CHAPTER 05

Stakeholder engagement

HELIDON TO CALVERT ENVIRONMENTAL IMPACT STATEMENT

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

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5. Stakeholder engagement

5.1 Summary

The community and stakeholder engagement works undertaken raised Project awareness, verified the assessment methodologies and approach adopted for the environmental impact statement (EIS), provided opportunities for stakeholders to inform investigations, provided updates to stakeholders and the community, and sought input and comment.

A key component of all stakeholder engagement works was understanding stakeholder and community issues and, where possible, addressing concerns raised.

Over the course of EIS development, consultation activities with Project stakeholders included face-to-face meetings, community information sessions, quarterly community consultative committee meetings, local, state and federal government briefings.

All key issues have informed the preparation of the EIS, including completion of technical studies, development of proposed mitigation measures and impact assessments. Interactions with stakeholders helped to shape the Project design and proposed mitigation measures for future stages of design, construction, commissioning and operation.

During the public exhibition phase of the EIS, any person, group or organisation can make a submission to the Office of the Coordinator-General about the Project. Properly made submissions will be accepted by the Coordinator-General and considered in the EIS.

5.2 Scope of chapter

Stakeholder and community consultation has informed the preparation of the Helidon to Calvert (the Project) EIS, including the development of a social impact assessment (SIA).

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

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

A consultation report has been prepared for the Project (refer Appendix C: Consultation Report), which provides further detail on the consultation occurred to date, key issues raised, and collateral used to support consultation activities.

5.3 Terms of Reference

The Terms of Reference (ToR) describe the matters the proponent must address in the EIS for the Project. This chapter and Appendix C: Consultation Report have been prepared to meet the ToR requirements outlined in Table 5.1. Appendix B: Terms of Reference Compliance Table provides a cross-reference for each ToR against relevant sections in this EIS.

TABLE 5.1: TERMS OF REFERENCE—STAKEHOLDER ENGAGEMENT

	Terms of Reference requirements	Where addressed
7.7.	An appropriate public consultation program is essential to the impact assessment process. The proponent should consult with Local, State and Commonwealth government agencies, and potentially affected local communities	Sections 5.4, 5.5, and 5.6 of this chapter describe the engagement approach in support of the EIS (lead up and development), with additional detail in Appendix C: Consultation Report (Section 4). Section 5.5 of this Chapter and Sections 2.5 and 4 of Appendix C: Consultation Report identify key Project stakeholders who have an interest in, or are affected by, the outcome of the Project. Stakeholder consultation includes individuals, groups, organisations, local government, State Government and Australian Government agencies and representatives.
7.8.	The EIS should describe the consultation that has taken place and how the responses from the community and agencies have been incorporated into the design and outcomes of the project	Sections 5.6 and 5.7 describe the consultation activities that have taken place, with additional detail in Sections 4 and 6 of Appendix C: Consultation Report. Outcomes from these activities are reported in Section 5.8 of this chapter, cross-referenced to the relevant EIS sections where stakeholder feedback has informed or contributed to the development of design or mitigation measures is included. Also refer Chapter 16: Social, Section 16.9.

	Terms of Reference requirements	Where addressed
7.9.	Include, as an appendix, a public consultation report detailing how the public consultation plan was implemented, and the results of the implementation	Appendix C: Consultation Report has been prepared to address this requirement.
10.11.	Describe the following information about the proposed project: (b) existing infrastructure and easements on the preferred alignment (d) location, design and capacity of water supply, wastewater conveyance and treatment, telecommunications, power generation, accommodation of site facilities and transmission infrastructure	Consultation with existing infrastructure asset owners and operators in the Project area was undertaken, as noted in Section 5.8 of this chapter and Sections 4 and 6 of Appendix C: Consultation Report, to inform Project design (as documented in Chapter 6: Project Description, Sections 6.7.2, 6.10.9.3, 6.10.11, 6.10.12, 6.10.13 and 6.10.14).
11.21.	The economic and social impacts of the action, both positive and negative, must be summarised. Matters of interest should include: (b) any public consultation activities undertaken, and their outcomes (c) any consultation with indigenous stakeholders (d) identification of affected parties and communities that may be affected and a description of the views of those parties and communities	Sections 5.5, 5.6, 5.7. Chapter 16: Social, Sections 16.9, 16.10, 16.11 and 16.12. re (b) Appendix C: Consultation Report, Sections 4 and 6.13. re (c) Appendix C: Consultation Report, Sections 4.2.12 and 6.7. re (d) Appendix C: Consultation Report, Section 6. Chapter 16: Social, Sections 16.9, 16.10, 16.11 and 16.12. Further detail is in Chapter 17: Economics (Section 17.8 to 17.12), Chapter 18: Cultural Heritage, Appendix Q: Social Impact Assessment Technical Report (Section 6.3) and Appendix R: Economics Technical Report.
11.69.	The EIS should describe the consultation that has taken place with landowners along the alignment regarding modelled potential impacts of the project on flooding. It should also include a discussion of how the results of consultation have been considered by the proponent in the EIS process	Consultation with landowners regarding modelled potential impacts of the Project on flooding is discussed in Section 5.8, and Appendix C: Consultation Report (Section 6.8). Further detail is in Chapter 13: Surface water and hydrology (Sections 13.5.2.4 and 13.9.2) and Appendix M: Hydrology and Flooding Technical Report (Section 7.10).
11.75.	Describe the potential for impact on existing holders of resource tenures, including consideration to safety and resource sterilisation where appropriate	Existing mining leases are not anticipated to influence the design, stability or constructability of the Project. Chapter 8: Land use and tenure, Section 8.7.2.3.
11.77.	Provide evidence of consultation with the relevant owners/licensees of gas/petroleum pipelines in the vicinity of the rail corridors. Provide detail of agreed risk management strategies for project construction and operation with regard to the gas/petroleum pipelines. Demonstrate that the construction and operation of the project will not inhibit the safe and efficient operation of the pipelines	Consultation undertaken with the relevant owners/licensees of gas/petroleum pipelines in the vicinity of the rail corridors is discussed in Sections 5.5, 5.6.2 and 5.9.1, with further detail summarised in Appendix C: Consultation Report, Sections 4.4.1, 4.4.2 and Table 6.15. This includes the identification of risk treatments during design and construction. Chapter 8: Land use and tenure (Section 8.7.4) provides further detail on gas/petroleum pipelines in the vicinity of the alignment. Chapter 20: Hazard and risk summarises the initial design measures, and proposed mitigation measures for future design and construction activity in the vicinity of these assets.
11.108.	All proposed measures must be in accordance with any relevant biosecurity surveillance or prevention program authorised under the Biosecurity Act 2014 and any requirements of the VMA/PA. Mitigation measures should be developed in consultation with relevant agencies and local government (e.g. baiting programs)	Chapter 23: Draft Outline Environmental Management Plan (Section 23.13.4) identifies the requirements to engage with agencies and local government in the development of the Project's Biosecurity Management Plan.

	Terms of Reference requirements	Where addressed
11.117.	Discuss and recommend how identified impacts will be mitigated. Mitigation strategies are to be prepared in close consultation with relevant transport authorities (including Local Government)	Section 5.7 summarises how the Project and EIS has responded to consultation inputs. Sections 5.8.2 and 5.8.3 outline engagement with State Government and local government entities. Further detail is in Appendix C: Consultation Report (Sections 4.2.4, 4.2.5, 4.3 and 6), regarding the approach taken to engagement with the Department of Transport and Main Roads, Queensland Rail and local government. Traffic, transport and access mitigation and management measures are documented in Chapter 19: Traffic, Transport and Access (Section 19.10) and Chapter 23: Draft Outline Environmental Management Plan (Section 23.13.10).
11.146.	A consultative and inclusive community and stakeholder engagement process should inform the baseline study, assessment of potential social impacts and development of appropriate mitigation measures and management plans. The engagement should commence at an early stage of the EIS process. It should include consultation with a broad range of stakeholder groups including affected landholders, local residents, community groups, traditional owners, state and local government agencies, and non-government organisations, local businesses and traditionally under-represented stakeholders (for example vulnerable groups, women, people with a disability, indigenous people and persons from diverse ethnic or linguistic backgrounds)	This chapter summarises how community and stakeholder engagement process has been implemented, and where outcomes have informed the development of the EIS. Section 5.6.1 outlines the consultation activities prior to declaration of coordinated project status, with Section 5.6.2 describing the activities that have occurred as part of the EIS development process. Section 5.5 details the range of Project stakeholders who have been consulted with. Appendix C Consultation Report (Section 2.5, 3 and 4) outlines the consultation activities prior to declaration of coordinated project status, with Section 4 describing the activities that have occurred as part of the EIS development process. Chapter 16: Social, Section 16.9. Appendix Q: Social Impact Assessment Technical Report, Sections 6.1, 6.2 and 6.3.
11.147.	The community and stakeholder engagement process should be adequately described and documented in the EIS. This should include details such as stakeholders consulted and how and when they were consulted, principles and processes adopted, overview of the consultation program and key events, stakeholder feedback and issues raised (including the means by which these have been or will be addressed), and a statement of agreement/s reached, or to be negotiated, for impact mitigation and management	This chapter and Appendix C: Consultation Report describe the community and stakeholder engagement process, how stakeholders were consulted and outcomes of consultation as part of the EIS. Chapter 16: Social, Sections 16.5.2 and 16.9. Mitigation and management measures and Project commitments are documented in the following EIS documentation: Chapter 23: Draft Outline Environmental Management Plan, Appendix Q: Social Impact Assessment Technical Report (Section 6.1 and 6.2) and Appendix E: Proponent Commitments.
11.158.	Outline any consultation undertaken with the relevant emergency management authorities, including the Local Disaster Management Group	Section 5.9.1. Appendix C: Consultation Report, Sections 4.4 and 6.12. Chapter 16: Social, Section 16.9.4. Chapter 20: Hazard and risk, Section 20.12.3. Appendix Q: Social Impact Assessment Technical Report, Section 7.4.3.

5.4 Methodology

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

ARTC has, and continues to undertake, community consultation and stakeholder engagement about the Project. It is imperative that stakeholders have opportunities to detail their concerns, raise issues, provide historical information and receive Project updates from ARTC that are professional and timely.

All consultation-related correspondence and feedback are formally recorded in ARTC's 'Consultation Manager'—a software tool used for tracking engagement activities, feedback and outcomes—to ensure key issues and comments are captured and addressed.

5.4.1 Objectives

The stakeholder and community consultation activities were 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 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 ARTC to obtain information from stakeholders to inform impact assessments and proposed mitigation options
- Provide opportunities for stakeholders to raise issues, concerns and feedback on all Project aspects
- 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 issues and concerns and how their feedback has been used
- Manage a process which uses existing stakeholder contact points and avenues for discussion.

5.4.2 Consultation plan and strategies

In accordance with Section 3.1 of the ToR, a consultation plan was developed to guide effective and timely delivery of EIS consultation activities. The Consultation Plan included:

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

The consultation and engagement strategy summarised in Table 5.2 outlines the three goals and strategic aims to support the successful delivery of Inland Rail within each community. These goals inform all Project-related consultation approaches and activities.

TABLE 5.2: CONSULTATION AND ENGAGEMENT STRATEGY FOR THE PROJECT

Goal	Strategic aims
Build trust	▸ Ongoing engagement with landowners regarding geotechnical investigations, field studies, the rail corridor on their property, the acquisition process, and ensure the Stakeholder Engagement Team continues to own the landowner relationship ▸ Demonstrate to communities how their feedback has been taken on board in the EIS to minimise impacts, address mitigations and be transparent with iterative changes by sharing changes the Inland Rail Project Team make ▸ Regularly engage with stakeholders and ensure the conversation is advancing and action items are being closed out ▸ Initiate and maintain open communication with the community on all aspects of the project and the EIS ▸ Address all stakeholder issues through the EIS process and communications.
Build credibility	▸ Identify how Inland Rail can benefit the communities and work to deliver these benefits where possible ▸ Support the Social Performance Team to enhance positive impacts in the Project area ▸ Decide on design and alignment elements requested by the community and then communicate the reasoning to the community ▸ Engage stakeholders and communities on the issues that are important to them, seek their input to validate models, and have technical experts that can explain what the data means ▸ Deliver on the commitments we make to the community in a timely and appropriate way.
Build visibility	▸ Have a presence on-the-ground in communities by establishing a local office in Gatton and attending and sponsoring local events ▸ Go to the community—don't expect them to come to us ▸ Undertake a program of well-advertised consultation at times and venues that are suitable for the community ▸ Proactively work with community stakeholders to help identify potential social impacts and develop appropriate solutions and strategies to minimise negative impacts associated with the Project.

5.4.3 Consultation approach

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

TABLE 5.3: IAP2 PUBLIC PARTICIPATION SPECTRUM

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

Source: IAP2, 2013

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

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

5.4.4 Communication tools and activities

ARTC shared informed with stakeholders, community and industry groups using a range of communication tools. These tools included: community update newsletters, e-news, letters, emails, works notification flyers, fact sheets, posters, the Project webpage, presentations to community groups, paid advertising, social media, community feedback forms, and presentations.

Stakeholders were consulted via direct discussion, one-on-one and face-to-face sessions, small group meetings, information briefings, pop-up consultation stands, social media platforms and a community survey.

This consultation was supported by feedback mechanisms including an interactive map on the Project's website, 1800 telephone line, email address, and feedback forms.

ARTC Inland Rail involved stakeholders in the design and EIS development through the Community Consultative Committees (CCCs) and face-to-face meetings with landowners. The approach enabled a two-way exchange of information.

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

The Project has a diverse range of stakeholders with various levels of skills and experience in engaging with large-scale infrastructure projects. Engagement and communications for the Project have been tailored to meet the relevant stakeholder requirements. For example, more technical information has been provided to CCCs and government agencies, while targeted communications and graphics have been used for the general community. Landowner information has been tailored relevant to their property.

A combination of digital and traditional engagement tools has been used to obtain the greatest reach. Digital tools include: website, interactive map, social media, maps, videos, Project flythrough, graphics, and e-newsletters. Traditional tools include: information sessions, letterbox drops, factsheets, maps, graphics, newsletters, meetings (group and individual), workshops, forums, phone calls, letters, advertising, attending community events and shows.

CCCs kept the community and industry informed about the Project and ensured their views were heard and responded to as the Project progressed through the formal planning processes. Each committee comprises members with a range of backgrounds and interests. Further detail is in Section 5.5.2.

All consultation was recorded in a Project-specific communication register (refer Section 5.5.1) to track stakeholders, details of issues raised by stakeholders and the response by ARTC, to ensure key issues or comments were captured and addressed.

ARTC will continue to regularly revise and update its consultation approach, methods and communication materials to remain responsive to feedback and stakeholder and community needs. Further details on these communication tools are in Appendix C: Consultation Report.

5.5 Project stakeholders

A stakeholder is defined as any individual, group of individuals, organisation or political entity with an interest in the outcome of a decision. They may be, or perceive that they may be, affected directly or indirectly by the outcome of a decision (IAP2, 2013).

A preliminary stakeholder list was developed through desktop research and analysis of existing information materials. This list was subject to ongoing refinement throughout the engagement process as the Project matured. Stakeholders identified include the Australian Government, State Government and local government representatives, potentially affected landowners, local businesses, industry bodies, environmental groups, community groups, education and training providers, media and nearby communities.

Identified stakeholders for the Project are listed in Table 5.4.

