

Chapter 4

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4.10 SOCIAL

Think Business Solutions was commissioned by AARC on behalf of Taroom Coal to conduct a Social Impact Assessment (SIA) for the proposed Elimatta Project, including the proposed Rail and Services Corridor.

The Social Impact Assessment is an integral stage of the EIS process and has been conducted in accordance with guidelines developed by the Department of State Development, Infrastructure and Planning (DSDIP). The assessment involved two specific aims:

- To collect and analyse information about key social and cultural issues, population change and communities and social relationships that are likely to occur as a direct or indirect result of the Elimatta Project; and
- To develop strategies for mitigation, management, monitoring and review.

The SIA report in its entirety can be found within Appendix H.

4.10.1 Description of Social and Cultural Values

The Elimatta MLA area is located 35 km west of Wandoan and 45 km southwest of Taroom, within the boundaries of the Western Downs Regional Council (WDRC). The proposed Rail and Services Corridor, included as a component of the Project, extends west to connect the mine with the proposed Surat Basin Rail line, north of Wandoan.

Five Study Areas were created to ensure adequate coverage of the region and to provide up-to-date and accurate statistics for the Project area (Table 4.132).

Table 4.132 Description of the Study Areas Used

Study Area	2011 Census	2006 Equivalent	2011 Population
Wandoan	Wandoan State Suburb	Wandoan and Guluguba State Suburbs	654
Taroom	Taroom and Kinnoul State Suburbs	Taroom State Suburb	1,093
Miles-Wandoan / Banana	Miles-Wandoan and Banana Statistical Areas Level 2	Murilla, Banana and Taroom Statistical Local Areas	12,367
Western Downs / Banana	Western Downs and Banana Local Government Areas	Chinchilla, Dalby, Murilla, Tara, Wambo, Banana and Taroom Statistical Local Areas	46,044
Queensland	Queensland	Queensland	4,332,739

The Wandoan and Taroom Study Areas represent the two townships (and their surrounds) nearest to the Elimatta Project. They have been included to deliver analysis of the immediate impact area, while Taroom has been identified as a potential service town to the Project. The Miles-Wandoan and Banana Statistical areas represent the immediate region, while the Western Downs and Banana Local Government Areas (LGAs) provide a broader view of other Surat Basin localities.

Information was gathered for the SIA through means of a desktop review with direct consultation to assemble the information required to assess the social impacts of the proposed Project on various stakeholders. The desktop audit was conducted using a variety of sources including the Australian Bureau of Statistics, Banana Shire Council, Western Downs Regional Council, as well as various other Queensland government departments and private corporations operating within the region.

Across the Study Areas, community social and cultural values can be described as those based on traditional family ideals and underpinned by country people who have an affinity with the land. Responses to the questionnaire distributed throughout the Study Areas identified values such as:

- Relaxed country living;
- Friendly and active community;
- Safe place to raise families;
- Quiet community with input from most citizens;
- Strong rural community with many natural features;
- Low crime rate and a good community spirit;
- Slower pace, clean air, pristine environment;
- Abundance of outdoor living opportunities;
- Town that services all community needs;
- Peace and quiet of country living; and
- Small diversified town with a great lifestyle.

4.10.1.1 Local Community

Residents have indicated that one of the significant attractions of the region is the presence of strong family and friendship networks. The majority of people prefer the quiet, rural lifestyle as opposed to the lifestyle afforded in larger regional areas. The small size of communities in the Study Areas and long-standing family connections act largely as a buffer to the prevalence of any rural isolation. Social events in the towns, together with a choice of sporting and recreational facilities assist promotion of social connections within the communities.

Community population, particularly Wandoan and Taroom, has been declining over the last 10 years. Despite this, community and cultural networks have remained solid, with local towns embodying the spirit and character of close-knit rural communities.

4.10.1.2 Recreation, Leisure and Culture

Residents report that they value their relaxed, outdoor way of life, and this is reflected in the wide range of recreational activities on offer throughout the region. However, falling levels of participation in Wandoan and Taroom sporting clubs and community organisations over the past decade are threatening the viability of many groups.

4.10.1.3 Social Order

A number of residents indicated their concerns about increased crime rates resulting from current and future influxes of resources industry personnel.

Queensland Police statistics for Wandoan and Taroom over a five-year period indicate that while there was an increase in offences against the person around 2008-2009, there was a decrease in these types of crimes in more recent times. In particular, Wandoan assaults decreased by 40% in 2010 and 100% the following year. Taroom assault rates have remained steady since 2007.

Wandoan incurred no thefts (excluding unlawful entries) in 2007, five the following year and down to zero again in 2011. Taroom theft rates were higher but ultimately decreased by 25% from 2007 to 2011.

In 2010, Wandoan property offences were at a rate of 1,296/100,000, which decreased by 73% the following year. Conversely, from 2010 to 2011, Taroom property offences increased by more than 200%.

Traffic and related offences in Wandoan have decreased by 66% since 2007, while during the same period, Taroom traffic offences decreased by 20%.

4.10.1.4 Community Services and Infrastructure

Education

As at September 2012, Wandoan State School (Prep- Year 10) had 108 students, while Taroom State School (Prep -10) had an enrolment of 136. The nearest state and religious-based secondary schools can be found in Taroom and Chinchilla. Columboola also features an Environmental Education Centre.

A number of boarding schools operate out of major centres, including Rockhampton, Toowoomba and Brisbane.

TAFE and Tertiary Education

There are significant higher education facilities within and near to the Study Areas. The Southern Queensland Institute of TAFE has campuses in Chinchilla, Roma and Dalby. The Chinchilla campus offers study in business, community services, construction and manufacturing, and hospitality. The University of Southern Queensland, headquartered in Toowoomba, offers a wide range of courses, both on campus and via long-distance education. In addition, the Australian Agricultural Centre has a training centre at Dalby.

Early Childhood Educations and Childcare Services

At the end of August 2012, the Western Downs and Banana Local Government Areas had a total of 36 early childhood education and care services. The most common were kindergarten services (15 in total).

Health

The lack of health services and access to health professionals is a major concern in the region.

The Wandoan Outpatients Clinic receives GP visits (from Miles) twice a week and offers nursing outpatient/accident and emergency pathology service for private pathology community palliative care and domiciliary nursing. Allied health visits, including physiotherapy, occupational therapy, aged care assessment and optometry, vary from every two weeks to every two months.

Community health services, including Meals on Wheels, Home and Community Care and social support are coordinated from Taroom and Miles.

Taroom's 11-bed hospital offers medical, surgical, outpatients, accident and emergency services, as well as antenatal and dental clinics. Allied health services, including optometry, podiatry, physiotherapy, radiography, and outreach rural allied health team, are also available. Taroom's aged-care services include long-stay patients, respite and community care packages.

The main referral hospitals for Taroom and Wandoan are Toowoomba Base Hospital and Rockhampton Hospital. In emergencies, patients are transferred by Royal Flying Doctor Service aircraft, Careflight helicopter or ambulance.

Aged Care

There are no specific aged-care facilities in Wandoan, although the Wandoan Housing Association provides 10 independent living units for local elderly residents. Wandoan hospital offers support services such as Meals on Wheels.

The Southern Cross Care Leichhardt Villas in Taroom provide the region with hostel (low-care) services. The facility offers 29 beds, including one respite and nine dementia beds, as well as four retirement living residences.

Carinya Hostel in Miles provides low-care hostel accommodation, including 17 beds and six community aged-care packages.

The Federal Government's Home and Community Care provides in-home health and aged care services across the region.

Emergency Services

Police

Wandoan and Taroom have dedicated police stations, each manned by two police officers who report to the Roma Police District.

Major local concerns expressed by Officers-in-Charge included increased traffic volumes, as well as speed and fatigue on major highways. Poor road conditions were also identified as a major risk factor in the region.

Ambulance

Both Wandoan and Taroom are part of Queensland Ambulance Service's (QAS) South Western Region, which is headquartered in Toowoomba. Within this region, Local Ambulance Committees are made up of members of the community who take an active interest in the provision of ambulance services in their neighbourhoods.

There are two ambulance officers based in Wandoan and Taroom who are on call 24 hours per day, seven days per week.

Fire and Rescue

Toowoomba is also the base for the Queensland Fire and Rescue Service's (QFRS) South West Fire and Rescue headquarters and Fire Communications Centre, of which Wandoan and Taroom are members.

Wandoan and Taroom both have auxiliary fire stations, which are on call 24 hours per day, seven days per week. There are no full-time fire and rescue members; instead they call on a team of eight at short notice, who are paid for their services.

Public and Community Transport

A private coach company (Greyhound) operates bus services within the region.

Queensland Rail has a passenger service, the Westlander, which travels from Brisbane to Charleville twice weekly and stops in Dalby, Chinchilla and Miles on Wednesdays and Fridays.

Small aerodromes are located throughout the region in Wandoan, Chinchilla, Dalby and Miles. Roma is the nearest regional commercial airport, while Brisbane is the nearest centre for interstate and international flight connections.

Taroom Aerodrome is located 20 km south of the town centre and will be upgraded to become the entry point for the Elimatta Project's FIFO workforce.

Highways and Roads

Wandoan and Taroom are located on the Leichhardt Highway. This rural highway provides an important inland freight route from as far south as Melbourne via the Newell Highway and Goondiwindi. The highway is also an alternate tourist route for those wishing to explore central southern Queensland.

While the Leichhardt Highway is currently in reasonable condition, there are concerns that the increased cumulative heavy vehicle traffic will quickly contribute to pavement deterioration. Currently, this heavy load traffic (which also includes agricultural vehicles and mining equipment not destined for nearby operations), passes through the centre of the Taroom township. The community has raised associated safety and quality-of-life issues.

Utilities

Electricity

The proponent has made an application to connect to Ergon infrastructure in the Wandoan area for electricity supply. Powerlink Queensland and Ergon are developing major power infrastructure in the Wandoan South area to service CSG and coal resource development. Elimatta has grid connection options to Ergon substations located at Wandoan (via the Rail and Services Corridor) and Wandoan South (via proposed corridors under consideration by Ergon). Wandoan South is currently the preferred option based on guidance advice from Ergon.

Powerlink has received State Government approval to construct a 70 km, 275 kV transmission line between Columboola switching station (9 km east of Miles) to the proposed 132 kV Wandoan South substation to meet the increased electricity demands of the region.

Water

The Wandoan water supply system was installed in 1967 and comprises:

- A bore water supply drawn from two artesian bores;
- A two-system treatment process; and
- Two ground-level reservoirs.

As the Wandoan Coal project plans to source its potable water for construction and operation of the mine from Wandoan's potable water supply, Xstrata is proposing to fund an upgrade of Wandoan's water treatment facilities. This will include establishing a new town bore into the Great Artesian Basin.

Project impact on water supply is a key issue for Wandoan, while Taroom already has secure water supply from the Great Artesian Basin.

The Project's external water supply will be secured by a connection to the water distribution pipeline network owned by SunWater Limited (SunWater). Supply to the Project site will be via a dedicated pipeline alignment adjacent to the WSL railway within the Rail and Services Corridor.

Initially, the external water supply will be a treated groundwater by-product resulting from dewatering operations associated with CSG extraction. Once construction of the proposed Nathan Dam is complete, the external supply will instead be sourced from Nathan Dam. Details of sourcing the external water supply will be the responsibility of the third party commercial water suppliers engaged by Taroom Coal.

Waste Management

Wandoan and Taroom have waste management facilities to cater for general waste, construction and demolition waste, commercial and industrial waste, scrap steel, timber, green waste and recyclables. Residents are also serviced by regular garbage collection services.

Communications

Mobile phones receive good reception in townships but struggle off the Leichhardt Highway area. Communications at the mine and accommodation village will be part of a detailed engineering study. The current plan involves a microwave link to Telstra in Wandoan but a final decision on choice of communications will depend on the best technology available at the time of the Project's development.

Tourism

Wandoan's location on the Leichhardt Highway offers a stopover point for tourists, particularly those exploring central and southern Queensland.

In Wandoan, a local heritage trail leads to 23 points of interest, including the Juandah site and the Waterloo Plains Environmental Park, complete with lake, picnic area and water birds. The Wandoan Windmill marks the town's entrance and is also situated opposite a colourful mural painted on the town's main water tank. A tourist information centre is located in Royd Street.

In Taroom, tourists can visit the local museum operated by the Taroom and District Historical Society. The museum contains many items of interest from the town's early days. Taroom's main street is recognised by a large Coolabah tree, a historically-significant landmark that was marked by explorer Ludwig Leichhardt in 1884.

Nearby, the Dawson River is noted for its fishing, bird watching and recreational opportunities. Glebe Weir is also a popular fishing, boating and camping location and features a sandy beach and boat ramp. Additionally, the broader region offers a number of national parks and gorges, including Robinson Gorge, Palm Tree Creek, Lake Murphy, Flagstaff Hill, Expedition National Park and Isla Gorge.

Business and Enterprise

Agriculture – including beef, wool, wheat and sorghum – is a key industry across all Study Areas and has been a significant economic and employment driver across the region. In 2005-2006, the total value of agricultural production across the Western Downs and Banana LGAs was \$890.5 million – more than 10% of Queensland's total agricultural commodities. Of this total, livestock slaughtering represented \$629 million with cropping at \$253 million.

A full description of the regional economy is included in Section 4.12.

4.10.1.5 Indigenous Community Services

Indigenous families in the Study Areas are offered similar community services relating to health, social welfare, housing, employment and training, as are available to the broader community. Miles, Dalby and Chinchilla have a number of Indigenous organisations providing services in the region.

Goondir Health Services provides primary healthcare and related health services to local Aboriginal and Torres Strait Islander communities. Goondir medical clinics are located in Dalby and St George, with an Aboriginal health worker providing services from Miles Hospital.

The Goolburri Regional Housing Company, based in Dalby, is a self-managed group which operates seven houses for Indigenous families in Chinchilla, five in Miles and 30 in Dalby; however, all three towns have long waiting lists for available houses.

Goolburri also manages the Bungeeba Recreation Centre in Dalby, a sporting complex aimed at providing Indigenous adults and children with sport and recreation options. The centre is supported by sport and recreation officers who promote healthy lifestyles for Indigenous children and conduct an annual Sport and Recreation Expo throughout the Western Downs region, including the Study Areas. This service receives some State Government funding but activities are mostly self-funded.

4.10.1.6 Whole Community Demographic Profile

Population

The Miles-Wandoan and Banana Statistical Areas have seen steady population decline since the 2006 Census, while the broader Western Downs and Banana LGAs have been growing – albeit at half the rate of the entire state.

The Queensland Office of Economic and Statistical Research population projections to 2031 indicate that the Western Downs and Banana LGAs will increase by an average annual growth rate of 0.8%

over the 20-year period 2011 – 2031. In comparison, Queensland is projected to have an annual growth rate of 1.6% over the same period.

Within the Western Downs and Banana LGAs Study Area, the largest increase in population is expected to be achieved by Western Downs, up 10,768 residents by 2031.

Population trends within the Study Areas are shown in Table 4.133.

Table 4.133 Resident Population by Study Area 2006-2011

Year	Miles-Wandoan / Banana	Western Downs / Banana	Qld
2006	13,621	45,752	4,090,908
2010 ^p	12,869	46,694	4,424,158
2011 ^p	12,684	47,216	4,474,098
Average annual growth rate 2006 – 2011 (%)	-1.4%	0.8%	1.6%

Data not available for Wandoan and Taroom Study Areas.

p = preliminary

Source: Queensland Office of Economic and Statistical Research.

