

# SARAJI EAST MINING LEASE PROJECT

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Environmental Impact Statement

**Chapter 19**  
Stakeholders

**BHP**

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# Saraji East Mining Lease Project

## 19 Stakeholders

### 19.1 Introduction

A stakeholder and community consultation program was undertaken to assist in the preparation of the Saraji East Mining Lease Project (the Project)'s environmental impact statement (EIS), including the development of a social impact assessment (SIA).

The stakeholder and community consultation program has been aligned with the SIA process to maximise synergies, and promote a consistent and cohesive approach to gathering feedback through the EIS process.

During 2018, BMA conducted consultation for the Project with affected and interested parties through a range of communication tools and consultation methods including SIA and community workshops in Dysart, Middlemount and Moranbah. The next phases of consultation associated with the EIS process will build on these existing approaches.

A public consultation report has been prepared for the Project **Appendix N-1 Public Consultation Report** which provides a detailed discussion of the consultation occurred to date, key issues raised, and communication collateral used in the process.

### 19.2 Approach

The approach for the stakeholder and community consultation program was prepared to streamline SIA and stakeholder engagement activities, and was underpinned by the following objectives:

- deliver a program of activities that is robust, inclusive, complies with legislative requirements and aligns with the International Association of Public Participation (IAP2) Spectrum
- build understanding of the Project through timely and readily accessible information
- provide transparent, meaningful and genuine opportunities for stakeholders to participate in the environmental assessment and planning of the Project
- provide opportunities for BMA to obtain information from stakeholders to inform impact assessments and proposed mitigation options as well as mine planning and technical studies
- provide opportunities for stakeholders to raise issues, concerns and feedback on all aspects of the Project
- identify and respond to community issues and concerns in relation to the Project
- target specific stakeholders to help identify potential social impacts and develop appropriate mitigation strategies
- respond to and work with the stakeholders to develop appropriate solutions and strategies to minimise negative impacts associated with the Project
- address stakeholder issues through the EIS process and communications
- provide feedback to the stakeholders about their issues and concerns and how their feedback has been used
- manage a process which uses existing stakeholder contact points and avenues for discussion.

To meet the consultation objectives and statutory requirements, the Project used a stakeholder identification process to determine the approach, frequency and timeframes for consulting stakeholders during the development of the EIS.

For the purposes of the EIS, stakeholders were grouped as follows:

- directly impacted stakeholders, including:
  - adjacent landholders
  - landholders affected by the Project
  - Traditional Owner representatives
- indirectly impacted stakeholders and interested parties, including:
  - non-Government organisations and community service providers (social services, community development, health and childcare)
  - business and industry groups
  - environmental groups
  - other mining operators in the area
- residents and community members from Dysart, the greater Isaac and Mackay local government areas (LGAs):
  - BMA employees
  - business and economic development
  - broader community
- government:
  - elected representatives
  - Commonwealth Government agencies
  - Queensland Government agencies
  - other regional councils, including Mackay Regional Council
- media:
  - local
  - state
  - national
  - industry
  - radio
  - television
- mining industry:
  - industry associations
  - unions.

Several consultation methods were used to develop the EIS. These were based on existing BMA consultation mechanisms, Project and business requirements and the knowledge and understanding of stakeholders and their capacity to participate in consultation at particular points in time.

Consultation was supported by communication tools that provide information specific to the Project and BMA's existing operations and enable input to be recorded and monitored.

Communication tools used included an email address, reply paid mail address, freecall number, stakeholder letters, stakeholder emails, public notices, a fact sheet and feedback form.

All consultation was recorded in a Project-specific communication register to track stakeholders, details of issues raised by stakeholders and the response by BMA.

BMA will continue to regularly revise and update its consultation approach, methods and communication materials to remain responsive to feedback and stakeholder and community needs.

## 19.3 Phases of consultation

Consultation regarding the Project has been undertaken in various forms since 2017. Information has been collated over this time and utilised in the development of the Project's EIS. Table 19.1 provides an overview of the consultation phases. Further detail on how stakeholders were engaged is included in Section 19.4.