TABLE 5.4: PROJECT STAKEHOLDERS

Type	Stakeholders
Australian Government	
Elected representatives	▸ Deputy Prime Minister, Minister for Infrastructure, Transport and Regional Development and Member for Riverina—The Hon Michael McCormack MP ▸ Assistant Minister for Road Safety and Freight Transport and Member for Wright—The Hon Scott Buchholz MP ▸ Shadow Minister for Veterans' Affairs and Defence Personnel and Member for Blair—The Hon Shayne Neumann MP
Departments and agencies	▸ Department of Infrastructure, Transport, Regional Development and Communications ▸ Department of Agriculture, Water and the Environment (DAWE) ▸ Regional Development Australia ▸ National Transport Commission
Queensland State Government	
Departmental ministers	▸ Minister for Transport and Main Roads and Member for Miller—The Hon Mark Bailey MP
State elected representatives	▸ Mr. Ian Rickuss (former member for Lockyer) ▸ Mr. Jim McDonald MP (current member for Lockyer, elected 25 November 2017) ▸ Mr. Jim Madden MP (Ipswich West) ▸ Mr. Jon Krause MP (Scenic Rim)
State Government departments	▸ Coordinator-General ▸ Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (former Department of Aboriginal and Torres Strait Islander Partnerships) ▸ Department of Agriculture and Fisheries ▸ Department of Education ▸ Department of Employment, Small Business and Training ▸ Department of Environment and Science ▸ Department of Communities, Housing and Digital Economy (former Department of Housing and Public Works) ▸ Department of State Development, Infrastructure, Local Government and Planning (former Department of State Development, Tourism and Innovation) ▸ Department of Children, Youth Justice and Multicultural Affairs (former Department of Local Government, Racing and Multicultural Affairs) ▸ Department of Resources, Department of Regional Development, Manufacturing and Water and Department of Energy and Public Works (former Department of Natural Resources, Mines and Energy) ▸ Queensland Fire and Emergency Services ▸ Queensland Health ▸ Queensland Police ▸ Department of Transport and Main Roads ▸ Economic Development Queensland
Government-owned corporations/organisations	▸ Queensland Rail ▸ Australia Post
Local government	
Lockyer Valley Regional Council	▸ Cr Tanya Milligan, Mayor ▸ Mr. Ian Church, Chief Executive Officer ▸ Cr Jason Cook, Deputy Mayor ▸ Cr Chris Wilson; Cr Janice Holstein; Cr Rick Vela (elected to Council, 10 February 2018); Cr Kathy McLean (did not contest local government election 28 March 2020); Cr Michael Hagan; Cr Jim McDonald (elected to Queensland Parliament 25 November 2017); Cr Brett Qualischefski (elected to local government 28 March 2020)

Type	Stakeholders
Ipswich City Council	*Ipswich City Council until 22 August 2018* • Cr Andrew Antoniolli, Mayor • Mr. Greg Kellar, Acting Chief Executive Officer • Cr Paul Tully; Cr David Morrison; Cr Kerry Silver; Cr Kylie Stoneman; Cr Wayne Wendt; Cr Cheryl Bromage; Cr Charlie Pisasale; Cr Sheila Ireland; Cr David Pahlke *Ipswich City Council until 28 March 2020* • Mr. Greg Chemello, Interim Administrator • Mr. Charlie Dill, Acting Chief Executive Officer • Ms. Jan Taylor, Advisor for Community Engagement *Ipswich City Council from Local Government Election 28 March 2020* • Cr Teresa Harding, Mayor • Cr Sheila Ireland; Cr Jacob Madsen; Cr Nicole Kay; Cr Paul Tully; Cr Marnie Doyle; Cr Andrew Fechner; Cr Kate Kunzelmann; Cr Russell Milligan
Local communities	
Directly affected landowners	• Landowners located within both the permanent and temporary disturbance footprint
Indirectly affected landowners	• Landowners that have the potential for change to existing conditions on their property
Businesses (listed alphabetically)	• Advanta Seeds Pty Ltd; AJA Solutions; All Property Real Estate—Gatton; ANZ Tissue Products Pty Ltd as TTE • Bauer's Organic Farm; Best Employment (agency); Boral Resources QLD Pty Ltd; Brandon and Associates Pty Ltd; Branell Homestead; Brooks Earthmoving and Quarries; Bunnings Properties Pty Ltd • Caffe Sorella; CBRE Toowoomba; Clein Excavations & Tipper Hire; Community Care Solutions Inc; Cotton Australia; CR Kennedy, Machine Control; CSY Crushing and Screening Pty Ltd • Darling Downs Environment Council; Dyno Nobel • Elders, Gatton • Forest Hill Hotel; Forest Hill Post Office, Café 4342; Franita Pty Ltd (TTE) • Gatton Real Estate; Gehrke Grains and Transport; Gilligrove Pty Ltd; GrainCorp Operations Limited; Grantham Farmworkers Lodge • Harness Energy; High Country Herald; Higher Visibility; Holcim (Sydney Head Office) • ICN Queensland • Jewel Finance • Klucks Investment Pty Ltd • Laidley Better Business; Lake Laurel Pty Ltd; LCR Group; LJ Hooker Commercial Toowoomba; LJ Hooker, Gatton; LMATS Laboratories for Materials Advanced Testing Services; Local agricultural businesses (various); Lockyer Hotel; Lockyer Valley Growers Inc; Lockyer Valley Real Estate; Lockyer Valley Toyota; Lockyer Valley Traffic Management Pty Ltd; Logan Chamber of Commerce; Lockyer Chamber of Commerce and Industry Inc. • Massland—Gatton Caravan Park; Master Hire; MEGT Training • Nexans Olex; Nichols Constructions; Nolan's Interstate Transport • Openville Pty Ltd • Pace SMSF Property Pty Ltd; Patriot Environmental Management; Philip Leach • Property Network Lockyer • Queensland Farmers Federation • Range Crest Realty; RDA Darling Downs and South West; RDA Ipswich & West Moreton; Rocky's Own Transport; Rugby Farming Group • Sherrin Rentals; Shorehire; Skyreach; Stark Engineering • Toll Mining Services; Toowoomba Surat Basin Enterprise; Top Office Group • Tradeline Site Solutions; Trevor Brooks Earthmoving Pty Ltd • Webbway Pty Ltd

Type	Stakeholders
Other key Stakeholders	
Emergency and health providers	▸ Gatton Police Station ▸ Helidon Police Station ▸ Laidley Police Station ▸ Queensland Police Service; Queensland Ambulance Service; Queensland Fire and Rescue Services; Queensland Rural Fire Services
Utility service providers (including gas/petroleum)	▸ Energex ▸ Powerlink Queensland ▸ Queensland Urban Utilities ▸ Seqwater ▸ SunWater ▸ Telstra ▸ TPG/AAPT/Powertel
Gas and petroleum pipeline owners	▸ APA Transmissions ▸ Santos
Waste and landfill operators	▸ Lockyer Valley Waste Management ▸ Wanless Waste Management ▸ New Hope Group ▸ Ti-Tree Bioenergy ▸ Cleanaway New Chum ▸ Remondis Australia Pty Ltd Swanbank Landfill ▸ Nu Grow ▸ Lantrak Waste Management
Indigenous groups	▸ Yuggera Ugarapul People
Business and Industry Groups	▸ Chamber of Commerce and Industry Queensland ▸ Ipswich Chamber of Commerce and Industry ▸ Regional Development Australia—Ipswich and West Moreton ▸ Lockyer Valley Chamber of Commerce ▸ Laidley Better Business Group (subsequently merged with Lockyer Chamber) ▸ Lockyer Valley Tourism ▸ Regional Development Australia—Ipswich and West Moreton ▸ Regional Development Australia—Logan and Redlands
Peak Bodies	▸ Agforce ▸ Australian Trucking Association ▸ National Farmers Federation; National Road Transport Association ▸ Queensland Farmers' Federation; Queensland Resources Council; Queensland Transport and Logistics Council
Community Groups	▸ Btstraps Inc (Bootstraps) ▸ Cahill Park Sports Complex Incorporated; Christian Life Centre Gatton Incorporated; Community Care Solutions Inc ▸ Friends of Lake Apex Inc ▸ Gatton & District Historical Society; Gatton & District Hospital Auxiliary Inc; Gatton Feather Club Inc; Gatton Jubilee Golf Club Inc.; Gatton Kindergarten; Gatton Lapidary Club Inc; Gatton Meals On Wheels Inc; Gatton Mercury Theatre and Children's & Youth Theatre including Win Davson Art Gallery & Museum Inc.; Gatton RSL Services Club Inc; Gatton Rugby League Football Club Inc; Gatton Show Society; Gatton Soccer Club Inc; Gatton Swimming Club Inc; Gatton Table Tennis Association Inc; Gatton Tennis Association Inc; Grandchester Model Live Steam Association Inc ▸ Helidon and District Progress Association; Helidon Community Shed Association Inc; Helidon Cricket Club Inc; Helidon RSL Sub-Branch Inc

Type	Stakeholders
Community Groups (continued)	▸ Ipswich Housing and Support Services; Ipswich Railway Museum Laidley Agricultural and Industrial Society; Laidley and Districts Community Organisation; Laidley and Districts Netball Association Incorporated; Laidley Community Centre; Laidley Crisis Care and Accommodation; Laidley District Cricket Club Inc; Laidley District Historical Society Incorporated; Laidley Golf Club Inc; Laidley Hospital Auxiliary Inc; Laidley Junior Rugby League Club Incorporated; Laidley Kindergarten Association Incorporated; Laidley Meals On Wheels Inc; Laidley Soccer Club Inc; Laidley Swimming Club Inc; Lions Club of Gatton Inc; Lions Club of Laidley; Lions Club of Withcott Helidon; Lockyer Antique Motor Association Inc; Lockyer Classic Cruisers Inc; Lockyer Cricket Association Inc; Lockyer Darts Association Inc; Lockyer District Athletics Inc; Lockyer Equestrian Group Incorporated; Lockyer Information and Neighbourhood Centre Inc; Lockyer Multicultural Association Inc; Lockyer Race Club Inc; Lockyer Reigns Trail Horse Riders Club Inc; Lockyer Valley Aged & Handicapped Association Inc; Lockyer Valley Art Society Inc; Lockyer Valley BMX Club Inc; Lockyer Valley Community Activities Shed Incorporated; Lockyer Valley Community Disability Assoc. Inc.; Lockyer Valley Demons Inc; Lockyer Valley Flying Club Incorporated; Lockyer Valley Growers Inc; Lockyer Valley Islamic Association Inc.; Lockyer Valley Ministers Association; Lockyer Valley Riding For The Disabled Inc.; Lockyer Valley Speedway; Lockyer Valley Water Users Forum; Lockyer Woodcrafters Group Inc.; LVCCC/Lockyer Chamber of Commerce and Industry Inc. ▸ Returned and Services League of Australia (Queensland Branch) Laidley Sub-Branch Inc. (RSL); Rosewood District Protection Organisation Rotary Club of Gatton & Lockyer ▸ Secretary, Gatton Bowls Club; Spirit of the Valley Events Inc; St Albans Anglican Parish of Gatton ▸ UQ Gatton Past Students Association
Environmental Groups	▸ Australian Rescue and Rehab of Wildlife Association Inc. ▸ Birdlife Australia; Birds Queensland; Birdlife Southern Queensland Branch; Darling Downs Environment Council; Friends of the Escarpment Parks ▸ Greening Australia ▸ Healthy Land and Water; Helidon Hills/Murphys Creek Landcare Group Inc. ▸ Ipswich Koala Protection Society; Ipswich Native Plants Queensland ▸ Koala Foundation ▸ Lockyer Community Action Group; Lockyer Upland Catchments Inc.; Lockyer Valley Landcare Group ▸ Native Plants Queensland ▸ Protect the Bush Alliance ▸ Queensland Conservation Council; Queensland Murray Darling Committee ▸ Return to the Wild ▸ SEQ Catchments ▸ The West Moreton Landcare Group Inc. ▸ Wildlife Queensland
Education and Training	▸ Free Range Kids; Forest Hill State School ▸ Gatton Child Care Centre; Gatton Kindergarten; Gatton State School; Gatton State School; Grandchester State School; Grantham State School ▸ Helidon State School ▸ Kates Place Early Education and Child Care, Helidon ▸ Laidley District State School; Laidley State High School; Little Angels Kindergarten, Forest Hill; Lockwood Training and Development; Lockyer District State High School; Lockyer Valley Early Education and Pre-school ▸ St Mary's Catholic Primary School, Laidley ▸ TAFE South West; TAFE Queensland ▸ University of Queensland (Gatton Campus); University of Southern Queensland

Type	Stakeholders
Churches and Religious Facilities	▸ Baptist Church, Gatton; Baptist Church, Laidley ▸ Christian Life Centre, Gatton; Christian Life Church, Gatton; Churches of Christ Queensland, Gatton ▸ Forest Hill Presbyterian Church, Forest Hill; Forest Hill State School, Forest Hill ▸ New Hope Church, Gatton ▸ Our Lady of the Valley Catholic Parish, Gatton, Forest Hill and Laidley ▸ Peace Lutheran Church, Gatton; Presbyterian Church, Forest Hill ▸ Redeemer Lutheran Church, Laidley ▸ Salvation Army, Gatton; Seventh Day Adventist Church, Gatton; St Albans Anglican Parish, Gatton; St Joseph's Parish ▸ Uniting Church, Laidley
Media	▸ ABC Radio ▸ ABC Southern QLD ▸ Gatton Star ▸ Ipswich Queensland Times ▸ Laidley Plainland Leader ▸ Queensland Country Life; Queensland Times ▸ The Australian; The Brisbane Times; The Courier-Mail ▸ Queensland Times

5.5.1 Stakeholder management database—Consultation Manager

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

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

Stakeholders interactions are presented in Figure 5.1. A summary of consultation methods presented in Figure 5.2.

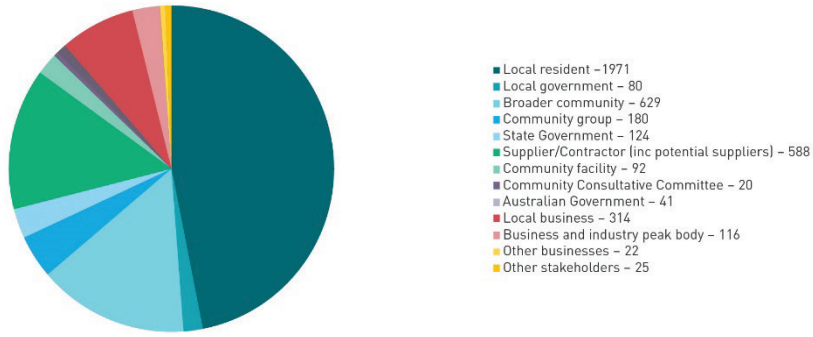

FIGURE 5.1: STAKEHOLDER INTERACTIONS

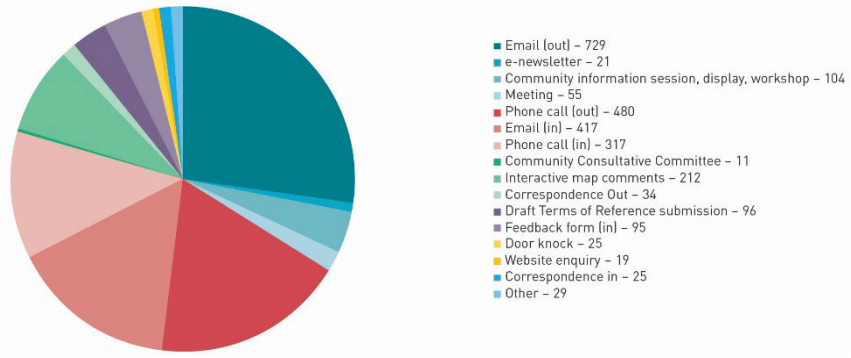

FIGURE 5.2: CONSULTATION METHODS

5.5.1.1 Community Consultative Committees

Community Consultative Committees (CCCs) were formed to keep the community and industry informed about the Project and ensure their views were heard and addressed as projects progressed through the formal planning processes.

CCCs are comprised of members with a range of backgrounds and interests. The CCCs:

- Facilitated broader community involvement in the Project
- Sought community feedback and input to Project outcomes
- Increased awareness and understanding for the Project by providing communities with 'one-point of call' for project information
- Acted as a conduit between the Project Team and the community (provide information or address issues and concerns).

The Lockyer Valley CCC was established in December 2017 to:

- Establish good working relationships and promote information sharing between ARTC and local stakeholder groups/representatives
- Provide an avenue for ARTC to keep the community informed about the Inland Rail, seek community views on project design and delivery and respond to matters raised by the community
- Provide the community an additional opportunity to seek information from ARTC and give ARTC feedback on the development and implementation of the Project.

The Lockyer Valley CCC aims to facilitate:

- Broader community involvement in the Project
- Capture of local knowledge, issues, concerns and opportunities
- Increased understanding and awareness of the Project
- Coordination of a more effective response from the Project Team to emerging issues, concerns and opportunities.

The Lockyer Valley CCC was established to provide input and feedback into both the Gowrie to Helidon and Helidon to Calvert projects, and represents stakeholder and community interests.

The Lockyer Valley CCC meets with Project representatives three to four times a year, with ten official meetings held to date as well as unofficial meet-and-greet (introducing new committee members) following membership renewal in March 2020.

