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Office of the  
**Coordinator-General**

Our ref: DGC15/1652

19 JAN 2016

Mr Bruce Denney  
Chief Operating Officer  
New Hope Group  
PO Box 47  
IPSWICH QLD 4305

Dear Mr Denney

Thank you for your letter of 18 December 2015 and attached Pre-Construction Social Impact Management Report December 2015 in relation to condition 17 of the Coordinator-General's evaluation report for the New Acland Coal Mine Stage 3 project.

I have reviewed the report together with the commitments made by New Hope as part of the environmental impact statement process relating to community and stakeholder consultation, engagement and negotiation, and the mitigation and management of identified community health and safety impacts.

This second report demonstrates the activity undertaken across the range of issues since the previous report in June 2015. The Pre-construction Social Impact Management Report is considered adequate and in accordance with agreed reporting requirements given the current status of the project.

If you require any further information, please contact Mr Kevin Bottle, Project Manager, Coordinated Project Delivery, Office of the Coordinator General, Department of State Development, on 3452 7445 or [kevin.bottle@coordinatorgeneral.qld.gov.au](mailto:kevin.bottle@coordinatorgeneral.qld.gov.au), who will be pleased to assist.

Yours sincerely

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**NEW HOPE**  
**GROUP**

# PRE-CONSTRUCTION SOCIAL IMPACT MANAGEMENT REPORT

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*New Acland Coal Mine Stage 3 Project*

December 2015

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## 1. INTRODUCTION

This report has been prepared in accordance with the Queensland Coordinator-General's Conditions for New Acland Coal Pty Ltd (NAC) Stage 3's approval to meet **Condition 17: Social Impact Management Report (SIMR): pre-construction.**

**Condition 17** requires:

*“(a) Commencing from the date of this Coordinator-General's Evaluation Report and up to the date of commencement of construction, every six months the proponent is to provide the SIMR to the Coordinator-General. The reports are to be made publicly available by the proponent.*

*(b) The SIMR is to contain:*

*“(i) the actions taken to inform the community about project impacts and show that community concerns about project impacts have been taken into account (see Section 2); and*

*(ii) the actions, outcomes and adaptive management strategies to avoid, manage or mitigate project-related impacts on community health safety and social infrastructure” (see Section 3).*

The SIMR covers the period from 1 June to 30 November 2015 and is the second pre-construction SIMR to be prepared for the New Acland Coal Mine Stage 3 Project (the Project). It provides an update on the Project's recent community and stakeholder engagement activities and associated outcomes, and outlines the progress of the Project's community health, safety and social infrastructure management strategies.

A copy of the Project's first pre-construction SIMR is available at [www.aclandproject.com.au](http://www.aclandproject.com.au).

### 1.1. The Project

The Project is located approximately 160km west of Brisbane, 35km north-west of Toowoomba, and 14km north-west of the town of Oakey. The Project involves expansion of the existing open-cut New Acland Coal Mine to increase production from 5.2Mtpa to 7.5Mtpa of thermal coal. This is expected to take production to 2029.

Approval of the Environmental Impact Statement was provided by the Office of the Coordinator-General on 19 December 2014 and included 137 conditions for the Project's development. Conditions 17 and 18 specify requirements for Social Impact Management Reports.

New Hope Group is currently seeking approvals for the Project, including Federal Government approval under the *Environment Protection and Biodiversity Conservation Act 1999 (Cth)*, a mining lease under the *Mineral Resources Act 1989 (Qld)* and an amendment to the Environmental Authority under the *Environmental Protection Act 1994 (Qld)*.

The Queensland Department of Environment and Heritage Protection issued a draft Environmental Authority (EA) for the Project on the 28 August 2015. As part of statutory processes for Project assessment and approvals, public submissions were sought on the Project's application to amend the EA and mining lease application. The applications have now been referred to the Land Court. These proceedings commenced in November 2015.

## 2. COMMUNITY AND STAKEHOLDER ENGAGEMENT

The Project has undertaken communication and engagement actions to inform the community about the Project and to understand community concerns. This section summarises the actions taken during the period of 1 June to 30 November 2015.

### 2.1. Outcomes of Engagement

Engagement with landholders, community members and key stakeholders over the last six months has achieved a number of outcomes.

#### 2.1.1. Landholder engagement

- The Project has extended its groundwater engagement program to landholders outside the groundwater modelling area. This program involves increasing the number of monitoring bores and providing additional monitors on existing bores where required and in consultation with individual landholders.
- The Project has also established a bore baseline assessment program to support future monitoring and make-good agreements where required. The program aims to determine existing water quality, depth and bore condition for 78 landholders with properties located within a modelled area around the Project site.
- The Project has proactively extended the bore baseline assessment program to encompass bores outside of the Project's modelling area, increasing the total number of landholders involved in the program from 78 to 87. The extended assessment program was determined on a case-by-case basis and in consultation with individual landholders. Due to the number of bores to be assessed, the program has been divided in to a series of rounds that have also been discussed and refined with landholders. The Project's bore baseline assessment plan is publicly available at [www.aclandproject.com.au](http://www.aclandproject.com.au).



Geologist Dan Heley and Hydro Geologist Derwin Lyons testing a landholder bore in October

- Between 1 October and 30 November 2015, 14 landholders had their bore baseline assessments initiated, for a total of 47 water bores. During the first week of December, baseline assessments were initiated with an additional five landholders and a total of seven water bores located outside the groundwater modelling area. It is anticipated that over 200 bores will be assessed through the process which includes both bores registered with Department of Natural Resources and Mines and unregistered water bores. The total number of water bores to be assessed as part of the program will be finalised once all initial landholder visits are conducted.
- New Hope Group provides standing level monitoring results from NAC bores to the Queensland Government to be published on the Government's online water portal.
- The Project continues to distribute a Landholder Information Pack during regular meetings with Tier 1 and 2 landholders. The packs contain information sheets on a range of topics and have received generally positive levels of interest from landholders to date. Each pack provides direct contact details for the Project's community team should they have any questions in between regular landholder engagement activities. See Section 2.4 for further details regarding the landholder information packs.
- As part of the Project, NAC has initiated a weed control program in the Project's conservation management zone. This program will help to address recent questions from neighbouring landholders with respect to weed management. NAC operations are also working on additional weed control measures on company-owned land through Acland Pastoral Company. Information regarding increased weed control measures near the Project area has been provided in response to landholder feedback. Engagement regarding weed management has involved weed identification and management discussions with Traditional Owners during Cultural Heritage clearance processes. NAC has also made financial contributions to the local Landcare group for broader weed management activities in the area, which involved activities by the Green Army.



Weed mulching near Lagoon Creek within the mining lease

- The Project has formalised consent for land access with 17 landholders since June 2015 (to 30 November 2015) as part of the water bore baseline assessment program. Additional property access arrangements have been established with landholders for recent flora and fauna surveys where required. The Project has also reached agreement to purchase three properties located in the Project’s buffer zone in the last six months.