### 19.3.1 2016 to 2017 consultation phase

On 18 November 2016, the Department of the Environment and Energy (DoEE) determined the proposed Project to be a controlled action under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act).

BMA provided the Saraji East Mining Lease Project Initial Advice Statement (IAS) to the Queensland Government in February 2017.

A draft Terms of Reference (ToR) for the Project was released for public comment on 13 February 2017. The consultation activities undertaken to support this public notification period included stakeholder letters and advertisements in the Mackay Daily Mercury and The Australian newspapers.

The final ToR for the EIS was finalised on 2 June 2017.

### 19.3.2 2018 consultation phase

During 2018, consultation was undertaken with stakeholders to develop baseline assessments, impact assessment and mitigation options detailed in the EIS, including:

- targeted stakeholder discussions
- briefings with local government and government agencies
- community and SIA workshops to inform stakeholders and the community about the Project, and seek feedback specifically related to social impacts and opportunities arising from the Project.

During this consultation phase, a total of 105 stakeholders were consulted. This involved a broad range of stakeholder groups and included six one-on-one and small group meetings. In addition:

- 25 people attended the SIA and community workshops, and four feedback forms were received
- 500 Project overview fact sheets and 400 feedback forms were distributed through the SIA and community workshops, stakeholder meetings, and at Isaac Regional Council (IRC) offices in Dysart, Middlemount and Moranbah.

This process shown in Table 19.1 enabled the Project team to collect, analyse and report on data related to impacts, benefits, and opportunities. It also provided an opportunity for stakeholders with specific knowledge to contribute to the development of appropriate mitigation options.

### 19.3.3 2019 consultation phase

Consultation during 2019 involved an EIS pre-lodgement meeting between representatives from BMA's project team, DES and DoEE. During the meeting an overview of the project and EIS status was provided. Following the pre-lodgement meeting an additional meeting was held with IRC regarding the SIA. Held in July 2019, this meeting was used to present and discuss the findings of the draft SIA and SIMP with IRC.

BMA had included an operational accommodation village within the scope of the Project at the commencement of the EIS. However, following consideration of SIA related consultation with the Office of Coordinator General (OCG) and IRC after the completion of the EIS, it became evident to BMA that these key stakeholders did not agree that the proposed operational village was warranted. As a result, BMA is no longer pursuing approval of the operational village as part of the EIS process.