Observers from the broader community are welcome to attend the meeting. The Chair's summary and minutes are published on the ARTC website. The Chair's summary is also published in local newspapers.

Meetings are advertised publicly in local newspapers and via email reminders to the Project stakeholder database.

Further details about the formation and membership of the CCC are in Appendix C: Consultation Report.

5.5.2 Integration with EIS technical studies and assessments

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

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

Outcomes and feedback from stakeholder consultation have been addressed within the EIS, helping inform technical study methodologies, technical model validation and data collection, mitigation and environmental management measures, route alignment and project delivery mechanisms. The consultation informed the assessments and allowed the Project to more accurately assess impacts and identify appropriate mitigation measures (refer Section 5.8).

5.6 Stages of consultation

Stakeholder engagement activities have been occurring on Inland Rail and the Project in its varying forms since 2006, commencing with the North–South Rail Corridor Study, which was tasked in identifying a broad corridor for a future railway between Brisbane and Melbourne to early design for the Project undertaken by ARTC. Prior to this, the Gowrie to Grandchester Rail Corridor Study was undertaken by the Queensland Government (DTMR, 2002) to identify and protect a future rail corridor. Consultation for this early study was undertaken with the community and stakeholders, with further detail provided in Appendix C: Consultation Report.

As each subsequent Inland Rail study and investigation advanced the alignment became more detailed, along with the refinement of design and performance parameters.

5.6.1 Early stakeholder engagement activities

Table 5.5 provides the early engagement activities undertaken as part of these studies and investigations.

TABLE 5.5: EARLY STAKEHOLDER ENGAGEMENT ACTIVITIES

Objective/s	Stakeholders	Outcome
North–South Rail Corridor Study (2006)		
▸ Assess the adequacy of the existing Melbourne to Sydney to Brisbane rail corridor to meet future freight demand ▸ Examine options for an enhanced, existing coastal route or alternative inland routes. ▸ Identify a route that would deliver the best overall economic outcome	▸ Australian Government and State Government departments ▸ Rail industry and potential rail providers ▸ Freight forwarders and other rail customers ▸ Regional stakeholders	The high level of cooperation by stakeholders enabled the then study team to compile a comprehensive view of industry perspectives backed by validated data, resulting in: ▸ Four broad alternatives, between Melbourne and Brisbane ranging from a far western sub-corridor via western NSW through to a coastal sub-corridor via Sydney and the North Coast, being considered ▸ Identification of the far western sub-corridor (via Albury and Parkes) as having the lowest capital cost, fastest transit time and the best economic cost–benefit performance
Melbourne–Brisbane Inland Rail Alignment Study (IRAS) (2008)		
▸ Build on work undertaken earlier in the North–South Rail Corridor Study ▸ Determine route alignment within the far western sub-corridor ▸ Provide a basis for evaluating private financing options for part or the entire project	▸ Rail customers ▸ Other stakeholders	▸ Identification and assessment of alternatives within the far western sub-corridor that sought to minimise construction and operational costs and maximise the economic benefit—in particular, freight-user benefits flowing from operating cost savings, time savings and improved reliability ▸ Performance requirements for the railway were identified (service offering) and options were assessed against these criteria ▸ An implementation group was formed to further refine service offering needs and consider the options presented
Inland Rail Implementation Group (2013)		
▸ Prepare a 10-year delivery strategy and business case for Inland Rail	▸ Australian and State Government departments ▸ Representatives for the transport and logistics industries	▸ The Inland Rail service offering to the market was further refined—transit time, reliability, pricing and availability ▸ Recommended the adoption of the IRAS, with detailed consideration of three sections (Albury versus Shepperton, North Star to Toowoomba and Toowoomba Range)
Inland Rail Program Business Case (2015)		
▸ Identify the problem and vision for the east coast corridor ▸ Confirm the scope, opportunities and costs ▸ Provide a 10-year delivery schedule ▸ Present demand estimates ▸ Analyse economic and financial implications ▸ Identify governance arrangements to support the effective delivery of Inland Rail	▸ Australian and State Government departments ▸ Community groups and stakeholders ▸ Environmental groups and stakeholders ▸ Media ▸ Business and industry	▸ Consultation with market participants and other industry stakeholders has been undertaken to further develop the service offering and scope of the Inland Rail Program to ensure the infrastructure meets market needs, that is, meeting the priorities of freight customers ▸ Consultation with other stakeholders informed the identification of delivery opportunities and constraints

Objective/s	Stakeholders	Outcome
Alignment Planning to Support Business Case		
▸ Engagement with the supply chain and establishment of the need for Inland Rail as a freight alternative	▸ Rail industry and potential rail providers ▸ Freight forwarders and other rail customers	▸ Identification of third-party operational needs for existing and planned intermodal facilities for incorporation into Project design
Southern Freight Rail Corridor Alignment Study (DTMR) (2010)		
▸ Undertake a preliminary planning and environmental impact assessment for SFRC to reserve a corridor of land for future railway development	▸ Australian Government and State Government departments ▸ Community groups and stakeholders ▸ Environmental groups and stakeholders	▸ Confirmation of a rail alignment between the western rail line (Calvert) and interstate line (Kagaru), assessed independently under a Community Infrastructure Designation Process that was supported and informed by extensive stakeholder input
Early Project Engagement (ARTC)		
▸ Identify and establish relationships with Project stakeholders ▸ Determine formal processes for communications ▸ Engagement with landowners to facilitate field studies and investigations ▸ Undertake community information sessions to identify key concerns and issues	▸ Local government ▸ Landowners ▸ Community groups and stakeholders	▸ Stakeholders and their key issues/concerns were identified informing the development of consultation plans ▸ Commencement of field works to inform design

5.6.2 EIS Stakeholder engagement activities

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

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

TABLE 5.6: EIS STAKEHOLDER ENGAGEMENT ACTIVITIES AND TOOLS

Activity/Tool	Purpose
Formal briefings and meetings with elected representatives	▸ Inform stakeholder representatives of the Project and the EIS process ▸ Gain an understanding of the issues and opportunities currently facing the electorates ▸ Identify the potential impacts, benefits and mitigation measures for the Project
Formal briefings and meetings with Australian Government departments and representatives	▸ Inland Rail Program, and project-by-project updates ▸ EIS progress updates across projects ▸ Discussion on matters of national environmental significance protected under Commonwealth legislation relevant to Project ▸ Regular briefings to DAWE

Activity/Tool	Purpose
Inter-Departmental Committee/Queensland Project Coordination Group, Approvals, Benefits and Communities Committee	▸ To provide a mechanism for program-level management personnel to discuss and coordinate strategic, operational, technical and interface aspects of the project ▸ Agency-only meeting to discuss progress and resourcing and workload and coordination between the agencies
Formal briefings and meetings with Queensland Government departments and representatives	▸ Monthly Project progress meetings with the Office of the Coordinator-General ▸ State government agency Project progress briefings ▸ Discussion of technical assessment methodologies, results of investigations and potential mitigations ▸ Meetings and workshops with social service providers to identify key issues, discuss the methodology and recommendation for inclusion in the Social Impact Management Plan (SIMP)
Technical Working Group meetings—DTMR and QR	▸ Technical Working Groups are regularly convened by Inland Rail and attended by Queensland Rail (QR) and DTMR. Topics discussed at the Technical Working Groups included progression of design, access to the corridor, the road network, property matters, geotechnical investigations, asset ownership, road–rail interfaces and progression of stakeholder engagement
Formal briefings and meetings with local government representatives (LVRC)	▸ Report progress to council officers and elected representatives of the design and EIS process ▸ Facilitate the councils' input into the design development ▸ Gain an understanding of the environmental, planning and engineering constraints and opportunities currently in the EIS investigation area ▸ Develop a working relationship with council officers to identify engineering, planning and environmental impacts, benefits and mitigation strategies during EIS development for implementation during construction and operation
Technical Working Group meetings—local government	▸ Monthly cross-discipline meetings to provide Project updates on design development, EIS progression and community consultation activities
Design interface meetings—local government	▸ Fortnightly engineering- and design-focused discussions to identify where reference design impacts on local government infrastructure and to determine appropriate design solutions
Lockyer Valley CCC meetings	▸ Quarterly meeting with appointed local community representatives to: ▸ Ensure good working relationships and to promote information sharing between ARTC and local stakeholder groups/representatives ▸ Allow ARTC to inform the community about the Project, to seek community views on Project design and delivery, and to respond to matters raised by the community
Targeted meetings, workshops and communications (Matters addressed included hydrology and flooding, flora and fauna, WildNet training, biosecurity, noise and vibration, social impact, landscape and visual amenity)	▸ Gain an understanding of local knowledge to inform baseline data collection, validate modelling inputs, and support a robust impact assessment process
Community information sessions	▸ To inform stakeholders about the EIS process and findings from EIS investigations ▸ Provide stakeholders with the opportunity to meet with and discuss potential impacts with technical specialists involved in drafting the EIS
Face-to-face landowner meetings (private, local businesses, tenure holders)	▸ To inform landowners about potential impacts/changes conditions on their property as a result of the Project ▸ For landowners to share their concerns and receive information that is specifically based on their questions or concerns

Activity/Tool	Purpose
Indigenous cultural heritage discussions, meetings and site walkovers (Yuggera Ugarapul)	▸ Gain an understanding of local knowledge to inform baseline data collection to support a robust impact assessment process ▸ Drafting and agreement on Cultural Heritage Management Plan (CHMP) to: ▸ undertake cultural heritage surveys for the Project ▸ include the Traditional Owners in assessment of the Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage ▸ mitigate, manage and protect identified cultural heritage and objects in the disturbance footprint (rail corridor and ancillary infrastructure and developments), during the construction and operational phases of the Project
Non-Indigenous cultural heritage consultation	▸ To identify any historic values that may not have been recorded in local, state or federal records
Social Impact Assessment activities	▸ Ensure that Social Impact Assessment activities were compliant with the Office of the Coordinator-General's *Social Impact Assessment Guideline* ▸ Consult with government agencies and local governments to discuss the Project and opportunities for reginal skills development ▸ Identify community values in areas potentially affected by the Project and to seek community views on potential benefits and impacts from Project via community survey
	▸ Undertake social infrastructure providers workshops to engage with locally based organisations about key community plans, services and infrastructure ▸ Engage with local businesses and chambers of commerce and industry to: ▸ obtain input for the preparation of the Social Impact Assessment, SIMP and EIS ▸ ensure the operational requirements were understood for design ▸ inform the local community about the project to enable business to position for construction of the Project
Meetings and discussions with utilities and infrastructure owners	▸ Inform stakeholder representatives of the Project and the EIS process ▸ Identify extent of impacts on assets (i.e. clashes) and determine and agree on design response/treatment of potential conflicts ▸ Identify tenure and approvals processes required to facilitate any relocations or new connections to the Project
Meetings and discussions with gas/petroleum pipeline owners	▸ Inform stakeholder representatives of the Project and the EIS process ▸ Identify extent of impacts on assets (i.e. clashes) and determine and agree on design response and treatment of potential conflicts
Email, free-call telephone, postal communications and interactive map	▸ To provide the community with an easily accessible means of sourcing Project information and provide feedback, raise issues and discuss any concerns about the Project
Project display posters and Project factsheets	▸ Inform stakeholder representatives of the Project and the EIS process ▸ Provide the community with technical Project information presented in a non-technical manner ▸ Generate discussion and questions on technical EIS content to promote stakeholder feedback, raise issues and discuss any concerns about the Project
Newsletters and e-newsletters	▸ Inform stakeholders on Project updates and the EIS progress ▸ Notify stakeholders of CCC meetings and outcomes and timing of community drop-in sessions
Paid advertising	▸ Notify stakeholders of CCC meetings and outcomes ▸ Notify stakeholders of community drop-in sessions
Project website	▸ Inform stakeholders on Project updates and the EIS progress ▸ Provide access to Project information including factsheets, videos, alignment flythrough and interactive mapping
Feedback forms	▸ Stakeholders attending community information sessions to provide feedback and additional information on the Project

Activity/Tool	Purpose
Social media	▸ Create targeted campaigns to inform stakeholders of community information sessions and to promote the release of new engagement tools (for example, interactive mapping)
Letters	▸ Inform stakeholders with Project and EIS progress updates ▸ Inform landowners about potential impacts/changes conditions on their property as a result of the Project ▸ Invite landowners and local businesses to community information sessions ▸ Ensure landowners are aware of Project contact details
Interactive Map	▸ Inform stakeholders of Project design features (bridges, road realignments, passing loops, level crossings and tunnel) and the interface of those features with the landscape and topographical features (watercourses, undulating terrain, existing infrastructure and townships) ▸ Provide a mechanism for stakeholders to provide specific comments and/or ask questions related to the Project (attached to a specific location) allowing the Project to provide direct feedback
Landscape Visualisations and alignment flythrough	▸ Inform stakeholders what the Project will look like in the existing landscape when it is operational

Appendix C: Consultation Report provides further information about the engagement and consultation activities undertaken to inform the development of the EIS and Project design.

5.7 Key themes from consultation activities

Table 5.7 provides the key themes that were identified over the course of consultation activities, between June 2017 and the writing of this document.

This information was collated from data in the Project consultation database as at 16 September 2020. It is based on a wide range of interactions the Project Team had with registered stakeholders.

TABLE 5.7: PROJECT KEY THEMES RAISED DURING CONSULTATION

Theme	Australian Government	State Government	LVRC	ICC	Directly affected landowners	Indirectly affected landowners	Local businesses	Emergency and health providers	Utility service providers and pipeline operators	Traditional Owners	Business and industry groups	Community groups	Environmental groups	Education and training	Lockyer Valley CCC	Landfill operators	Seqwater
Stakeholder engagement																	
Land access requests		x	x		x					x							
Face-to-face, phone call and email re: Project updates	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		
Enquiries re community events, information sessions and sponsorships		x	x	x	x	x	x			x	x	x	x	x	x		
Alignment/route																	
Proposed alignment	x		x	x	x	x	x	x	x	x				x	x		
Questions about the design			x	x	x	x	x	x	x	x	x	x	x		x		
Route selection			x	x	x	x	x	x		x	x	x	x	x	x		
Project rationale																	
Project justification and need	x		x		x	x	x			x	x	x	x		x		
Traffic, transport and access																	
Level crossings			x	x		x	x	x			x				x		
Parking impacts			x	x		x	x										
Local road impacts			x	x	x	x	x	x	x	x	x	x	x	x	x		
Traffic safety			x	x	x	x	x	x			x				x		
Pedestrian/cyclist impacts			x	x		x	x					x		x			
Connectivity and access during construction and operation			x	x	x	x	x	x							x		
Haulage routes			x	x	x	x	x	x							x		
Land use and tenure																	
Property/land acquisition compensation					x	x	x				x	x			x		
Changes to property value			x		x	x	x				x	x			x		
Fencing		x	x	x	x		x	x	x				x		x		
Property damage and rehabilitation		x			x	x	x		x						x		
Field Investigations		x	x	x	x		x		x	x					x		
Easements		x	x	x	x		x	x	x				x		x		

Theme	Australian Government	State Government	LVRC	ICC	Directly affected landowners	Indirectly affected landowners	Local businesses	Emergency and health providers	Utility service providers and pipeline operators	Traditional Owners	Business and industry groups	Community groups	Environmental groups	Education and training	Lockyer Valley CCC	Landfill operators	Seqwater
Construction																	
General construction impacts		x	x	x	x	x	x	x	x		x	x	x	x	x		
Location and purpose of construction compound and lay down areas			x	x	x	x	x		x				x		x		
Construction timing and staging			x	x	x	x	x		x		x	x	x		x		
Work hours			x	x	x	x	x				x	x	x	x	x		
Social																	
Social cost and benefits	x	x	x	x		x	x				x	x			x		
Change to social amenity		x	x	x	x	x	x				x	x	x		x		
Initiatives supporting community			x	x		x	x				x	x	x		x		
Legacy	x	x	x	x		x	x			x		x			x		
Parks and public facilities		x	x	x		x			x			x		x	x		
Business and town centre access			x		x	x	x								x		
Health concerns			x		x	x	x					x	x		x		
Alternative accommodation			x		x		x	x			x	x			x		
Noise and vibration																	
Noise and vibration during construction and operation		x	x	x	x	x	x				x	x	x	x	x		
Surface water and hydrology																	
Flooding impacts		x	x	x	x	x	x		x		x	x	x		x		
Construction water supply options																	x
Contamination			x		x				x				x				
Groundwater			x	x	x	x	x				x	x			x		
Drainage and discharge			x	x	x	x	x				x	x	x		x		
Surface and groundwater quality		x	x		x	x							x				
Flora and fauna																	
Protecting endangered fauna	x	x	x			x							x		x		
Protecting endangered flora	x	x	x			x							x		x		
Environmental offsets	x		x			x							x		x		

