladstone Regional LNG Community Committee will also participate in the associated Steering Committee. The Steering Committee will

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prepare agendas and materials for the meetings and will be chaired by an independent chair

Secretariat duties for the Gladstone RCCC will be rotated between participating LNG companies annually.

The Chairperson will provide opportunities for confidential matters related to an LNG company to be discussed out-of-session between the Committee and relevant LNG company immediately following the close of meetings.

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6 Grievance and Dispute Resolution

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

6.1 Policy Statement

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

6.2 Commitments

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

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

6.3 Lodging a complaint

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

Project Wide:

- **Project website:** www.aplng.com.au

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- **Project email address:** contact@aplng.com.au
- **Issues relating to Australia Pacific LNG's activities in the Gladstone region:**
- **Dedicated project information:** 1300 776 205
- **Gladstone email address:** Australia Pacific LNG.gladstone@conocophillips.com
- **Australia Pacific LNG Gladstone Office:** Gladstone Community Centre, 84 Goondoon Street, Gladstone, T: (07) 4836 7600

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7 Abbreviations and Terms

Abbreviations and terms	Definitions
APPEA	Australia Petroleum Production and Exploration Association
ATSI	Australian Training and Safety Institute
CG / CoG	Coordinator-General of the state of Queensland
CHAG	Clean and Healthy Air for Gladstone
CHMP	Cultural Heritage Management Plan
CQLGA	Central Queensland Local Government Authority
CQU	Central Queensland University
CSIRO	Commonwealth Scientific and Industrial Research Organisation
DEEDI	Department of Employment, Economic Development and Innovation (Qld)
DEEWR	Department of Education, Employment and Workplace Relations
DERM	Department of Environment and Resource Management (Qld)
DET	Department of Education and Training (Qld)
DEWHA	Department of the Environment, Water, Heritage and the Arts (Cth)
DIP	Department of Infrastructure and Planning
DRET	Department of Resources, Energy and Tourism (Cth)
DTMR	Department of Transport and Main Roads (Qld)
EIS	Environmental Impact Statement
ESQ	Energy Skills Queensland
FBA	Fitzroy Basin Association
GAGAL	Gladstone Area Group Apprentices Limited
GAPDL	Gladstone Area Promotion and Development Limited
GAWB	Gladstone Area Water Board
GBRWHA	Great Barrier Reef World Heritage Area
GCCI	Gladstone Chamber of Commerce and Industry
GEA	Gladstone Engineering Alliance

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Abbreviations and terms	Definitions
GEIDB	Gladstone Economic and Industry Development Board
GILG	Gladstone Industry Leadership Group
GLNG	Gladstone LNG Project
GLNG PL	Gladstone LNG Pty Ltd
GPC	Gladstone Ports Corporation
GRC	Gladstone Regional Council
GRVP	Gladstone Regional Visioning Panel
GSDA	Gladstone State Development Area
HR	Human Resources
IES	Indigenous Engagement Strategy
ILUA	Indigenous Land Use Agreement
JV	Joint Venture
LGA	Local Government Area
NRM	Natural Resource Management
NT	Native Title
NTRB	Native Title Representative Bodies
OECD	Organisation for Economic Co-Operation and Development
OESR	Office of Economic and Statistical Research Queensland
PCCC	Port Curtis Coral Coast Peoples
QAL	Queensland Alumina Limited
QCLNG	Queensland Curtis LNG Project
QFRS	Queensland Fire and Rescue Service
QGC	Queensland Gas Company
QICN	Queensland Industry Capability Network
QLD	Queensland
QMEA	Queensland Mineral and Energy Academy
RCCC	Regional Community Consultative Committee
SIA	Social Impact Assessment

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Abbreviations and terms	Definitions
SIGTTO	Society of International Gas Tanker and Terminal Operators
SISP	Social Infrastructure Strategic Plan
SLA	Statistical Local Area
TAF	Temporary Accommodation Facility
ULDA	Urban Land Development Authority

Appendix 1 - Impact Analysis

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

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

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

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

Probability of Occurrence

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

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

Consequence

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

- Low
 - Isolated issues or complaint that can be resolved via routine site procedures
 - Insignificant to minor social harm
 - No threat to social licence to operate
- Medium
 - Repeated incidents or community complaints that require significant adjustment to overall site level and business level procedures
 - Moderate social harm
 - Medium threat to social license to operate
- High
 - Significant, widespread and enduring community issue or dissent
 - Major to severe or irreversible social harm
 - Direct threat to social license to operate
- Positive (+)

7.1.1 Timing

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

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

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

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7.1.2 Responsibilities

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

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

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

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

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

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

The relevant Government Departments include but are not limited to:

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

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- Queensland Police
- Department of Community Safety
- Department of Transport and Main Roads
- Queensland Health

Table 7.1 Impact Analysis

Identification	Assessment			Management	Residual risk rating (H, M, L, +)***	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies				
Population								
Increase in population of Gladstone	Cons	H	M	Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities and will consult with stakeholders including the local council as part of the site selection process	L	Australia Pacific LNG	PC	Percentage of construction workforce sourced from the Gladstone area
	Ops	H	L		L	Shared responsibility	C	
				Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures		Government:		Number and percentage of persons employed by Australia Pacific LNG by social equity target group, occupation and position / seniority
				Australia Pacific LNG will continue to participate in Local Government and regional planning processes and provide information about the Project to inform discussion and decision making in a timely manner		<ul style="list-style-type: none"> Department of Communities (Housing and Homelessness Services) Department of Infrastructure and Planning 		Functional working relationships are established with government, the community and other industries
				Australia Pacific LNG will continue to use and or develop methods to attract people local to the region to the workforce				Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts
				Australia Pacific LNG will continue to use and/or develop methods to attract under-represented groups to the workforce				Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications
								Track and analyse community attitudes towards consultation processes and management of construction workforce issues
Demographic profile								
Change in community demographics due to construction workforce profile	Cons	H	M	Australia Pacific LNG will continue to use and develop methods to attract people local to the region to the workforce	L	Australia Pacific LNG	PC	Percentage of construction workforce sourced from the Gladstone Area community
	Ops	L	L		L	Shared responsibility	C	
				Australia Pacific LNG will continue to use and develop methods to attract under-represented groups to the workforce		Government:		Percentage of construction workers accommodated at the temporary accommodation facilities
						<ul style="list-style-type: none"> Department of 		