Table 19.1 Key features of the consultation process

Phases	2016 – 2017	2017 – 2019	2019 +	
EIS Stage	IAS and ToR development	EIS development	Draft EIS comment period	Supplementary EIS
Regulatory requirements	<ul style="list-style-type: none"> <li>stakeholder input into ToR</li> <li>stakeholder engagement plan aligns with ToR</li> <li>final ToR available on government website</li> </ul>	<ul style="list-style-type: none"> <li>prepare consultation chapter for draft EIS</li> <li>stakeholder input into EIS and Project design</li> <li>consultation with stakeholders about potential social impacts and opportunities</li> </ul>	<ul style="list-style-type: none"> <li>consultation with key local stakeholders, including IRC</li> <li>preparation of stakeholder feedback report for supplementary EIS</li> <li>stakeholder input into EIS and Project design</li> </ul>	<ul style="list-style-type: none"> <li>submission of supplementary EIS to the Department of Environment and Science (DES) for final approval.</li> </ul>
Overall purpose of consultation	<ul style="list-style-type: none"> <li>provide transparent and up to date information and changes to Project timing based on current market conditions</li> <li>obtain stakeholder feedback for consideration into ToR, EIS and Project design.</li> <li>monitor feedback and currency of issues through BMA's community liaison personnel</li> </ul>		<ul style="list-style-type: none"> <li>provide transparent information on Project impacts and opportunities</li> <li>provide opportunity to comment on EIS</li> </ul>	<ul style="list-style-type: none"> <li>provide transparent information on Project impacts and opportunities</li> </ul>
Consultation methods	<ul style="list-style-type: none"> <li>one-on-one and group meetings with: <ul style="list-style-type: none"> <li>landholders adjacent to the Project Site</li> <li>Traditional Owner representatives</li> <li>interested parties</li> <li>government</li> <li>briefing to IRC</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>one-on-one and group meetings with: <ul style="list-style-type: none"> <li>landholders adjacent to the Project Site</li> <li>Traditional Owner representatives</li> <li>interested parties</li> <li>government</li> <li>briefing to IRC</li> </ul> </li> <li>SIA and community workshops in Moranbah, Middlemount and Dysart</li> <li>feedback forms</li> </ul>	<ul style="list-style-type: none"> <li>public information displays</li> <li>response to stakeholder feedback in the supplementary EIS</li> </ul>	<ul style="list-style-type: none"> <li>to be determined</li> </ul>
Communication tools	<ul style="list-style-type: none"> <li>email address</li> <li>reply paid mail address</li> <li>free call number</li> <li>stakeholder letters</li> <li>public notices</li> </ul>	<ul style="list-style-type: none"> <li>email address</li> <li>reply paid mail address</li> <li>free call number</li> <li>stakeholder letters</li> <li>public notices</li> <li>fact sheet</li> </ul>	<ul style="list-style-type: none"> <li>EIS on display and online during public display period</li> <li>stakeholder letters</li> </ul>	<ul style="list-style-type: none"> <li>email address</li> <li>reply paid mail address</li> <li>free call number</li> <li>stakeholder letters</li> </ul>

## 19.4 Consultation methods and communication tools

Table 19.2 provides an overview of the consultation methods and supporting communication tools used with each stakeholder group.

**Table 19.2 Overview of methods and tools used for each stakeholder group**

Stakeholder group	Methods/tools
Landholders directly impacted and adjacent to the Project	<ul style="list-style-type: none"> <li>• one-on-one meetings</li> <li>• email address, reply paid mail address and free call number</li> <li>• stakeholder letter</li> <li>• public notices</li> <li>• feedback form</li> <li>• fact sheet</li> </ul>
Traditional Owner representatives	<ul style="list-style-type: none"> <li>• one-on-one meetings</li> <li>• email address, reply paid mail address and free call number</li> <li>• stakeholder letter</li> <li>• public notices</li> <li>• feedback forms</li> <li>• fact sheet</li> </ul>
Interested parties: <ul style="list-style-type: none"> <li>• non-government organisations</li> <li>• community service providers</li> <li>• business and industry groups</li> <li>• residents and community members from Moranbah, Dysart and Middlemount and the greater Isaac and Mackay LGAs</li> <li>• BMA employees</li> </ul>	<ul style="list-style-type: none"> <li>• SIA and community workshops in Moranbah, Middlemount and Dysart</li> <li>• feedback form</li> <li>• email address, reply paid mail address and free call number</li> <li>• stakeholder letter</li> <li>• public notices</li> <li>• fact sheet</li> </ul>
Government: <ul style="list-style-type: none"> <li>• Commonwealth government agencies and elected representatives; and</li> <li>• local government and elected representatives</li> </ul>	<ul style="list-style-type: none"> <li>• one-on-one meetings</li> <li>• feedback form</li> <li>• email address, reply paid mail address and free call number</li> <li>• stakeholder letter</li> <li>• public notices</li> <li>• fact sheet</li> </ul>

### 19.4.1 Stakeholder engagement methods

#### Stakeholder meetings

To maximise the understanding and complexity of stakeholder issues, a number of one-on-one and small group meetings were held with:

- landholders
- Traditional Owner representatives
- local government and elected representatives.

This method was chosen to allow time for in-depth discussion between stakeholders and Project representatives. Meetings were supported by PowerPoint presentations, and copies of the Project fact sheet and feedback.