Theme	Australian Government	State Government	LVRC	ICC	Directly affected landowners	Indirectly affected landowners	Local businesses	Emergency and health providers	Utility service providers and pipeline operators	Traditional Owners	Business and industry groups	Community groups	Environmental groups	Education and training	Lockyer Valley CCC	Landfill operators	Seqwater
Tree trimming and removal			x														
Land management																	
Land pollution, sediment and erosion		x	x	x	x	x	x				x				x		
Rehabilitation		x	x		x	x	x								x		
Pest control			x		x		x						x		x		
Weed control			x	x	x		x				x		x				
Agricultural management																	
Impacts to agriculture		x	x		x	x					x	x			x		
Stock routes/stock access		x	x		x		x				x						
Impacts to livestock		x			x		x				x	x					
Legislation and Project approvals																	
Environmental and planning approvals	x	x	x	x					x		x	x					
ToR		x	x	x									x				
Project approvals	x	x	x	x	x	x		x	x		x		x		x		
Environmental management		x	x	x	x								x				
EIS process		x	x	x		x	x	x			x	x	x		x		
Air quality																	
Dust during both construction and operation		x	x	x	x	x	x				x	x			x		
Odour			x		x	x											
Visual amenity																	
Visual amenity			x	x	x	x	x				x	x			x		
Light			x		x	x									x		
Construction lighting			x		x	x											
Waste and resource management																	
Rubbish and illegal dumping			x														
Rubbish and general waste disposal			x													x	
Salvaging and recycling							x										

Theme	Australian Government	State Government	LVRC	ICC	Directly affected landowners	Indirectly affected landowners	Local businesses	Emergency and health providers	Utility service providers and pipeline operators	Traditional Owners	Business and industry groups	Community groups	Environmental groups	Education and training	Lockyer Valley CCC	Landfill operators	Seqwater
Disposal of contaminated material			x	x	x				x								
Removal of spoil			x	x	x	x					x				x	x	
Potential to accept Project waste and spoil																x	
Hazard and risk																	
Construction safety		x	x	x	x			x	x								
safety signage			x		x				x								
Cultural heritage																	
Indigenous heritage and non– indigenous heritage		x	x		x	x	x				x	x			x		

A summary of the key issues grouped by number of comments by theme is in Table 5.8 and Figure 5.3. This information excludes general stakeholder queries.

TABLE 5.8: CONSULTATION ISSUES

Submitter type	Number of comments	Percentage
Land use and tenure (including property)	983	18.4
Noise and vibration	905	16.9
Traffic, transport and access	801	15.0
Flooding & water management	332	6.2
Social and economic	323	6.0
Economic	308	5.8
Environmental approvals	288	5.4
Alignment/route	272	5.1
Consultation process	233	4.4
Project need	170	3.2
Construction impacts	170	3.2
Flora & fauna	131	2.5
Land management	95	1.8
Agribusiness impacts	92	1.7
Visual amenity	83	1.6
Heritage	74	1.4
Air quality	58	1.1
Waste management	21	0.4
Hazard	2	<0.1
TOTAL	**5,341**	**100%**

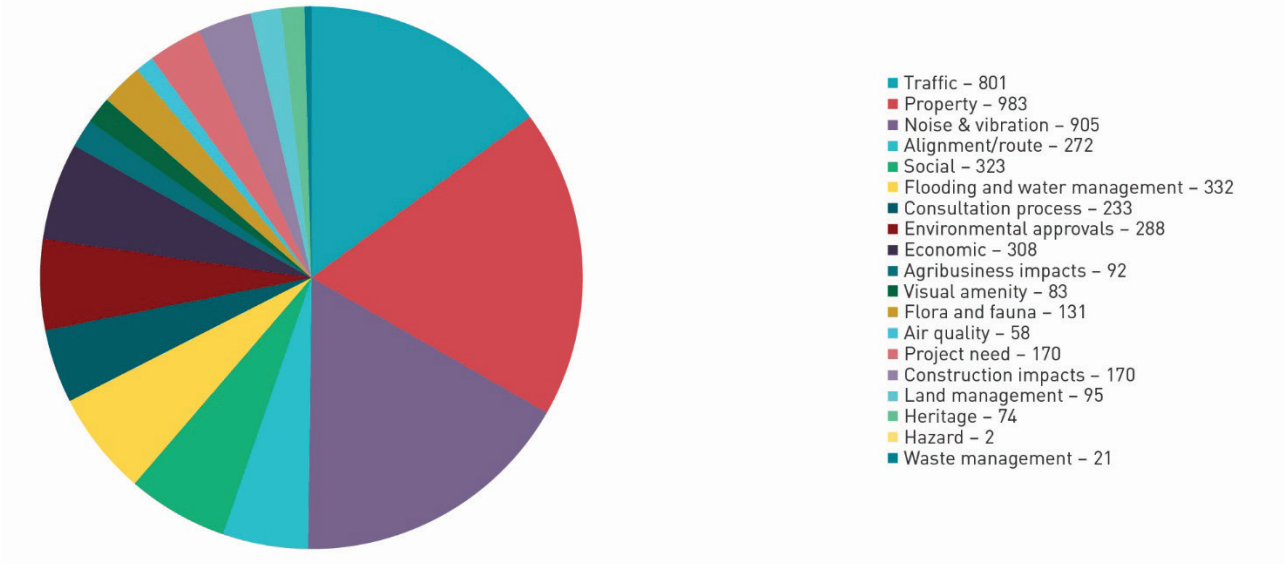

FIGURE 5.3: EIS KEY CONSULTATION THEMES

5.8 Consultation outcomes

Feedback from stakeholder consultation have been addressed within the EIS. Feedback has informed technical study methodologies, technical model validation and data collection, the development of mitigation and environmental management measures, refinement of route alignment, road network solutions and Project delivery mechanisms.

This section of the report summarises the consultation activities undertaken since March 2017. Table 5.9 provides a broad summary of consultation activities and outcomes, with further explanation where community and stakeholder feedback has informed either Project design or management of construction and operations.

TABLE 5.9: SUMMARY OF EIS COMMUNITY ENGAGEMENT ACTIVITIES AND OUTCOMES

Engagement Activities	Outcomes
2018: EIS studies and reference design ▸ Community consultation sessions ▸ Shopping centre displays ▸ CCC meetings ▸ Landowner engagement ▸ Online consultation portal (interactive map)	▸ Developed and tested options to bypass Gatton and Forest Hill and tested with the community and landowners (not accepted due to community feedback and preference to stay in rail corridors) ▸ Developed a new alignment for Grandchester through engaging with local landowners ▸ Continued engagement with landowners about the alignment and local impacts ▸ Information sessions to explain the planned delivery model ▸ Hydrological validation workshops with interested stakeholders
2019: EIS studies and reference design ▸ Landowner engagement ▸ Community consultation sessions ▸ Shopping centre displays ▸ CCC meetings ▸ Ecology workshop ▸ Visual amenity workshop ▸ Operational noise and vibration workshops ▸ Technical Working Group meetings with Ipswich City Council and Lockyer Valley Regional Council ▸ Online consultation portal (interactive map) ▸ Permanent Project Team presence (Project shop-front)	▸ Presented flora and fauna findings to local environmental groups, individuals and Council representatives ▸ Presented ARTC approach to operational noise and current operational noise modelling results ▸ Ongoing engagement with landowners around rail and road interface, access, impacts and property acquisition process ▸ Continued engagement with respective council officers about the alignment, roads and local impacts ▸ Information sessions presenting EIS investigation findings, mitigation and management measures for hydrology, flora and fauna, alignment refinements, road–rail interfaces and local road network impacts ▸ Opening of continuously staffed engagement shop-front with resources for drop-in/stakeholder interactions
2020: EIS studies and reference design ▸ Landowner engagement ▸ CCC meetings ▸ Technical Working Group meetings with Ipswich City Council and Lockyer Valley Regional Council ▸ Online consultation portal (interactive map) ▸ Permanent Project Team presences (Project shop-front)	▸ Ongoing engagement with landowners around rail and road interface, access, impacts and property acquisition process ▸ Continued engagement with respective council officers about the alignment, roads and local impacts ▸ Continuously staffed engagement shop-front with resources for drop-in/stakeholder interactions (exception COVID-19 restrictions)

5.8.1 Project Introduction and draft ToR

The Coordinator-General received 264 comments across 69 properly made submissions during the draft ToR display period.

A summary of the key issues raised during project introduction and draft ToR engagement activities is in Table 5.10. These matters were considered by the Office of the Coordinator-General in the finalisation of the ToR and helped to inform the assessment scopes and development of the EIS.

TABLE 5.10: SUMMARY OF KEY ISSUES RAISED DURING PROJECT INTRODUCTION AND DRAFT TOR CONSULTATION

Issue themes	Issue description
Flooding and hydrology	▸ Flooding in Forest Hill, Laidley and Grantham is a major concern and there needs to be significant engagement to understand localised water flows and historical issues that need to be considered ▸ There were significant concerns raised in relation to the potential flooding impacts associated with the height of embankments through Forest Hill ▸ Residents question whether there should be a levee around Forest Hill ▸ Long-standing concerns about contribution of rail infrastructure to flooding impacts ▸ Doubts raised regarding the accuracy of records and the adequacy of design associated with Queensland Rail bridges and rail line through Forest Hill. Residents maintain that the infrastructure is inadequate for the flood conditions they experience and that it contributes to local flooding ▸ Questions raised regarding long term liability should flood modelling and resulting design be inadequate.
Alignment options	▸ Community was advised the scope of the concept assessment included consideration of potential refinement to the Grandchester to Gowrie (G2G) protected corridor within a study area either side of the corridor ▸ There is a delicate balance in determining the optimum alignment through Gatton, either through the centre of Gatton or a bypass option that goes through prime agricultural land ▸ Other options were considered near Laidley and Grandchester to improve constructability and operational safety, address flooding issues, reduce project cost and address community impacts.
Road and rail interface	▸ Maintaining local road connectivity by minimising level crossings is a major challenge—examples include Laidley-Plainland Road (Laidley) ▸ Emergency access for the town of Forest Hill is a key concern as the town's emergency vehicle access may be blocked in the event of a train breakdown. Residents expressed a preference for an emergency vehicle underpass to address this issue.
Future passenger services	▸ Strong interest in passenger services connecting Toowoomba with Rosewood, through townships including Helidon, Gatton and Laidley.
Land acquisition and compensation	▸ Mixed levels of awareness about the existence or location of the G2G corridor and landowners expressing varying degrees of financial and emotional stress as a result ▸ Questions around timing, process, valuations and extent of required land acquisition ▸ Questions from landowners located in the G2G corridor, as well as landowners located adjacent to the corridor regarding opportunity for acquisition or compensation for impacts.
Farming impacts	▸ Impacts to fertile and prime farming lands and property ▸ Implications of property severance on farming activity ▸ Access to farmers to move stock and machinery ▸ Land acquisition and impacts to farm viability ▸ Visual impacts and changes to the landscape and vista ▸ Impacts on property values.
Corridor identification, protection and preservation	▸ Questions were raised about why the G2G protected corridor was chosen over other options ▸ Interest in the scope for variation from the protected corridor and the process for informing landowners that may be impacted but are not located in the G2G protected corridor, due to refinement options selected ▸ Long timeframes since protection of the corridor, and until construction caused concerns from landowners about potential for resale or value of investing in the property ▸ Strong dissatisfaction expressed with the change report process followed by Toowoomba Second Range Crossing (now constructed as the Toowoomba Bypass) to follow a different design and alignment than the one that community was consulted on. Community stakeholders believe they should be consulted on the final alignment and design.

Issue themes	Issue description
Operation of existing line	▸ Interest in understanding the future operation of existing freight rail lines through the region including the size, number, frequency and schedule of train operations ▸ Interest in understanding likely coal volumes and the approach to managing dust and air quality issues ▸ Existing rail infrastructure in some areas, such as Laidley, was described as contributing to flooding and ideally would be removed for that reason.
Operational noise impacts	▸ Landowners were interested in the frequency, volume, size and speed of freight rail traffic on the new line and the associated operational noise impacts ▸ This was particularly relevant to existing townships where the proposed alignment goes directly through, e.g. Gatton.
Economic benefits	▸ Stakeholders in the project region would like to see economic opportunities and benefits beyond construction of the project, such as intermodals, decrease in freight costs for local products, opportunities for local road freight transport providers to take freight to intermodals ▸ Significant interest in connections to existing industrial areas and infrastructure, as well as optimising the project to provide supply chain value in the Lockyer Valley ▸ Support for local involvement of suppliers and source for material ▸ The strong feedback that 'local' opportunities mean opportunities for the towns within the project area, not only a nearby regional centre such as Toowoomba ▸ Views expressed that allowing space for the Queensland Government to develop future passenger services will greatly enhance the value of Inland Rail to the Lockyer Valley.

Through the Project introduction and Draft ToR engagement activities, the Project Team:

- Developed a thorough appreciation of key issues for the community, based on the comments made on the draft ToR
- Committed to assessing options to bypass Gatton and Forest Hill, and to improve the alignment through Grandchester.

5.8.2 Australian Government and State Government briefings and meetings

Meetings with DAWE have provided feedback on the EIS investigations, approach, outcomes and offsets.

Key issues and opportunities raised the meetings with State Government departments, along with EIS responses are summarised in Table 5.11. Section 6 of Appendix C: Consultation Report lists the face-to-face meetings held with State Government agencies.

TABLE 5.11: STATE GOVERNMENT CONSULTATION OUTCOMES

Theme	Issue and opportunities	Project response
Department of Transport and Main Roads		
Traffic, transport and access	Future-proof for future passenger provision	The Project does not preclude future rail transport infrastructure for passenger services, as discussed in Chapter 6: Project description.
Land Use and Tenure	Consideration of future freight rail corridor in longer term DTMR road network planning	Chapter 19: Traffic, transport and access discusses the anticipated changes to the local road network as a result of the Project.
Project description	Identification of loading facilities locations	The market will determine where intermodal terminals could go. ARTC is working with customers to assist in planning these, but these are not part of this Project.
Office of the Coordinator-General—Economic impact assessment methodology briefing		
Economics	Review and discussion of ToR and *Economic impact assessment guideline* (2017) requirements	These discussions helped to shape the methods and content included in the EIS Appendix R: Economics Technical Report.
Economics	Review and discussion of preliminary results of economic impact assessment	Refer to the EIS Appendix R: Economics Technical Report.

Theme	Issue and opportunities	Project response
Office of the Coordinator General—Social Impact Assessment methodology briefing		
Social Impact Assessment	Integration and consideration of social and environmental matters in Social Impact Assessment	These discussions helped to shape the methods and content of the SIA, which is in Chapter 16: Social and Appendix Q: Social Impact Assessment Technical Report. Changes to the biophysical environment, infrastructure or land use that may result in social impacts including amenity, health, safety or sense of place, informed by the technical studies and investigations included in the EIS.
Social Impact Assessment and SIMP	Social Impact Assessment commensurate with nature and scale of project and Identification of social impacts and benefits for the communities affected by the Project	A comprehensive Social Impact Assessment and SIMP has been developed as part of the EIS. The assessment was completed in consideration of the context, nature and scale of the Project having been conducted in accordance with the ToR and the Coordinator-General's SIA Guideline. Refer to Chapter 16: Social and Appendix Q: Social Impact Assessment Technical Report.
Social Impact Assessment and SIMP	Social Impact Assessment and SIMP to consider vulnerable communities and affordable accommodation	Housing and accommodation and health and community wellbeing are of the key themes addressed in the Social Impact Assessment and SIMP is in Chapter 16: Social and Appendix Q: Social Impact Assessment Technical Report. A housing and accommodation action plan has been included, which addresses the cumulative impacts on housing affordability or availability.
Social Impact Assessment and SIMP	Assessment of impacts and opportunities for local industry to participate in potential procurement and supply opportunities	Development of a Social Impact Assessment and SIMP that address the key theme, local business and industry procurement. Refer to Chapter 16: Social and Appendix Q: Social Impact Assessment Technical Report. Impacts and opportunities for local industry to participate in procurement and supply are considered in Chapter 16: Social of the EIS and Appendix Q: Social Impact Assessment Technical Report of the EIS. The assessment notes: ▸ Local and regional businesses will benefit from the construction phase of the Project, with opportunities to supply the Project with fuels, equipment, borrow and quarried material, and services including fencing, electrical installation, rehabilitation, landscaping, maintenance and trades services ▸ Local transport or logistics businesses may also have opportunities to service the construction phase ▸ The Project's local supply arrangements will provide an opportunity to develop and grow local businesses, with some possible benefits in nearby communities, but with greater regional benefits ▸ Expanded construction activity will support additional flow-on demand and additional spending by the construction workforce and, therefore, business trading levels in the region. The SIMP includes for a local business and industry action plan to manage impacts and increase benefits.