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Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
		<p>Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its code of conduct for all staff and contractors</p> <p>Refer to community health and safety mitigation measures</p>	Infrastructure and Planning		<p>Number and percentage of persons employed by Australia Pacific LNG by social equity target group, occupation and position / seniority</p> <p>Track and analyse breaches of the code of conduct by incident type</p> <p>Track and analyse community attitudes towards Australia Pacific LNG's position and processes in relation to recruitment and workforce management</p> <p>Also refer to community health and safety performance measures</p>
Income and affordability					
Increase in cost of living due to inflationary pressure from higher average weekly incomes	Cons	M	M	L	<p>Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities and will consult with stakeholders including the local council as part of the site selection process for these facilities</p> <p>Australia Pacific LNG will work through committees established under the Sustainable Resource Communities Policy to identify housing market issues, forecasts and possible responses</p> <p>To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG community programs will include working with Government and agencies that provide housing to people in financial distress</p>
	Ops	L	M		
					<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Communities (Housing and Homelessness Services) Department of Infrastructure and Planning
Social divide resulting from increased wage gap (for example, the haves and have nots)	Cons	M	M	L	<p>Australia Pacific LNG will continue to use and develop methods to attract people local to the region to the workforce</p> <p>Australia Pacific LNG will implement a local content strategy whereby we participate in or establish programs which assist qualified local and regional businesses with the opportunity to tender for provision of goods and services for the Project</p> <p>Australia Pacific LNG will continue to use and develop methods to attract under-represented groups to the workforce</p> <p>Australia Pacific LNG will aim to build collaborative partnerships</p>
	Ops	L	M		
					<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Education and Training Department of Employment, Economic Development and Innovation
					<p>Percentage of construction workers accommodated at the temporary accommodation facilities</p> <p>Functional working relationships established with local councils, state government, relevant agencies and committees</p> <p>Percentage of workforce sourced from the Gladstone region</p> <p>Number and percentage of persons employed by Australia Pacific LNG by social equity target group, occupation and position / seniority</p> <p>Functional working relationships established with government and community organisations and evidence of partnership projects</p> <p>Evaluate Australia Pacific LNG community investment</p>

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Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures	
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**			
		<p>with government and community organisations to enhance the capacity of employers to provide jobs and the capacity of locals to develop skills and secure jobs</p> <p>Australia Pacific LNG's community investment programs will support sustainable community development</p> <p>To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG community programs will include working with Government and agencies that provide housing to people in housing distress</p>	<ul style="list-style-type: none"> Department of Communities (Housing and Homelessness Services) 		<p>programs to assess the achievement of program goals and objectives</p> <p>See also local content strategy and employment and training indicators under employment, training and business impacts</p>	
Employment training and business						
Opportunity to increase labour-force participation and increase local skills capacity	Cons M + Ops M +	<p>Australia Pacific LNG workforce strategy will address:</p> <ul style="list-style-type: none"> In-house training programs including potential opportunities for on site training on an existing LNG facility Analysis of ongoing labour requirements Training strategies targeted to local labour Targeted employment and training programs Methods to attract people local to the region to the workforce Methods to attract under-represented groups to the workforce <p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p> <p>Australia Pacific LNG will work together with the CSG/LNG industry through the CSG/LNG Skills Taskforce of Energy Skills Queensland to help address skill shortages by:</p> <ul style="list-style-type: none"> Raising awareness of the CSG/LNG industry in the local community Supporting vocational training Facilitating career advice and work readiness programs for new entrants and mature entrants from related industries 	+ +	Australia Pacific LNG Shared responsibility Government: <ul style="list-style-type: none"> Department of Education and Training Industry	PC O LP	<p>Employment</p> <p>Number of persons employed via the government sponsored employment programs by length of time unemployed.</p> <p>Number and percentage of persons employed by Australia Pacific LNG by social equity target group, occupation and position / seniority</p> <p>Functional working relationships are established with other industries</p> <p>Evidence of joint industry outputs (planning forums, communications, action plans, etc.) to identify and mitigate potential cumulative impacts</p> <p>Training</p> <p>Number of Gladstone area residents participating in skills development programs offered by Australia Pacific LNG</p> <p>Number of Gladstone Area residents participating in skills development programs offered by Australia Pacific LNG by social equity target group and occupation</p> <p>Number and percentage of apprentices and trainees starting, graduating and finding continuous</p>