## Social Impact Assessment and community workshops

On 26 and 27 June 2018, SIA focused community workshops were held in Dysart, Middlemount and Moranbah. The workshops aimed to inform the community about the Project and seek feedback, specifically related to social impacts and opportunities arising from the Project. The workshops provided opportunities for the Project team to engage with local residents, BMA employees and community members about the Project, and encourage their input into the consultation process.

To further promote the SIA and community workshops and the consultation process, advertisements were placed in the local newspaper (CQ News) and letters were sent to the Project stakeholders. Reminder emails and phone calls were also made to promote stakeholder attendance and participation at the workshops.

Details of where the SIA and community workshops were held, as well as attendance at each display, are provided in Table 19.3.

**Table 19.3 SIA and community workshop details**

Location	Venue	Date	Time	Attendance
Dysart	Dysart Recreation Centre	26 June 2018	10.00am – 12.00pm	14
Middlemount	Middlemount Community Hall	26 June 2018	2.00pm – 4.00pm	3
Moranbah	Moranbah Workers' Club	27 June 2018	9.30am – 11.30am	8

Plates 19-1, 19-2 and 19-3 provide the attendance of each workshop.

A BMA representative provided an overview of the Project, provided timelines and explained the EIS and SIA process. Discussions were also facilitated in a workshop format to identify the Project's potential social impacts, and management and mitigation options for BMA's consideration.

The SIA and community workshops provided stakeholders with an opportunity to gain an understanding of the Project and BMA's growth plans. Community members could collect Project information to read or complete in their own time (e.g. the Project fact sheet and feedback form). They could also speak with BMA personnel about the Project and the EIS and discuss any potential impacts and benefits.

To further support the workshop discussions, the following communication materials were made available for attendees:

- fact sheet
- regional context map
- map illustrating the Project footprint and tenements
- map illustrating the Project layout
- final Terms of Reference.

An attendance register was available for people to list any key issues and provide contact details to be added to the Project's communication register. Stakeholder feedback, provided in person or through feedback forms, assisted the Project team to gather data on general community issues regarding the Project.



Plate 19.1 SIA workshop Dysart



Plate 19.2 SIA workshop in Moranbah



Plate 19.3 SIA workshop in Middlemount

## Feedback forms

Feedback forms were prepared to enable community members and stakeholders to provide feedback on the Project and register for Project updates. These were either distributed directly to stakeholders or provided at local community facilities such as IRC offices and libraries in Dysart, Middlemount and Moranbah.

A total of four stakeholders and community members completed a feedback form.

### 19.4.2 Communication tools

Communication tools were developed to support consultation activities and provide further detailed information about the Project, BMA's growth plans and the EIS process. These were also used as standalone tools to respond to general enquiries and provide a Project overview to the wider community.

#### Email address, reply-paid mail address and free-call number

The Project email address ([metcoalinfo@bhpbilliton.com](mailto:metcoalinfo@bhpbilliton.com)); reply-paid mail address (BHP Billiton Mitsubishi Alliance, Reply Paid 1430, Brisbane QLD 4001); and free-call number (1800 078 797) were used by the Project and advertised on relevant communication materials including newspaper advertisements and the Project overview fact sheet.

No phone calls or emails were received about the Project.

The four feedback forms were received via the reply-paid mail address facility.



## Stakeholder letters and emails

Stakeholder letters were used by the Project as the first contact with relevant stakeholders to provide them with an overview of the Project, the EIS process and to encourage contact for a follow-up appointment at a time that was convenient. Project overview fact sheets were included with each letter.

Following one-on-one and small group meetings and the SIA and community workshops, the Project team also distributed letters and emails thanking stakeholders for their participation in the EIS process and encouraging their input into future stages of the consultation program.

187 stakeholder letters and emails were distributed.

## Public notices

To advertise the SIA and community workshops, two advertisements were placed in the local newspaper, CQ News. The public notices provided Project information, details about the workshops and consultation process, and contact details for the Project team.

Table 19.4 details the advertising schedule and projected reach of these advertisements.