Theme	Issue and opportunities	Project response
Social Impact Assessment and SIMP	Potential impacts on housing supply and affordability	Development of a Social Impact Assessment and SIMP that focuses on housing and accommodation. Refer to Chapter 16: Social and Appendix Q: Social Impact Assessment Technical Report. The assessment notes: ▸ The Project is unlikely to result in a significant increase in demand for housing during construction or operation, nor affect housing availability in nearby communities, apart from removing dwellings from the Project disturbance footprint ▸ The construction period may create a small increase in demand for short-term accommodation in surrounding LGAs. However, this demand is not expected to displace other visitors in these areas ▸ There is potential for cumulative labour demands within the Project region, requiring non-local workers to service the Project's construction, which could lead to higher demands for short-term accommodation or rental accommodation.
Queensland Rail		
Traffic, transport and access	Minimising impacts to existing QR operations (current freight, coal and passenger traffic on the existing line)	Approximately 24 km of the Project is co-located within existing rail corridors (approximately 50 per cent). Realignments and tie-ins require further consideration. The Project will use sections of the existing rail corridor, which is discussed further in Chapter 19: Traffic, transport and access and Appendix U: Traffic Impact Assessment. Construction and constructability are discussed in Chapter 6: Project description. Key items to be address during detail design include: ▸ Interface agreement: final design will be the subject to an interface agreement between Inland Rail and QR. Works cannot commence within the existing rail corridor without QR approval ▸ Constructability: QR assets and infrastructure components within the Project footprint will need to be defined.
Traffic, transport and access	Maintaining access for maintenance and operation of QR infrastructure	Access for maintenance of the existing and new infrastructure is a key consideration for Project design. This is discussed in Chapter 6: Project description. A Rail Maintenance Access Road Strategy has been developed as a part of the design to provide emergency service vehicle access to the rail corridor during construction and operation. ARTC has minimised impacts to existing operations as much as practicable and has maintained access, where required. Requirements have been communicated via regular Technical Working Group sessions. The detailed design will need to incorporate all operational and maintenance requirements.
Traffic, transport and access	Connection details including signalling requirements	While the detail of signalling and connections will be refined in future stages of the design, a brief overview of the required elements is included in Chapter 6: Project description.

5.8.3 Council briefings and meetings

Since March 2018, the Project Team has met with the Lockyer Valley Regional Council monthly, or when Project updates were required. Meetings covered technical design, strategic issues, construction impacts, road–rail interfaces, Project update, community consultation, social performance and EIS studies. Issues and EIS responses are outlined in Table 5.12.

TABLE 5.12: LOCKYER VALLEY REGIONAL COUNCIL CONSULTATION OUTCOMES

Theme	Issue and opportunities	Project response
Traffic, transport and access	Impacts to local road network, road design standards, cycling and connectivity, level crossings and grade separations	Access across the transport network has been considered in the assessments. The EIS discusses the proposed alterations to the local road network in Chapter 19: Traffic, transport and access. ARTC has been able to identify suitable road access alternatives for all formed roads (impacted during construction and operation) in consultation with emergency services, landowners, local governments and DTMR. Road–rail interfaces will be assessed on a case-by-case basis for design purposes, considering current and future usage, location relative to other crossings and the road and rail geometry at the crossing location.
Traffic, transport and access	Construction impacts to the local road network	The EIS provides an assessment of construction traffic on the local road network in Chapter 19: Traffic, transport and access and Chapter 6: Project description. The planned approach to mitigating traffic impacts is also discussed in Chapter 19: Traffic, transport and access and in Chapter 23: Draft Outline Environmental Management Plan. The assessment has been completed in accordance with the ToR and assesses the traffic and transport impacts of the Project, detailing the potential impacts on the surrounding road networks from the movement of materials, workforce and equipment during the construction and operational phases of the Project. Findings include that during construction: ▸ The impact is expected to be minimal as the high percentage of construction traffic is a function of low existing traffic volumes ▸ Certain sections will generate construction-related traffic volumes that may potentially impact the level-of-service ▸ For such a short duration of impact, it is not expected that the Project will generate a need to upgrade the local road network, but adequate traffic and road use management strategies and mitigation measures will be required. Appropriate management plans will be developed before construction starts.
Traffic, transport and access	Standards for new or reconstructed roads	Infrastructure owners and operators advised on design requirements to ensure the safe and operational efficiency of their infrastructure and advised on potential maintenance and financial impacts as a result of the Project. Traffic matters were discussed at Lockyer Valley Regional Council Technical Working Group Meetings. Key items discussed included: ▸ Council interface agreements ▸ Asset management ▸ Design standards ▸ Handover/Hand back of assets ▸ Maintenance of structures and road corridors As a result of the consultation process, additional investigations and research was undertaken to better inform the traffic, transport and access impact assessment. Future road planning requirements were incorporated into the Project design (for example, Eastern Drive). For all road–rail interfaces, ARTC will continue to consult LVRC about the preferred treatments for each location.

Theme	Issue and opportunities	Project response
Surface water and hydrology	Flood investigations	Consultation with stakeholders, including landowners, was undertaken at key stages including validation of the performance of the modelling in replicating experienced historical flood events and presentation of the design outcomes and impacts on properties and infrastructure. The EIS details flood investigations undertaken to inform the Project design, assesses impacts and identifies proposed mitigation Chapter 13: Surface water and hydrology provides details of the flood assessment. Progressive refinement of bridge extents and culvert banks (number of barrels and dimensions) has been undertaken as the Project design has evolved. This refinement process has considered engineering requirements as well as progressive feedback from stakeholders to achieve acceptable outcomes that address the flood impact objectives.
Land use and planning	Consideration of the Project in relation to council's Planning Scheme and Strategic Plans	The EIS discusses the Project in the context of local, regional and State planning tools in Chapter 8: Land use and tenure.
Land use and planning	Impacts to council-controlled land and reserves	Where level crossings and road diversions are proposed, these were determined based on a number of factors, including the nature of existing access to properties, potential traffic levels, existing land use, location of nearby interfaces, adjoining properties and the vertical geometry of the rail alignment. Detailed design and construction planning to minimise alteration of the surrounding road and transport network and maintain legal property accesses—where this is not feasible or practical, alternative solutions will be developed. Develop site-specific traffic management plans with key land uses and businesses adjoining or within proximity to the Project disturbance footprint to minimise business operations disruptions (e.g. Department of Resources Explosive Inspectorate during construction of the proposed grade separation at Airforce Road). Road–rail interface detailed design to be undertaken in consultation relevant with road–rail authority.
Traffic, transport and access	Consideration of passenger rail	The project has been designed to not preclude future consideration of passenger rail provision. This is described in Chapter 19: Traffic, transport and access.
Hazard and risk	Consideration of natural disasters e.g. bushfire	An assessment of the risk associated with natural hazards has been undertaken for the EIS. This also includes identification of proposed mitigation measures for design, construction and operation phases of the Project. Refer to Chapter 20: Hazard and risk and Chapter 23: Draft Outline Environmental Management Plan for details.
Air quality	Tunnel ventilation	The proposed details of the Little Liverpool Range tunnel ventilation requirements are in Chapter 6: Project description with the air quality assessment in Chapter 12: Air quality. Quantitative dispersion modelling assessment was undertaken of operational emissions associated with freight rail movements and from the tunnel portals. The assessment concluded that the highest predicted pollutant concentrations were below adopted air quality goals (with veneering applied to coal trains—consistent with current practices along the QR West Morton System rail corridor).

Theme	Issue and opportunities	Project response
Project description	Sourcing of construction materials	Anticipated sources of construction material are discussed in Chapter 6: Project description. The Project will support regional development with opportunities to encourage, develop and grow local and Indigenous businesses through the supply of resources and materials for the construction and operation of the Project. ARTC has developed a Sustainable Procurement Policy (refer Appendix F: Corporate Policies), which will ensure that local, regional and Indigenous businesses will have opportunities to supply to the Project. The Project will provide a clear and efficient process for people to seek information about supply opportunities.
Landscape and visual amenity	Impacts to populated communities	The impacts to community areas and proposed mitigation is discussed in the Chapter 10: Landscape and visual amenity, Chapter 16: Social, Appendix Q: Social Impact Assessment Technical Report. Technical findings from the landscape and visual impact assessment indicate that the key landscape and visual impacts of the Project relate to the removal of vegetation and creation of new infrastructure. To communicate the potential landscape and visual amenity impacts, before and after visualisations of the Project were developed for multiple locations to illustrate the potential impact of the operational rail line on views.
Water	Water availability during construction	An estimate of construction water supply requirements is included in the Chapter 6: Project description. Requirements and sources of construction water will be finalised as the construction approach is refined during the detailed design. Construction water supply options, as commercial considerations such as transport costs, water access costs may vary depending on the water source, land access, climatic conditions and other water user requirements.
Social and economic	Local employment base	Opportunities for employment during construction for residents in the local region is assessed in the Social Impact Assessment and Economic Impact Assessment document the assumptions and employment projections for local employment and regional benefits in Chapter 16: Social, Chapter 17: Economics and Appendix Q: Social Impact Assessment Technical Report. As the construction workforce is expected to be drawn primarily from communities within the Project region and nearby LGAs, employment benefits would extend to construction industry workers across the region. The availability of long periods of employment in Project construction is likely to be a positive opportunity for those personnel and their families. The Project's construction phase is an important source of potential training and career pathway development for people in the Project region. ARTC has a strong commitment to training local and Indigenous people. Training pathways and creating opportunities for the development of skilled local and Indigenous people will be achieved by working with: ▸ Schools and local training providers, to provide appropriate training ▸ Aboriginal community networks, to encourage applications and increase the number of Indigenous people applying for jobs ▸ Key partners, to link training and development programs with other projects and local industries to provide the greatest regional benefit ▸ Australian Government and the Queensland State Government to provide long-term outcomes through training, mentoring and other support programs.

Theme	Issue and opportunities	Project response
Social	Impact to the Gatton Caravan Park	Consideration made to potential impacts on the region's affordable accommodation supply, on caravan park visitors and on park amenity and operations. ARTC's objective is to pursue mitigation options that achieve a no net loss, or at worst, minimal loss of affordable accommodation. As ARTC is not the Constructing Authority, the extent of impacts will not be known until the detailed design is complete. In relation to the Gatton Caravan Park, ARTC will continue to engage directly with the facility owner, Lockyer Valley Regional Council and the Department of Communities, Housing and Digital Economy (former Department of Housing and Public Works) throughout the Project detailed design activities. Key items to be considered include: ▸ Nature and duration of Project works directly impacting on, and directly adjacent to, the Caravan Park ▸ Timing and process for any required or potential Project land acquisition activities. ▸ Options and mitigations to address any, and all, potential loss of affordable accommodation—based on the detailed design.
Heritage	Gatton Rail Precinct	Avoidance and management will be worked out with LVRC and others to manage local heritage matters. Consultation with local groups regarding asset options (Station Masters House). Archival recordings to be undertaken and a site-specific impact assessments should removal be required.

Since August 2018, the Project Team has met with the Ipswich City Council monthly, or when Project updates are required. Meetings covered technical design, strategic issues, construction impacts, road–rail interfaces, project update, community consultation, social performance and EIS studies.

Key issues and EIS responses are outlined in Table 5.13.

TABLE 5.13: IPSWICH CITY COUNCIL CONSULTATION OUTCOMES

Theme	Issue and opportunities	Project response
Traffic, transport and access	Impacts to local road network, design standards, cycling and connectivity, crossings and grade separations	The EIS discusses the proposed alterations to the local road network in Chapter 19: Traffic, transport and access. Council review of traffic impact studies incorporated into reference design where applicable. For all road–rail interfaces, ARTC will continue to consult with DTMR, local governments, emergency services and the local community about the preferred treatments for each location. Where level crossings and road diversions are proposed, the locations were determined based on factors such as existing access to properties, potential traffic levels, existing land use, location of nearby interfaces, adjoining properties and the vertical geometry of the rail alignment. Vehicle wait times at level crossings and anticipated travel time impacts, and distance from road diversions were also considered.
Surface water and hydrology	Flood investigations	Chapter 13: Surface water and hydrology and Appendix M: Hydrology and Flooding Technical Report describes flood investigations undertaken to inform the Project design, assesses impacts and identifies proposed mitigation.
Traffic, transport and access	Location of haul roads	Some disruption to traffic can be expected during construction as equipment, materials and people are transported along the EIS Investigation Corridor. There will also be an increase in heavy and light vehicle movements on local roads associated with construction. Infrastructure owners provided information on road designs, bridge locations, construction traffic impacts and access requirements. Haul routes are identified in Chapter 6: Project description and Chapter 19: Traffic, transport and access.

Theme	Issue and opportunities	Project response
Water	Water availability during construction	Water will be required for various construction activities including soil conditioning, dust suppression, concrete production and track works. An estimate of construction water supply requirements is included in Chapter 6: Project description. Construction water sources and demand will use a hierarchical approach to confirm the suitability of water sources, with a focus on using existing sustainable allocated water entitlements. Seqwater has been consulted to understand their water storage capacities, discuss the Project construction water estimates, and understand water access and transportation considerations. Initial consultation with Seqwater has identified the potential water supply options may be available for Project use; however, discussions with Seqwater will be ongoing as the Project progresses.
Noise	Noise impacts to community	Construction noise and operational noise are addressed in Chapter 15: Noise and vibration. Technical findings are included in Appendix O: Noise and Vibration (construction, fixed infrastructure and operational road noise) Technical Report and Appendix P: Operational Railway Noise and Vibration Technical Report of the EIS. The works identified the greatest construction noise impact is that of earthworks and rail civil works but will be dependent on actual timings and duration of Project works. The assessment of operational noise and vibration considered the proposed daytime and night-time railway operations for the Project.

5.8.4 Community Consultative Committees

The Lockyer Valley CCC has held 12 meetings since their inception in 2017. The meetings are held quarterly and chaired by an independent Chair. Table 5.14 provides the issues and opportunities raised in these meetings.

TABLE 5.14: LOCKYER VALLEY COMMUNITY CONSULTATIVE COMMITTEE OUTCOMES

Theme	Issue and opportunities	Project response
Project description	Rail alignment located close to Forest Hill	Chapter 2: Project rationale and Chapter 6: Project description provides details of the project design development. Alignment options deviating from brownfield development areas had the potential to increase impacts on floodplains, community amenity, properties, and potential future-proofing of the alignment to tie in to passenger services. The rail alignment along brownfield sections also has fewer potential impacts to agricultural land.
Noise and vibration	Rail alignment noise for Gatton and Forest Hill	Chapter 15: Noise and vibration documents the assessment of potential noise impacts, and identification of proposed mitigation measures for the Project construction and operations. Reasonable and practicable (or feasible) measures to reduce operational noise impacts were outlined, including concept noise barrier options (townships of Forest Hill, Gatton and Valley Vista Estate in Laidley). A key component in reducing potential noise impacts is expected to be at-property controls such as architectural property treatments and upgrades to property fencing.
Economic	Concerns of economic impact once railway is built. Less visitation to Lockyer Valley	ARTC will then work with tourism associations and local councils to develop a strategy to help mitigate both property-specific and generalised impacts on tourism values. Refer to Appendix R: Economics Technical Report for discussion of tourism impacts, and Appendix Q: Social Impact Assessment Technical Report for discussion of potential impacts to tourism, opportunities and action plans.

Theme	Issue and opportunities	Project response
Economic (continued)	Long-term strategies to build employment/upskill people in Lockyer Valley	Appendix Q: Social Impact Assessment Technical Report, provides a workforce management action plan that outlines objectives, outcomes and commitments. A Workforce Management Action Plan will be prepared as part of the SIMP. The objective of this action plan is to enable residents to access to employment opportunities created by the Project. Strategies include: ▸ Engaging local workers from the Project region ▸ Ensuring that contractors encourage employment, training and skills development opportunities.