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Identification	Assessment			Management	Residual risk rating (H, M, L, +)***	Responsibility	Timing (PC, C, O, LP)***	Performance measures	
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies					
				<p>Australia Pacific LNG will participate in CSG/LNG gateway programs with high schools in the Project region to implement programs that promote career opportunities and facilitate employment in the CSG/LNG industry.</p> <p>Australia Pacific LNG will continue to collaborate on programs with government, training and education groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship and higher education programs</p> <p>Establish a construction employment facility within Gladstone to raise awareness on job prospects and for prospective employees to source information and lodge job applications</p>					<p>employment with Australia Pacific LNG by occupation / operational area</p> <p>Evaluate Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives</p> <p>Number of students given work experience and/or receiving scholarship or financial support</p>
Opportunities for local and regional businesses to supply goods and services to the Project	Cons Ops	H M	+ +	<p>Australia Pacific LNG will implement a local content strategy whereby it participates in or establishes programs which assist qualified local and regional businesses with the opportunity to tender for provision of goods and services for the Project</p> <p>The local content strategy will include provision such as regular Project updates, overview of goods and services packages, supply chain education</p> <p>Australia Pacific LNG will ensure contracts with suppliers and sub-contractors are aligned with Australia Pacific LNG's 12 sustainability principles</p>	+ +	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Employment, Economic Development and Innovation 	<p>PC</p> <p>O</p> <p>LP</p>	<p>Percentage and dollar value of supplier contracts (Australia Pacific LNG and its contractors) awarded to businesses based in the Gladstone area</p> <p>Track and analyse local business community attitudes towards the availability of supplier information and engagement with procurement of the local content strategy, including existing suppliers and non-suppliers</p>	
Inflationary pressure on commercial real estate costs impacts on local businesses	Cons	L	L	<p>Australia Pacific LNG will continue to participate in local government and regional planning processes by providing information regarding demand for commercial real estate</p>	L	<p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning 	<p>PC</p> <p>O</p> <p>LP</p>	<p>Functional working relationships are established with government planning bodies and development industry stakeholders</p>	
Impact to local and regional businesses losing employees to the Project	Cons Ops	M L	M L	<p>Australia Pacific LNG will aim to build collaborative partnerships with government and community organisations to enhance the capacity of employers to provide jobs and the capacity of locals to develop skills and secure jobs. For example through the Community Skills</p>	L L	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of 	<p>PC</p> <p>O</p> <p>LP</p>	<p>See employment and training and local content indicators above</p> <p>Functional working relationships established with government and community organisations and</p>	

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Identification	Assessment			Management	Residual risk rating (H, M, L, +)***	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies				
				Scholarship program		Education and Training		evidence of partnership projects
				Australia Pacific LNG will continue to collaborate on programs with government and training and education groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship and higher education programs				Evaluate Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives
				Australia Pacific LNG will continue to provide input into Gladstone Engineering Alliance/ State Government Skills Formation Strategy as well as other planning processes				
Opportunities for industrial tourism	Ops	L	+	Continue to support opportunities for industrial tourism through entities such as Gladstone Economic and Industry Development Board, Gladstone Engineering Alliance and Gladstone Area Promotion and Development Limited	+	Australia Pacific LNG	LT	Potential industrial tourism opportunities identified and either developed in-house or tendered out
Opportunities for apprenticeships, scholarships and vocational training	Ops	H	+	Australia Pacific LNG will continue to collaborate on programs with government and training and education groups that build the local skills base both to meet the specific needs of the industry and other impacted sectors. This will include further development of apprenticeship, traineeship, scholarship, higher education programs and potentially including those that recognise prior learning	+	Australia Pacific LNG	PC	See employment and training indicators above
	Cons	M	+		Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures	+	Shared Responsibility Government:	O LP
				Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures		<ul style="list-style-type: none"> Department of Education and Training Department of Infrastructure and Planning 		Expenditure on training programs
				Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner				Number of apprenticeships and scholarships offered by the Australia Pacific LNG Project
Opportunity to support work readiness programs and pre-trade training concepts	Ops	H	+	Australia Pacific LNG will continue to utilise existing or develop local partnerships to assist students to transition from school to work or higher education	+	Australia Pacific LNG	PC	Functional working relationships established with training providers and industry groups
	Cons	M	+		Australia Pacific LNG will partner with local training providers to develop industry and employment skills	+	Industry Shared responsibility Government:	O LP
				Australia Pacific LNG will work together with the CSG/LNG industry		<ul style="list-style-type: none"> Department of Education and Training 		

Social Impact Management Plan – LNG Facility

Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
		<p>through the CSG/LNG Skills Taskforce of Energy Skills Queensland to help address skill shortages by</p> <ul style="list-style-type: none"> Raising awareness of the CSG/LNG industry in the local community Supporting vocational training Facilitating career advice and work readiness programs for new entrants and mature entrants from related industries <p>Australia Pacific LNG will participate in CSG/LNG gateway programs with secondary schools in the Project region in partnership with providers such as the Queensland Minerals and Energy Academy to implement programs that promote career opportunities and facilitate employment in the CSG/LNG industry</p> <p>Australia Pacific LNG will expand competency based training and skills development programs for Production and Process Plant Operators</p>			<p>Track and analyse awareness levels of the CSG/LNG industry in Project areas</p> <p>Level of growth in competency based training and skills development programs for Production and Process Plant Operators</p>
Primary and secondary education					
Inability of primary and secondary education facilities to meet demand	Cons L M Ops L M	<p>Australia Pacific LNG will assist primary and secondary education institutions in forecasting future demand by providing accurate workforce data to relevant state government departments</p> <p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p>	L L	<p>Australia Pacific LNG</p> <p>Shared Responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Education and Training Department of Infrastructure and Planning 	<p>PC</p> <p>O</p> <p>LP</p> <p>Communication of workforce demand estimates to the state government, tertiary institutions and training providers</p> <p>Functional working relationships are established with government, the community and other industries</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts</p> <p>Relevant cumulative impact strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications</p>
Housing and accommodation					
Increase in housing and/or rental prices caused by	Cons H M Ops M M	<p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p>	L L	<p>Australia Pacific LNG</p> <p>Shared Responsibility</p>	<p>PC</p> <p>O</p> <p>Percentage of non-local workers accommodated at temporary accommodation facilities</p>