Age Structure

Table 4.134 shows the age structure of the four Study Areas as well as the corresponding statistics for Queensland as a whole. A consistent theme across the regional Study Areas was the generally low representation of 15-34 year olds and high representation of middle-aged adults.

Table 4.134 Age Structure by Study Area 2011

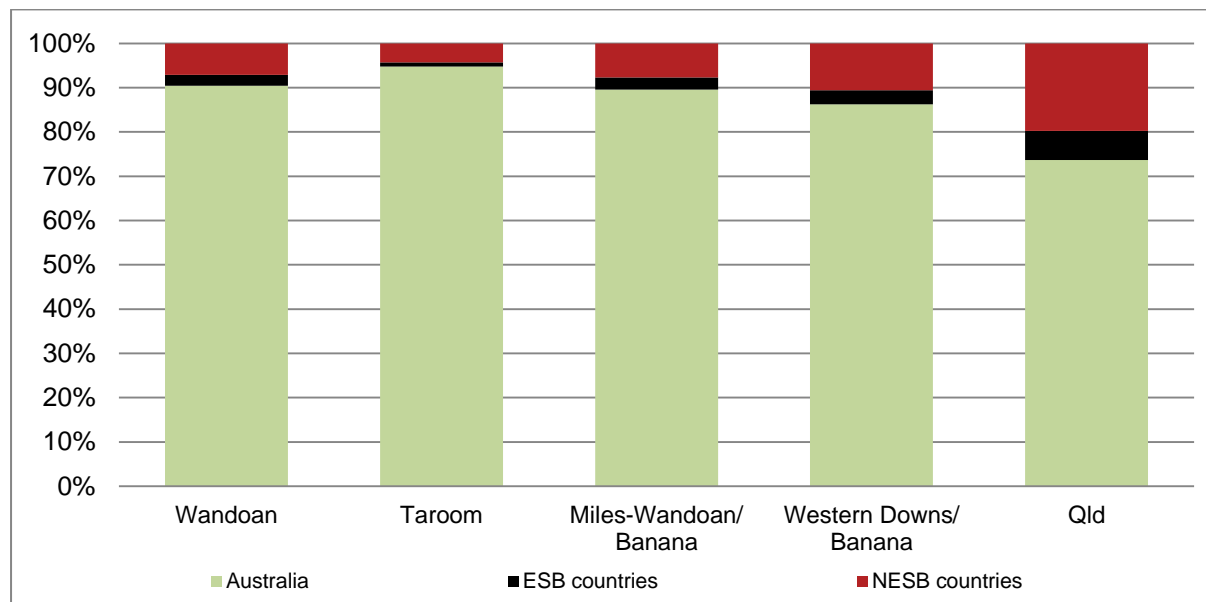
Age	Wandoan	Taroom	Miles-Wandoan / Banana	Western Downs / Banana	Qld
0-4 years	6.0%	6.6%	7.6%	8.1%	6.9%
5-9 years	7.6%	7.4%	7.9%	7.8%	6.6%
10-14 years	7.2%	6.9%	7.0%	7.5%	6.7%
15-19 years	3.7%	2.7%	5.2%	6.2%	6.8%
20-24 years	7.6%	4.1%	4.9%	5.5%	6.8%
25-29 years	4.9%	4.3%	6.0%	6.3%	6.9%
30-34 years	4.0%	5.2%	6.0%	6.2%	6.6%
35-39 years	5.0%	6.5%	6.7%	6.9%	7.1%
40-44 years	7.2%	7.5%	7.0%	7.1%	7.2%
45-49 years	10.4%	7.8%	7.7%	6.9%	7.0%
50-54 years	6.9%	6.1%	6.9%	6.6%	6.7%
55-59 years	4.3%	8.4%	6.7%	5.9%	6.0%
60-64 years	6.4%	7.5%	5.7%	5.4%	5.6%
65-69 years	5.8%	5.1%	4.9%	4.2%	4.3%
70-74 years	6.1%	5.0%	4.2%	3.6%	3.2%
75-79 years	2.8%	4.2%	2.5%	2.5%	2.3%
80-84 years	1.7%	2.2%	1.6%	1.8%	1.8%

Age	Wandoan	Taroom	Miles-Wandoan / Banana	Western Downs / Banana	Qld
85-89 years	1.8%	1.4%	1.0%	1.0%	1.1%
90-94 years	0.6%	0.7%	0.3%	0.4%	0.4%
95-99 years	0.0%	0.3%	0.1%	0.1%	0.1%
100+ years	0.0%	0.0%	0.0%	0.0%	0.0%

Source: Australian Bureau of Statistics.

Ethnicity

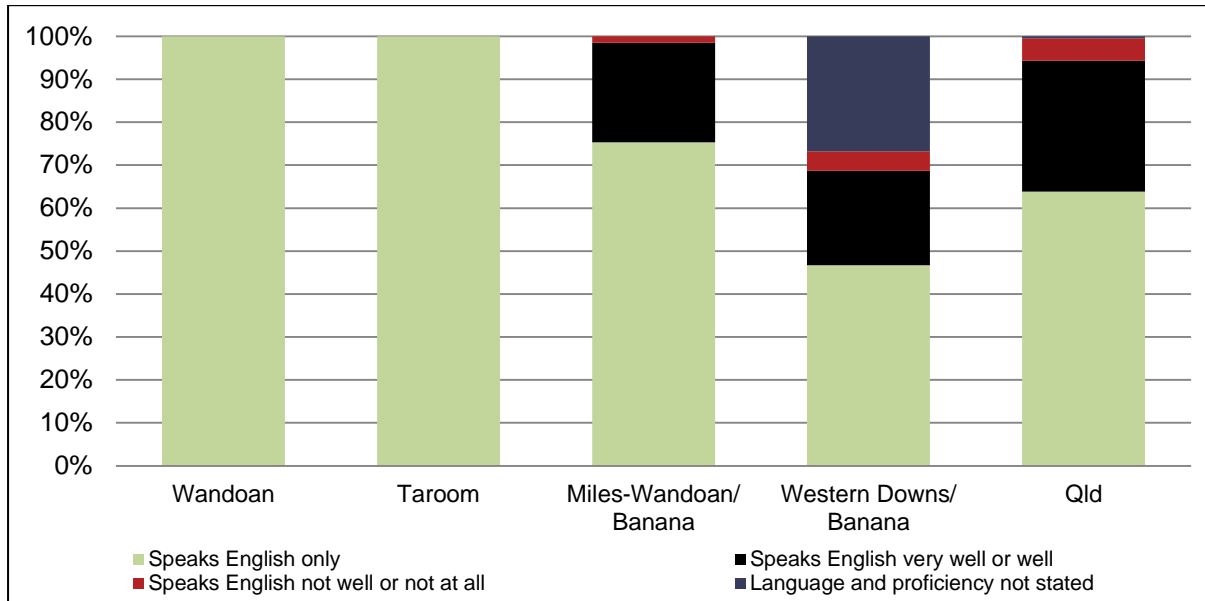
Analysis was conducted by reviewing country of birth and English proficiency of individuals. All regional Study Areas recording significantly lower ethnic diversity characteristics than for Queensland. This is most likely due to major cities being the primary target for immigration. According to the 2011 Census, 90.5% and 94.8% of individuals in Wandoan and Taroom (respectively) were born in Australia (Figure 4.192). Countries of origin for those not born in Australia were predominantly English speaking (Figure 4.193).



Based on usual place of residence. ESB: English-speaking background, includes the UK, Ireland, Canada, USA, South Africa and New Zealand; NESB: non-English-speaking background.

Source: Australian Bureau of Statistics.

Figure 4.192 Country of Birth by Study Area 2011

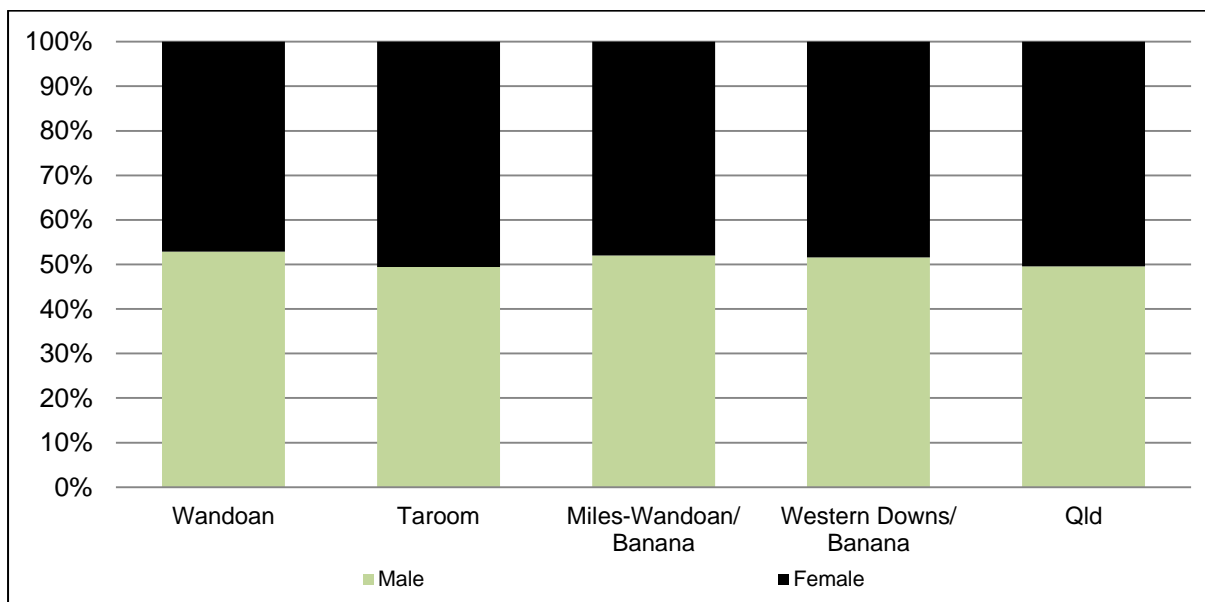


Based on usual place of residence.
Source: Australian Bureau of Statistics.

Figure 4.193 Proficiency in Spoken English by Overseas-Born Residents by Study Area 2011

Gender

In 2011, all Study Areas had almost even proportions of male to female. Wandoan had the largest gender variation at 52.9% males. Gender proportions are shown in Figure 4.194.



Source: Australian Bureau of Statistics.

Figure 4.194 Gender Structure by Study Area 2011

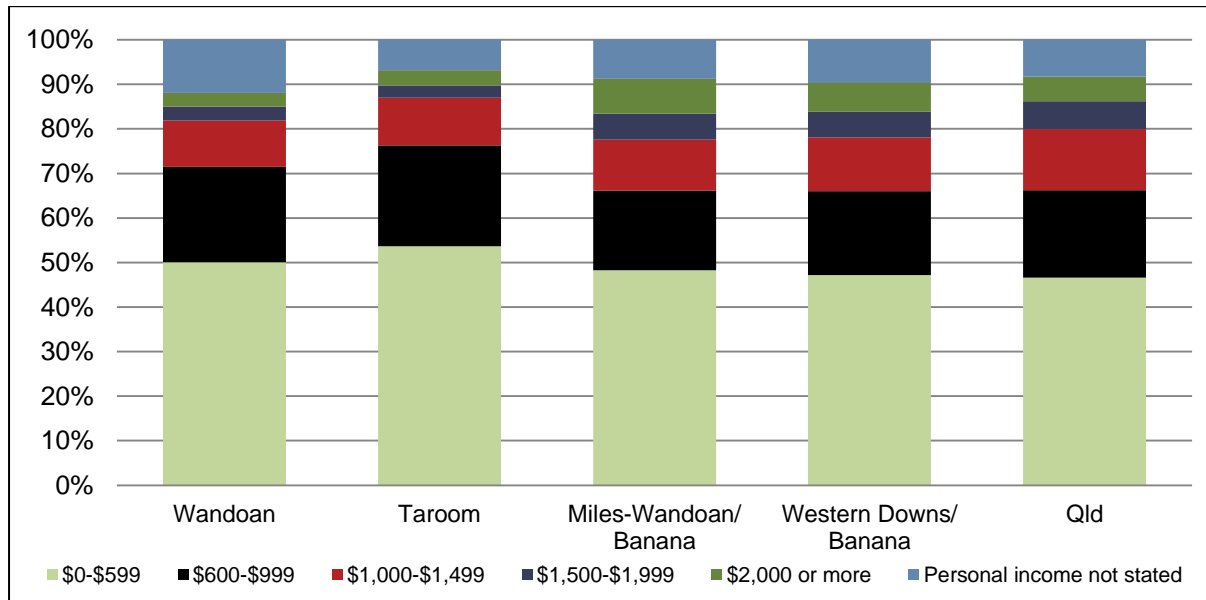
Income and Earnings

More than half of Wandoan and Taroom residents earned less than \$600 per week in 2011 (compared to Queensland at 46.2%), while in excess of 16% of Wandoan and Taroom individuals

earned \$1,000 per week or more (compared to Queensland at 25.5%). The most common median weekly individual income over the Study Areas was the \$0 – \$599 bracket.

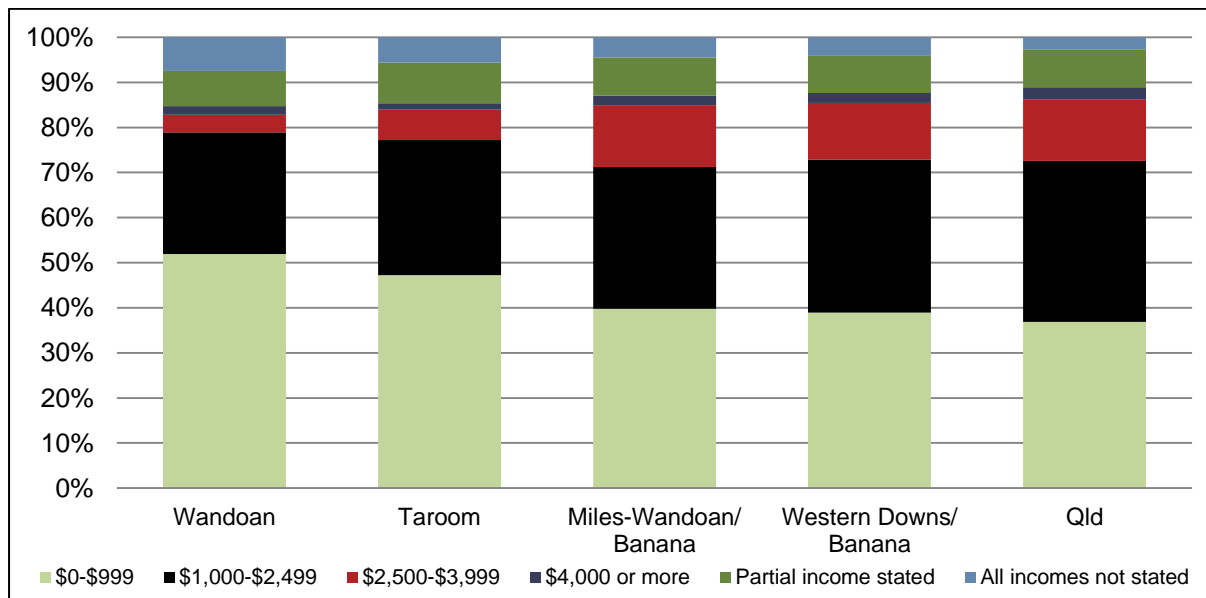
Around 39% of Miles-Wandoan and Banana Statistical Area/Western Downs and Banana LGA households earned less than \$1,000 per week; while just over 2% reported weekly earnings of more than \$4,000.