2.1.2. Community engagement

- Community feedback has helped the Project refine options for physical features and contributions to the township of Acland, as part of the Acland Management Plan. These options were outlined in a Newsletter Survey released in August 2015 and distributed by letterbox drop to approximately 3000 local residents. The survey was also advertised in local media from August to October 2015 and included an extended community response period to 30 October 2015. Despite the broad reach and promotion of the survey, just two responses were received. This low response rate may indicate a shift in local community interest or a preference for providing feedback on the Acland township through other avenues (e.g. information sessions or landholder meetings).

- While survey responses were limited, the feedback indicates a preference for a local Acland History Board detailing the town’s history and key features. The design and location of the history board will be determined in the new year. Informal feedback from community members in the last six months also indicates a preference for New Acland Coal Mine site tours to include a visit to the Acland No.2 Colliery. Community members will be informed about how their feedback influences the Acland Management Plan via the Project’s website and community newsletter.

**ACLAND MANAGEMENT PLAN SURVEY**

**NEW HOPE IS SEEKING INPUT FROM THE LOCAL COMMUNITY ON ASPECTS OF THE ACLAND MANAGEMENT PLAN.**

The Acland Management Plan outlines the physical management of the Acland township area.

Make the survey the central focus and including the Two Day Mine, Two Day Colliery and the Colliery.

Over time we will need to know how to manage the physical aspects of the township. Feedback on what we do and how we do it will be considered over the life of the Project.

In addition, New Hope will provide a not only up to date response to the community, but also a way to share the knowledge.

New Hope has provided extensive support and will be happy to share the Acland Management Plan with you.

Community members are invited to provide input on the Acland Management Plan. The survey is available in both English and Spanish. The survey is available in both English and Spanish. The survey is available in both English and Spanish.

The survey is available in both English and Spanish. The survey is available in both English and Spanish. The survey is available in both English and Spanish.

Please take your responses from 2 to 4, and return the form to the New Hope Community Information Centre in Coopers Street, Colliery or by email to [community@newhope.com.au](mailto:community@newhope.com.au)

- I would like to know more about the Acland Management Plan.
- I would like to know more about the Acland Management Plan.
- I would like to know more about the Acland Management Plan.
- I would like to know more about the Acland Management Plan.

**CONTACT**

- [community@newhope.com.au](mailto:community@newhope.com.au)
- [www.newhope.com.au](http://www.newhope.com.au)
- [www.newhope.com.au](http://www.newhope.com.au)
- [www.newhope.com.au](http://www.newhope.com.au)

The survey has prepared by [New Hope Group](#) and is available in both English and Spanish. The survey is available in both English and Spanish.

Acland Management Plan Survey in the August New Acland Community Newsletter

### 2.1.3. Key stakeholder engagement

- As part of the Project's commitment to maximising the involvement of local businesses in upcoming procurement opportunities, the Project held two half-day Procurement Information Sessions in Oakey and Toowoomba on 19 October 2015. The sessions attracted approximately 60 attendees to the Oakey session and 110 attendees in Toowoomba. These sessions were followed by two Project-based Tender Readiness Workshops facilitated by the Department of State Development on 11 November with approximately 60 attendees at each workshop.

More than half the attendees at each workshop completed a participant feedback form provided by the Department with overwhelmingly positive results, including:

- 100% felt better prepared to consider opportunities with the Project following the workshop;
  - 92% thought quality of speakers was excellent or very good;
  - 92% thought relevance of content was excellent or very good;
  - 89% thought usefulness of content was excellent or very good; and
  - 92% thought the overall workshop was excellent or very good.
- Feedback from local industry partners such as the Toowoomba and Oakey Chambers of Commerce and Toowoomba and Surat Basin Enterprise was also extremely positive with respect the Project's procurement and engagement processes:
    - *"They [the procurement information sessions] were conducted well – New Hope Group are a good corporate citizen ... There was a very high level of interest, the numbers for the sessions need to be increased well beyond expected numbers. There was a lot of talk in the industry that they were good sessions ... Local businesses were particularly interested in accessibility for small business. Small businesses came away from the sessions feeling like they may be able to find a niche and still be involved," Toowoomba Chamber of Commerce.*
    - *"[Oakey Chamber of Commerce] were engaged early [by the Project team] and able to contact their members ... it has become clearer through the process how smaller local companies can get involved ... subcontract relationships are the most important to the local Oakey businesses ... [the level of interest from local businesses] was very good, which was evidenced by the high attendance. There was a lot of excitement after the event," Oakey Chamber of Commerce.*
    - *"There was a high level of interest, and whilst our target market was covered, there would still be more attendees if we were able to do more sessions in the future. [It was] good to have bigger businesses in the room to give subcontractor information to the local businesses ...partial scope was of particular interest to local businesses," Toowoomba and Surat Basin Enterprise.*
    - *"The response and feedback from local businesses in relation to the Project has been great. The information provided at the recent Information and Tender Readiness sessions provided local businesses with an understanding of where the Project is at and where to from her," Industry Capability Network.*
  - New Hope works closely with representatives from the Oakey Reconciliation Committee to enable promotion of business and employment opportunities among local indigenous community members. Consultation with committee representatives also identified new opportunities to expand New Hope Group's engagement reach through other indigenous community networks.



- Discussions with the Department of Natural Resources and Mines about ownership and management of Tom Doherty Park have concluded. As the township of Acland is no longer within the proposed Project mine lease application area, Tom Doherty Park will remain in the ownership of the State.
- The Project continues to work closely with Toowoomba Regional Council regarding a detailed road works program and final details of an infrastructure agreement.
- NAC regularly engages and maintains productive working relationships with emergency service stakeholders including Queensland Fire and Rescue Service, Queensland Police and Queensland Ambulance Service. New Hope has also recently appointed an on-site Security Adviser to coordinate and provide a primary contact point for these engagement activities.
- Engagement continues with the Oakey Hospital regarding community health and wellbeing and partnership initiatives. Key outcomes from recent engagement include further planned consultation with the Public Health Unit of Darling Downs Hospital and Health Service regarding regional community health and wellbeing and potential partnership initiatives.
- New Hope also recently supported the refurbishment of Oakey Hospital's Palliative Care Room through the Community Investment Fund which enabled the hospital to buy a specialised palliative care bed, a new pull-out lounge and sitting area furniture.



The New Hope Projects team at the Local Procurement Information Session at Toowoomba



Representatives from Oakey Hospital, Darling Downs Hospital and Health board, Friends of McDonald Nursing Home and New Hope at the refurbished palliative care room.

## 2.2. Complaints Management

One complaint was received by the Project community team between 1 June and 30 November 2015. Details of the complaint related to third party works in the local area. The complaint was responded to immediately by phone and, through further discussion with the third party and the complainant, a resolution was reached.