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Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
increased demand and limited supply resulting in poor levels of housing affordability and an over-inflated market		<p>Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner</p> <p>Australia Pacific LNG's community investment programs will support sustainable community development</p> <p>Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities and will consult with stakeholders including the local council as part of the site selection process for these facilities</p> <p>The Australia Pacific LNG operations workforce will live within the local community in the general housing pool during the operational phase of the Project</p> <p>Australia Pacific LNG will work through committees established under the Sustainable Resource Communities Policy to identify housing market issues, forecasts and possible responses</p> <p>To mitigate potential impacts on housing affordability and availability, Australia Pacific LNG community programs will include working with government and agencies that provide housing to people in housing distress</p>	<p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities (Housing and Homelessness Services) 	LP	<p>Worker accommodation completed ahead of Project demand</p> <p>Functional working relationships are established with government, the community and other industries</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans, etc.) to identify and mitigate potential cumulative impacts</p> <p>Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications</p>
Concerns that the temporary accommodation facilities will foster anti-social behaviour and impact the host community	Cons M H	<p>Australia Pacific LNG will locate the temporary accommodation facility on Curtis Island to reduce the potential impact from an influx of construction workers to Gladstone</p> <p>Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Australia Pacific LNG will communicate and strictly enforce its project rules and accommodation code of behaviour upon all employees and contractors</p> <p>Australia Pacific LNG will design and construct a high quality temporary accommodation facility with sufficient social and recreational facilities</p> <p>Australia Pacific LNG will continue to implement a community</p>	Australia Pacific LNG	PC C	<p>Track and analyse breaches of the code of conduct and accommodation facility rules by incident type</p> <p>Number and type of community complaints made to Australia Pacific LNG, its contractors, local council and others</p> <p>Track and analyse complaints response time and resolution.</p> <p>Track and analyse workforce attitudes towards the physical and operational standards of the temporary accommodation facility and the conduct of workers</p>

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Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
		complaints procedure for stakeholders to raise concerns, and in turn have them addressed in a timely manner			
Increased demand for hotel/motel accommodation presents challenges for competing local industry and businesses	Cons M H	<p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p> <p>Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner</p> <p>Australia Pacific LNG will provide housing for non-local construction staff and contractors in temporary accommodation facilities</p>	L	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning 	<p>PC</p> <p>C</p> <p>Timely communication of Project and workforce demands</p> <p>Functional working relationships are established with government, the community and other industries</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts</p> <p>Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications</p>
Community health and safety					
Community concern about health and safety impacts resulting from the Project	Cons M H Ops M H	<p>Project health and safety practices and results of relevant monitoring will be communicated through a range of channels such as Australia Pacific LNG's community centre, consultation sessions, media and meetings</p> <p>Emergency response planning to include consultation with neighbours and collaboration with relevant stakeholders, as practical</p> <p>Australia Pacific LNG will implement community complaints procedure for stakeholders to raise concerns, and in turn have them addressed in a timely manner</p> <p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p> <p>Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Australia Pacific LNG will engage with community groups, such as the Clean and Healthy Air group, in two-way dialogue on health and</p>	L M	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning 	<p>PC</p> <p>O</p> <p>LP</p> <p>Number and type of health, safety and environment (HSE) related complaints pertaining to Australia Pacific LNG and its contractors made to Australia Pacific LNG, its contractors, local council and others</p> <p>Track and analyse community attitudes towards Australia Pacific LNG and its contractors environmental, health and safety performance</p> <p>Number and percentage of HSE incidents by incident type</p> <p>Level of compliance with environmental legislative reporting requirements</p> <p>Functional working relationships are established with government, the community, other industries and environment related community groups</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans etc.) to identify and mitigate potential cumulative impacts</p>

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Identification	Assessment			Management	Residual risk rating (H, M, L, +) **	Responsibility	Timing (PC, C, O, LP) ***	Performance measures
Impact	Project phase (Cons, Ops) *	Probability (H, M, L, +) **	Consequence (H, M, L, +) **	Management/mitigation strategies				
				safety matters				Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications
Potential for socially unacceptable behaviour due to the increase in population and changed demographics	Cons Ops	M L	M M	<p>Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its project rules and accommodation code of behaviour for all employees and contractor.</p> <p>Australia Pacific LNG will design and construct a high quality temporary accommodation facility with sufficient social and recreational facilities</p> <p>Australia Pacific LNG will implement a community complaints procedure for community members and stakeholders to raise concerns, and in turn have them addressed in a timely manner</p> <p>Health promotion programs relating to the 'Fit for Work' and 'Drug and Alcohol' policies will be implemented by Australia Pacific LNG</p>	L L	Australia Pacific LNG	PC O LP	<p>Track and analyse participation of Australia Pacific LNG employees and contractors participating in health promotion programs and safety training initiatives</p> <p>Track and analyse results of employees and contractors testing positive for alcohol and drug tests at Australia Pacific LNG</p> <p>Track and analyse breaches of the code of conduct and accommodation facility rules by incident type</p> <p>Number and type of behavioural related complaints relating to Australia Pacific LNG workers and contractors made to Australia Pacific LNG, its contractors, local council and others</p> <p>Track and analyse community attitudes towards the conduct of Australia Pacific LNG workers</p>
Increased road, air and shipping movements impacting on road and maritime safety congestion	Cons Ops	H H	H H	<p>Australia Pacific LNG will work with the federal, state and local government and industry in regard to potential upgrades required to meet the increase demands on regional infrastructure.</p> <p>Australia Pacific LNG will develop a logistics management plan to efficiently move people and materials and to reduce the impact of traffic and transport on communities by:</p> <ul style="list-style-type: none"> Consolidation of material prior to transport to reduce truck movements Siting logistic hubs (warehouses and lay down facilities) that divert traffic flows around local towns The use of buses for personnel site access during construction and operations 	M L	Australia Pacific LNG Shared responsibility Government:	PC	<p>Number of employee, contractor and community participants completing road safety programs and dollar value of program</p> <p>Number and type of traffic related incidents relating to Australia Pacific LNG workers and contractors</p> <p>Track and analyse community attitudes towards the Project</p>