Figure 4.195 shows the median weekly individual income and Figure 4.196 shows median weekly household income based on 2011 census data.



Based on usual place of residence and persons aged 15 years and over.
Source: Australian Bureau of Statistics.

Figure 4.195 Median Weekly Individual Income (\$/week) by Study Area 2011

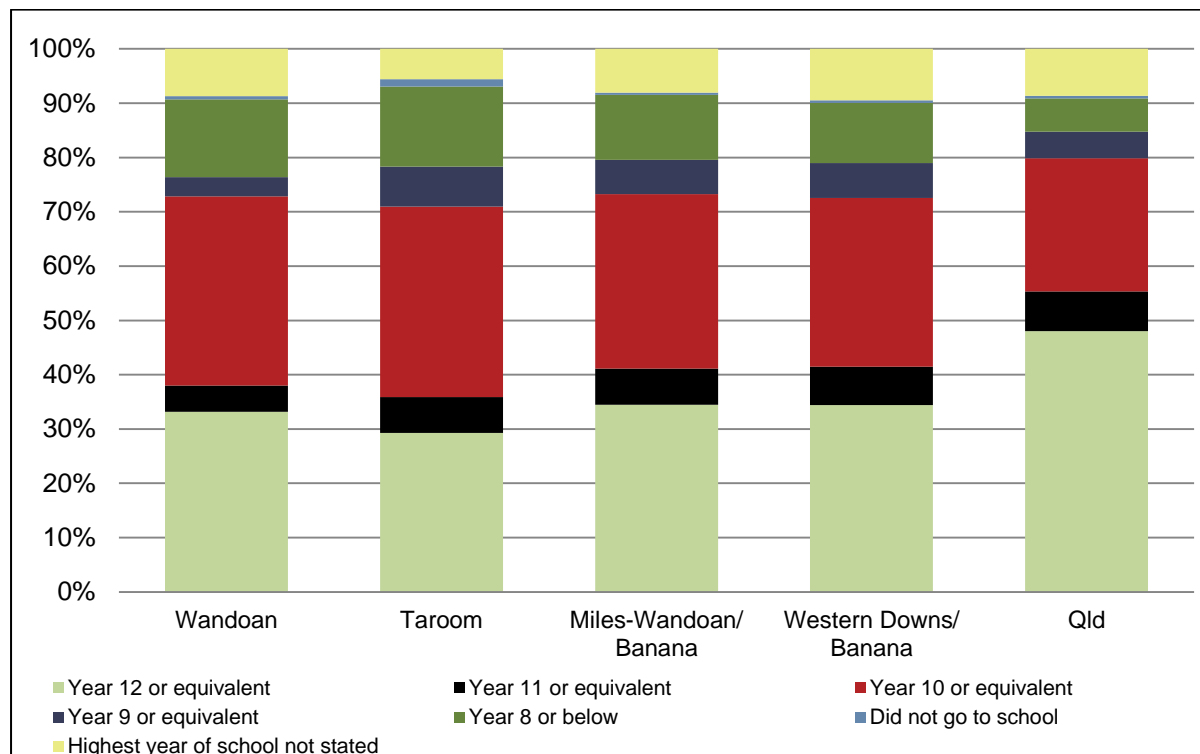


Based on usual place of residence and persons aged 15 years and over.
Source: Australian Bureau of Statistics.

Figure 4.196 Median Weekly Household Income by Study Area 2011

Education

Figure 4.197 shows level of education attained in 2011 for each of the Study Areas. Taroom had the lowest rate of residents who had completed year 12 or equivalent (29.3%), while Queensland had the highest (48.0%). There were only three Wandoan residents (0.6%) who had not been to school at all, compared to Taroom (1.4%).

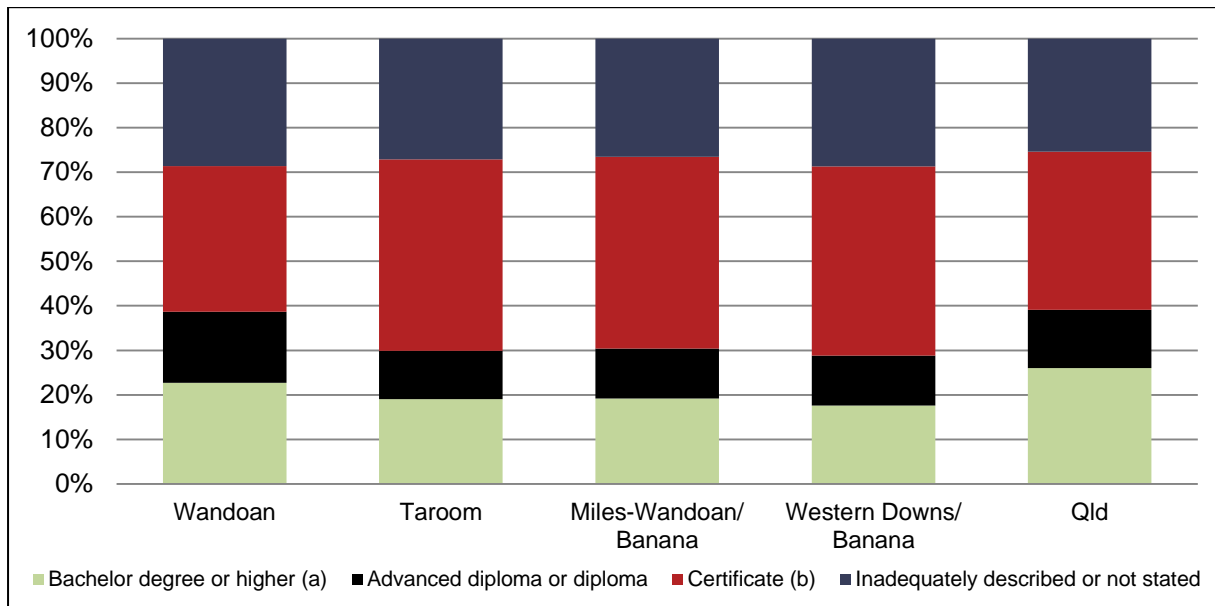


Based on persons aged 15 years and over.
Source: Australian Bureau of Statistics

Figure 4.197 Highest Level of Schooling by Study Area 2011

Tertiary Qualifications

In 2011, 36% of the Queensland population had achieved a tertiary qualification. As shown in Figure 4.198, percentages of population with a qualification across the regional Study Areas ranged from Taroom at 26.0% to Miles-Wandoan and Banana Statistical Areas at 44.4%. Certificates were consistently the highest level of qualification achieved across all Study Areas; while Queensland had the highest proportion (26.0%) of Bachelor degrees or higher, followed by Wandoan (22.7%).



Based on persons aged 15 years and over.

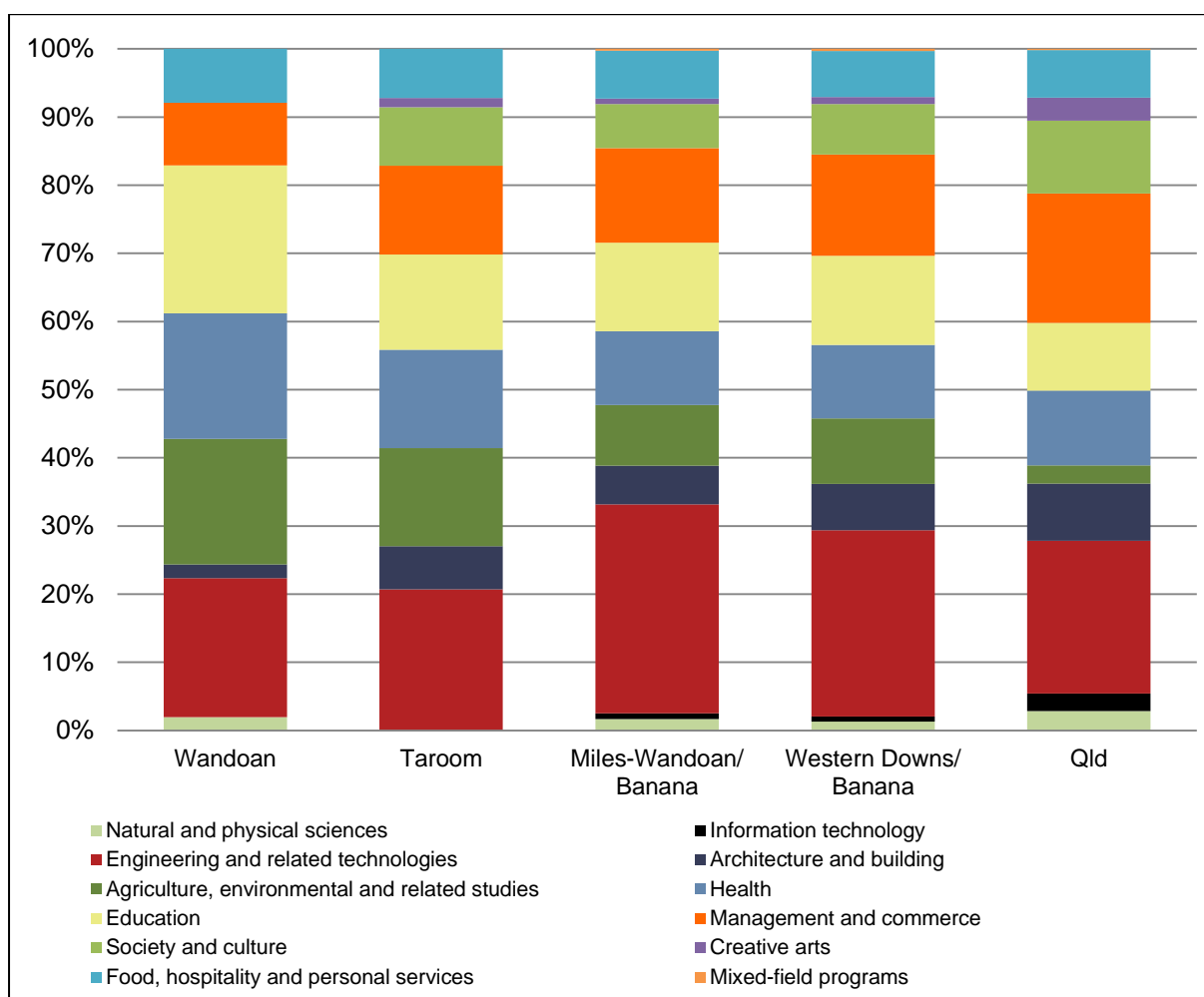
(a) Includes Bachelor Degree, Graduate Diploma, Graduate Certificate and Postgraduate Degree.

(b) Includes Certificates I, II, III and IV and certificates not further defined.

Source: Australian Bureau of Statistics.

Figure 4.198 Highest Level of Tertiary Qualification Achieved by Study Area 2006

Figure 4.199 shows tertiary fields for each Study Area. Across all Study Areas, engineering and related technologies was the most popular tertiary field in 2006, ranging from 20.4% participation in Wandoan to 30.7% across the Miles-Wandoan and Banana Statistical Areas. In Wandoan, health and agriculture, environmental and related studies featured strongly (both around 14%), while in the broader Western Downs and Banana LGAs, management and commerce attracted significant participation (14.8%).



Based on persons aged 15 years and over.
Source: Australian Bureau of Statistics.

Figure 4.199 Tertiary Field by Study Area 2006

Prevalence of Disability

At the time of the 2011 Census, there were 2,004 persons in need of assistance for a profound or severe disability across the Western Downs and Banana LGAs, which equated to 1% of the Queensland population of people with a disability (Table 4.135).

Table 4.135 Persons in Need of Assistance by Study Area 2011

Need	Wandoan	Taroom	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
People with a profound or severe disability ^a	35	61	440	2,004	192,019
% of total population	5.3%	5.6%	3.6%	4.4%	4.4%

^aNeed help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long-term health condition (6 months or more) or old age.

Source: Australian Bureau of Statistics.

In 2011, 3,641 Western Downs and Banana LGA residents provided unpaid assistance to a person/s with a disability, which equates to more than 4% of the region's population. Miles-Wandoan and Banana Statistical Areas had the lowest proportion of carers, while Wandoan had the highest (Table 4.136).

Table 4.136 Unpaid Assistance to a Person with a Disability by Study Area 2011

Need	Wandoan	Taroom	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
Provided unpaid assistance	71	113	986	3,641	353,372
% Total population (a)	13.7%	5.6%	3.6%	4.4%	10.2%

Based on persons aged 15 years and over. People with a profound or severe disability are defined as needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long-term health condition (6 months or more) or old age. (a) Includes unpaid assistance not stated.

Source: Australian Bureau of Statistics.

Socio-Economic Index of Disadvantage

Table 4.137 shows the 2006 results for the Socio-Economic Index of Disadvantage (SEID). The SEID ranks geographical regions to reflect disadvantage of social and economic conditions. 2006 results indicated that Miles-Wandoan and Banana Statistical Areas had the highest percentage of residents in Quintile 1 (most disadvantaged) at 28.4%, compared to the Queensland result of 20%.

Conversely, the Western Downs and Banana LGAs Study Area had the lowest proportion in Quintile 5, compared to Queensland at 20%.

Table 4.137 Socio-Economic Index of Disadvantage by Study Area 2006

SEID Quintile	Miles-Wandoan/ Banana Statistical Areas	Western Downs/ Banana LGAs	Qld
Quintile 1 (most disadvantaged)	28.4%	27.3%	20.0%
Quintile 2	23.5%	28.0%	20.0%
Quintile 3	24.1%	22.1%	20.0%
Quintile 4	19.4%	20.3%	20.0%
Quintile 5 (least disadvantaged)	4.7%	2.3%	20.0%

Data not available for Wandoan and Taroom study areas.

Source: Queensland Office of Economic and Statistical Research.

Health and Wellbeing

The existence and accessibility of regional health services affect liveability of the area's communities for both existing and new residents. Recent development in the Surat Basin is adding to pre-existing factors such as an ageing population, the general challenges of service delivery in a rural environment, ageing infrastructure and available government funding.

Through the Surat Basin Health and Community Services Workforce Initiative (Dec 2011), regional health providers have developed an integrated plan that includes a skills audit, identification of shared

priority workforce issues for the Surat Basin, a review of existing literature and data, and ongoing engagement with key industry stakeholders.

The initiative suggests that to respond to growth in the Surat Basin region, it is expected that more than 4,000 registered nurses will be employed by 2031, compared with 2,000 in 2006. In keeping with the demographics of the region, more than 1,000 childcare workers and aged and disability carers are expected to be required, as well as commensurate numbers of general practitioners.

Mobility

Mobility is a measure of migratory patterns of residents. Five-year migration patterns for the regional areas and Queensland are shown in Table 4.138. In 2006, Taroom had the lowest rate of migration at 27.3%, followed by Wandoan at 32.1%. Of those who changed addresses in the four regional Study Areas, about one-third stayed within the same statistical local area.