**Table 19.4 Advertising schedule for the Project**

Date	Publication	Readership / circulation
Friday 15 June 2018	Central Queensland News	Central Highlands region, including Moranbah, Dysart and Middlemount (12,000 readership)
Friday 22 June 2018		

## Fact sheets

An A4, Project overview fact sheet was developed to provide easy to understand and transparent information about the Project for stakeholders and community members, and to support consultation activities during 2018 and the development of the EIS.

The fact sheet was distributed at briefings and stakeholder meetings and made available at the SIA and community workshops. They were also distributed at IRC Offices and libraries in Middlemount, Moranbah and Dysart.

### 19.4.3 Draft EIS comment period

The draft EIS public comment period will be the primary vehicle by which stakeholders and community members can review and provide formal comments on the EIS to DES.

Stakeholders will also have an opportunity to gain an understanding of the mitigation options associated with the Project's impacts, and the strategies to maximise benefits.

This stage of consultation is a statutory requirement, and the draft EIS public comment period will be widely and prominently advertised at local, regional and state levels.

Consultation during this period focuses on providing opportunities for stakeholders to review the findings of the draft EIS and provide feedback to the Project team.

Supporting communication tools will include:

- stakeholder letters and emails
- public notices outlining how to access the draft EIS and the submission process.

## 19.4.4 Supplementary EIS

On receipt of comments on the EIS, DES will determine whether there is a need for BMA to provide a formal response to comments. If a response is required, BMA will prepare a supplementary EIS addressing all substantive issues raised in relation to the EIS.

Should it be required, BMA will submit the supplementary EIS to DES for a final decision on the Project. Stakeholders will be advised of the supplementary EIS lodgement date and where it is available to view.

Following submission of the supplementary EIS, the focus of consultation will shift towards the method and timing for triggering further detailed monitoring and community engagement. These matters will need to be discussed relative to the owner's future decision on funding and timing for execution of the Project.

## 19.5 Summary of consultation findings

### 19.5.1 Social Impact Assessment and community workshop

On 26 and 27 June 2018, the SIA focused community workshops were undertaken in Dysart, Middlemount and Moranbah. The workshops aimed to inform the community about the Project and seek feedback, specifically related to social impacts and opportunities arising from the Project.

The section below provides a detailed summary of the feedback received during the workshops and informed development of the Project's SIA.

The workshop discussions focused on the following key topics:

- community/health services and facilities
- housing access and cost
- local businesses
- government services
- community values
- employment opportunities.

### 19.5.2 Stakeholder representation

In total, 25 stakeholders attended the Project workshops in Moranbah, Dysart and Middlemount to inform the development of the SIA report and EIS. Figure 19-1 demonstrates the workshop attendance of ten different stakeholder groups, and the level of representation. The highest level of workshop attendance was from community members followed by education and health representatives.