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Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
		<ul style="list-style-type: none"> • Appropriate travel restrictions • Development and implementation of safe transportation management practices to reduce the impact to the local environment. • Avoid travel along school routes during set down pick up times • Night time travel managed where routes pass sensitive sites, e.g. Residential and schools • Speed restrictions especially next to sensitive sites – residential, schools or along unsealed roads to reduce dust creation • Vehicles lights and warning lights illuminated as appropriate • Implementation of driver training program <p>Australia Pacific LNG will expand the Community Safety Awareness program in conjunction with industry partners, government and community groups to develop responses to community safety concerns in the region.</p> <p>Refer to mitigation measures in Volume 4 Chapter 17</p>			
Facilities and services					
Increased demand on medical and health services	Cons M H Ops M L	<p>Provision of first response medical capabilities on site at Curtis Island</p> <p>In collaboration with other LNG proponents, consider extending emergency medical evacuation services to Curtis Island residents</p> <p>Australia Pacific LNG will collaborate with government, industry and other providers to mitigate cumulative impacts on health services in local communities including providing the appropriate level of medical facilities for its temporary accommodation facilities and operating facilities</p> <p>Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner</p>	L L Australia Pacific LNG Shared responsibility Government: <ul style="list-style-type: none"> • Department of Infrastructure and Planning • Qld Health 	PC	<p>Communication of workforce demand estimates to Queensland Health and local councils within the region</p> <p>Number and type of lost workday cases related to illness</p> <p>Workforce participation rates for employee wellbeing program activities</p> <p>Number of workforce related visits to medical facilities outside of Australia Pacific LNG facilities</p>

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Identification	Assessment			Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures	
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**			
				Health promotion programs relating to the 'Fit for Work' and 'Drug and Alcohol' policies will be implemented by Australia Pacific LNG				
Increased demand on emergency services	Cons Ops	L L	M L	<p>Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner</p> <p>Australia Pacific LNG will collaborate with government, industry and other providers to mitigate the impact to health services in local communities including providing the appropriate level of medical facilities for its temporary accommodation facilities and facilities</p> <p>In collaboration with other LNG proponents, extend emergency medical evacuation services to Curtis Island residents</p> <p>See Volume 4 Chapter 22 for mitigation measures for hazard and risk as they relate to emergency services</p>	L L	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Qld Health 	PC C	<p>Australia Pacific LNG participation in and active contribution to regional planning activities as evidenced through relevant planning outputs (reports, minutes, media communications) and subsequent commitments</p> <p>Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning, documents and related communications</p> <p>Track and analyse emergency response requirements</p>
Increased demand for community support services and facilities (for example, public transport, family services)	Cons Ops	M M	M M	<p>Australia Pacific LNG will collaborate with government, industry and community partners on research programs to understand the social impacts and opportunities created by development in the communities in which it operates</p> <p>Australia Pacific LNG's community investment programs will support sustainable community development</p> <p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p> <p>Provide orientation to employees moving to the region through the workforce induction program to assist in alleviating pressure on existing support services</p> <p>Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner</p> <p>Develop a social program to encourage employees to become active members of the community during the operational phase of the</p>	L L	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities 	PC O LP	<p>Communication of estimated workforce demands to local government, state government and community service providers.</p> <p>Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications)</p> <p>Functional working relationships are established with government, the community and other industries to plan for cumulative impacts</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans, etc.) to identify and mitigate potential cumulative impacts</p> <p>Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications</p>

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Identification	Assessment			Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
				Project See Volume 4 Chapter 17 for mitigation measures for impacts on traffic and transport services and infrastructure			Evaluation of Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives Number of Australia Pacific LNG staff and contractors participating in community organisations, activities and events
Increased pressure on utility services	Cons Ops	L L	L L	Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner	L L	Shared responsibility Government: <ul style="list-style-type: none">Department of Infrastructure and Planning	PC Communication of workforce demand estimates to the state government
Reduced access to waterways, water bodies and other recreational areas	Cons Ops	M M	M M	Australia Pacific LNG will continue consultation and engagement programs with stakeholders to ensure their views are understood and considered throughout the life of the Project and will communicate the extent and timing of any impacts to affected stakeholders and schedule works around minimal disturbance Australia Pacific LNG will implement a community complaints procedure for community members and stakeholders to raise concerns, and in turn have them addressed in a timely manner Australia Pacific LNG will work with government and stakeholders to address loss of fishing access Refer to Volume 4 Chapter 10 for mitigation measures relating to offsets for loss of fishing access	M L	Australia Pacific LNG Shared responsibility Government: <ul style="list-style-type: none">Primary Industries and Fisheries	PC O LP Communication of Project works activities to affected stakeholders Track and analyse community attitudes towards the Project Number and type of community complaints made to Australia Pacific LNG, its contractors, local council and others Number and type of community complaints made to Australia Pacific LNG, its contractors, local Council and others Track and analyse complaints response time and resolution Evaluation of Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives, particularly those that offset the loss of projected marine habitat