Table 4.138 Places of Usual Residence Five Years Ago by Study Area 2006

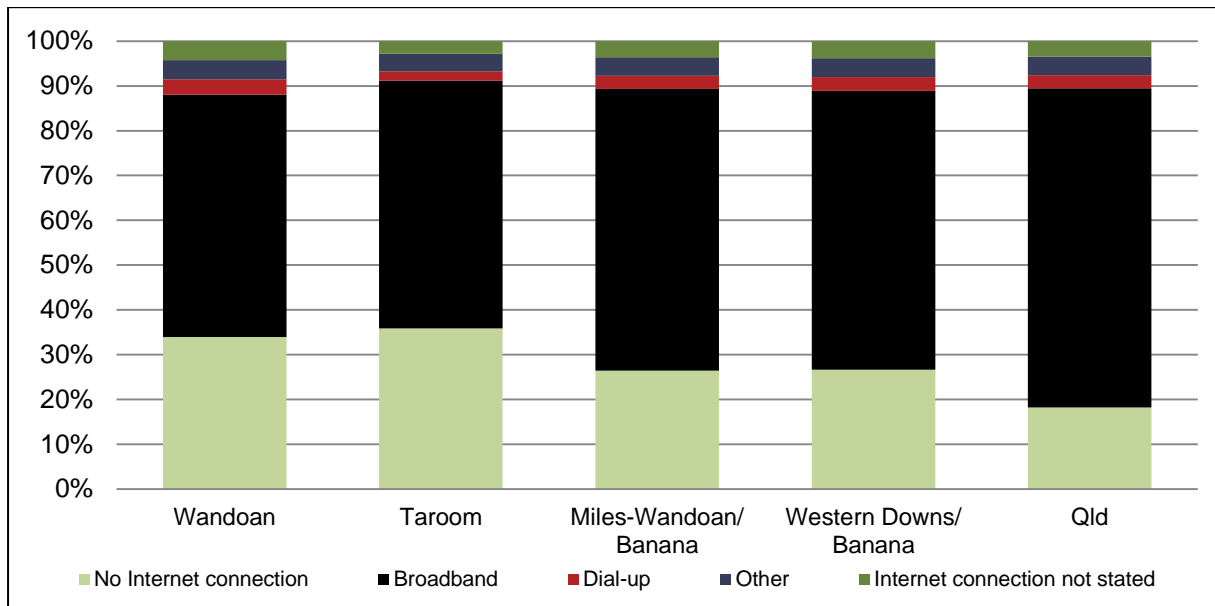
Location		Wandoan	Taroom	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
Same usual address 5 yrs ago as in 2006		561	817	8,989	20,256	1,644,415
Different address	Same SLA	82	118	2,850	6,265	
	Different SLA but within Australia	187	200	3,825	9,883	1,552,025
Overseas		6	3	271	497	159,540
<i>TOTAL (a)</i>		<i>856</i>	<i>1,175</i>	<i>16,982</i>	<i>39,734</i>	<i>3,647,455</i>
Proportion with a different address (%)		32.1%	27.3%	40.9%	42.5%	47.6%

Based on place of usual residence and persons aged five years and over. (a) Includes persons who stated that they were usually resident at a different address five years ago but did not state that address, and includes persons who did not state whether they were usually resident at a different address five years ago.

Source: Australian Bureau of Statistics and Queensland Office of Economic and Statistical Research.

Internet Connection

Fewer households across the regional Study Areas had internet connection in 2011 compared to the rest of Queensland, which is typical for most rural regions. About 61% of Wandoan and Taroom households had internet access compared to 78% for Queensland. Figure 4.200 shows internet connection in dwellings for each Study Area and Queensland.



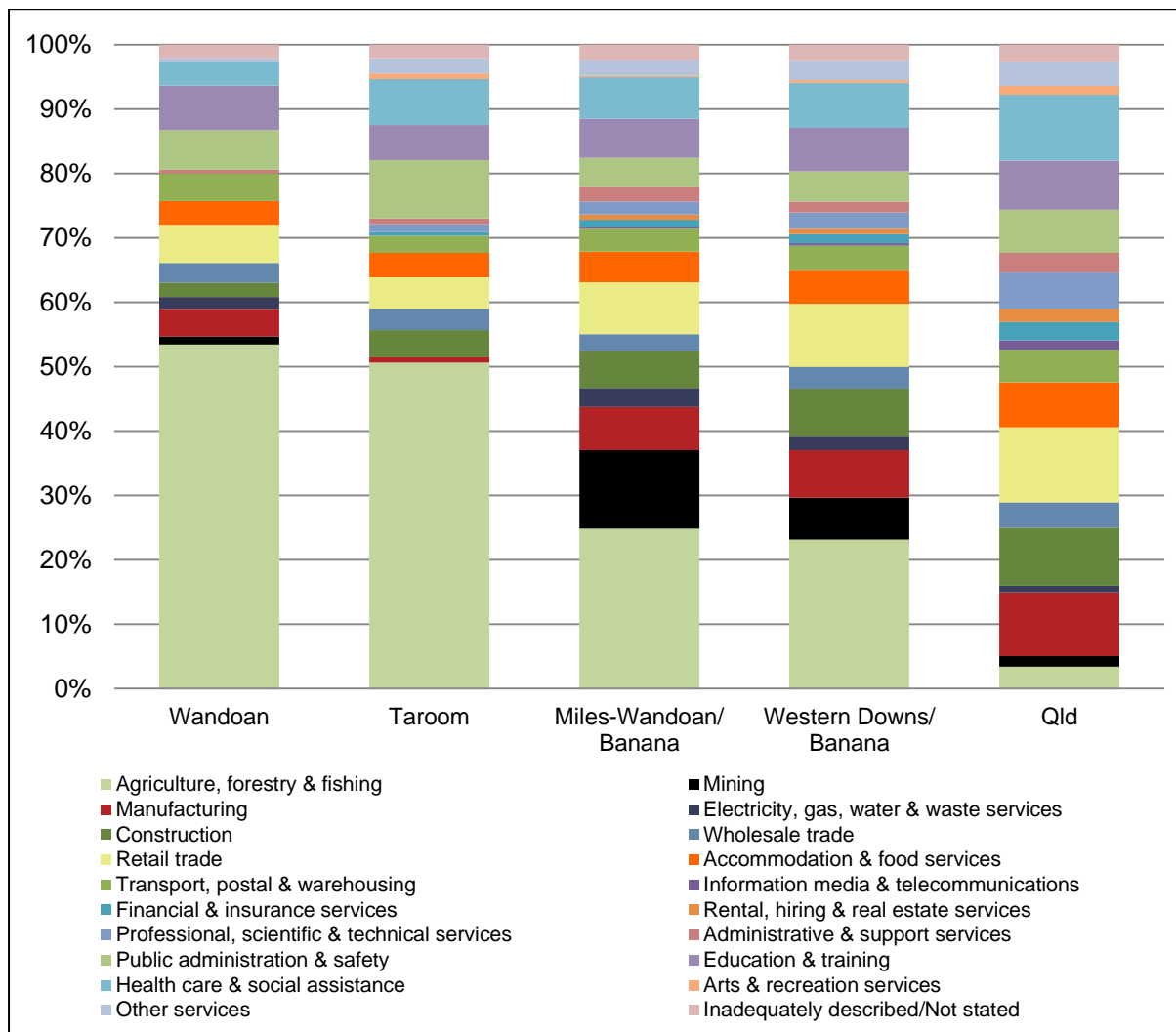
Where a dwelling has more than one type of Internet connection, only one is recorded.
 Source: Australian Bureau of Statistics.

Figure 4.200 Internet Connection in Dwellings by Study Area 2006

Employment

Employment by Industry

In 2006, the main industry of employment for all regional Study Areas was agriculture, forestry and fishing, with Wandoan at 53.5%, Taroom at 50.6%, Miles-Wandoan and Banana at 24.9% and Western Downs and Banana LGAs at 23.2%, compared to all of Queensland at 3.4% (Figure 4.201). Other popular industries across the Study Areas include education and training, healthcare and social assistance, mining and retail trade. Queensland's largest industry was retail trade.



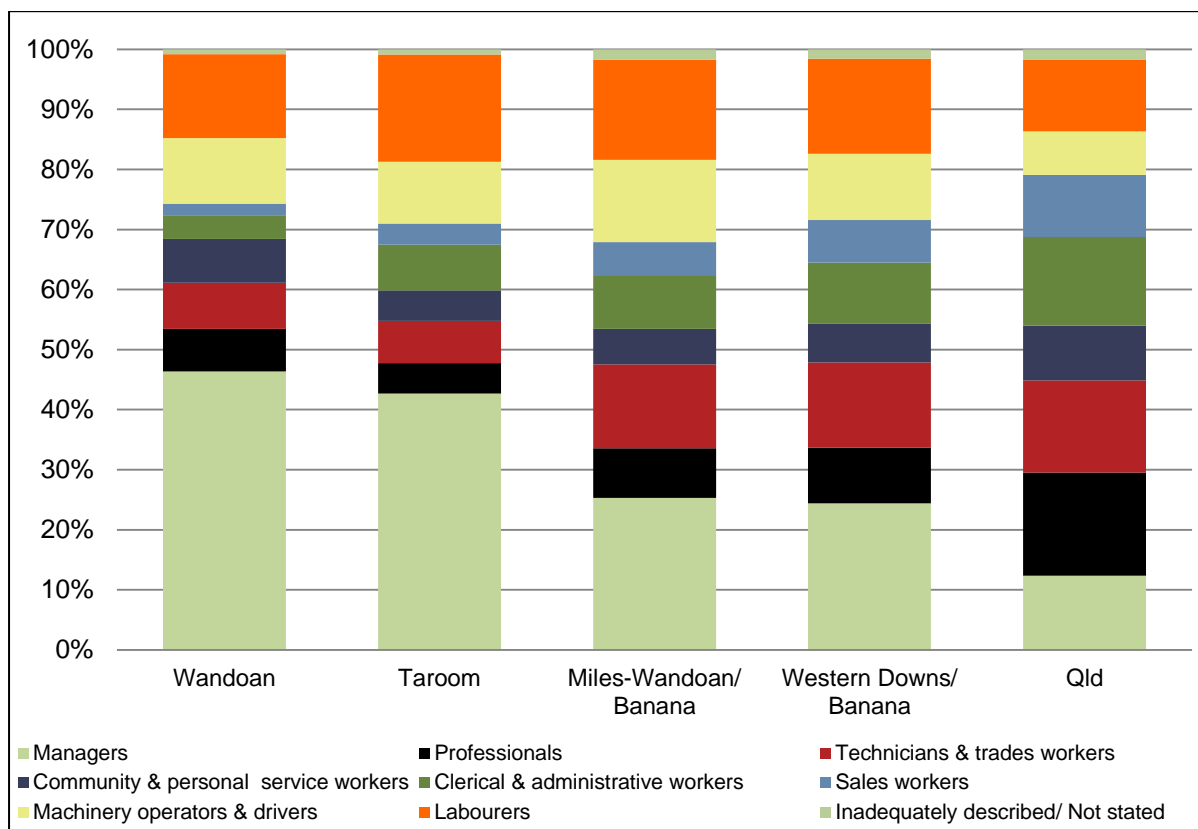
Employed persons aged 15 years and over. Industry of employment was coded to the ABS 2006 Australian and New Zealand Standard Industrial Classification (ANZSIC). This has replaced the 1993 ANZSIC edition. Source: Australian Bureau of Statistics and Queensland Office of Economic and Statistical Research.

Figure 4.201 Industry of Employment by Study Area 2006

Employment by Occupation

At the time of the 2006 Census, all regional Study Areas had higher proportions of managers, labourers, and machinery operators and drivers, as shown in Figure 4.202. These professions may have related to positions on rural/agricultural properties, as well as to government/public administration positions and mining development.

Queensland reported a higher percentage of professionals than the regional areas. This could largely be due to professionals often concentrating in larger metropolitan centres.



Employed persons aged 15 years and over. Occupation was coded to the ABS 2006 Australian and New Zealand Standard Classification of Occupations (ANZSCO). This replaced the 1996 Australian Standard Classification of Occupations (ASCO) Second Edition.

Source: Australian Bureau of Statistics and Queensland Office of Economic and Statistical Research.

Figure 4.202 Employment by Occupation by Study Area 2006

Shift Patterns

It is difficult to qualify the hours of work and shift patterns in the agricultural, forestry and fishing industry; however, all of these areas typically involve long hours of work and broken shift patterns. Other major employers, such as retail and healthcare, involve more conventional hours of work (e.g. eight to nine hours per day) with some overtime and weekend rosters.

Local Qualification and Skill Levels

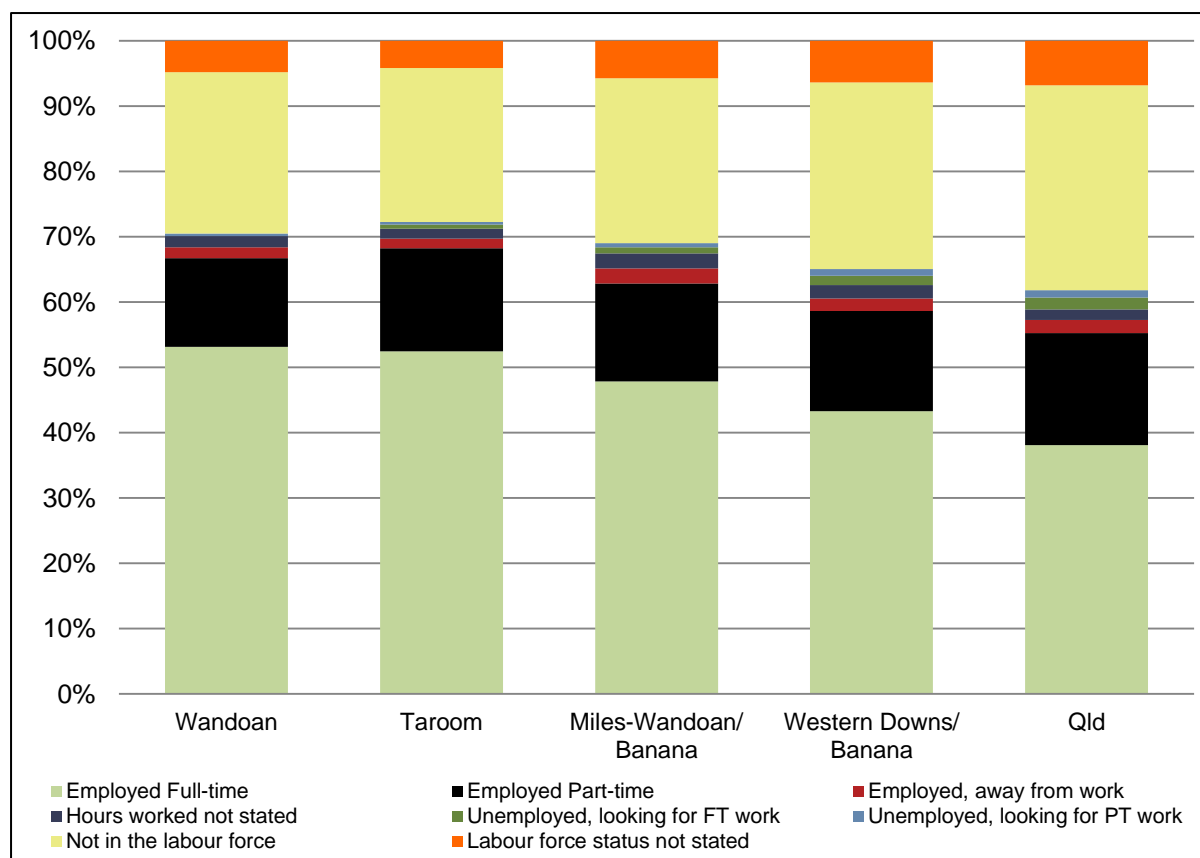
While the broader Western Downs and Banana LGAs have been experiencing significant resources industry development for some time, Wandoan and Taroom have only just commenced the journey. As such, local skill levels are agriculture focused, with many young adults who take on different skill sets relocating to major centres.