## 2.3. Consultation Issues Report

This section summarises the issues raised during engagement with landholders, community members and other key stakeholders over the last six months. A summary of key issues raised during the Project's EIS submission process is presented in the Project's last pre-construction report (available at [www.aclandproject.com.au](http://www.aclandproject.com.au)).

Over the past six months, the New Hope Group has been involved in more than 200 recorded community interactions for the Project. As shown in Figure 1, the topics of employment, community sponsorship and community investment and partnerships continue to be a primary focus of these interactions, in addition to increasing community interest in groundwater.

The Project continues to communicate its plans for job creation through the Project website, community newsletters and other media and public communication mechanisms. The Project has also set expectations regarding local employment and workforce in the tendering process for major contracts. An update regarding NAC's sponsorship program, community investments and partnerships is provided in Section 3.2.

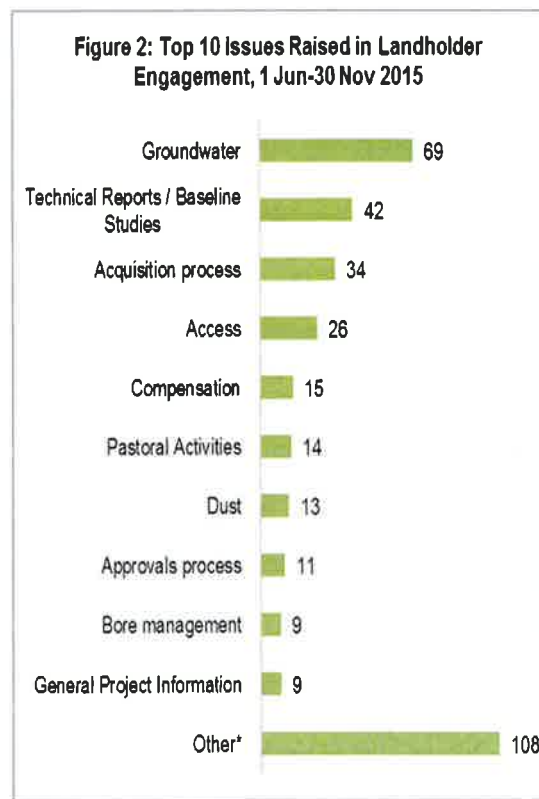
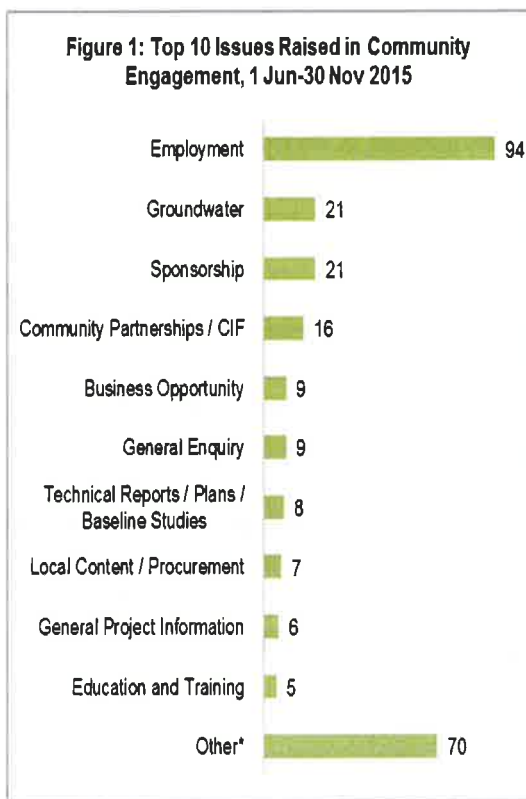
Community enquiries or concerns raised regarding groundwater (see Figure 1) have been addressed by the Project's community team during the July community information sessions, through the Community Information Centre and the public communication mechanisms such as newsletters and fact sheets.

During these engagement activities, local landholders also continue to be offered face-to-face meetings with the Project’s community team and a hydro geologist to discuss technical details regarding groundwater and their individual properties. Other common topics raised during engagement activities include general enquiries through the Community Information Centre and business opportunities associated with the Project (see Figure 1).

The Project’s landholder engagement program in the last six months has involved contact with approximately 87 individual landholders and 65 landholder meetings. Groundwater has been the primary focus of these engagement activities (see Figure 2) which includes discussions regarding bore baseline assessments. Other matters raised during landholder engagement activities for the Project include property acquisition processes and property access arrangements. These engagement activities are ongoing.

Other topics commonly addressed with landholders during the course of Project engagement include Acland Pastoral Company activities and dust. Discussions regarding Acland Pastoral Company have related to upcoming pastoral activities, neighbouring property arrangements and weed management processes. Engagement has involved general information provision and, in some cases, has resulted in agreed arrangements between property boundary neighbours and NAC where relevant. NAC has also rolled out a targeted weed management program to address potential concerns.