Community values and lifestyle

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Identification	Assessment			Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures	
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**			
The region's growth will impact local community values and residents' lifestyle patterns	Cons	M	M	<p>Australia Pacific LNG will collaborate with government, industry and community partners on research programs to understand the social impacts and opportunities created by development in communities in which it operates</p> <p>Australia Pacific LNG's community investment programs will support sustainable community development</p> <p>Australia Pacific LNG will ensure contracts with suppliers and sub-contractors are aligned with Australia Pacific LNG's 12 sustainability principles</p> <p>Australia Pacific LNG will continue consultation and engagement programs with stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Australia Pacific LNG will communicate and strictly enforce its project rules and accommodation code of behaviour for all employees and contractors</p> <p>Australia Pacific LNG will uphold a high standard of behaviour</p> <p>Partner with volunteer and community organisations to adapt the corporate volunteering framework for the Gladstone region</p> <p>Consider an incentive program for the workforce to enhance participation in community activities</p>	L	Australia Pacific LNG	PC	<p>Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications)</p> <p>Evaluate Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives</p> <p>Track and analyse community attitudes towards consultation processes and management of Project impacts during construction and operational phases</p> <p>Track and analyse breaches of the code of conduct and accommodation facility rules by incident type</p> <p>Number and type of community complaints made to Australia Pacific LNG, its contractors, local council and others</p> <p>Track and analyse community attitudes towards the conduct of staff and contractors</p> <p>Number of Australia Pacific LNG staff and contractors participating in community organisations, activities and events</p> <p>Track and analyse community attitudes over time, for example, social attitudes and experiences of community life, cultural diversity and social interactions</p>
	Ops	M	M		L	<p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities 	O LP	
Shift work employment decreases the time workers spend with their families and participating in community activities (including volunteering)	Cons	M	M	<p>Australia Pacific LNG will collaborate with government industry and community partners on research programs to understand the social impacts and opportunities created by development in communities in which it operates</p> <p>Australia Pacific LNG will allow flexible work policies, where appropriate</p> <p>Australia Pacific LNG will consider structured opportunities for the non-local construction workforce to participate in community</p>	L	Australia Pacific LNG	PC	<p>Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications).</p> <p>Number of Australia Pacific LNG staff and contractors participating in community organisations, activities and events</p>
	Ops	M	M		L	<p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities 	O LP	

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Identification	Assessment			Management	Residual risk rating (H, M, L, +)***	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)*	Probability (H, M, L, +)**	Consequence (H, M, L, +)**	Management/mitigation strategies				
				<p>activities (including volunteering) during rostered days off</p> <p>Australia Pacific LNG will employ a lifestyle coordinator to implement and monitor strategy for employee participation in the community during the construction phase of the Project</p>				
Relationship between increased disposable income and how people spend it (e.g. increased spend on gambling, alcohol or drugs) impacting on community values	Cons Ops	L L	H H	<p>Australia Pacific LNG will uphold a high standard of behaviour and will communicate and strictly enforce its project rules and accommodation code of behaviour upon all employees and contractors</p> <p>Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Australia Pacific LNG's community investment programs will support sustainable community development</p> <p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures</p> <p>Australia Pacific LNG will collaborate with government, industry and community partners on research programs to understand the social impacts and opportunities created by development in communities in which it operates</p> <p>As part of the employee well-being program conduct regular education campaigns such as 'Fit for Work', 'Drug and Alcohol' and 'Financial Management'</p>	L L	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities <p>Industry</p>	PC C	<p>Track and analyse breaches of the code of conduct and accommodation facility rules by incident type</p> <p>Number and type of community complaints made to Australia Pacific LNG, its contractors, local Council and others</p> <p>Track and analyse community attitudes towards the conduct of staff and contractors</p> <p>Track and analyse community attitudes towards consultation processes and management of Project impacts during construction and operational phases</p> <p>Evaluate Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans, etc.) to identify and mitigate potential cumulative impacts</p> <p>Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications</p> <p>Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications)</p> <p>Participation rates for employee well-being program activities</p>
Impact of lighting, dust, noise and	Cons	M	H	<p>Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share</p>	L	Australia Pacific LNG	PC	Functional working relationships are established with government, the community and other industries to

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Identification	Assessment	Management	Responsibility	Timing (PC, C, O, LP)***	Performance measures
Impact	Project phase (Cons, Ops)* Probability (H, M, L, +)** Consequence (H, M, L, +)**	Management/mitigation strategies	Residual risk rating (H, M, L, +)**		
traffic to community amenity and lifestyle	Ops L M	<p>information relating to potential impacts and mitigation measures</p> <p>Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Implement community complaints procedure for stakeholders to raise concerns, and in turn have them addressed in a timely manner</p> <p>Australia Pacific LNG will continue to participate in local government and regional planning processes and provide information about its Project to inform discussion and decision making in a timely manner</p> <p>See Volume 4 Chapter 7 for mitigation measures for potential visual amenity related impacts</p> <p>See Volume 4 Chapter 7 for mitigation measures for potential lighting related impacts</p> <p>See Volume 4 Chapter 11 for mitigation measures for potential dust related impacts</p> <p>See Volume4, Chapter 15 for mitigation measures for potential noise related impacts</p>	L	<p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning 	<p>O</p> <p>LP</p> <p>plan for cumulative impacts</p> <p>Evidence of joint stakeholder outputs (planning forums, communications, action plans, etc.) to identify and mitigate potential cumulative impacts</p> <p>Relevant cumulative impact and regional planning strategies are acknowledged and reflected in Australia Pacific LNG planning documents and related communications</p> <p>Number of community information sessions relating to environmental impacts</p> <p>Number of community information sessions and participants</p> <p>Track and analyse community attitudes towards consultation processes and management of Project impacts during construction and operational phases</p> <p>Also refer to performance measures for the Australia Pacific LNG environmental management plan</p>
Community concerns about the management of environmental, social or economic issues	Cons H M Ops M M	<p>Australia Pacific LNG will continue consultation and engagement programs with communities and stakeholders to ensure their views are understood and considered throughout the life of the Project</p> <p>Australia Pacific LNG will collaborate with government, industry and community partners on research programs to understand the social impacts and opportunities created by development in communities in which it operates</p> <p>Australia Pacific LNG's community investment programs will support sustainable community development</p>	L	<p>Australia Pacific LNG</p> <p>Shared responsibility</p> <p>Government:</p> <ul style="list-style-type: none"> Department of Infrastructure and Planning Department of Communities 	<p>PC</p> <p>O</p> <p>LP</p> <p>Percentage of community survey respondents satisfied with Australia Pacific LNG and its contractors' performances with respect to management and communication of environmental, social and economic impacts</p> <p>Australia Pacific LNG participation in and active contribution to social impact research programs as evidenced through relevant planning outputs (reports, minutes, media communications)</p> <p>Evaluate Australia Pacific LNG community investment programs to assess the achievement of program goals and objectives</p> <p>Functional working relationships are established with environmental community groups</p>