Lower education levels in the Study Areas, together with low levels of tertiary training, also suggest that there is a current deficiency in the numbers of professional tradespersons in the region.

Unemployment

In 2006, Western Downs and Banana reported an average unemployment rate across the four regional Study Areas of 2.9%, compared to Queensland's 4.3%. Wandoan reported the lowest unemployment at 0.6%, closely followed by Taroom at 1.4%. Figure 4.203 indicates the labour force status for each Study Area in 2006.

In 2012, the Queensland Office of Economic and Statistical Research indicated unemployment levels for the March quarter across the Western Downs and Banana LGAs of 3.6%, compared to Queensland at 5.5%.



Employed full-time is defined as having worked 35 hours or more in jobs during the week prior to Census Night.
Source: Australian Bureau of Statistics

Figure 4.203 Labour Force Status by Study Area 2006

4.10.1.7 Indigenous Demographic Profile

In some instances, due to a combination of low population and lack of available statistical data, analysis of the smaller Wandoan and Banana Study Areas has not been possible. Overall analysis is based on results from Miles-Wandoan and Banana Statistical Areas, and Western Downs and Banana LGAs.

Population

In 2011, Wandoan had the smallest number of Indigenous residents, both in number and proportion of total population. The Western Downs and Banana LGAs had the highest ratio of Indigenous residents at 4.3%. Indigenous population trends within the Study Areas are shown in Table 4.139.

Table 4.139 Indigenous Population by Study Area 2006

Population	Wandoan	Taroom	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
Indigenous	9	39	462	1,999	155,826
Total population	654	1,093	12,367	46,044	4,332,739
Indigenous as % population	1.4%	3.6%	3.7%	4.3%	3.6%

Based on place of usual residence.
Source: Australian Bureau of Statistics.

Gender and Age Structure

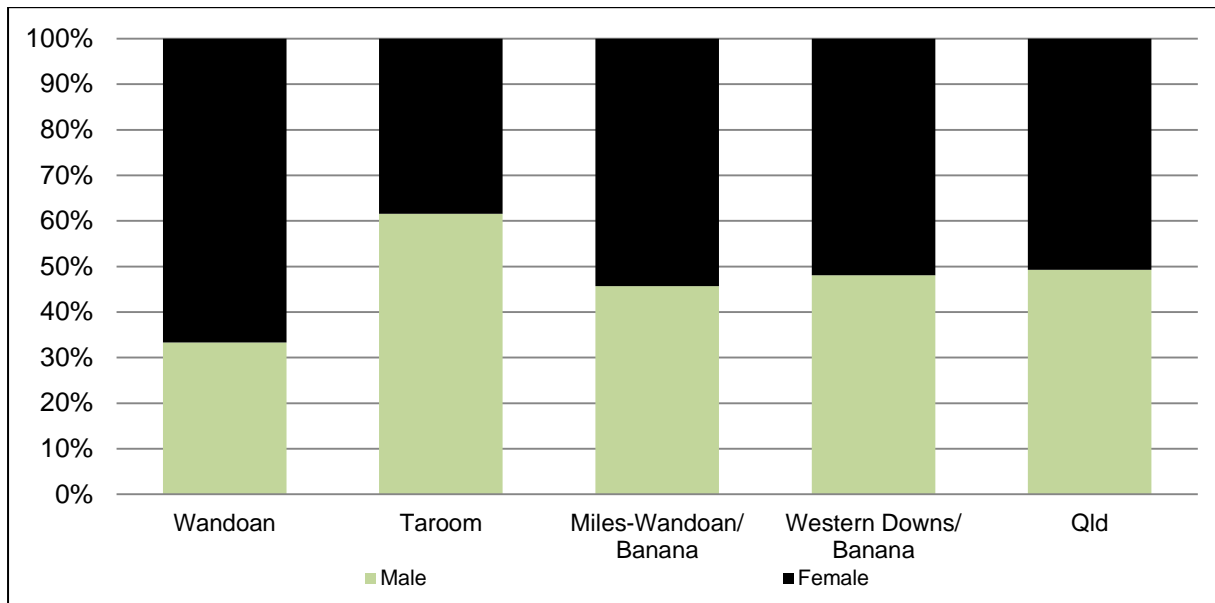
The median age across all Study Areas indicates a young Indigenous population. Almost half of the Miles-Wandoan and Banana Statistical Areas Indigenous residents were 19 years or younger in 2011, while only 14% of Indigenous people living in the Western Downs and Banana LGAs were 50 years or older. Results were similar for Queensland. Table 4.140 shows the age structure by gender for the Indigenous population in each Study Area.

Indigenous females outnumbered males in all Study Areas bar Taroom, where 61.5% of the population was male (Figure 4.204).

Table 4.140 Indigenous Age and Gender by Study Area 2011

Age	Wandoan		Taroom		Miles-Wandoan/ Banana		Western Downs/ Banana		Qld	
	M	F	M	F	M	F	M	F	M	F
0-4 years	0	0	3	0	30	40	156	144	10,474	9,909
5-9 years	3	0	3	0	34	28	138	127	9,758	9,459
10-14 years	0	0	3	3	18	42	117	140	9,541	9,325
15-19 years	0	0	3	0	15	20	87	102	8,720	8,169
20-24 years	0	3	3	0	14	14	77	75	6,318	6,401
25-29 years	0	0	0	3	10	21	55	67	5,159	5,538
30-34 years	0	0	3	0	13	9	42	54	4,576	4,911
35-39 years	0	0	0	0	13	17	62	68	4,626	5,121
40-44 years	0	0	0	6	14	16	42	65	4,344	4,974
45-49 years	0	0	3	0	16	11	45	58	3,820	4,169
50-54 years	0	3	0	0	13	13	49	46	3,075	3,468
55-59 years	0	0	3	3	6	6	38	30	2,378	2,642
60-64 years	0	0	0	0	6	4	27	16	1,677	1,944
65 years and over	0	0	0	0	9	10	26	47	2,278	3,053
TOTAL	3	6	24	15	211	251	961	1,039	76,744	79,083

Based on place of usual residence.
Source: Australian Bureau of Statistics.



Based on place of usual residence.
Source: Australian Bureau of Statistics.

Figure 4.204 Indigenous Gender by Study Area 2011

Income and Earnings

Indigenous individual (Figure 4.205) and household (Figure 4.206) incomes across the regional Study Areas were comparable to Queensland in 2011. Miles-Wandoan and Banana Statistical Areas had the most affluent Indigenous individuals of the Study Areas, with 20.4% earning \$1,000 or more, compared to Western Downs and Banana LGAs at 14.9% and Queensland at 13.3%. Conversely, Miles-Wandoan and Banana had the largest proportion of individuals earning negative or no income at 11.7%.

Differences were observed when comparing Indigenous incomes to those of the broader population. For weekly household earnings of \$2,500 or greater across the Study Areas, in Miles-Wandoan and Banana, 13.6% of Indigenous residents were in this income bracket, compared to 15.9% of the general population. The gap widened in the broader Study Areas: 9% of Western Downs and Banana LGAs' Indigenous households took home \$2,500+ each week, compared to 14.8% of the general population; while 10.1% of Queensland's Indigenous households earned \$2,500 or more, compared to 16.3% of the general population.

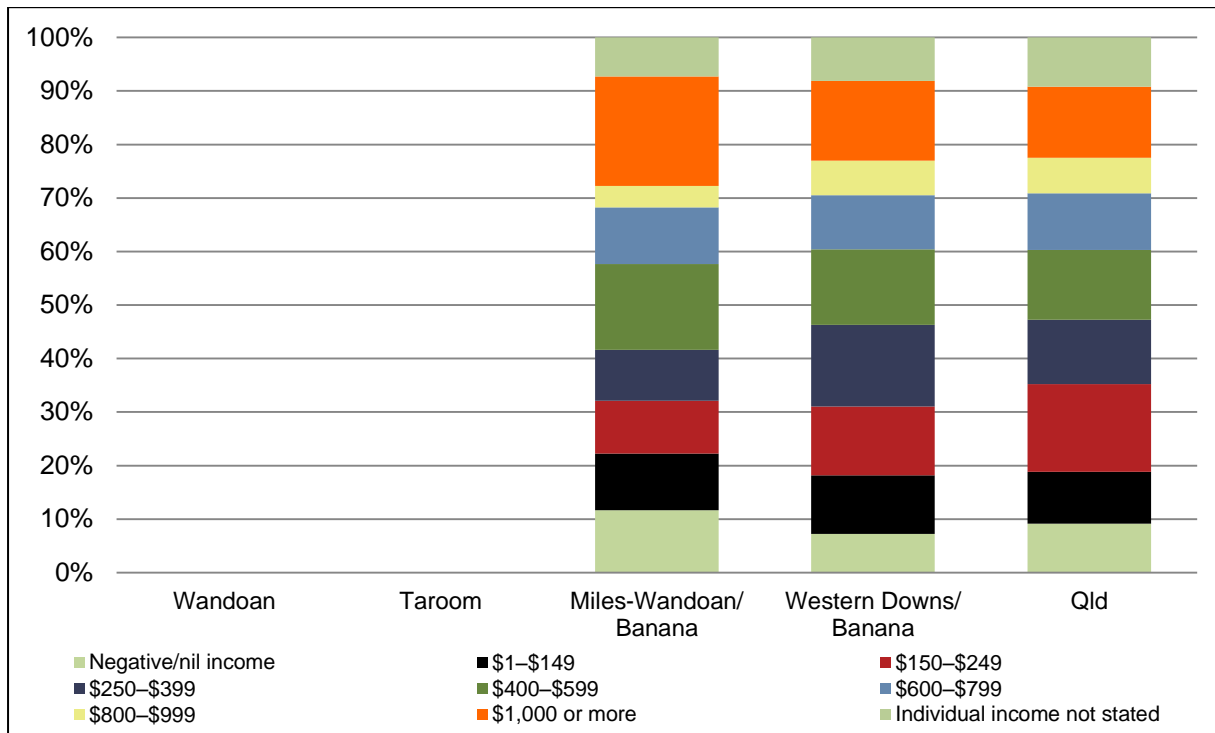


Figure 4.205 Indigenous Total Personal Weekly Income by Study Area 2011

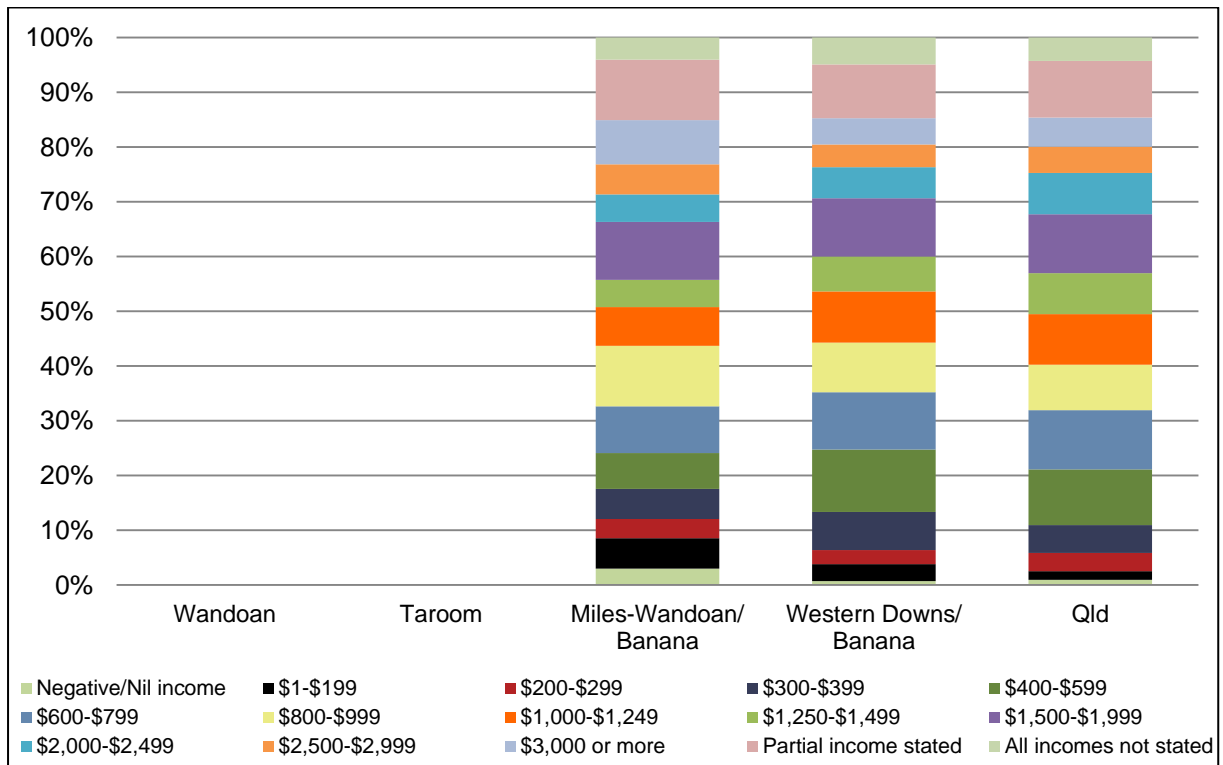
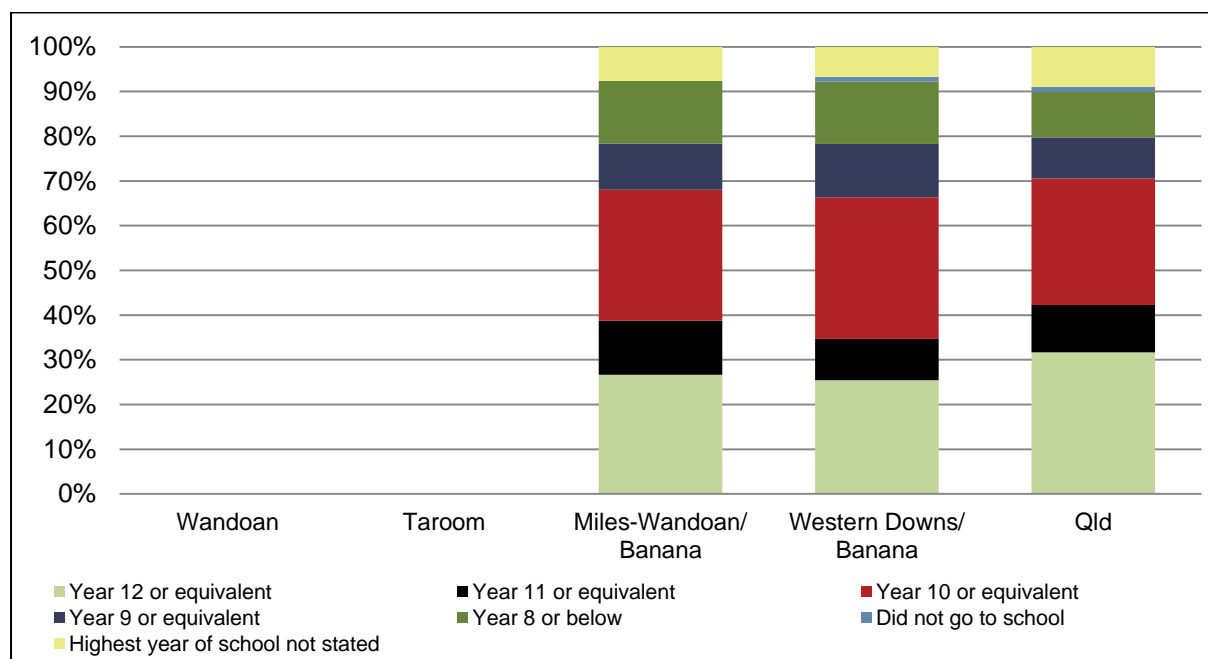


Figure 4.206 Indigenous Total Household Weekly Income by Study Area 2011

Education

Figure 4.207 shows the highest level of school completed by Indigenous people across the Study Areas and Queensland as a whole.