Social	Visibility and implementation of life skill requirements for the Project	ARTC has a strong commitment to training local and Indigenous people.
		Appendix Q: Social Impact Assessment Technical Report, provides a workforce management action plan that outlines objectives, outcomes and commitments.
		Training pathways and creation of opportunities for the development of skilled local and Indigenous people through the Project's construction and operation will be achieved by working with:
		▸ Schools and local training providers, to provide appropriate training
		▸ Aboriginal community networks, to encourage applications and increase the number of Indigenous people applying for jobs
		▸ Key partners to link training and development programs with other projects and local industries to provide the greatest regional benefit
		▸ Australian Government and Queensland State Government to provide long-term outcomes through training, mentoring and other support programs
		▸ Inland Rail has recently established of the Inland Rail Skills Academy, which provides:
		  ▸ Scholarship opportunities at the University of Southern Queensland (USQ) for students along the alignment
		  ▸ Science, Technology, Engineering and Mathematics (STEM) programs in local schools
		  ▸ Opportunities for student placements or work experience on Inland Rail projects.

Flora and fauna	Fauna crossings and fire ants	Three fauna crossings are proposed for locations where bridge crossings will be constructed over waterways. Specific fauna fencing at these locations will be further assessed and determined during detail design. Refer to Chapter 11: Flora and fauna for identification of proposed mitigations in design to optimise residual fauna habitat connectivity. Consideration of current distribution of pest species, an assessment of how the Project could influence the spread of these species and the mitigation measures the Project will implement to manage this risk. Refer to Chapter 9: Land resources and Chapter 23: Draft Outline Environmental Management Plan for proposed mitigation measures to minimise the risk of biosecurity hazards and identify statutory management requirements for fire ant management.
Traffic, transport and access	Pressure on local roads due to construction and then subsequent operations	The operational performance of public roads was assessed in the traffic, transport and access study area was assessed. Refer to Chapter 19: Traffic, transport and access for discussion of potential impacts, and identification of proposed mitigation measures for the construction and operational phases of the Project. Proposed construction mitigation measures are also identified in Chapter 23: Draft Outline Environmental Management Plan.

5.8.5 Targeted workshops

The key issues discussed in targeted workshops are summarised in Table 5.15.

TABLE 5.15: INLAND RAIL WORKSHOP OUTCOMES

Theme	Issue and opportunities	Project response
WildNet training		
Flora and fauna	Learning how to record species in local areas/environments	To support and facilitate the inclusion of local environmental groups' survey findings into the Project, ARTC arranged for an independent technical specialist to train the groups on how to use the WildNet database. The training on how to use WildNet resulted in new records from these groups being included in database. Based on these new records, ARTC updated Project reporting to better reflect the impact of the Project on local flora and fauna species. WildNet data has informed the assessments documented in Chapter 11: Flora and fauna.
Flora and fauna workshop		
Flora and Fauna	Protecting Koala (*Phascolarctos cinereus*) habitats and crossings Retaining Swamp Tea-tree (*Melaleuca irbyana*) Retaining Lloyd's Olive *(Notelaea lloydii)*	Impacts to Koalas and their habitats, Swamp Tea-tree and Lloyd's Olive were assessed as part of the EIS, with the technical findings presented in Chapter 11: Flora and fauna, Appendix I: Terrestrial and Aquatic Ecology Technical Report and Appendix J: Matters of National Environmental Significance Technical Report. Design measures have been incorporated into the Project to minimise potential impacts, for example: ▸ Locating the alignment within the existing QR West Moreton System rail corridor (approximately 50%) ▸ Identifying opportunities for locating fauna crossings to maintain habitat connectivity across the rail corridor and where possible, aligning these with regional, State and locally significant fauna movement corridors or areas of important fauna habitat. Three locations have been assessed as providing movement opportunities for the greatest number of species ▸ Additionally, mitigation measures are proposed for implementation in future phases of the Project to further mitigate impacts (refer Chapter 23: Draft Outline Environmental Management Plan). Impacts to the Koala and Lloyd's Olive will be required to be offset under the either the EPBC Act Offsets Policy or the Queensland Environmental Offsets Policy 2017.
Hydrology workshop		
Surface water and hydrology	Gathered primary knowledge from community members regarding flooding	Refer to Chapter 13: Surface water and hydrology, Appendix L: Surface Water Quality Technical Report, Appendix M: Hydrology and Flooding Technical Report. Consultation with stakeholders, including landowners, was undertaken at key stages including validation of the performance of the modelling in replicating experienced historical flood events and presentation of the design outcomes and impacts on properties and infrastructure.
Surface water and hydrology	Incorporate primary knowledge with desktop flood modelling	The Project has been designed to achieve: ▸ Track drainage ensures that the performance of the formation and track is not affected by water ▸ Earthworks designed to ensure that the rail formation is not overtopped during a 1% AEP flood event ▸ Embankment cross-section can sustain flood levels up to the 1% AEP ▸ Bridges are designed to withstand flood events up to and including a 1 in 2,000 AEP event. Refer to Chapter 13: Surface water and hydrology or Appendix L: Surface Water Quality Technical Report, Appendix M: Hydrology and Flooding Technical Report.

Theme	Issue and opportunities	Project response
Surface water and hydrology (continued)	Identified potential mitigation measures—additional culverts to maintain water flow	Where possible, the Project uses existing rail corridors to avoid introducing a new linear infrastructure corridor across floodplains. The Project incorporates bridge and culvert structures to maintain existing flow paths and flood-flow distributions. Bridge and culvert structures have been located and sized to avoid increases in peak water levels, velocities and/or duration of inundation, and changes flow distribution in accordance with the flood impact objectives. Refer to Chapter 13: Surface water and hydrology, Appendix L: Surface Water Quality Technical Report, Appendix M: Hydrology and Flooding Technical Report.
Visualisation Workshop		
Landscape and visual amenity	Greenscaping opportunities; maintaining regional themes; urban design principles	Refer to the Chapter 10: Landscape and visual amenity or Appendix H: Landscape and Visual Impact Assessment Technical Report for discussion of proposed landscape treatments. During the workshop, landscape and urban design outcomes were discussed. Key items included: ▸ Urban design branding: opportunity for branding of new infrastructure ▸ Enhance potential future heritage element ▸ Community support: opportunity to work with Forest Hill to provide artwork and support the town centre space ▸ Add to the tourist legacy of the Cobb and Co. Staging Post in the settlement ▸ Improving town centre space (green space) ▸ Enhancement works.
Noise and Vibration Workshops		
Noise and vibration	Presented ARTC approach to operational noise and current operational noise modelling results to targeted landowners	Workshops were held to present ARTC's approach to assessment, potential impacts and options. Workshops held presented ARTC's approach, impacts and options. Assessment outcomes were presented and opportunities for mitigation and management discussed. Chapter 15: Noise and vibration and Appendix P: Operational Railway Noise and Vibration Technical Report provides comment on practicable and reasonable mitigation options presented. Next phase activities (input to detailed design activities, review of noise model for construction and operation) discussed. CCC expressed interest in an operational noise and vibration workshop, undertaken in 2020.
Tunnel Impact Workshops		
Constructability, Groundwater, Vibration, Regenerated Noise	Presentation of operational and construction impact assessment findings Little Liverpool range tunnel to targeted landowners and LVCCC members	Workshops held presented ARTC's: approach, impacts and options. Assessment outcomes were presented and opportunities for mitigation and management discussed.

5.8.6 Community information sessions

Key issues and opportunities raised in community information sessions are summarised in Table 5.16.

TABLE 5.16: INLAND RAIL COMMUNITY INFORMATION SESSION OUTCOMES

Theme	Issue and opportunities	Project response
Amenity	Concerns about rail alignment proximity to the Forest Hill and Gatton community	The Project will have impacts for directly affected landowners (i.e. those whose land would be acquired for the Project), neighbouring landowners and other residents who may be exposed to noise during construction or operation, local councils, traditional custodians, community facility users, businesses and community members. While all social impacts and benefits affect communities, there will be changes which may affect community members' amenity and enjoyment of their environments, or impact on community values. Refer to the Chapter 6: Project description for discussion of the rail alignment development. Chapter 10: Landscape and visual amenity, Chapter 15: Noise and vibration and Chapter 16: Social identify existing conditions, potential impacts and proposed mitigation measures for construction and operation of the Project.
Property impacts	Impacts on property values, property plans and future economic position of affected residents	Chapter 8: Land use and tenure, Chapter 16: Social, Chapter 17: Economics and Appendix Q: Social Impact Assessment Technical Report discusses the potential impacts to affected landowners. ARTC's community engagement and social investment programs will pay careful attention to communicating with residents to identify amenity, lifestyle, cohesion and other quality-of-life concerns, and to work with them to address these concerns. ARTC's investments in local communities focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits, such as access to jobs and training, are shared. This would help potentially affected communities adapt to Project-related changes and build their resilience to change. Landowners concerns about the Project's potential to change property values are acknowledged; however, assessment of the likelihood and magnitude of change is not possible given the individual circumstances of properties, other market drivers, the variability of Project impacts, and payment of compensation where there is a land requirement for the project. As such, the likelihood and quantum of the Project's impacts on property values cannot be conclusively assessed; however, some residents near the EIS disturbance footprint will experience stress and anxiety as a result of the Project. ARTC will continue to provide clear information about environmental management and approval conditions, which over time, may increase investor/buyer comfort.
Land use and access	Potential severance and fragmentation	Where land is fragmented or isolated, any impacts on operational farm requirements such as impacts on access, infrastructure and services will be managed and reinstated as soon as possible. ARTC will work with individual landowners to develop suitable solutions based on individual farm management practices. Solutions may include the provision of crossing points or underpasses for access to fragmented or isolated properties. Where disruption to crossing points occurs, further consultation will be held with landowners with property-specific agreements regarding fencing and stock movements implemented.
Noise and vibration	Noise and vibration from operations	The noise assessment study area extended for 2 km either side of the alignment. A best practice approach adopted with train planning for 2026 and 2040 adopted—all infrastructure (main line, loops, bridges, crossings, turn outs). Alarms and train horns were also included in the modelling.

Theme	Issue and opportunities	Project response
Noise and vibration (continued)	Noise and vibration from operations (continued)	The assessment of noise and vibration considered the proposed daytime and night-time railway operations for the Project. The predicted noise levels achieve the adopted airborne noise assessment criteria at the majority of assessed sensitive receptors. Operational noise trigger levels were adopted as part of ARTCs noise management strategy, which are more conservative than both the ToR and DTMRs requirements. This includes the adopted L_{Aeq} day time, L_{Aeq} night-time and L_{AMax} pass-by trigger levels provide outcomes that provide more equitable community outcomes. Chapter 15: Noise and vibration and Appendix P: Operational Railway Noise and Vibration Technical Report provides details of monitoring, modelling, and assessment works.
Noise and vibration	Mitigations for noise levels if there are exceedances	Many of the sensitive receptor triggers (modelled exceedances) are isolated (e.g. rural residences, with large separation from other residences) and the predicted noise levels trigger the assessment criteria by less than 5 dBA (decibels). The highest predicted railway noise level was 17 dBA above the relevant ARTC noise assessment criteria. Where sensitive receptors are isolated along the alignment, it is usually not practicable to construct rail noise walls or noise barriers. The reasonable and practicable (or feasible) noise mitigation is likely to be architectural acoustic treatment of the properties to manage noise impacts (where noise criteria are exceeded) within habitable rooms. ARTC will continue to engage with people whose properties may experience noise impacts to ensure impacts on amenity is clearly explained and, where relevant, to obtain inputs to the development of property-specific mitigation strategies. Further information is included in Chapter 15: Noise and vibration and Appendix P: Operational Railway Noise and Vibration Technical Report provide details of the proposed approach to noise mitigation and management.
Flooding	Understanding from landowners what flood movements, impacts and levels are on their property. Opportunity to cross-reference primary experience with desktop modelling	Chapter 13: Surface water and hydrology and Appendix L: Surface Water Quality Technical Report, Appendix M: Hydrology and Flooding Technical Report document how landowner information has been factored into flood assessments. In future stages, ARTC will continue to work with: ▸ Landowners concerned with hydrology and flooding ▸ Directly impacted landowners affected by the alignment ▸ Government departments
Flora and fauna	Fauna crossings, protecting Koala habitats, maintaining access for cattle on their property	Chapter 11: Flora and fauna and Chapter 6: Project description discuss provision of fauna crossings. The precautionary principle was applied. The Project's potential impacts on terrestrial and aquatic ecology are assessed in detail in Appendix I: Terrestrial and Aquatic Ecology Technical Report, which describes the potential to impact on flora and fauna (predominantly during the construction phase) e.g. through habitat loss, change, or fragmentation, injury to fauna, displacement of flora and fauna by weed and pest species, noise, or barrier effects (i.e. changing fauna's movement patterns). Fauna fencing and fauna crossings to facilitate safe and effective movement of fauna will be provided where a risk of population fragmentation occurs (refer Chapter 6: Project description). Vegetation within the alignment will also be managed in these areas to ensure that fauna are not encouraged into the active track area. Where there is a high presence of Koala movements within an area, fauna fencing will need to be designed as Koala fencing.

Theme	Issue and opportunities	Project response
Traffic	Impacts on traffic safety and/or connectivity as the result of road re-alignments, level crossings construction traffic	Some disruption to traffic can be expected during construction as equipment, materials and people are transported along the EIS Investigation Corridor. There will also be an increase in heavy and light vehicle movements on local roads associated with construction. Assessment of traffic impacts indicates that certain sections will generate construction related traffic volumes (during each year of construction) that will require traffic and road use management strategies and mitigation measures. Some local roads may be degraded due to construction traffic, which will be monitored and remediated in line the Project's agreements with local governments. Consultation with the Department of Education, local schools and school bus operators will identify and mitigate any areas of concern about school bus routes as part of the traffic management planning. Refer to Chapter 19: Traffic, transport and access for discussion of potential impacts, and identification of proposed mitigation measures for the construction and operational phases of the project. Proposed construction mitigation measures are also identified in Chapter 23: Draft Outline Environmental Management Plan.
Air quality	Air quality impacts from diesel emissions and concern about coal dust transport	Air quality modelling, assessment and identification of proposed mitigation measures for construction and operation are presented in Chapter 12: Air quality with further technical details contained in Appendix K: Air Quality Technical Report. An air quality risk assessment was undertaken to assess risk to human health (airborne dust concentrations) and potential amenity and aesthetic impacts (from dust deposition). For operations, dispersion modelling was undertaken to address line-source emissions (i.e. freight trains travelling along the main line), point-source emissions (i.e. freight trains idling at crossing loops) and portal emissions (from tunnel). All proposed operations considered (including coal trains) with assessment of both mitigated and unmitigated potential impacts. Targeted mitigations and management measures have been recommended. Dust deposition on tank water quality and adjacent agricultural land has also been assessed.
Safety	Safety, including incident management in the Little Liverpool Range tunnel, maintaining firefighting access and intersection safety	Infrastructure owners and operators provided information on rail connection and access requirements, proposed level-crossing locations and operation, road designs, bridge locations, construction traffic impacts and access for emergency services to remote parts of the Project infrastructure, such as the tunnel through the Little Liverpool Range. Safety is discussed in Chapter 20: Hazard and risk.
Land use, landscape and visual amenity	Impacts on rural character and environmental qualities	These impacts are assessed in Chapter 10: Landscape and visual amenity and Chapter 16: Social. The Project's visual amenity impacts, and rail noise, are likely to be experienced as a detraction from the character of Gatton, Forest Hill and Grandchester, with some impacts on the urban fringes of Helidon, Laidley, Grantham and Calvert, and may affect the quiet rural town identity or residents' sense of place. Project-specific strategies include: ▸ Communication with residents who have views to the Project, including tunnel buildings, to explain the Project's construction program, operational procedures and management measures relevant to their specific concerns ▸ Mental health partnership ▸ Potential initiatives with LVRC, ICC and community groups to support community to mitigate impacts on the character of towns.