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Identification	Assessment			Management	Residual risk rating (H, M, L, +) **	Responsibility	Timing (PC, C, O, LP) ***	Performance measures
Impact	Project phase (Cons, Ops) *	Probability (H, M, L, +) **	Consequence (H, M, L, +) **	Management/mitigation strategies				
Indigenous peoples								
Reduced ability to access affordable housing	Cons	H	H	Australia Pacific LNG will work with government, the community and other industries to plan for potential cumulative impacts and share information relating to potential impacts and mitigation measures To mitigate potential impacts to housing affordability and availability, Australia Pacific LNG community programs will include working with Government and agencies that provide housing to people experiencing housing distress	L	Australia Pacific LNG	PC	NB Information regarding Indigenous heritage will be provided on a voluntary basis Number of Indigenous persons employed in construction and operational workforces by occupation and position / seniority Number of Indigenous businesses or joint ventures engaged through the Project. Indigenous employee retention rates for construction and operational workforces Number of Gladstone area Indigenous residents participating in skills development programs supported by Australia Pacific LNG
	Ops	M	M		L	Shared responsibility Government: <ul style="list-style-type: none">Department of Infrastructure and PlanningDepartment of CommunitiesDepartment of Communities (Housing and Homelessness Services)	O LP	
Difficulty in securing and retaining employment on the Project for Indigenous Australians	Cons	H	M	Australia Pacific LNG will continue to use and develop methods to attract people local to the region to the workforce	M	Australia Pacific LNG	PC	Number and percentage of Indigenous apprentices and trainees starting, graduating and finding continuous employment with Australia Pacific LNG by occupation / operational area Number of Indigenous apprenticeships, traineeships and scholarships, work experience programs supported by Australia Pacific LNG in non-LNG industries Functional working relationships established with local and regional Indigenous organisations
	Ops	H	M	Australia Pacific LNG will continue to use and develop methods to attract under-represented groups to the workforce	M	Shared responsibility Government: <ul style="list-style-type: none">Department of Education and Training	O LP	
				Australia Pacific LNG will aim to build collaborative partnerships with government and community organisations to enhance the capacity of employers to provide jobs and the capacity of locals to develop skills and secure jobs. For example through the Community Skills Scholarship program Indigenous engagement strategy to address recruitment and retention strategies specific to Indigenous Australians				
Lack of business development opportunities realised for Indigenous Australians	Cons	H	M	Australia Pacific LNG will implement a local content strategy whereby we participate in or establish programs which assist qualified local and regional businesses with the opportunity to tender for provision of goods and services for the Project.	M	Australia Pacific LNG	PC	Communication of estimated workforce demands to state government and Indigenous housing and other service providers Number and value of joint initiatives undertaken by Australia Pacific LNG and Indigenous organisations Number and percentage of Australia Pacific LNG employees and contractors completing cultural awareness training
	Ops	H	M	Australia Pacific LNG will ensure contracts with suppliers and sub-contractors are aligned with Australia Pacific LNG's 12 sustainability principles	M	Government: <ul style="list-style-type: none">Department of Employment, Economic Development and InnovationDepartment of Communities – Aboriginal and Torres Strait Islander	O LP	
				Indigenous engagement strategy to identify business opportunities				

Social Impact Management Plan – LNG Facility

Identification	Assessment			Management	Residual risk rating (H, M, L, +) **	Responsibility	Timing (PC, C, O, LP) ***	Performance measures
Impact	Project phase (Cons, Ops) *	Probability (H, M, L, +) **	Consequence (H, M, L, +) **	Management/mitigation strategies				
				and programs for development Australia Pacific LNG will provide input into Gladstone Engineering Alliance/ State Government Skills Formation Strategy as well as other planning processes		Partnerships		Number of Indigenous people participating in cultural heritage management and natural resource management initiatives directly related to the Project (see also cultural heritage management plan).
Lack of respect for Indigenous Australians	Cons Ops	L L	H H	Australia Pacific LNG will implement a cultural awareness program Australia Pacific LNG will support Indigenous stakeholders to participate in Caring for Country initiatives Support programs that contribute to the health and well-being of Indigenous employees Engage with Indigenous Australians in a respectful and culturally appropriate way	L L	Australia Pacific LNG	PC O LP	Track and analyse Indigenous community attitudes towards Australia Pacific LNG's position, processes and performance in relation to Indigenous development and Indigenous engagement

* Con = construction, Ops = operations

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

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



Appendix 2 - Approach to community investment

Introduction

The Australia Pacific LNG Project's approach to community investment underpins the design and delivery of the Social Impact Management Plan (SIMP). Significant steps can be made to mitigate the potential social impacts of the Project through targeted and strategic community investment. Clear parameters and guidelines for identifying and prioritising investment activities are required if targeted and strategic community investment is going to be achieved.