According to the 2011 Census, some 39% of Indigenous residents in the Miles-Wandoan and Banana Statistical Areas had completed years 11, 12 or equivalent, compared to 34.7% in the Western Downs and Banana LGAs, and 42.3% across Queensland. In 2011, 1% of Indigenous Queenslanders had never been to school. Results were the same for the Western Downs and Banana LGAs, while all Miles-Wandoan and Banana Indigenous people had been to school at some time.

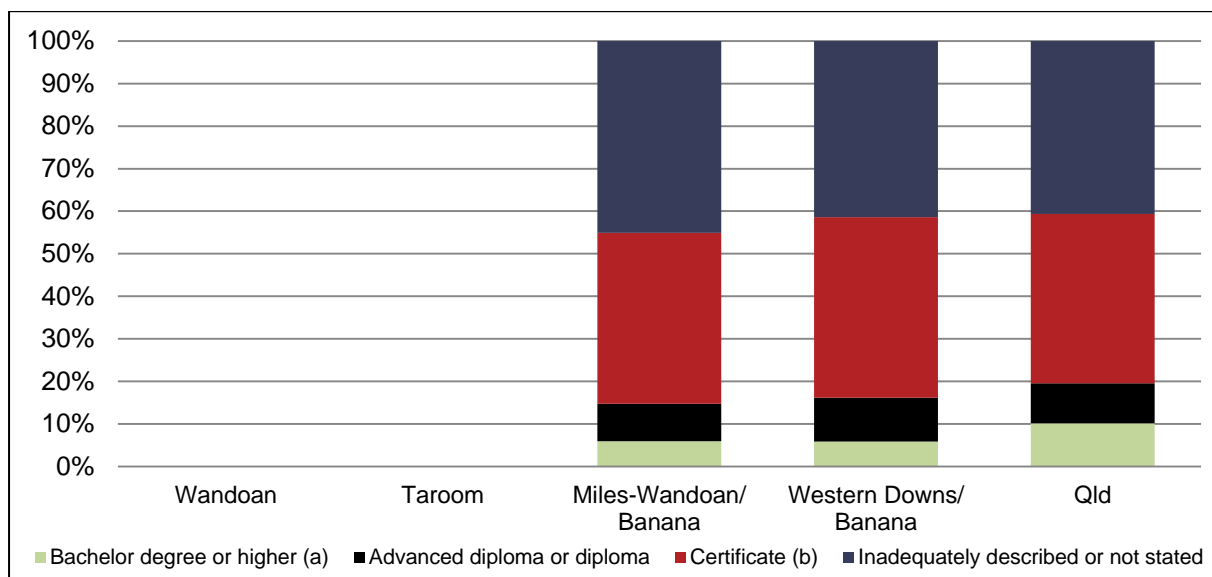


Wandoan and Taroom data not available. Based on place of usual residence and persons aged 15 years and over.
Source: Australian Bureau of Statistics.

Figure 4.207 Indigenous Highest Year of School by Study Area 2011

Tertiary

In 2006, 22% of Queensland's Indigenous population had achieved tertiary qualifications, compared to 36% of the general population. The majority of tertiary qualified Indigenous persons in the Study Areas had achieved certificate level. In the two regional Study Areas, 5.9% of the Indigenous population with a qualification had a Bachelor degree or higher, compared to 10.2% in Queensland. Figure 4.208 shows the highest level of tertiary education completed by Indigenous people across the Study Areas and Queensland.



Wandoan and Taroom data not available. Based on persons aged 15 years and over.

(a) Includes Bachelor Degree, Graduate Diploma, Graduate Certificate and Postgraduate Degree.

(b) Includes Certificates I, II, III and IV and certificates not further defined.

Source: Australian Bureau of Statistics.

Figure 4.208 Indigenous Highest Level of Tertiary Qualification by Study Area 2006

Prevalence of Disability

At the time of the 2011 Census, there were 134 Indigenous persons in need of assistance for a profound or severe disability across the Western Downs and Banana LGAs, which equated to 1.8% of the Queensland Indigenous population of people with a disability (Table 4.141). These percentages were higher than for non-Indigenous need for assistance.

Some 12% of Indigenous residents in the Miles-Wandoan and Banana Statistical Areas provided care to a person/people with a severe disability, compared with 11.6% for Queensland (Table 4.142).

Table 4.141 Indigenous Persons in Need of Assistance by Study Area 2011

Population	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
People with a profound or severe disability ^(a)	25	134	7,506
% Total Indigenous population	5.4%	6.7%	4.8%

Wandoan and Taroom data not available. (a) Need assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability, long-term health condition (6 months or more) or old age.

Source: Australian Bureau of Statistics.

Table 4.142 Unpaid Assistance to a Person with a Disability by Study Area 2011

Population	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
Provided unpaid assistance	33	148	11,339
% Total Indigenous population ^(a)	12.0%	12.6%	11.6%

Wandoan and Taroom data not available. Based on persons aged 15 years and over. (a) Includes unpaid assistance not stated.

Source: Australian Bureau of Statistics.

Health and Wellbeing

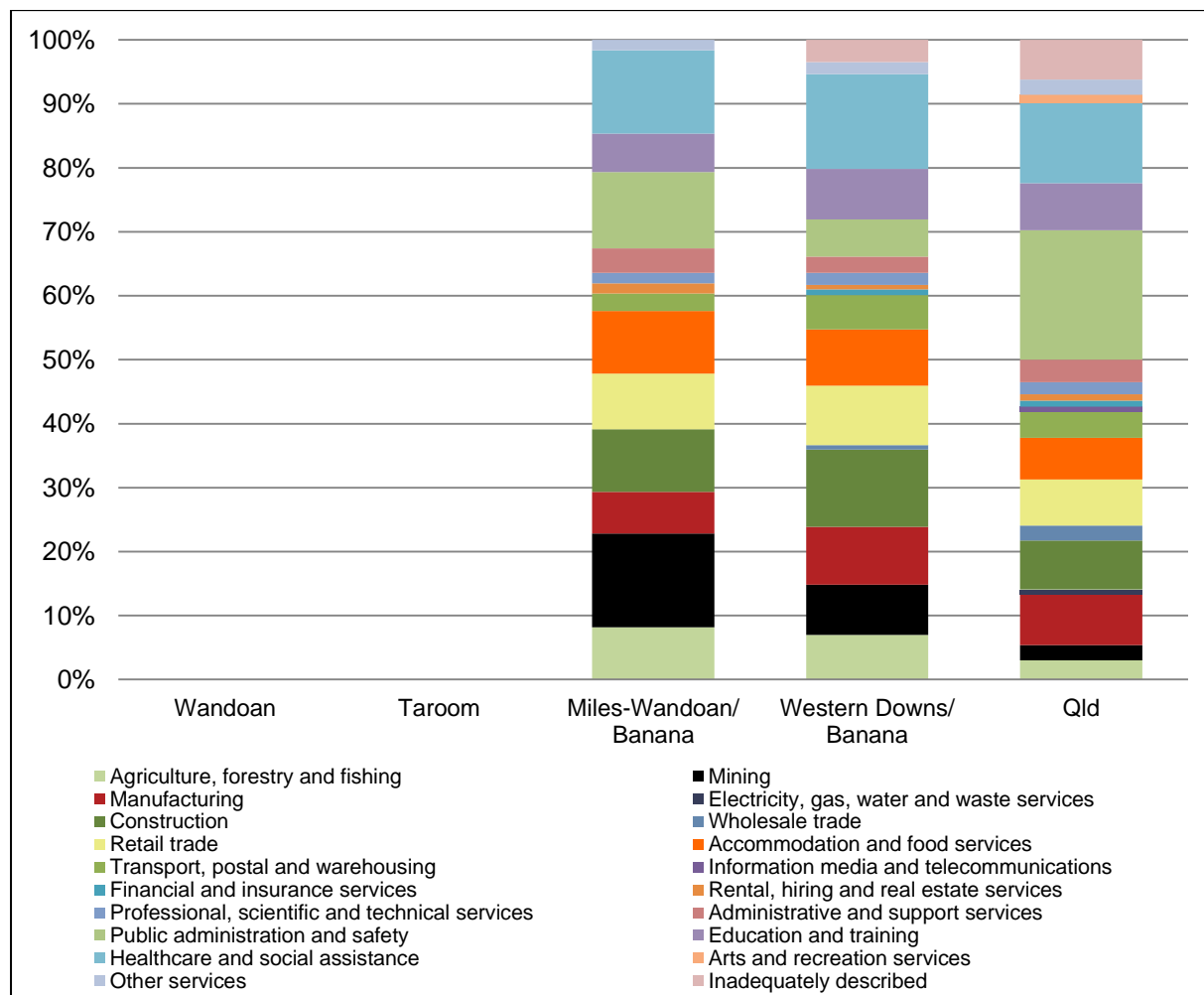
Accessibility of regional health services overtly affects the liveability of the area's Indigenous communities. Regional health workers report the presence of various health issues common to many other Indigenous communities, and of the challenges to convince people to consult available health services on a regular basis.

Trust and credibility are important to Indigenous families, who would prefer to visit health workers who are dedicated to Indigenous health. While an Indigenous health worker operates out of Miles through Goondir Health Services, no dedicated general practitioner is locally available for this purpose.

Employment

Employment by Industry

The largest industries of Indigenous employment across the regional Study Areas were mining (14.7% in Miles-Wandoan and Banana Statistical Areas) and healthcare and social assistance (14.8% in Western Downs and Banana LGAs) (Figure 4.209). Queensland's largest Indigenous employment industry was public administration and safety (20.2%).



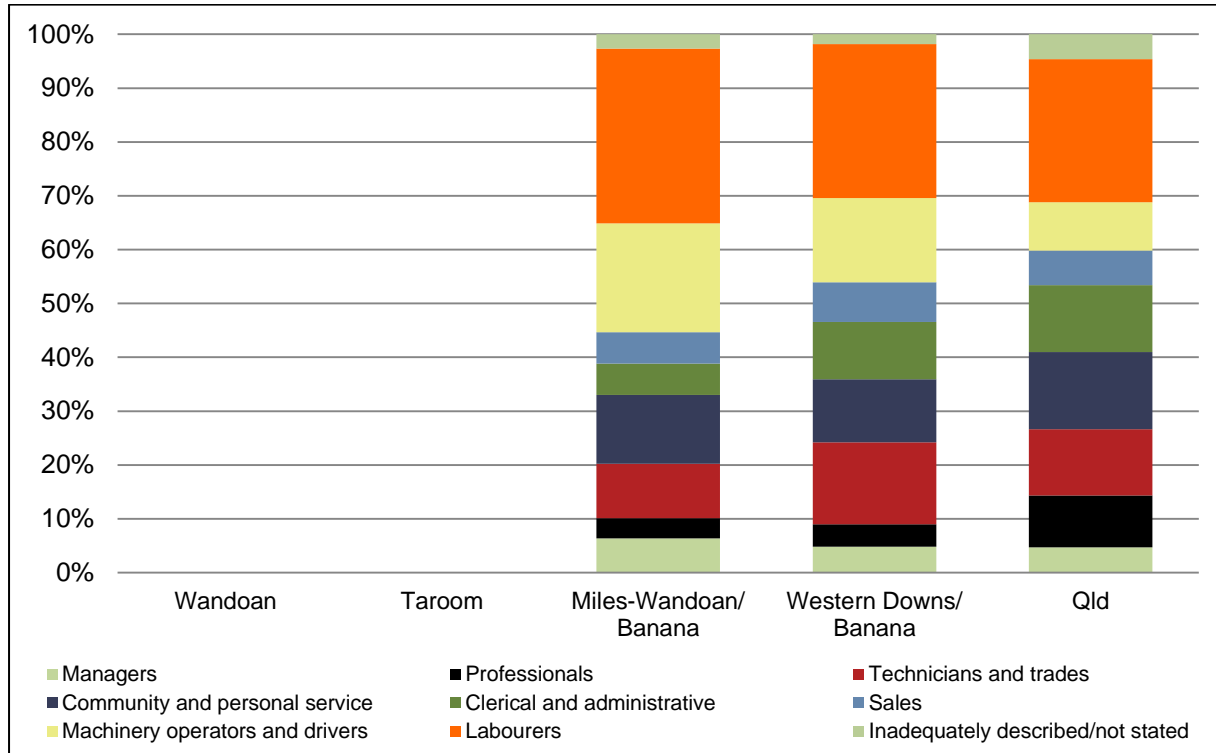
Wandoan and Taroom data not available. Count of employed persons aged 15 years and over. Industry of employment was coded to the 2006 Australian and New Zealand Standard Industrial Classification (ANZSIC) edition. This has replaced the 1993 ANZSIC edition. Source: Australian Bureau of Statistics.

Figure 4.209

Industries of Indigenous Employment by Study Area 2006

Employment by Occupation

As shown in Figure 4.210, ‘labourer’ was the most popular profession in all Study Areas in 2006: 32.4% in Miles-Wandoan and Banana Statistical Areas, 28.6% in Western Downs and Banana LGAs, and 26.6% in Queensland. Other popular professions included ‘machinery operator and driver’ (regional Study Areas) and ‘technician and trade’ in Queensland.