5.8.7 Cultural Heritage consultation

Consultation with the Yuggera Ugarapul People has resulted in the development of the CHMP that includes:

- A process for undertaking cultural heritage surveys for the Project
- A process for including the Traditional Owners associated with the area that the Project traverses in assessment of the Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage
- Processes for mitigating, managing and protecting identified cultural heritage and objects in the Project footprint (rail corridor and ancillary infrastructure and developments), during the construction and operational phases of the Project
- Provisions for managing the accidental discovery of cultural material (including burials)
- A clear documentation process to record cultural heritage finds
- Developing cultural heritage awareness training/induction for workforce/employees and plain English manual that is easy for contractors and personnel to understand
- Contingency planning for cultural heritage finds during implementation of the identified cultural heritage management actions
- A dispute resolution process.

Chapter 23: Draft Outline Environmental Management Plan outlines the proposed mitigation and management measures for cultural heritage to be implemented during construction. This includes requirements for site induction and training. Where impacts can be avoided to known Indigenous or non-Indigenous heritage, appropriate precautionary measures, such as informing staff and contractors of the nature and location of the items and need to avoid impacts, detailing location onsite maps will be implemented.

5.8.8 Landowner consultation

Table 5.17 summarises key themes and responses from landowner consultation.

TABLE 5.17: INLAND RAIL LANDOWNER CONSULTATION OUTCOMES

Theme	Issue and opportunities	Project response
Project alignment	▸ Project adhering to the Gowrie to Grandchester future State transport corridor	The Project was designed to use the existing West Moreton System rail corridor and the protected Gowrie to Grandchester future State transport corridor where possible, minimising the extent of 'new' properties to be acquired. The route identification process is discussed in Chapter 2: Project rationale.
Project alignment	▸ Proposed alignment outside of Gowrie to Grandchester future State transport corridor	The disturbance footprint will be further refined during detailed design to a size that is required to safely construct, operate and maintain the Project, while minimising land acquisition, severance and disruption to land use, tenure and transport networks. Additional properties may also be acquired, such as in locations where certain impacts cannot be avoided or appropriately mitigated, or where acquisition is agreed with affected landowners. Where impacts cannot be avoided, they will be carefully managed and mitigated. ARTC will continue to consult with landowners and utility providers and landowners. Specific mitigation measures for each individual or company will be identified to reduce impacts to acceptable levels. The process for route identification is discussed in Chapter 2: Project rationale.
Impacted properties	▸ Potential to impact on farming and grazing properties ▸ Impacts to farm infrastructure, ▸ Impacts from road realignments	Of the 193 properties within the permanent operational disturbance footprint, 23 are within the West Moreton System rail corridor and 57 are within the Gowrie to Grandchester future State transport corridor. These figures include up to five properties required for 'volumetric acquisition', where the Project passes beneath a property at the proposed Little Liverpool Range tunnel. During detailed design, additional mitigation measures will be implemented to avoid any potential fragmentation and sterilisation of Class A and Class B agricultural land and important agricultural areas. Chapter 8: Land use and tenure, Chapter 16: Social and Chapter 17: Economics assessment discuss these potential impacts and identify potential management measures.

Theme	Issue and opportunities	Project response
Traffic, transport and access	Road realignment, potential closures: ▸ Seventeen Mile Road, Helidon ▸ Airforce Road, Helidon ▸ Smithfield Road, Gatton ▸ Chadwick Road, Gatton ▸ Rosewood-Laidley Road, Grandchester ▸ Gaul Street Level Crossing, Gatton ▸ Hunt Street Level Crossing, Forest Hill ▸ Grandchester Mt Mort Road Level Crossing, Grandchester ▸ Proposed Connors Road Level Crossing, Helidon	**Helidon**—a number of scenarios were considered with final route adjusted in Helidon to relocate a grade separation crossing to keep heavy haul traffic on the edge of town per existing routes. **Gatton**—alternate options and multiple traffic impact assessment scenarios undertaken. Resulted in a design recommendation to close Gaul St level crossing to vehicles but upgrade of Old College Road underpass. Pedestrian level crossing at Gaul St proposed to be retained and upgraded. **Forest Hill**—reviewed alternate grade separation option routes at Forest Hill and presented to the community. Conducted community interactive drop in sessions to gauged preferred outcome. Appropriate road–rail interfaces will be assessed on a case-by-case basis considering current and future usage of the existing asset, its location relative to other crossings and the road and rail geometry. In developing proposed treatments, ARTC has considered State and national guidelines and strategies. Further consultation with DTMR, local governments and the local community will inform the location and preferred treatment for each road–rail interface. Proposed road realignments and level crossings are discussed in Chapter 6: Project description and Chapter 19: Traffic, transport and access.
Noise and vibration	▸ Exceedances and mitigation of noise ▸ Potential impact to Forest Hill ▸ Potential impact to Gatton ▸ Potential impact to Laidley North (Cunningham Crest/Valley Vista Estate)	Railway noise levels were calculated at existing sensitive receptors for the commencement of railway operations, adopting forecast typical daily train movements in the year 2026 and the forecast railway operations for the future design year 2040. The predicted noise levels were assessed against railway noise management criteria developed by ARTC for application on the Project and across Inland Rail. The triggers were developed with reference to regulatory guidelines for railway noise, including those outlined within the ToR. To provide a robust and equitable approach to manage railway noise on Inland Rail, the railway noise triggers adopted by ARTC are generally more stringent than the railway noise assessment criteria from the regulatory guidelines. The assessment identified that railway noise levels would achieve the criteria at the majority of the 7,000 sensitive receptors identified to be within 2 km of the Project alignment. However, noise mitigation would need to be investigated for up to 285 sensitive receptors at project opening in 2026. An additional 30 sensitive receptors triggered the assessment criteria at the design year 2040, a total of 315 sensitive receptors, requiring a review of reasonable and practical measures to reduce and control railway noise for these sensitive receptors. A range of standard, industry best practice noise mitigation options were identified to reduce railway noise levels and mitigate noise impacts, in a reasonable and practical manner. Mitigation measures may include a range of options such as at-property treatment to reduce the intrusion of railway noise, measures to reduce railway noise at its source, or measures to prevent the noise from travelling outside of the railway corridor. ARTC will continue to engage with people whose properties may experience noise impacts, to ensure impacts on amenity is clearly explained and, where relevant, to obtain inputs to the development of property-specific mitigation strategies. Construction and operational noise assessment are documented in Chapter 15: Noise and vibration.

Theme	Issue and opportunities	Project response
Hydrology	▸ Flooding impacts to properties, houses and farmland ▸ Debris from flood events impacting the alignment and/or properties ▸ Flooding impacts to Forest Hill and Gatton ▸ Sharing data regarding past flood events	Hydraulic performance criteria and flood impact objectives were used to guide mitigation of impacts. Refinement of the hydraulic design was undertaken iteratively, including sensitivity works, adjusting the numbers, dimensions and locations of major drainage structures (bridges and culverts). To mitigate flooding impacts, the Project has been designed to achieve a 1% AEP flood immunity, while at the same time minimising unacceptable impacts on the existing flooding and drainage regime. Bridge and culvert structures have been designed and located to maintain existing surface water flow paths and flood flow distributions, and avoid unacceptable increases in peak water levels, flow distribution, velocities and duration of inundation. Acceptable impacts will ultimately be determined on a case-by-case basis, taking into account flood-sensitive receptors and land use within the floodplains. Direct interaction and engagement will continue with all potentially impacted stakeholders and landowners. The adopted flood impact objectives will be used as guidance. This will take into account flood-sensitive. Chapter 13: Surface water and hydrology or Appendix L: Surface Water Quality Technical Report, Appendix M: Hydrology and Flooding Technical Report.
Water resources	▸ Impact of alignment on access to ground water for agricultural activities	The assessment concluded that the residual significance of potential impacts on the loss of registered bores within the disturbance footprint, subsidence, altered groundwater flow, seepage from the tunnel, acid rock drainage and removal of vegetation is expected to be low. A moderate residual significance of potential impacts may occur on altered or reduced groundwater levels. During detailed design, hydrogeological conditions underlying the Project will be further investigated, especially concerning: ▸ Significant embankments that overlay alluvial sediments where shallow groundwater is present ▸ Drawdowns and inflow rates to deep cuts that intersect groundwater ▸ Proposed groundwater monitoring network ▸ Tunnel drainage/dewatering impacts. A groundwater monitoring program has been proposed. This program will be further developed and implemented as part of the Project Groundwater Monitoring and Management Plan. Further detail is provided in Chapter 14: Groundwater.
Flora and fauna	▸ Protecting Koala habitats	Koalas and their habitat have been observed within the flora and fauna study area. Locating the alignment predominantly within West Moreton System rail corridor and the protected Gowrie to Grandchester future State transport corridor minimises potential impacts to koala habitat. Refer to Chapter 6: Project description and Chapter 11: Flora and fauna.
Flora and fauna	▸ Measures addressing the safe passage of fauna	The Project design includes three fauna crossings, with specific fauna fencing at these locations. Further assessment to be undertaken during detail design. Refer Chapter 6: Project description and Chapter 11: Flora and fauna.

Theme	Issue and opportunities	Project response
Flora and fauna (continued)	▸ Risk and spread of fire ants	An assessment of biosecurity matters has been undertaken In Chapter 11: Flora and fauna, Chapter 20: Hazard and risk and Appendix J: Terrestrial and Aquatic Ecology Technical Report of the EIS, and includes consideration of current distribution of pest species, an assessment of how the Project could influence the spread of these species and the mitigation measures the Project will implement to manage this risk. Chapter 23: Draft Outline Environmental Management Plan outlines the proposed mitigation and management measures for flora and fauna. A Biosecurity Management Plan will be developed as part of the CEMP, detailing the mitigation and management measures during construction, including fire ant biosecurity zones. Chapter 23: Draft Outline Environmental Management Plan outlines the proposed mitigation and management measures for flora and fauna. A Biosecurity Management Plan will be developed as part of the CEMP, detailing the mitigation and management measures during construction, including fire ant biosecurity zones.
Flora and fauna	▸ Protecting Swamp Tea trees and Lloyd's Olive	The Project design has aimed to avoid and minimise impacts to identified trees. The application of additional mitigation measures was not likely to significantly reduce impacts associated with the loss of vegetation through clearing/removal, resulting in a residual impact to the species. Refer to Chapter 6: Project description and Chapter 11: Flora and fauna
Air quality	▸ Coal residue in water tanks and local air quality (areas outside townships)	Surfaces that lead to potable water tanks in the vicinity of the alignment were considered as sensitive receptors for the air quality impact assessment. Quantitative dispersion modelling assessment was undertaken of operational emissions associated with freight rail movements, including prediction of pollutant water concentrations in rainwater tanks. The assessment concluded that the highest predicted pollutant concentrations for water tanks was compared with the *Australian Drinking Water Guideline* values. Compliance is predicted for all pollutants by a significant margin. Operational air quality management is discussed in Chapter 12: Air quality.
Soil	▸ Impact to salinity levels where landscape is impacted	To mitigate salinity, salinity management principles will be implemented and rehabilitation will be undertaken in accordance with the Reinstatement and Rehabilitation Plan. To mitigate issues of soil and land conservation, an Erosion and Sediment Control Plan will be prepared by a Certified Professional in Erosion and Sediment Control. Salinity risk is assessed in Chapter 9: Land resources.
Hazard and risk	▸ Potential impacts to community safety	The Project has incorporated risk identification and assessment practices throughout the design development phase; ARTC will implement and maintain appropriate safety practices throughout operations. ARTC's existing Emergency Management Procedure, which provides a systematic approach to incident response and recovery or incident investigation on the ARTC network, will be applied to Inland Rail and the Project. An Incident Management Plan will be developed for Inland Rail to detail the procedures and resources for responding to and managing emergencies. The Emergency Management Procedure will be used for emergency management including emergency response and emergency planning. Hazards and risks and proposed mitigation measures are discussed in Chapter 20: Hazard and risk.

Theme	Issue and opportunities	Project response
Surface water and hydrology	▸ Location of groundwater bores ▸ Potential uses for construction water	Initial Project discussions with landholders included bore identification, to enable the Project team to understand the potential for impacts to current uses if access to bores is affected as a result of construction. A number of landholders were also consulted as part of the groundwater investigations. Once detailed design has occurred, further consultation will be undertaken with landholders including DTMR to confirm locations, use and quality of bores within the disturbance footprint. As detailed in Chapter 14: Groundwater, further liaison will occur with all potentially affected landholders to ensure that potential damage to, destruction of, or loss of access to, all bores is addressed. Chapter 14: Groundwater also outlines other proposed mitigation measures relevant to private groundwater bores. In addition, and in accordance with the construction water hierarchy outlined in Chapter 13: Surface water and hydrology, other landholders may be consulted about the potential use of their bores or other private water sources for construction purposes, if required. Confirmation of private water sources that will be made available to the Project by landholders will be covered under private agreement.

5.8.9 Social Impact Assessment consultation

The purpose of SIA engagement was to ensure that directly affected stakeholders and other community members had the opportunity to provide input to the social baseline, impact assessment and mitigation development.

The following key issues and opportunities were raised during the SIA consultation:

- Property acquisition plans causing stress and anxiety for some property owners and will disrupt family circumstances and community networks
- Acquisition or severance of properties may fragment land parcels and impact on connectivity between land parcels
- Property owners who are within or near the corridor area are concerned that the Project's land acquisitions or potential impacts on amenity may impact on property values
- Construction noise will affect properties near the project area while construction activities are conducted nearby
- Noise, dust and increased traffic related to laydown areas and bridge construction may affect residential amenity for extended periods during construction
- The amenity of properties near the Project may be impacted by rail freight noise, vibration or changes to scenic character during operation
- Community cohesion may be reduced through displacement of residents, physical severance between properties, disruption to the road network and potentially, community conflict
- Construction works, road re-alignments and closures, and delays at level crossings are likely to disrupt traffic on roads directly impacted by the Project
- Level crossings will result in periodic disruptions to traffic, including potential to delay emergency vehicles during operation
- Additional demands on local health, police and emergency services associated with the construction phase are likely.

The following key opportunities were raised during the SIA consultation:

- Project construction employment opportunities for residents in the local region
- Training and employment opportunities for people who are disadvantaged in the labour market, including young people and Indigenous people
- Employment opportunities will result in positive mental health benefits for the individuals employed, particularly if unemployed or irregularly employed
- Opportunities for local and regional businesses, including Indigenous businesses, to participate in its supply chain.

Key issues and responses raised during SIA consultation are summarised in Table 5.18. These issues are also discussed in greater detail, both from an impact and mitigation perspective in Appendix Q: Social Impact Assessment.

TABLE 5.18: SIA ENAGAGEMENT OUTCOMES

Theme	Issue and Opportunities	Project Response
Amenity and character	Potential for homes to be affected by rail noise, vibration or dust during construction or operation Impacts on rural amenity and character Impacts on town centre amenity	The Project will consult with all residents adjacent to and within 250 m of Project works to: ▸ Identify any specific household concerns (e.g. the presence of children or seniors) ▸ Advise on timing of Project works ▸ Provide contact details for queries and concerns ▸ For construction—provide advance warning of the construction schedule and sequence (e.g. how long specific activities will take), and any disruptions to access or services ▸ For operations—describe the nature and causes of noise and vibrations. ARTC will continue to consult with adjacent property owners to identify sensitivities and potential mitigations. Further detail is included in Chapter 15: Noise and vibration and Chapter 16: Social.
Property values	Concerns regarding Project effects on property values with potential for disadvantage to owners	ARTC's community engagement and social investment programs will pay careful attention to communicating with residents to identify amenity, lifestyle, cohesion and other quality-of-life concerns, and to work with them to address these concerns. ARTC's investments in local communities focus on programs and services to strengthen local social networks and cohesion and ensure the potential benefits, such as access to jobs and training, are shared. This would help potentially affected communities adapt to Project-related changes and build their resilience to change. Landholders' concerns about the Project's potential to change property values are acknowledged; however, assessment of the likelihood and magnitude of change is not possible given the individual circumstances of properties, other market drivers, the variability of Project impacts, and payment of compensation where there is a land requirement for the Project. As such, the likelihood and quantum of the Project's impacts on property values cannot be conclusively assessed; however, some residents near the EIS Investigation Corridor will experience stress and anxiety as a result of the Project. ARTC will continue to provide clear information about environmental management and approval conditions, which, over time, may increase investor/buyer comfort. Refer Chapter 16: Social and Appendix Q: Social Impact Assessment Technical Report for further detail.
Indigenous community interests	Impacts on native title interests or cultural landscapes, and need for cultural awareness	Chapter 23: Draft Outline Environmental Management Plan, construction planning will endeavour to avoid directly impacting on identified sites and items of Indigenous and non-Indigenous heritage significance where practicable. If items/sites cannot be avoided, photographic/archival recording of locations/or structures of heritage significance will occur in accordance with outcomes of any further cultural heritage surveys for the Project. Artefacts will be collected prior to construction in accordance with the CHMP.
Connectivity	Impacts of Project construction and operation on connectivity, including access to businesses and facilities within towns Impacts on traffic safety or school bus routes due to road re-alignments, construction traffic or level crossings	The fragmentation that may be the result of acquisition and impact connectivity between landholdings and/or impact land use operations are considered in Chapter 8: Land use and tenure, Chapter 16: Social of the EIS and Appendix Q: Social Impact Assessment Technical Report of the EIS. Consultation with affected landholders and communities has been central to understanding individual property operational arrangements and the potential for Project impacts. ARTC is meeting with all affected landholders and those adjacent to the Project to understand their specific needs and concerns, and to provide information to help property owners identify their options for impact mitigation, management or offset.