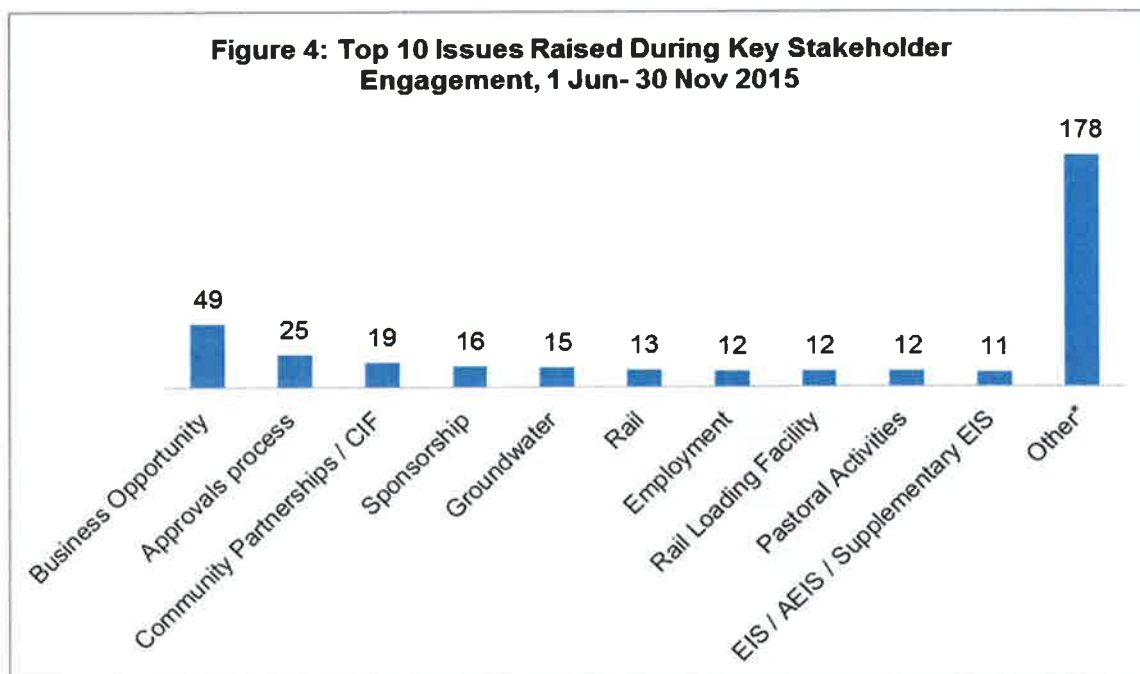
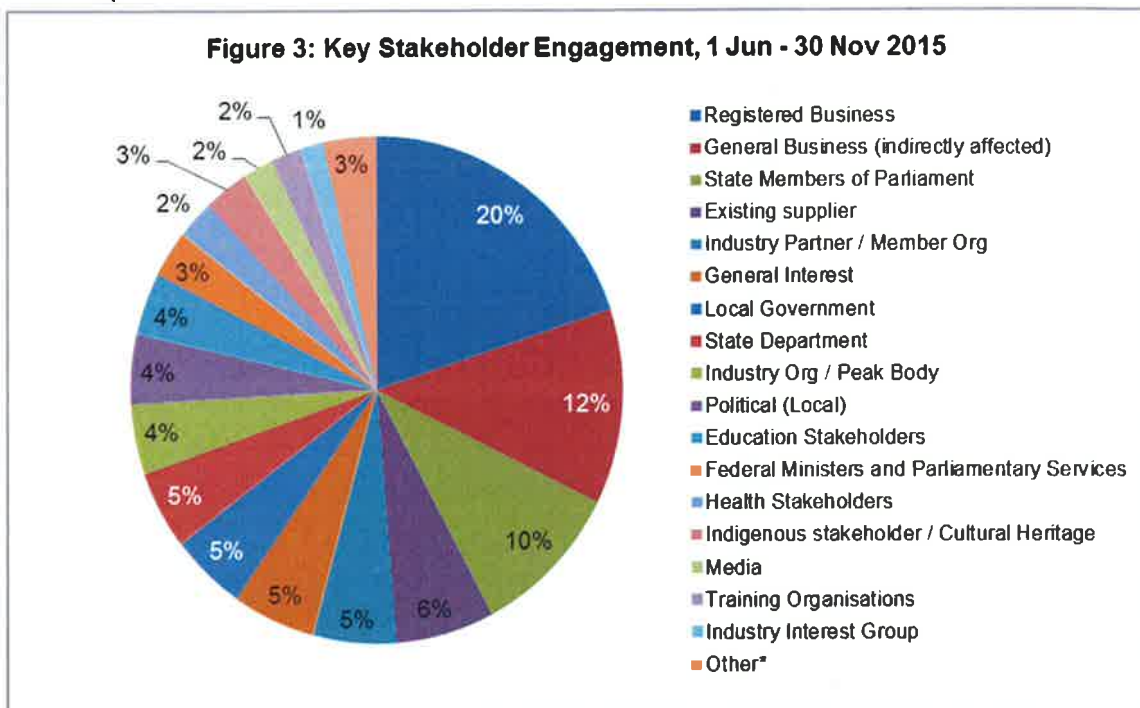
Dust has been raised primarily in consultation with Tier 2 landholders in relation to monitoring, water quality and road use which continue to be addressed through ongoing engagement and information provision. In some cases, dust has also been raised in relation to the Mine’s existing and proactive dust monitoring program during the course of Project engagement activities.



\*Other category comprises an additional 84 issue categories including business opportunity, blasting/ vibration, driver behaviour, compensation, dust and dust – rail, economic benefit, education and training, farming land use, housing availability / affordability, monitoring, noise and noise - rail, road use, security, social impact, traffic,

The Project’s engagement activities with other key stakeholders over the last six months range from meetings and other correspondence with Federal and State Government representatives, Toowoomba Regional Council, health and emergency service stakeholders, education and training stakeholders, and business and industry stakeholders (see Figure 3). Key issues raised by these stakeholders are presented in Figure 4.

The Project’s key engagement activities by stakeholder group are summarised presented in Section 2.4.



\* Stakeholder groups represented in 'other' category include: Federal department stakeholders, Historical Groups, Environment Groups, Action Groups and Emergency Service stakeholders.

## 2.4. Q3-Q4 Communication and Engagement Activities

The following tables summarise the Project's key commitments to community and stakeholder engagement for the reporting period Q3-Q4 2015. The Project's engagement mechanisms include tailored strategies for landholders in three categories:

- Tier 1: High Priority Landholders –those who are potentially impacted as shown through environmental modelling;
- Tier 2: Landholders near the mine with fewer potential impacts; and
- Tier 3: Landholders and the Acland, Jondaryan and Oakey communities.

**TABLE 1: COMMUNITY AND STAKEHOLDER ENGAGEMENT ACTIVITIES, Q3 – Q4 2015**

<b>Q3 – Q4 2015 Actions</b>	
<b>Tier 1 and Tier 2 Landholders</b>	
<b>Six monthly face-to-face updates for T1 &amp; T2 landholders</b>	<ul style="list-style-type: none"> <li>• 23 meetings held with Tier 1 landholders and 50 meetings with Tier 2 landholders, primarily in relation to groundwater, bore baseline assessment and associated property access. Dust was also raised in consultation with some Tier 2 landholders in relation to monitoring, water quality and road use.</li> <li>• Landholder information packs addressing a range of key interest areas are being progressively delivered during landholder meetings. These packs include community team contact details for landholders to raise questions they arise or discuss at upcoming meetings.</li> <li>• Phone calls and other correspondence have taken place with 87 individual landholders. This contact has primarily been in relation to groundwater, property access, pastoral activities and weed management, early survey and field work, and business opportunities.</li> </ul>
<b>Landholder meetings with hydro geologist</b>	<ul style="list-style-type: none"> <li>• Four Tier 1 and 16 Tier 2 landholder meetings were held over the last six months with a hydro geologist present to discuss technical aspects of groundwater modelling. Landholders are also offered this opportunity at regular landholder meetings as well as through community engagement mechanisms such as the July information session and the Community Information Centre.</li> </ul>
<b>Landholder agreements</b>	<ul style="list-style-type: none"> <li>• NAC is working with affected Tier 1 and Tier 2 landholders regarding impact modelling and management processes, which include discussions about landholder agreements and the process for make good agreements. Three purchase agreements have also been established for properties located in the Project's buffer zone.</li> <li>• All landholder agreements will continue to be developed in accordance with the Project's Landholder Engagement Protocol.</li> </ul>