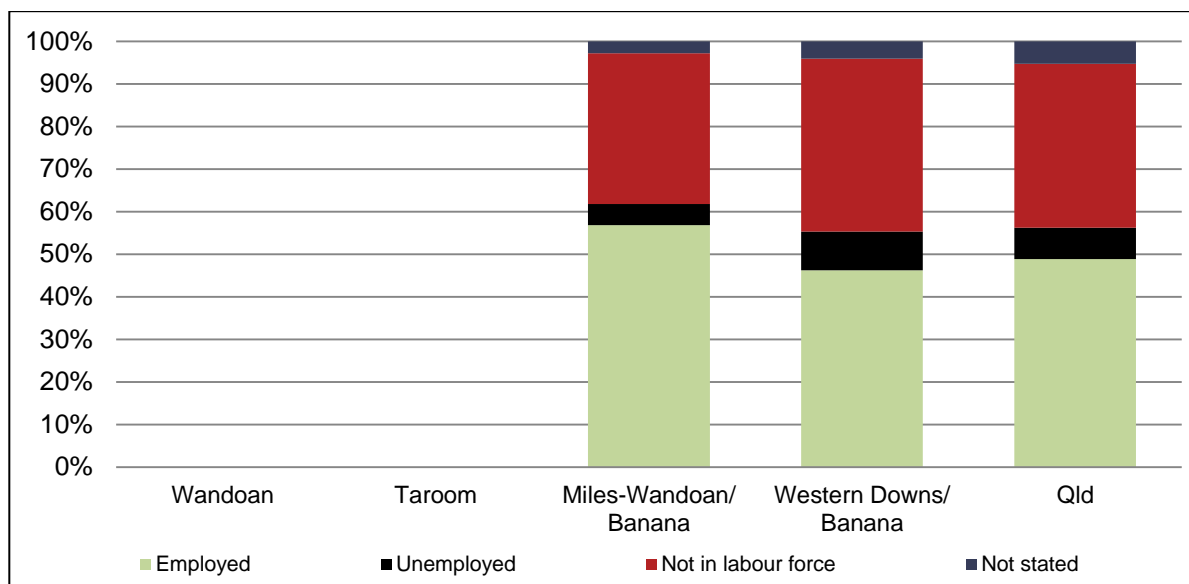


Wandoan and Taroom data not available. Based on place of usual residence and employed persons aged 15 years and over. Occupation was coded to the 2006 Australia and New Zealand Standard Classification of Occupations (ANZSCO). This has replaced the 1996 Australia Standard Classification of Occupations (ASCO) Second Edition. Source: Australian Bureau of Statistics.

Figure 4.210 Indigenous Occupations by Study Area 2006

Unemployment

In 2006, Indigenous unemployment in Queensland was approximately 7.5%. Indigenous unemployment across the Western Downs and Banana LGAs was at 9.1%, while Miles-Wandoan and Banana Statistical Areas reported 5.0%. Comparison between Indigenous and general populations across the Study Areas indicated that the Indigenous unemployment rate was significantly higher than that of the general population (Queensland’s general unemployment rate was 4.3%). Figure 4.211 shows Indigenous labour force status for each Study Area.



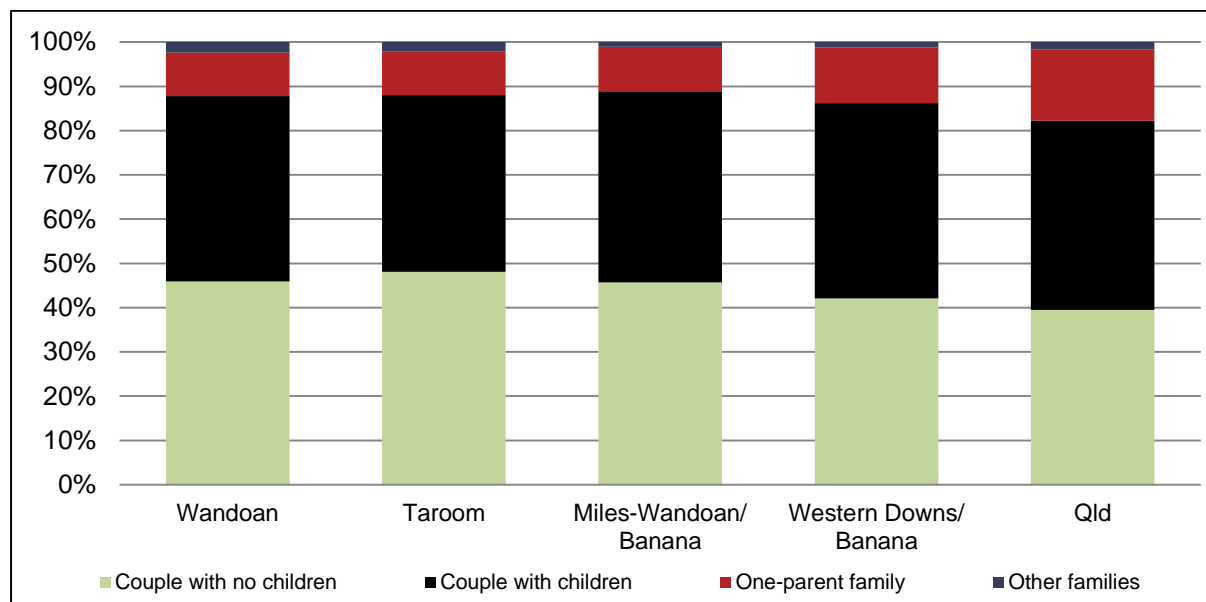
Wandoan and Taroom data not available. Based on place of usual residence and persons aged 15 years and over. Source: Australian Bureau of Statistics.

Figure 4.211 Indigenous Labour Force Status by Study Area 2006

4.10.1.8 Housing and Accommodation

Family Structure

Across the first three Study Areas, couple families with no children represented the largest household structure category, averaging almost 47%. Western Downs and Banana LGAs (44.2%) and Queensland (42.8%) had more couple families with children than any other category, while single-parent families accounted for almost 10% of the population in Wandoan and Taroom. Figure 4.212 shows family composition for each Study Area.

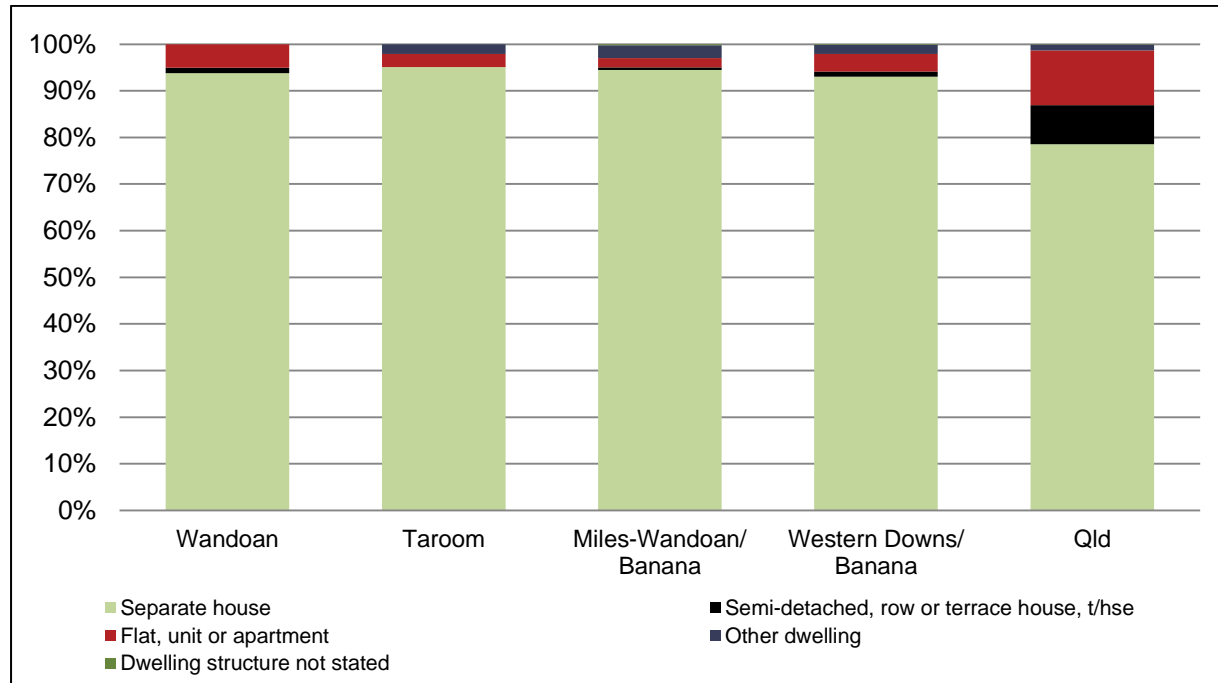


Count of families in family household. Based on children under 15 years or dependent students aged 15 to 24 years. Source: Australian Bureau of Statistics and Office of Economic and Statistical Research

Figure 4.212 Family Composition by Study Area 2011

Dwelling Structure

Figure 4.213 shows the dwelling structure types that exist across the Study Areas. There were low numbers of semi-detached, row, terrace or town houses in the regional Study Areas, while Wandoan had the highest rate of unoccupied dwellings at 35.1%, followed by Taroom at 24.3%. There were 243 separate houses in Wandoan and 410 in Taroom, representing an average of 95%, compared to Queensland at 78.5%.

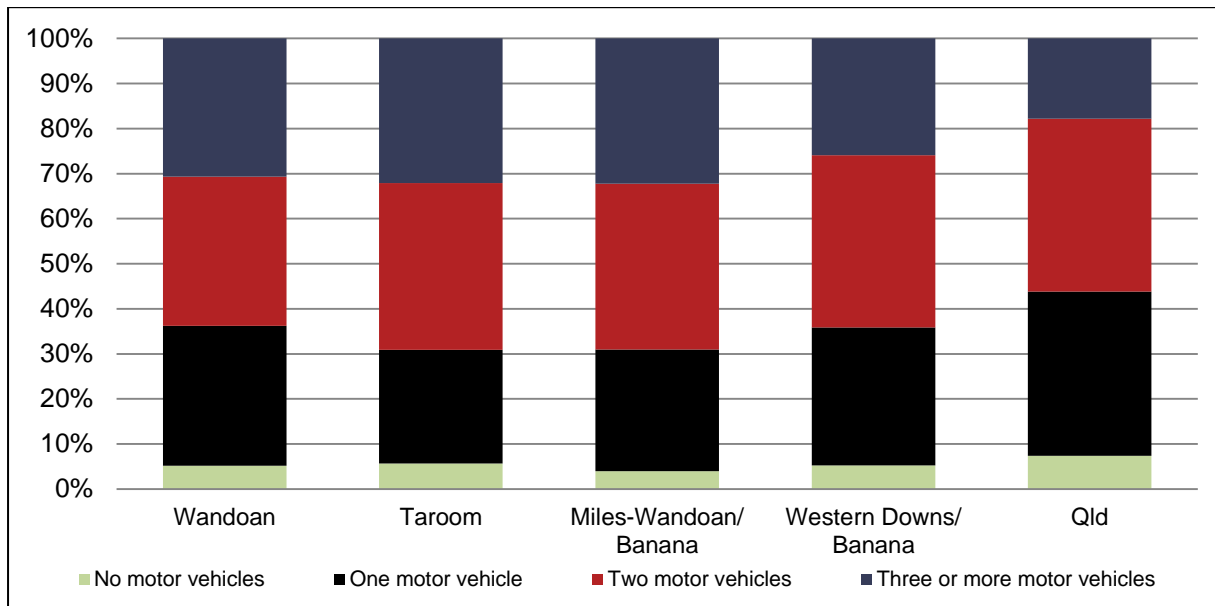


Count of occupied private dwellings.
Source: Australian Bureau of Statistics.

Figure 4.213 Dwelling Structure by Study Area 2011

Vehicles per Household

The majority (average of 64.4%) of households in all Study Areas had two or more vehicles in 2011. Wandoan, Taroom and the Miles-Wandoan and Banana Statistical Areas had larger proportions of households with three or more vehicles (32.2% and 25.9% respectively), while 7.4% of Queensland households had no vehicles at all (the highest proportion of the Study Areas). Figure 4.214 shows the number of vehicles per household in 2006.

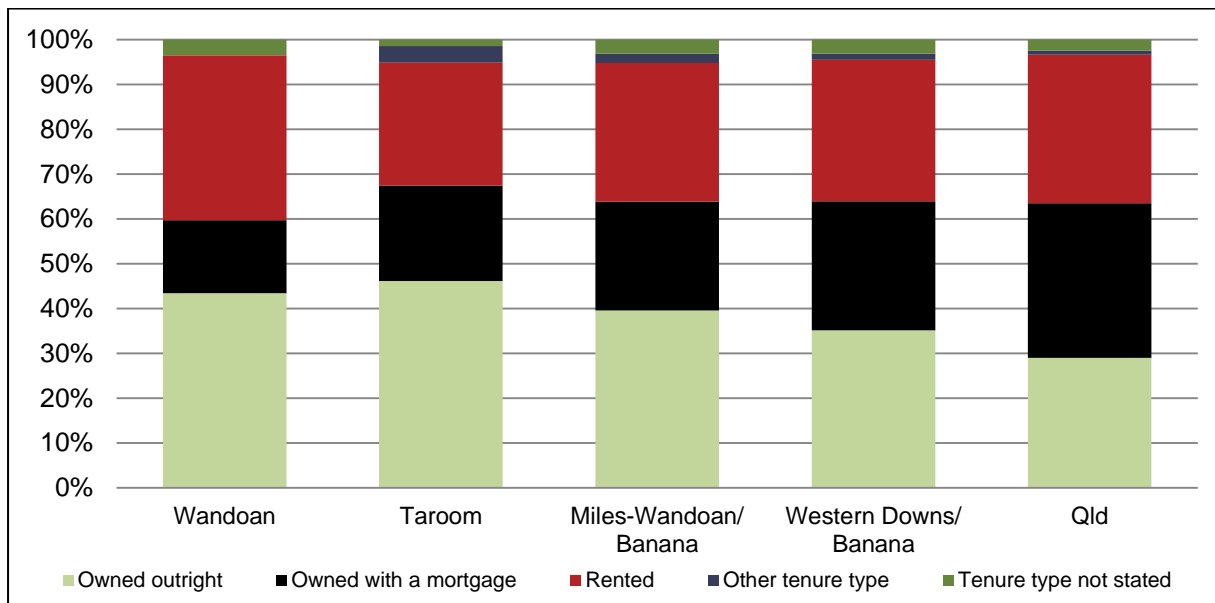


Excludes motorbikes/scooters.
Source: Australian Bureau of Statistics.

Figure 4.214 Motor Vehicles per Household by Study Area 2006

Home Ownership Rates

Figure 4.215 shows the home ownership rates across the four Study Areas and Queensland. At the 2011 Census, Wandoan and Taroom had the highest rate of home ownership, with 43.4% and 46.1% respectively. Wandoan also had the highest proportion of rented properties at 36.8%.