### Attendance by stakeholder group

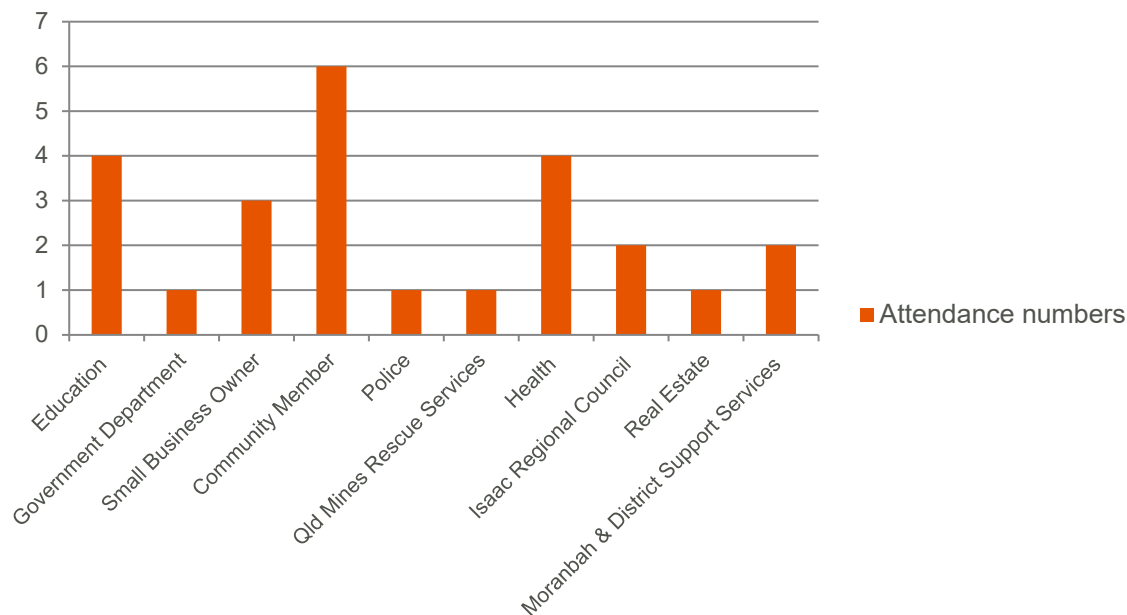


Figure 19-1 Attendance of stakeholder groups

Figure 19-2 represents the workshop attendance by location. The highest attendance rate was at the Dysart workshop (population of 2,991), despite Moranbah having a higher population (population of 8,735). It is suggested the high attendance rate is due to Dysart’s proximity to the existing and proposed BMA Saraji Mine sites, and potential for increased impact and/or opportunity from the Project.

The lowest attendance rate was at the Middlemount workshop (population of 1,841), of which only two of the three attendees actively participated in the workshop discussions. This may be attributed to Middlemount’s population, the town’s proximity to other coal mines and the town’s limited historical association with BMA.

### Attendance by workshop location

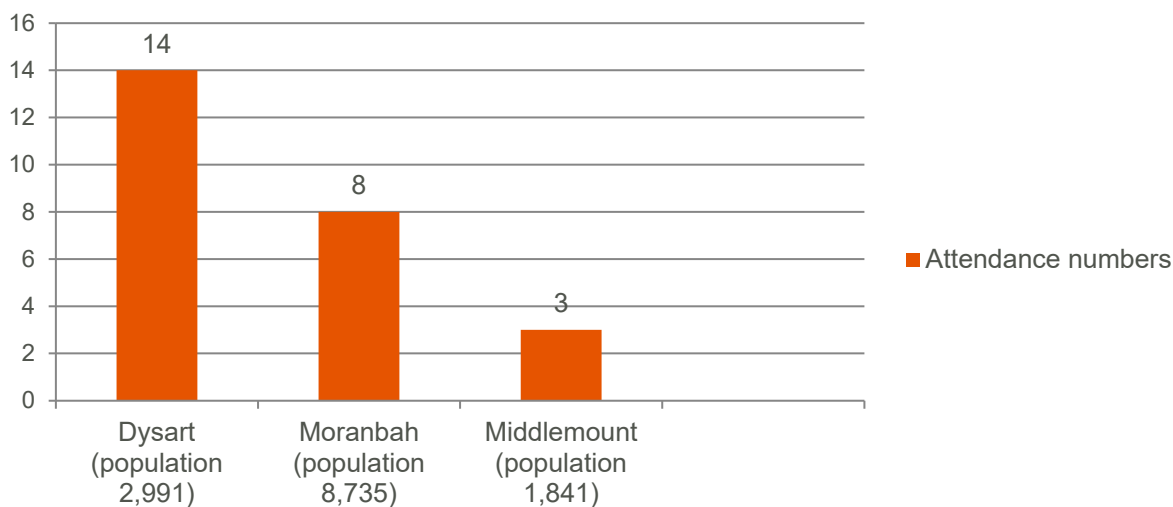


Figure 19-2 Attendance by workshop location

An analysis of the workshop discussions was undertaken to identify the common themes discussed by workshop participants. The common themes presented in Table 19.5 have been presented collectively and according to workshop location and are not attributed to specific individuals or stakeholder groups.