This document outlines the higher-level objectives and priorities for Australia Pacific LNG's downstream community investment activities, the Project principles guiding these objectives and the core elements of the Project's approach to community investment. It serves as an overarching guide for all strategy areas addressed through the Project's Downstream SIMP.

Australia Pacific LNG Community Investment objectives

As outlined in the SIMP, Australia Pacific LNG is working to mitigate potential social impacts associated with the Project through six key areas:

- Housing and Accommodation;
- Indigenous Engagement;
- Community Investment;
- Community Health and Safety;
- Workforce and Training; and
- Local Content

While each key area of the SIMP has a specific focus, they are each working to meet the same overall community investment objectives of:

- Mitigating social impacts associated with the Australia Pacific LNG Project, and;
- Leaving a positive legacy for the communities of the LNG facility areas which lasts beyond the life of the Project

The specifics of the operational framework, assessment criteria and decision making process for community investment is outlined in the Community Investment Strategy, however, all key areas targeted through the SIMP are guided by the following operational objectives for community investment:

- Support community capacity building through local skills development and contributing to local education opportunities
- Develop projects that protect and enhance the productivity of our natural resources, including agriculture, land, water and biodiversity
- Support the continued development of safer and healthier communities (including efforts by ambulance, healthcare, police and emergency services and public welfare activities)
- Deliver projects that assist to manage population influx in a responsible and sustainable manner
- Develop partnerships with government, industry and community that deliver long-term lasting benefits to the Project regions
- Improve the capacity of key social infrastructure services and facilities

Australia Pacific LNG Sustainability Principles

Australia Pacific LNG has a set of 12 Sustainability Principles which were developed with the intention of supporting the Project's aspiration to be at the forefront of sustainable practice. These Principles are applicable Project-wide and across all Project activities, including investing in the community. The 12 Principles are as follows:

1. Adhering to an overriding duty to safety, ensuring operations are carried out in a safe manner and empowering employees and contractors to place safety considerations above all other priorities
2. Fostering the health and wellbeing of its workforce
3. Creating and maintaining a rewarding workplace for employees and contractors by encouraging personal development, recognising good performance, valuing teamwork and fostering equality of opportunity and inclusivity
4. Minimising adverse environmental impacts and enhancing environmental benefits associated with its activities, products or services; conserving, protecting, and enhancing where the opportunity exists, the biodiversity values and water resources in its operational areas
5. Reducing greenhouse gas intensity through the development of an energy source less carbon intensive than the world average for the majority of fuel providers for power generation; and implementing a greenhouse gas mitigation strategy for its operations that continuously seeks opportunities to further reduce greenhouse gas emissions
6. Using resources efficiently, reducing the intensity of materials used and implementing programs for the reduction and reuse of waste
7. Respecting the rights, interests and diverse cultures of the communities in which it operates
8. Engaging regularly, openly and transparently with people and communities affected by its activities, considering their views in its decision-making and striving for positive social outcomes
9. Working cooperatively with communities, governments and other stakeholders to achieve positive social and environmental outcomes, seeking partnership approaches where appropriate
10. Upholding exemplary ethical behaviour in all aspects of its business
11. Identifying, assessing, managing, monitoring and reviewing risks to its workforce, its property, the environment and the communities affected by its activities
12. Ensuring that all employees and contractors work consistently with its sustainability principles, commitments, values and systems

In addition to the Australia Pacific LNG Sustainability Principles, the downstream activities are also guided by ConocoPhillips' *Guidelines for Corporate Contributions*. These Guidelines recognise the importance of being a good corporate citizen and seeking community projects that align with the Company's business strategy, with a view to ConocoPhillips becoming a neighbour of choice in key operating areas. The philosophy behind corporate contributions is as follows:

"We will invest in programs that provide sustainable community development, benefit our stakeholders, are aligned with our strategic business objectives and are consistent with our core values."

Approach to community investment

In order to manage expectations and achieve optimal outcomes for the community with regards to community investment, Australia Pacific LNG has established a consistent approach to community investment across all areas of the SIMP. This approach incorporates the objectives and Sustainability Principles outlined earlier along with mechanisms for the following key elements of the community investment approach: 1. community involvement; 2. alignment with existing plans or programs; and 3. partnering. Each of these three elements are discussed in further detail below.

1. Community involvement

Community involvement in the decision making will ensure community ownership of an activity or program. A sense of ownership fosters community commitment and increases the chances that the activity or program will be sustained. Community input into the community investment process is also a means by which to ensure alignment of investment with community needs.

The RCCC will serve as the key community representative body and will play a central advisory role in the assessment and direction setting of any investment in the community. The role of the RCCC is further defined in the SIMP document and the Community Investment Strategy.

2. Alignment with existing plans or programs

Alignment with existing regional plans or programs places Australia Pacific LNG in a position where it can add value to existing government, non-government or industry activities. It also mitigates the risk of the Project being seen to deliver services or infrastructure that falls within the Government's mandate.

The Gladstone Regional Council and other local stakeholders have undertaken extensive planning in anticipation of the industrial growth the region is experiencing. Social infrastructure requirements have been assessed as part of this planning process and are documented in the Social Infrastructure Strategic Plan (SISP). Australia Pacific LNG's community investment approach is aligned with the SISP.

3. Partnering

Partnering with government bodies, NGOs and industry is integral to Australia Pacific LNG's approach to community investment. The benefits of partnering include increased potential for the Project to contribute to long-term sustainable development, fostering capacity development and increased alignment with existing Government plans and programs.

Australia Pacific LNG has established a Partnership Program with the objective of delivering sustainable outcomes. A Terms of Reference has been developed to guide the formation of partnerships. All partnerships will be bound by formal agreements which outlined mutually agreed objectives, and the commitments (including financial) of each partner.