**Q3 – Q4 2015 Actions**

<p><b>Monthly staff visits to Jondaryan</b></p>	<ul style="list-style-type: none"> <li>The Project's Community team initiated monthly staff visits to Jondaryan in June 2015 to provide a regular engagement opportunity for community members during the pre-construction phase of the Project.</li> <li>These events were advertised in the local media and flyer distribution to local residents.</li> <li>Six drop-in sessions have been held with varied attendance rates and no visitors at three of these sessions. Community access to a regular and local engagement forum in Jondaryan will be maintained during the pre-construction phase however the monthly frequency of these sessions may be reviewed during the next reporting period.</li> </ul>
<p><b>Government Stakeholders</b></p>	
<p><b>Toowoomba Regional Council</b></p>	<ul style="list-style-type: none"> <li>Four Project meetings have been held with Toowoomba Regional Council in the last six months on a range of topics including Project status, roads and infrastructure.</li> </ul>
<p><b>Queensland Government</b></p>	<ul style="list-style-type: none"> <li>Ten briefings have been held with State Members of Parliament over the reporting period and have addressed the Project's EIS and approvals process, farming land use, Jondaryan Rail Loading Facility, and community engagement and partnerships.</li> <li>Meetings were also held with State Department representatives from Department of Natural Resources and Mines regarding the approvals process and Tom Doherty Park and with Department of State Development regarding social impact management reporting and the Project's procurement processes.</li> </ul>
<p><b>Federal Government</b></p>	<ul style="list-style-type: none"> <li>Five briefings were held with Federal Members of Parliament about the Project's approvals process, water resources, Jondaryan Rail Loading Facility, community engagement and employment.</li> </ul>
<p><b>Business and industry stakeholders</b></p>	
<p><b>Local Business and Industry Stakeholders</b></p>	<ul style="list-style-type: none"> <li>Two half-day Procurement Information Sessions held in Oakey and Toowoomba on 19 October with a total of 170 attendees.</li> <li>Two Tender-readiness workshops facilitated by the Department of State Development were held on 11 November, with approximately 60 at each session in Oakey and Toowoomba.</li> </ul>

**Q3 – Q4 2015 Actions**

<p><b>Local Business and Industry Partners</b></p>	<ul style="list-style-type: none"> <li>• Ongoing partnerships with Toowoomba and Surat Basin Enterprise and Toowoomba and Oakey Chambers of Commerce.</li> <li>• Two meetings held with each organisation over the last six months in relation to the Project, local business and industry capacity, procurement planning and upcoming engagement activities.</li> <li>• Stakeholder feedback collected from our partner organisations and the local attendees about the recent information sessions and workshops was overwhelmingly positive.</li> </ul>
<p><b>Housing and Accommodation Stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Early scoping meetings were held with local short-term accommodation providers in Oakey and Jondaryan during July and August. An enquiry was also received from a local accommodation provider through the July community information session in Kulpi Hall.</li> </ul>
<b>Indigenous Stakeholders</b>	
<p><b>Indigenous Community</b></p>	<ul style="list-style-type: none"> <li>• Continued engagement with indigenous community representatives through the Oakey Reconciliation Committee and Community Reference Group.</li> <li>• A recent meeting with a representative from Oakey Reconciliation Committee addressed a range of topics including: <ul style="list-style-type: none"> <li>○ opportunity for indigenous business owners/managers to participate in the Tender Readiness workshop;</li> <li>○ discussion of the recent traineeship opportunities and feedback on process going forward;</li> <li>○ opportunities to extend engagement reach through other indigenous community networks.</li> </ul> </li> </ul>
<p><b>Traditional Owners</b></p>	<ul style="list-style-type: none"> <li>• Continued engagement with Traditional Owner representatives as part of the Project's Cultural Heritage Management Plan and site survey processes, including consultation on weed management and land care.</li> <li>• New Hope is working with Traditional Owner representatives to establish a display of significant Aboriginal artefacts at the Oakey Community Information Centre.</li> <li>• Engagement has also involved conceptual development of a tailored Cultural Awareness training package that will include video footage from Project site.</li> </ul>

### Q3 – Q4 2015 Actions

#### Social infrastructure providers / community groups

- NAC has an established Emergency Management Plan for continued implementation over the life of the Mine and Project.
- NAC regularly engages and maintains productive working relationships with representatives from the Queensland Fire and Rescue Service, Queensland Police Service and Queensland Ambulance Service, as well as the Jondaryan Rural Fire Brigade and Oakey Army Base.
- To coordinate and provide a primary contact point for these engagement activities, the New Hope Group has recently appointed a site-based Security Adviser.
- Engagement over the reporting period included a site visit for the Department of Emergency Services in October, and ongoing security and procedural communications with senior members of Queensland Police Service, and Oakey and Jondaryan Police representatives. Additional engagement activities continue with Emergency Service stakeholders and the Oakey Army Base as part of current Mine operations.

#### Emergency Service Stakeholders

#### Education and Training Partnerships

- NAC continues to engage regularly with local schools regarding sponsorships and collaborative projects and has established a standing offer for specific curriculum assistance and specialist visits as required.
- NAC maintains partnership arrangements with key education and training stakeholders including Oakey State High School, University of Queensland and University of Southern Queensland.

#### Health stakeholders

- Engagement continues with the Oakey Hospital regarding community health and wellbeing, partnership initiatives and joint community engagement opportunities.
- Outcomes of recent engagement with Oakey Hospital representatives has led to further consultation planned with the Darling Downs Hospital and Health Service Public Health Unit to discuss regional community health and wellbeing and potential partnership initiatives.

#### Community Organisations

- Continued support for community and social services, individuals, organisations and clubs through the Community Sponsorship Program and larger grants through the Community Investment Fund (see Section 3.2).