Key common topics included:

- housing availability and cost
- cumulative mine impacts on infrastructure and health services
- recruitment and retention of staff in non-mining employment
- opportunities for small business and local employment
- changing socialisation patterns with the introduction of the government's social housing program
- attracting families to live in the local government area for greater economic and social stability.

**Table 19.5 Summary of key common themes discussed**

Key topic	Summary of potential issues or impacts raised
Community / health services and facilities	<ul style="list-style-type: none"> <li>• increased resources draw on health services, particularly with increase of fly in fly out (FIFO) workforce</li> <li>• reduced emergency service availability if they are required to attend mining operations</li> <li>• lack of allied health, mental health, aged care and disability services within the region</li> <li>• challenging to recruit and retain of community/services staff</li> <li>• concerns regarding potential increased in drug and alcohol use and domestic/occupational violence</li> <li>• need for childcare services to support shift workers</li> <li>• lack of sporting opportunities/clubs/community networks</li> <li>• cumulative effect of Projects likely to amplify impacts</li> </ul>
Housing access / cost	<ul style="list-style-type: none"> <li>• quality of housing is declining with age</li> <li>• confidence is starting to return to the housing market, vacancies decreasing</li> <li>• increased rental prices during mining booms, starting to re-occur</li> <li>• limited private rentals are available in towns for residents</li> <li>• mine owned houses are vacant in towns</li> <li>• government housing increasing in the area</li> <li>• workforce makeup (permanent residential versus casualised FIFO) directly affects housing access/cost</li> </ul>
Local businesses / employment	<ul style="list-style-type: none"> <li>• opportunity for small business growth in town, increased confidence</li> <li>• transient workforce does not contribute to community in the same way permanent residents/families do</li> <li>• casualisation of the workforce</li> <li>• preference for permanent mining contracts to encourage stability in the area and increase community diversity/participation</li> <li>• recruiting and retaining skilled workers in town</li> <li>• mine employment and apprenticeship opportunities for the local community</li> <li>• increase in population improves opportunities attract skilled workers</li> <li>• increased resource pool for community infrastructure providers</li> </ul>
Government services	<ul style="list-style-type: none"> <li>• challenges in attracting/retaining government employees to towns</li> <li>• need for housing and services for ageing population</li> <li>• limited government services available with increase of FIFO workers</li> <li>• road/ water infrastructure cumulative impacts</li> </ul>

Key topic	Summary of potential issues or impacts raised
Community values	<ul style="list-style-type: none"> <li>• focus on increasing/maintaining population in the area</li> <li>• third generation families now live in the area, aging population</li> <li>• participation in community events and sporting clubs limited, impact of shifts/rosters/workforce arrangements</li> <li>• impacts to quality of life with mine shifts increasing to 12 hours</li> <li>• socio-economic setting and socialisation patterns changing with the introduction of the government's social housing program</li> <li>• different services and facilities required to cater to diversified social context</li> <li>• need for more community activities, engagement and events</li> <li>• BMA and other mines to contribute to improving activities, amenities and facilities in towns</li> </ul>

## 19.6 EIS responses to stakeholder input

Information addressing key stakeholder concerns is further discussed in **Chapter 17 Social** and **Chapter 18 Economics**.

## 19.7 Ongoing consultation

The Project acknowledges the value of ongoing consultation as a component of achieving good environmental and social performance.

To achieve this, BMA recognises the importance of building long-term, enduring relationships with stakeholders directly or indirectly affected by the Project.

Following the granting of government approvals, BMA will implement a Social Impact Management Plan (SIMP), in which a management plan for community and stakeholder engagement will be developed. The community and stakeholder engagement management plan will identify stakeholders to be consulted, types of consultation and communication activities and timing, consultation responsibilities, communication protocols, reporting, feedback and monitoring arrangements. The plan will be updated regularly to ensure that it continues to address stakeholder and Project needs.