Theme	Issue and Opportunities	Project Response
Community wellbeing	Acquisition of properties resulting in displacement of households from local communities Potential to changes in flooding risks to affect homes, farms or roads (no impacts on Brisbane River Valley identified) Project-related stress and anxiety effects on mental health, in the context of existing effects of drought and flooding events on mental health Concern for community safety at level crossings Effects of changes to air quality as the result of dust, including coal transport Project potential to impact on wildlife habitat, particularly koala habitat	Land required for the Project will mostly be acquired through a compulsory land acquisition process, also known as land resumption. The land resumption process will only start when the Project is approved and all or part of a property is identified as being directly affected by the proposed works. Properties will be acquired either in full or in part, where feasible, determined in consultation with affected landholders, considering factors such as land parcel size, the effect of the alignment on the property, land use and the property's operability following construction. Where part severance of land occurs and the landholders wishes to retain ownership, ARTC will continue to work with landholders to maintain access to their property and mitigate impacts on operation e.g. adding a culvert to facilitate movement of cattle. If land is only required for the construction phase of the Project, where possible, this land will be leased from landholders who will receive a financial benefit. Land resumption processes in QLD are undertaken under the *Acquisition of Land Act 1967*, which sets out the process for acquisition and the assessment of compensation. Landholders will be entitled to claim compensation for the acquisition of an interest in land in accordance with the Act.
Employment and training	Ensuring local communities benefit through employment and supply opportunities, Ensure local Indigenous people including Traditional Owners benefit from Project employment and skills development opportunities Potential for cumulative labour demands to result in labour being drawn away from other businesses and industries	As the construction workforce is expected to be drawn primarily from communities within the Project region and nearby LGAs, employment benefits would extend to construction industry workers across the region. The availability of long periods of employment in Project construction is likely to be a positive opportunity for those personnel and their families. The Project's construction phase is an important source of potential training and career pathway development for people in the Project region. ARTC has a strong commitment to training local and Indigenous people. Training pathways and creating opportunities for the development of skilled local and Indigenous people will be achieved by working with: ▸ Schools and local training providers, to provide appropriate training ▸ Aboriginal community networks, to encourage applications and increase the number of Indigenous people applying for jobs ▸ Key partners, to link training and development programs with other projects and local industries to provide the greatest regional benefit ▸ Australian Government and the QLD State Government to provide long-term outcomes through training, mentoring and other support programs. Opportunities for employment during construction for residents in the local region is assessed in Chapter 16: Social, Chapter 17: Economics, Appendix Q: Social Impact Assessment Technical Report and Appendix R: Economics Technical Report.

5.8.9.1 Business consultation

ARTC has consulted with businesses (including farm owners) to identify potential impacts on businesses and identify business opportunities resulting from the Project, including the need for capacity building to enable local businesses to participate.

Issues of interest to businesses in potentially impacted communities include:

- Maintaining access to their properties and business premises
- The potential for traffic congestion or changes to the road network to affect trade e.g. in Gatton and Forest Hill
- Potential for amenity impacts such as noise or dust
- Property acquisition affecting businesses near the Project footprint including road re-alignments, and compensation arrangements
- Concern that flooding risks could be exacerbated and affect businesses
- For farming businesses, impacts on groundwater access
- Impacts on agricultural activities including the movement of stock, produce or equipment across the rail corridor
- Weed management
- Changes to visual amenity affecting the character of towns.

Key issues and opportunities raised through consultation with businesses and surrounding agricultural enterprises are summarised in Appendix C: Consultation Report.

A detailed summary of issues raised by stakeholders and where they are addressed is in Table 6.3 of Appendix Q: Social Impact Assessment Technical Report.

5.9 Educational facilities

Engagement activities undertaken with educational facilities covered a wide range of topics, including construction and operational management, traffic and road safety, issues and opportunities raised, along with how these have been addressed in the EIS. Key items are summarised as:

- **Construction routes**—A Construction Traffic Management Plan will be developed before construction activities start
- **Operational noise**—Mitigation measures may include a range of options such as at-property treatment to reduce the intrusion of railway noise, measures to reduce railway noise at its source, or measures to prevent the noise from travelling outside of the railway corridor
- **Safety and access to schools**—Traffic, transport and access mitigation measures have been included as part of the Project design to reduce risk—with measures informed by key actions and areas of focus of the Queensland Level Crossing Safety Strategy (2012–2021) (DTMR, 2012)
- **Future apprenticeship and employment opportunities**—ARTC has a focus on building relationships with local industry and business and in promoting pathways for students into the workforce
- **Traffic volumes**—ARTC will continue to consult with these schools prior to construction to ensure traffic impacts can be appropriately managed in the vicinity of the schools, and for students travelling to and from school.

Engagement will be ongoing with these institutions as the Project progresses.

Further detail is included in Appendix C: Consultation Report.

5.9.1 Other consultation activities

Appendix C: Consultation Report discusses the other consultation activities undertaken to inform the Project design and EIS. Outcomes of this consultation included confirmation of existing waste management facilities, sourcing council traffic data, feedback from the managers of the Gatton Caravan Park regarding concerns about impacts, mitigation options and input to the social impact assessment, and agreements with the Queensland Fire and Emergency Services regarding access provisions for tunnels.

Utilities and infrastructure owners and managers in the vicinity and/or potentially impacted by the Project have also been consulted via regular meetings and workshops, as listed in Appendix C: Consultation Report. This has included the owners/licensees of gas/petroleum pipelines in the vicinity of the Project. Consultation with these stakeholders is ongoing, including the provision of detailed technical information.

5.10 Summary of Project outcomes

The following Project outcomes have been achieved as a result of the stakeholder and community consultation activities undertaken for the Project:

- Predominantly following the West Moreton System rail corridor and the protected Gowrie to Grandchester future State transport corridor
- Project has been designed to accommodate tie-ins to the existing QR network, and with consideration of interface agreements and QR corridor requirements for maintenance and access
- Refinement of the alignment through Grandchester, and testing of options in Forest Hill and Gatton resulting in following the existing rail corridor
- The Project flood modelling has incorporated information from local landowners in validation of flood modelling, as well as:
  - Local council independent review of flood model, with additional meetings to clarify review comments, updated of flood modelling report to reflect final comments
  - A series of community information sessions held to present the flood study baseline, findings and outcomes and proposed mitigation measures
  - One-on-one stakeholder consultation with affected/impacted stakeholders led to some adjustment of drainage solutions and design updates
- Confirmation that feasible construction water supply options are available
- Confirmation of feasible waste disposal sites, as well as feasible spoil receiving options are available
- Working with local councils and the community for alternate road-rail interfaces
- Identified the need for careful local traffic management planning at road–rail interfaces
- Reinstatement or reprovision of local road networks where realignment, grade separation or consolidation of level crossings is proposed to maintain local conditions
- Identified the need for construction traffic management to account for local business access, local parking, separate construction parking and school travel needs in Forest Hill, Gatton and Laidley
- While the Project does not currently accommodate passenger transport, the design does not preclude this as a future consideration
- Flora and fauna workshops with regional conservation groups to clarify the methodologies and process adopted to identify species and impacted habitats. This led to further training sessions workshops to inform concerned groups how to upload their gathered sighting and information into recognised databases
- The collection of baseline information for the Social Impact Assessment, and the identification of priorities for the SIMP
- Stress and anxiety potentially caused by land use change and property acquisition
- Impacts on property values
- Identification of urban design outcomes and importance of retaining heritage elements through townships—with input from community members and tourism groups
- Commitment to:
  - deliver the SIMP, including local business and industry opportunities, health and community wellbeing and training and employment opportunities
  - develop a tourism strategy to address property-specific and wider impacts
  - consider reasonable and practicable (or feasible) operational noise mitigation options and management measures as part of the Project detailed design
  - further consider potential impacts from the tunnel (for locations directly above the final volumetric take)
  - work with impacted property owners and communities to address noise mitigation during detailed design stage.

Stakeholder engagement activities have resulted in the following information being considered in the development of the Project design and mitigation measures included during the development of the EIS as identified in Table 5.19.

TABLE 5.19: KEY CONSUTLATION OUTCOMES

EIS component	Consultation outcome
Flooding and hydrology	Landowner consultation was undertaken to obtain specific photographic records and anecdotal evidence of existing flooding impacts and extents through a series of workshops. Based off primary feedback this information was validated and shared again with landowners to verify the modelling outcomes and findings of the Project's hydrology and flooding assessment.
Traffic, transport and access	Consultation is ongoing with local councils, DTMR and QR about pressure on local roads due to construction and then subsequent operations road network, construction traffic management and expectations with regards to temporary and permanent road network changes. Concerns raised regarding the proposed level crossings in Forest Hill and Gatton. The project has undertaken additional works to explore these road rail interfaces and will continue consultation through the next phase of the Project.
Land use and tenure	Consultation was undertaken to inform residents of Project objectives, proposed timescale, to request land access for field studies, and to also understand their concerns and issues around their land being acquired for the construction and operation of the Project. The Project predominantly follows the West Moreton System rail corridor and the protected Gowrie to Grandchester future State transport corridor. Rail alignment along brownfield sections also has fewer potential impacts to agricultural land.
Cultural heritage — native title claimants	As part of the development of cultural heritage management plans, ARTC engaged with Aboriginal representative group Yuggera Ugarapul. Negotiation and agreement of Cultural Heritage Management Plans (CHMPs) were undertaken with the aim of identifying a process for: ▸ Undertaking cultural heritage surveys for the Project ▸ Including relevant Traditional Owners in assessing Indigenous cultural heritage values and the protection and management of Indigenous cultural heritage Mitigating, managing and protecting identified cultural heritage and objects during both construction and operational phases of the Project.
Landscape and visual amenity	One-on-one meetings and discussions were held with residents (directly affected and nearby) to understand concerns about the impact of the project on their views and visual amenity of the area. A targeted special interest group workshop was held regarding landscape and visual amenity for the Project. Concerns regarding the visual environment have been captured and addressed via the online interactive map, community consultation sessions and CCC meetings.
Waste and spoil management	Consultation with councils was undertaken to ascertain current and forecast landfill capacities and waste transport service providers to appreciate operational capacities and industry processes. ARTC have engaged with other landfill and waste operators to review and confirm the feasibility of the proposed spoil receiving sites. This consultation has identified that there are numerous options, with sufficient capacity to accept the spoil volumes identified in this EIS. These options will be evaluated in future design and construction planning.
Flora and fauna	Consultation with individuals and groups such as Ipswich Koala Protection Society and Native Plants Queensland took place to present project findings, understand key concerns, provide face-to-face access to EIS technical specialists and provide an opportunity for stakeholder input into mitigation and design. Environmental groups requested the Project team source a technical specialist to meet with and show them how to use the Wildlife Online database. ARTC sourced an independent facilitator to run Wildlife Online database training in recognition of environmental concerns regarding koalas and other protected fauna. The feedback provided by stakeholders and the community to the Project team has continuously reinforced the importance of ecological values to the community and driven the Project team to seek opportunities to avoid, minimise and manage impacts to species and their habitats wherever feasible in this stage of Project development. Three fauna crossings are proposed for locations where bridge crossings will be constructed over waterways.

EIS component	Consultation outcome
Flora and fauna [continued]	Specific fauna fencing will be further assessed and determined during detail design. Consideration of current distribution of pest species, an assessment of how the Project could influence the spread of these species and the mitigation measures the Project will implement to manage this risk. Chapter 23: Draft Outline Environmental Management Plan nominate proposed mitigation measures to minimise the risk of biosecurity hazards and identify statutory management requirements for fire ant management.
Social	Consultation to inform the SIA was undertaken with various groups including education providers, Representative group Yuggera Ugarapul People and community groups. ARTC has a strong commitment to training local and Indigenous people. Training pathways and creation of opportunities for the development of skilled local and Indigenous people through the Project's construction and operation will be achieved by working with: ▸ Schools and local training providers, to provide appropriate training ▸ Community networks, to encourage applications and increase the number of Indigenous people applying for jobs ▸ Key partners, to link training and development programs with other projects and local industries to provide the greatest regional benefit ▸ Australian Government and Queensland State Government to provide long-term outcomes through training, mentoring and other support programs. ▸ Inland Rail has established the Inland Rail Skills Academy, which provides: scholarship opportunities at the University of Southern Queensland (USQ) for students along the alignment; and Science, Technology, Engineering and Mathematics (STEM) programs in local schools ▸ Opportunities for student placements or work experience on Inland Rail projects. A partnership with Lifeline was developed to provide key mental health support services in the project area, including a workshop with council members.
Economic	A Workforce Management Action Plan will be prepared as part of the SIMP. The objective of this action plan is to enable residents to access to employment opportunities created by the Project. Engaging local workers from the Project region ensuring that contractors encourage employment, training and skills development opportunities. ARTC will work with tourism associations and local councils to develop a strategy to help mitigate both property-specific and generalised impacts on tourism values.
Amenity (air quality and noise)	Landowners shared concerns about coal dust contaminating water tanks in face-to-face consultation sessions. Operational noise for landowners and businesses is another concern due to the current rural quietness in the area. Concept noise barriers have been recommended for key locations. A key component in reducing potential noise impacts is expected to be at-property controls such as architectural property treatments and upgrades to property fencing.
Construction water sources	Seqwater has been consulted in relation to construction water estimates, water storage capacities, water access and transportation considerations. Potential water supply options were discussed—discussions with Seqwater will be ongoing as the project progresses. Other landholders may be contacted about the potential use of their bores or other private water sources for construction purposes, if required. Confirmation of private water sources that will be made available to the Project by landholders will be covered under private agreement.
Location of groundwater bores	A number of landholders were consulted as part of the groundwater investigations about property water supply (i.e. bores) to enable the Project team to understand the potential for impacts to current uses if access to bores is affected as a result of construction. Once detailed design has occurred, further consultation will be undertaken with landholders including DTMR to confirm locations, use and quality of bores within the disturbance footprint and to ensure that potential damage to, destruction of, or loss of access to, bores is addressed.

5.11 Future consultation

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

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

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

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

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

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

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

Print and distribute the Office of Coordinator-General's 'Have your say' factsheets for public consultation.

5.11.1 Following public display of the EIS

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

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

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

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

The 1800 phone number and email address will continue during construction, with a 24-hour construction response line. Targeted consultation methods, such as letters, notifications, signage and face-to-face communications, will continue. The Inland Rail website and social media platforms will also include updates on the progress of the Project.

A Community Reference Group (CRG) will be established for the duration of construction, in place of the current CCCs. Project representatives will meet regularly with the CRG with the purpose of providing timely, open advice, representation of community issues and concerns arising from the works.

5.11.2 Post-EIS consultation

Following the finalisation of the EIS process, ARTC will implement the 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 as required to ensure that it continues to address stakeholder and Project needs.

5.11.3 Ongoing complaints management

A complaints management procedure will be implemented during construction and defined in the Construction Environmental Management Plan (CEMP).

The complaints management procedure will include:

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

5.12 Conclusion

This chapter addresses the ToR requirements by describing the consultation that has taken place and how the responses from community, stakeholders and agencies have been incorporated into the design, proposed mitigation and management measures and outcomes of the Project.

The consultation process has been inclusive, consulting with a broad range of stakeholder groups, including affected landowners, residents, community groups, Traditional Owners, State Government agencies and local government agencies, and non-government organisations. Engagement and consultation have also been undertaken with local businesses, asset owners and traditionally underrepresented stakeholders.

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

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