### Q3 – Q4 2015 Actions

#### General Community engagement

<p><b>Information Sessions</b></p>	<ul style="list-style-type: none"> <li>• Two community information sessions were held in Kulpi and Jondaryan in July 2015. These sessions primarily addressed groundwater information needs, however also provided an opportunity for community to seek information on any aspect of the Project.</li> <li>• Other topics raised during these information sessions included business and employment opportunities, the Project's EIS and approvals process and property acquisition processes.</li> <li>• Two Procurement Information Sessions were held in October 2015.</li> <li>• Next community information sessions are planned for 2016.</li> </ul>
<p><b>Community Reference Group</b></p>	<ul style="list-style-type: none"> <li>• Four Community Reference Group (CRG) meetings were held over the reporting period, addressing a range of interest areas including general project information, groundwater, community investment projects, education and training partnership activities, upcoming procurement sessions, pastoral activities and weed management and Acland township.</li> <li>• Members for the new term of the New Acland CRG were announced in November 2015 and are featured in New Hope's December newsletter. Representatives were selected from a cross section of local and regional community and stakeholder interests. All CRG meeting minutes are available on the Project's website.</li> </ul>
<p><b>Environmental initiatives</b></p>	<ul style="list-style-type: none"> <li>• Continuation of tree planting and weed management activities for Lagoon Creek Conservation Zone, with more than 5,000 trees planted across approximately 30ha in the last six months. Tree planting and weed control works have also been undertaken along the western boundary of the Project area, in addition to ground maintenance works in Acland Township.</li> <li>• New Hope has also provided financial support to the local Landcare group to assist with broader weed management activities being undertaken by the Green Army.</li> </ul>
<p><b>Mine Site Tours</b></p>	<ul style="list-style-type: none"> <li>• 19 mine site tours (including 4 public tours and 15 private bookings) have been conducted during the reporting period. Public tours depart from Oakey by coach and are advertised in local media and community newsletters.</li> </ul>
<p><b>Local Events</b></p>	<ul style="list-style-type: none"> <li>• NAC staff continue to contribute to and participate in a range of local community events, including:             <ul style="list-style-type: none"> <li>○ CareFlight Open Day</li> <li>○ Local Business engagement events put on by stakeholders e.g. Toowoomba Surat Basin Enterprise and</li> </ul> </li> </ul>

**Q3 – Q4 2015 Actions**

	<ul style="list-style-type: none"> <li>local Chamber of Commerce organisations</li> <li>○ Oakey Hospital Board Lunch</li> <li>○ Oakey Community RUOK Day activities</li> <li>○ Oakey Santa Fair</li> </ul>
<p><b>Oakey Information Centre</b></p>	<ul style="list-style-type: none"> <li>• Staffed by a dedicated Community Liaison Officer</li> <li>• Over 100 visits to the Oakey Community Information Centre with relevance to Project in the reporting period.</li> </ul>



Members for the new term of the New Aciland Community Reference Group

**TABLE 2: PROJECT COMMUNICATION**

<b>Q3 – Q4 2015 Actions</b> <b>Project Communications</b>	
<p><b>Landholder Information Packs</b></p>	<p>Currently being distributed as part of regular Tier 1 and Tier 2 Landholder meetings, containing:</p> <ul style="list-style-type: none"> <li>• Staff contact card</li> <li>• Project fact sheets including:                             <ul style="list-style-type: none"> <li>○ Landholder and community engagement opportunities</li> <li>○ Enquiries, concerns and complaints process</li> <li>○ Buildings and heritage management in the Acland Area (2 fact sheets)</li> <li>○ Tree planting</li> <li>○ Rehabilitation and amenity</li> <li>○ Water resources (including groundwater and surface water resource management)</li> <li>○ Noise management</li> <li>○ Blasting process</li> <li>○ Air quality and dust management</li> </ul> </li> </ul> <p>Fact sheets also available at <a href="http://www.aclandproject.com.au">www.aclandproject.com.au</a></p>
<p><b>Project contact card and fridge magnet</b></p>	<ul style="list-style-type: none"> <li>• Currently being distributed to Tier 1 and Tier 2 landholders as part of regular landholder meetings, with additional copies available at the Community Information Centre.</li> </ul>

**Q3 – Q4 2015 Actions**

Distributed to approximately 3,000 local residents on a quarterly basis (published August 2015 and December 2015), including updates and promotion of:

- Acland Grazing Trials set industry benchmark
- Thousands tour New Acland Coal Mine, including promotion of tours and booking arrangements
- Jondaryan community drop-in sessions, including promotion of times and availability of JRLF monitoring data online
- Update on Project timeline and approvals process
- Update on community investment projects
- Oakey Community Information Centre opening hours
- Newsletter survey on aspects of the Acland Management Plan
- Enquiries, concerns and complaints process
- Jondaryan Drop-In Sessions
- Bore Baseline Assessment process
- Water Use at New Acland
- Procurement Information Sessions
- Social Impact Management Report
- Safe Work Awards
- Sponsorships and Donations
- Community Investment Fund (CIF) Projects
- Excellence in Environmental Management
- Upcoming community information sessions
- CRG members

**Quarterly Newsletter**

**Q3 – Q4 2015 Actions**

	<p>Available at <a href="http://www.aclandproject.com.au">www.aclandproject.com.au</a>:</p> <ul style="list-style-type: none"> <li>• Project overview</li> <li>• Local Procurement</li> <li>• Landholder and community engagement opportunities</li> <li>• Enquiries, concerns and complaints process</li> <li>• Buildings and heritage management in the Acland Area (2 fact sheets)</li> <li>• Tree planting</li> <li>• Rehabilitation and amenity</li> <li>• Water Resources (including groundwater and surface water resource management)</li> <li>• Noise management</li> <li>• Blasting process</li> <li>• Air quality and dust management</li> <li>• Veneering</li> </ul>
<p><b>Online Fact Sheets</b></p>	<ul style="list-style-type: none"> <li>• Quarterly newsletters</li> <li>• Media releases</li> <li>• Project fact sheets</li> <li>• Project EIS information</li> <li>• Air Quality management information</li> <li>• Land rehabilitation information</li> <li>• Mining industry information</li> <li>• Community investment and sponsorship programs</li> <li>• CRG meeting minutes</li> <li>• Community Investment Fund toolkit</li> </ul>
<p><b>Website</b></p>	<p>17 media releases produced for the Project over the reporting period covering topics such as the Project's Procurement Information Sessions, New Acland's Live Well Work Well initiative, New Hope as a finalist in Environmental Excellence, nominations for the Community Reference Group and Community Investment Fund applications.</p>
<p><b>Media Releases</b></p>	

**Q3 – Q4 2015 Actions**

<p><b>Community Investment Fund supporting materials</b></p>	<ul style="list-style-type: none"> <li>• Program overview</li> <li>• Application form</li> <li>• Guidelines</li> <li>• Fact Sheets</li> <li>• Frequently Asked Questions</li> </ul>
<p><b>Advertising and Newspaper Notices/Columns</b></p>	<ul style="list-style-type: none"> <li>• A broad and ongoing range of advertising to promote CRG representation, Mine Site Tours and Community Information Session. New Hope also maintains a fortnightly space in the Oakey Champion for regular updates.</li> </ul>
<p><b>Stakeholder letter distribution</b></p>	<ul style="list-style-type: none"> <li>• Letter distribution in the last six months includes:                         <ul style="list-style-type: none"> <li>○ Landholder letters regarding groundwater meetings where required;</li> <li>○ General communications as part of agreed engagement approach with individual landholders; and</li> <li>○ Flyer distribution to promote Jondaryan drop-in consultation sessions.</li> </ul> </li> </ul>



Continuation of tree planting at Lagoon Creek Conservation Creek



### 3. COMMUNITY HEALTH, SAFETY AND SOCIAL INFRASTRUCTURE

#### 3.1. Community Health, Safety and Wellbeing

The Project has initiated a large proportion of the commitments detailed in its Social Impact Management Action Plan for Health and Community Wellbeing, as well as additional commitments made in relation to community health and wellbeing in Chapter 5 of the AEIS. The Project's actions include:

- A Senior Community Advisor and Community Liaison Officer based at the Oakey Community Information Centre, providing a central point of contact and relationship continuity for community and stakeholders;
- Regular information sessions on the Project's impact management processes (refer Report Section 2.4)
- Direct and ongoing liaison with key health stakeholders (refer Report Section 2.4);
- Established workforce management procedures, including:
  - Workforce induction and training, supporting workforce diversity, inclusion and tolerance;
  - Ongoing Fitness for Duty (FFD) Policy; and
  - Ongoing Employee Assistance Program (EAP).
- Ongoing relationships and partnership with local education providers, which includes an offer of Project support for school curriculum and extra-curricular activities (such as school Landcare groups, Oakey Lions Youth of the Year);
- Specific Environmental Management Plans for groundwater, noise and air quality management; and
- Continued support through the Community Sponsorship Program and larger grants through the Community Investment Fund. NAC's expenditure since June 2015 is summarised in Section 3.2 of this Report and relates to both existing NAC and Project investment activities.



The New Acland Health and Wellbeing Committee with their Best Workplace Health and Wellbeing Initiative Award

In October 2015, New Hope won the 'Best Workplace Health and Wellbeing Initiative' award at the Queensland Safe Work Awards in recognition of our continued commitment to health and safety excellence at the New Acland Mine.

The initiative was delivered with support from local allied health professionals Live Well Australia and focused on a range of workforce health and wellbeing aspects including increasing water intake, doing healthy food swaps, undergoing free skin cancer checks, taking steps to reduce stress and joining in on group exercise activities.

### 3.2. Social Infrastructure

The New Acland Community Investment Fund assists not-for-profit community groups and organisations to develop long-term outcomes for communities around the New Acland Coal Mine. Not-for-profit community groups and organisations within the Toowoomba region are eligible to apply for grants of \$10,000 or more under the Fund.

The Community Investment Fund was launched in August 2013, and is in addition to New Hope's substantial Community Sponsorship Program.

Since June 2015, the New Acland Community Investment Fund has awarded funds to seven local groups for various projects (see Table below). Investment in these projects is guided by consultation with the Community Reference Group.

**TABLE 3-1: COMMUNITY INVESTMENT PROJECTS Q3-Q4 2015**

Recipient	Project	Summary
<b>Toowoomba Clubhouse</b>	Oakey Clubhouse	Support for the continuation of the Oakey House Program. Oakey Club House is a community mental health program which works with members, and reintroduces them to the wider society. It is focused on building links within the community and developing broader community capacity within the Oakey region.
<b>Peranga &amp; District Bowls Club Association Inc.</b>	Bowls Club Upgrade Project	Installation of two new evaporative Air-conditioners, two Gas Heaters, Large steel plate BBQ and 24 new bar stools. The bowls club is a widely utilised social venue which not only supports its own not for profit status, but is a big supporter of many community groups in the communities north of the NAC area.
<b>Haden Public Hall</b>	Interior Hall Painting Project	Painting the interior of the hall including the main hall area, kitchen, entrance, bar area, stage and toilets. This hall is the primary community asset for Haden, and the project will give the hall a much needed face-lift.
<b>CWA House</b>	Chair Upgrade Project	To purchase 13 needs and age appropriate chairs for the CWA house residents. The current seating arrangements are too low and are unsuitable for residents in the CWA House to use independently. The new chairs will enable residents to move independently to and from seating, without having to wait for assistance from nursing staff.
<b>Jondaryan Model Engineers &amp;</b>	Wagon Upgrade Project	Sandblasting and painting two old train wagons to improve their longevity and appearance, whilst keeping them "in theme" with the Jondaryan Model Engines and Live

Recipient	Project	Summary
Live Steamer Inc.		Steamers. The Project also includes lining one wagon, half for storage purposes and the other half for visitors to use whilst visiting the model train display. The purchase of tables and chairs for visitors is also included.
St Pauls Lutheran Church	Mobile Air-Conditioner Project	Funds to purchase a mobile water cooling air-conditioning system to reduce the extreme heat experienced in the St Pauls Lutheran Church hall. The hall is a widely used facility and accommodates groups such as: The Oakey Community Playgroup, The Oakey Academy of Dance and Friends of McDonald House.
Girl Guides Queensland – Goombungee	Power Upgrade and Renew Toilet Facilities Project	Funds to combines two separate meter boxes into one meter box and renew old toilet facility. By combining the two meter boxes, the Guides will only have to pay one meter reading quarterly as opposed to two.

Since June 2015, NAC has also directly supported more than 40 local organisations, representing agricultural, health, community, environmental, sporting and recreational interests, through sponsorships and donations. Our programs have contributed to the Oakey, Brymaroo, Goombungee, Jondaryan, Kingsthorpe, Kulpi, Aubigny, Dalby, Jimbour, Pittsworth and Toowoomba communities.

### 3.3. Acland Management Plan

The Acland Management Plan (AMP) set out the Project's arrangements and commitments for the management and maintenance of the Acland Township on land owned or intended to be purchased by NAC.

As the township of Acland is no longer within the proposed Stage 3 mine lease application area, Tom Doherty Park will remain in the ownership of the Queensland Government.

Progress on the development of the Acland Management Plan includes:

- Exclusion of Acland township from the Project's mining lease area;
- Recent community and stakeholder consultation including :
  - A community survey regarding possible options for physical features and contributions to Acland, available for input from September to October 2015;
  - A community information session in July 2015 providing opportunity for local community members to access further information regarding the AMP;
  - Consultation with local and state government with respect to plans for Tom Doherty Park;
  - Public availability of the AMP at the Oakey Community Information Centre since November 2014 with community staff available to answer questions;
- A tree planting program to support local beautification objectives, to provide Project screening and buffers, and to facilitate habitat connectivity in and around Acland township; and
- Continued conservation management of all local heritage items and structures remaining within Acland by Project representatives in line with the AMP and Acland Colliery Conservation Management Plan.



## TOM DOHERTY PARK AT ACLAND

**New Hope Group advises that discussions with the Department of Natural Resources and Mines about ownership and management of Tom Doherty Park have concluded.**

As the township of Acland is no longer within the proposed Stage 3 mine lease application area, Tom Doherty Park will remain in the ownership of the State of Queensland.

- New Acland pays for 3000 ML per year from the Toowoomba Regional Council's Wetalla wastewater reclamation facility.
- New Acland currently uses approximately two thirds of the water it pays for from Wetalla wastewater reclamation facility.
- The water New Acland doesn't use but pays for from Wetalla wastewater reclamation facility goes into Gowrie Creek for use by irrigators and farmers.
- New Acland takes approximately 50% of water produced at Wetalla wastewater reclamation facility and at peak takes only 40%.
- The revenue Toowoomba Regional Council receives from New Acland's purchase of recycled water assists in keeping rates down for Toowoomba ratepayers.

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Pg1	<a href="#">Tom Doherty Park</a>	Pg2	<a href="#">Friends of McDonald</a>	Pg4	<a href="#">Group Members Announced</a>
Pg3	<a href="#">Water Use at New Acland</a>	Pg2	<a href="#">Workforce gets inside scoop</a>	Pg4	<a href="#">Oakley Hospital opens room</a>



New Acland Community Newsletter story informing residents about Tom Doherty Park

## 4. FORWARD PLAN

This section outlines the Project's forward plan in delivering on its mitigation and management strategies (Section 4.1) and commitments to community and stakeholder engagement (Section 4.2).

### 4.1. Mitigation and Management Strategies

The following table identifies the status of the Project's mitigation and management strategies with a forward plan including public reporting requirements.

Management Plans and Strategies	Status	Details and Next Update
Air Quality Management Plan	Established and preparatory work underway	Public reporting for the Project's environmental monitoring activities to occur monthly from the start of construction.
Noise Management Plan	Established and preparatory work underway	
Blasting and Vibration	Established and preparatory work underway	
Groundwater Monitoring and Impact Management Plan	Established and in progress	The Project will continue to expand its monitoring program and implement advanced monitoring equipment to refine its model of potential impacts. Engagement is underway with potentially affected stakeholders and will be ongoing as the modelling is refined, with a view to develop make-good agreements.
Bore Baseline Assessment Plan	Established and in progress	This plan has been prepared to support field-based baseline assessments of potentially impacted water bores in order to collect reference information to support future modelling and potential make good agreements.
Community and stakeholder engagement	Established and in progress	Refer to Section 2 of this Report. Next update Pre-construction Report (June 2016).
Complaints Management	Established and in progress	Refer to Section 2 of this Report. Next update Pre-construction Report (June 2016).
Health, safety and community infrastructure	Established and in progress	Refer to Section 3 of this Report. Next update Pre-construction Report (June 2016).
Acland Management Plan	Established and in progress	Refer to Section 3 of this Report for Acland Management Plan update. Next update Pre-construction Report (June 2016).
Acland Colliery Conservation Management Plan	Established and in progress	Site maintenance and heritage preservation works have commenced under the Acland Colliery Conservation Management Plan.
Housing and Accommodation Action Plan	Established and preparatory work underway	Annual Social Impact Management Report

Management Plans and Strategies	Status	Details and Next Update
Local Content Action Plan	Established and preparatory work underway	Adoption of QRC Code for Local Content. Annual Social Impact Management Report.
Workforce Management Action Plan	Established and preparatory work underway	Annual Social Impact Management Report.
JRLF Decommissioning Management Strategy	Established. Implementation to come	Decommissioning to commence once the new Rail Load-out Facility is fully commissioned on the Project site.
Road Use and Traffic Management Plans	In development	Engagement with TRC is ongoing in preparation for construction phase.

#### 4.2. Community and Stakeholder Engagement

The following table summarises the Project's key commitments to community and stakeholder engagement for the forward reporting period Q1-Q2 2016.

**TABLE 4-2: STAKEHOLDER ENGAGEMENT – FORWARD PLAN**

Stakeholder group	Q1-Q2 2016 Actions
Tier 1 and Tier 2 Landholders	• Ongoing technical consultation regarding impact modelling as required
	• Continued development of Landholder Agreements with T1 and T2 landholders
	• Six monthly face-to-face updates for T1 & T2 landholders
	• Letter distribution – road access and mitigations
	• Monthly staff visits to Jondaryan
	• Information session on topics including health and coal
	• Continued partnership and participation in regional landholder activities and through the Acland Pastoral Company
	• Monthly online release of environmental monitoring results (from construction): <ul style="list-style-type: none"> <li>○ Hard copy distribution to Jondaryan residents and local promotion</li> <li>○ Quarterly hardcopy summary distributed to Tier 1 &amp; 2 landholders</li> </ul>
Local and State Government	• Briefings / individual meetings as relevant
	• Direct correspondence as relevant
	• Quarterly newsletter distribution as relevant
	• Engagement on housing and accommodation
	• Consultation with DATSIP on indigenous employment and business development
	• Continued employment, education and training partnerships
	• Feedback, progress updates, and employment numbers provided to key agencies as required

<b>Stakeholder group</b>	<b>Q1-Q2 2016 Actions</b>
<b>Indigenous Stakeholders</b>	<ul style="list-style-type: none"> <li>• Continue Oakey Reconciliation Committee Partnership, and other stakeholder relations as agreed with local indigenous representatives</li> <li>• Maintain relationships through Community Reference Group, Traditional Owners and Cultural Heritage Management Plan requirements and Oakey Reconciliation Committee</li> <li>• Consult on and promote indigenous employment, business development and procurement opportunities</li> </ul>
<b>Business and Industry Stakeholders</b>	<ul style="list-style-type: none"> <li>• Six monthly procurement information sessions</li> <li>• Continue partnerships with TSBE and Toowoomba and Oakey Chambers of Commerce</li> <li>• Consult with local accommodation providers and real estate agents regarding short-term accommodation needs</li> </ul>
<b>Social Infrastructure Providers and Community Groups</b>	<ul style="list-style-type: none"> <li>• Local GP consultation regarding capacity and pre-employment medical checks</li> <li>• Continued partnerships arrangements with major health services and participation in health-related organisations and events</li> <li>• Continued support for community and social services, individuals, organisations and clubs through the Community Sponsorship Program and larger grants through the Community Investment Fund</li> <li>• Continued work with environmental groups on environmental initiatives</li> </ul>
<b>General Community Engagement</b>	<ul style="list-style-type: none"> <li>• Continued regular liaison with the CRG with dedicated updates on progress of JRLF, AMP, and health and coal information</li> <li>• Next information sessions planned for 2016</li> <li>• Mine Site Tours</li> <li>• Participation in local events</li> <li>• Oakey Information Centre</li> <li>• Community Liaison Officer / dedicated staff</li> <li>• Dedicated Project phone number and email address</li> <li>• Complaints and dispute resolution mechanism</li> </ul>
<b>Community Communications</b>	<ul style="list-style-type: none"> <li>• Advertising and newspaper notices/columns</li> <li>• Website updates</li> <li>• Fact sheets and posters</li> <li>• Quarterly newsletter</li> <li>• Stakeholder letter distribution</li> </ul>

## 5. CONCLUSION

This Social Impact Management Report has described the engagement, communication and impact management strategies undertaken by NHG with respect to the Project for the second half of 2015. The next pre-construction Social Impact Management Report will be delivered in June 2016.