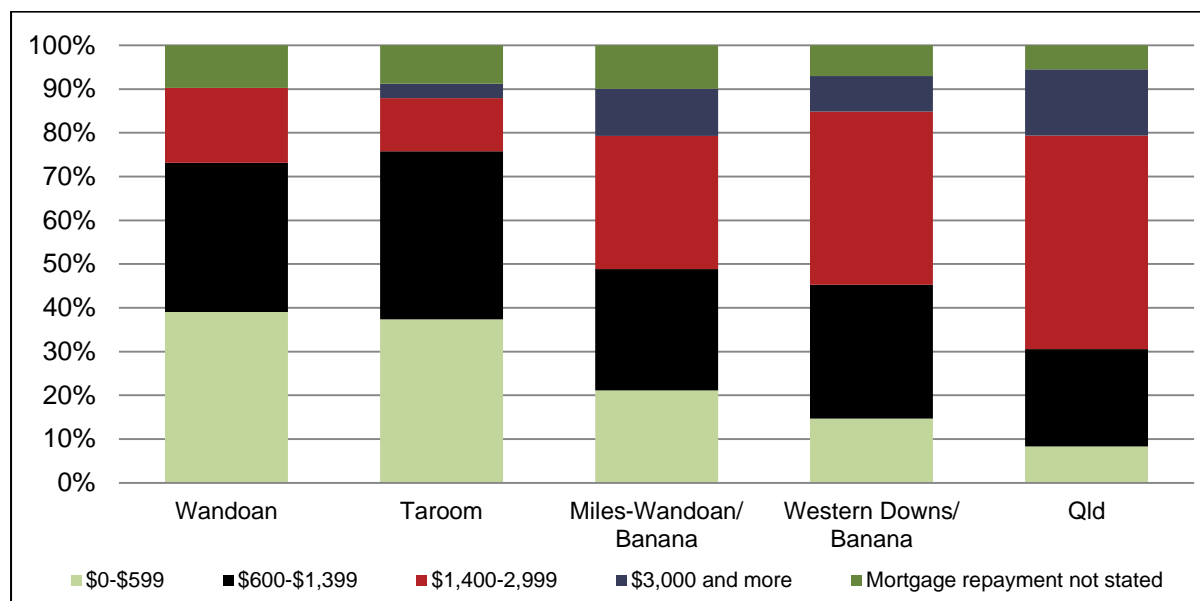
Source: Australian Bureau of Statistics.

Figure 4.215 Dwelling Ownership by Study Area 2011

Home Loan Mortgage Repayments

Figure 4.216 shows the home loan mortgage repayments across the four Study Areas and Queensland.

In Wandoan and Taroom, 39.0% and 37.4% (respectively) supported weekly housing loan repayments of \$0 – \$599, with 34.1% (Wandoan) and 38.5% (Taroom) paying \$600 – \$1,399 per week for rental accommodation. In the Western Downs and Banana LGAs, \$1,400 – 2,999 (39.6%) was the highest repayment bracket. It was also the highest repayment category for Queensland, at 48.8%.



Count of occupied private dwellings being purchased. Includes dwellings being purchased under a rent/buy scheme.
Source: Australian Bureau of Statistics.

Figure 4.216 Monthly Mortgage Repayments by Study Area 2011

Private Rental Market

While home ownership rates have been traditionally high in both Wandoan and Taroom, there are a growing number of rental properties, in response to increasing demand from the resources sector.

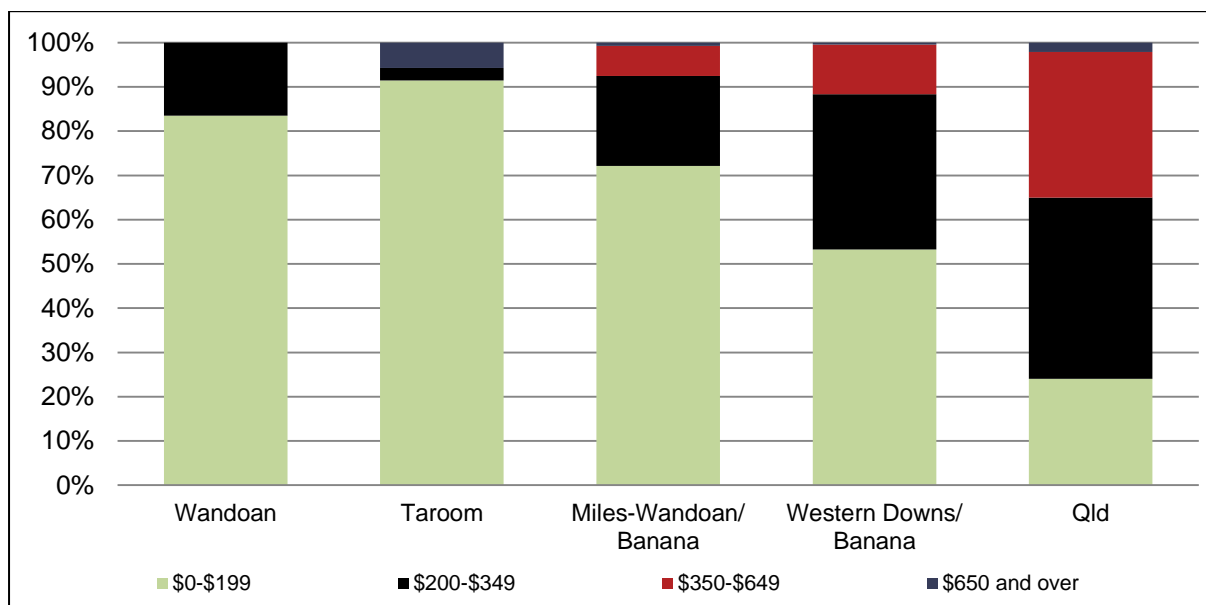
As at early 2012, around 30% of Wandoan's houses were private rentals, which were all fully occupied. High demand and a current waiting list are putting pressure on rental prices, more so in Wandoan than Taroom. However, available rental properties are also fully occupied in Taroom, and of some 400 houses in the town, 3% were listed on the market for sale in early 2012.

Rental Prices

Figure 4.217 shows the rental property repayments across the Study Areas and Queensland. At the 2011 Census, maximum rental repayments in Wandoan did not exceed \$349 per week; while in Taroom, only 7.8% of the population paid more than \$199 per week.

Higher rental repayments were evident in the Western Downs and Banana LGAs, with 11% of residents paying weekly rent of \$350 or more.

Consistent with housing loan repayments, rental repayments across Queensland were higher than in the regional Study Areas, with 33.9% of the rental population paying more than \$350 per week.



Count of occupied private dwellings being rented.
Source: Australian Bureau of Statistics.

Figure 4.217 Weekly Rental Repayments by Study Area 2006

Significant differences can be seen when comparing 2011 Census rental repayment results in Wandoan to more current community consultation results, which indicate that rents are averaging \$150 per week per room in Wandoan.

Property Values and Trends

Housing Availability

Property sales in Wandoan have been comparatively high over the past three years (approximately 80 houses sold), which has led to a dearth of available houses. This situation is exacerbated by a shortage of available development blocks. Western Downs Regional Council is responding to this problem, with 16 new housing allotments being made available in 2012, and another 40 planned subsequently. However, developers suggest that there is an immediate need for 150 new housing allotments. Taroom is better placed for the availability of development blocks, with an estimated 40 allotments currently available, and more land zoned for residential development close to town.

Median House Prices

Table 4.143 shows the capital growth in median house prices in Wandoan and Taroom from 2006-2011. From 2006 to 2011, median house prices increased in Wandoan by \$222,500 and Taroom by \$106,250 (including a 1.7% decrease last year). As at September 2012, there were only a few houses available for sale in Wandoan and four available houses in Taroom.

Table 4.143 Median House Prices by Study Area (Wandoan and Taroom)

Period	Wandoan		Taroom	
	Median House Price	Change (YoY)	Median House Price	Change (YoY)
2006	\$100,000	52.7%	\$105,000	50.0%
2007	\$190,000	90.0%	\$127,500	21.4%
2008	\$180,000	-5.3%	\$148,500	16.5%
2009	\$228,500	26.9%	\$180,000	21.2%
2010	\$263,000	15.1%	\$215,000	19.4%
2011	\$322,500	22.6%	\$211,250	-1.7%

Source: Realestate.com.au.

Land Valuations

The former Queensland Department of Environment and Resource Management's 2010 land valuations (released in March 2012), indicated that Wandoan land values had increased by one-third since the previous year. The broader Western Downs Local Government area received a more moderate increase of 3.5%. Conversely, Taroom and Banana Local Government Area land values remained the same at \$41,000 and \$70,000, respectively.

Residential Building Approvals

Table 4.144 shows the building approvals in Miles-Wandoan/Banana and Western Downs/Banana Study Areas as well as the corresponding statistics for Queensland as a whole. In the 2011-2012 financial year, residential building approvals in the Miles-Wandoan and Banana Statistical Areas, and Western Downs and Banana LGAs were valued at \$17 million and \$97 million respectively, the latter accounting for 1.2% of the total value of Queensland's residential approvals.

Table 4.144 Building Approvals 12 months to September 2011 by Study Area

Building Type	Miles-Wandoan/ Banana	Western Downs/ Banana	Qld
Dwelling units in new residential buildings	59	333	26,571
Residential building value (a)	\$17,034	\$96,872	\$7,774,614
Non-residential building value	\$40,338	\$79,576	\$5,441,437
Proportion residential value	29.7%	54.9%	58.8%

Data not available for Wandoan and Taroom. (a) Includes alterations, additions and conversions.
Source: Queensland Office of Economic and Statistical Research.

Constraints to Development

The main constraint to development in Wandoan is that the town is surrounded by Crown Land covered by Native Title. Western Downs Regional Council advised that some stages of the town's Crown Land lots would soon become available and that Council was aiming to streamline future approvals processes. Another constraint is the soaring cost of vacant land, especially in Wandoan.

Some five years ago, house blocks in Wandoan were selling for \$6,000. In contrast, current prices are closer to \$160,000.

Taroom has no obvious development constraints as there is good availability of appropriately zoned vacant blocks and a large number of existing houses available for purchase or rental. Local residents advise that the only barrier to development is the uncertainty of whether or not the mining and gas projects will go ahead.

Temporary and Short-Term Accommodation

In the Western Downs LGA, 67.5% of non-resident workers (NRWs) resided in camps. Growing coal mining and coal seam gas development in the region is expected to increase demand for temporary accommodation into the future.

During its construction phase, the Elimatta Project will provide onsite accommodation for the construction workforce, which is expected to peak at 496 personnel. The construction camp will be located within the mine lease and will be developed using new relocatable buildings. Mess and recreational facilities will also be provided.

Community Housing

The Queensland Government has one house available in Taroom for low-income families or individuals, or for emergency use. In Wandoan, three Social Housing properties are available for low rental community housing. The community-based Wandoan Housing Association operates five duplexes (10 units) for elderly citizens in Wandoan, in the absence of a retirement village or nursing home.

4.10.1.9 Community Consultation Program

As part of the SIA process, a stakeholder engagement program was developed to support the local community in:

- Becoming fully informed of Project status and the likely impacts of any development on the local community prior to approval;
- Expressing any concerns regarding current or planned Project activities and their environmental impacts; and
- Discussing, reviewing and contributing to development of strategies to mitigate any potential adverse impacts that may arise.

To date, the community consultation program has included the following consultation methods:

- Advertising the draft Terms of Reference (TOR) in local and state media for the duration of the draft TOR comment period;
- Facilitating a public comment period for the draft TOR;
- Inviting comments and providing responses;
- Mailing information directly to landholders;

- Organising face-to-face meetings with affected and interested community members;
- Implementing postal surveys for affected and interested community members;
- Presenting to gatherings of stakeholders and other interested groups; and
- Facilitating Landholder Agreements.

Once the EIS has been submitted, Taroom Coal plans to:

- Advertise the draft EIS;
- Facilitate a public comment period; and
- Manage responses to comments on the draft EIS and incorporate these comments into the final EIS.

A summary of responses from the survey, as well as a compendium of questions and responses from the community forums have appended to the EIS within the SIA report (Appendix H).

4.10.2 Potential Impacts and Mitigation Measures

4.10.2.1 Cumulative Impacts

All Study Areas (particularly Wandoan, Miles-Wandoan and Banana Statistical Areas, and Western Downs and Banana LGAs) have already been generally impacted by intensive coal and coal seam gas exploration. Key projects such as the Wandoan Coal project, adjacent to the Elimatta site, as well as various other resource and infrastructure projects, such as Surat Basin Rail, Queensland Curtis Liquefied Natural Gas, Australia Pacific Liquefied Natural Gas, Gladstone Liquefied Natural Gas and Nathan Dam, are being evaluated for potential development. These projects will potentially utilise housing, infrastructure and community services in Wandoan and Taroom, and assuming they proceed, will create a range of both positive and negative impacts on the region.

An additional impact associated with the large number of prospective projects in the Study Areas is that many are still in evaluation stage. This creates uncertainty, insecurity and disillusionment within the community, as many projects have been under consideration for decades.

Local community leaders have indicated their concern about management of cumulative impacts. The region is facing major resources industry development now and well into the future, and community members are apprehensive that if proponents and operators do not collaborate for the benefit of the region, a piecemeal approach will be taken, resulting in little benefit for Wandoan, Taroom and their surrounds.

Many residents in the Miles-Wandoan and Banana Statistical Areas can see positive potential in the planned coal mines and coal seam gas projects but want the proponents to give something back to their communities in the form of better infrastructure and services, as well as sustainable jobs and business opportunities.

4.10.2.2 Demographics Impacts

The demographic profile of the Study Areas is expected to change as a result of the proposed Elimatta Project (and surrounding projects). The most obvious changes relate to population, age and gender, employment and training, industry profile, education and household income.

Following a long period of rural decline epitomised by the departure of young people to pursue further study or find jobs outside the region, population in the Study Areas is now increasing. In particular, the 20-29 year age group should increase as younger people come back to, or remain in, the region as more jobs become available in the resource and service industries.

The gender composition is likely to move marginally higher towards men during Elimatta's construction phase, when a number of non-resident, mostly single male workers move into the region. While the workforce will live outside of the area, the duration of their stay will be extended and regular. The gender imbalance is likely to be tempered during the operation phase as some employees elect to bring their families to live in the region.

4.10.2.3 Land Impacts

The majority of mining lease and Rail and Services Corridor landholders are concerned about Elimatta's potential impact on the value of their land. This is due, firstly, to the expected increase in noise and dust, as well as compromise of visual amenity.

Landholders are also concerned that the mining operation will negatively impact what is purportedly some of the best cattle fattening country in the state.

Additionally, some landholders are concerned about potential mine run-off into local water systems and the quality of the land to be returned to grazing after mining has finished.

4.10.2.4 Psychological Impacts

It is difficult to make a general assessment of the psychological impact of Elimatta and other resource projects across the community, as the prospect of major change affects different people in different ways. However, landholders directly impacted by the projects are those who may potentially experience the most mental stress.

Many landholders will feel a palpable sense of dislocation and loss when they perceive changes to their local environment as harmful, particularly those who have strong traditional family ties to their properties and to the region.

Community consultation revealed that a number of landholders were anxious about their future and frustrated about delays, uncertainty and 'their lives being kept on hold,' as various proponents make decisions about project viability. Specific stated concerns that have the potential to create personal mental stress and anxiety include:

- Displacement of families from the district;
- The need to relocate businesses (cattle fattening) elsewhere;
- Retirement plans disrupted; loss of income, decreased property value;

- Increased local housing costs (and decreased availability);
- Road safety risks for residents and their families;
- Noise, vibration, dust, lighting and visual amenity impacts; and
- Destruction of good grazing and cropping land.

4.10.2.5 Industry and Employment Impacts

Elimatta will require a workforce of approximately 500 personnel during construction and an average of 300 during mine operation. Preference will be given to recruiting employees from the surrounding local communities of Wandoan and Taroom; however, given the size of the proposed construction and operations workforces, a significant proportion may have to be sourced more broadly.

Taroom Coal will offer a number of traineeships and apprenticeships to attract unskilled and semi-skilled employees to Elimatta. This will ensure Project participation by a cross-section of Fraser Coast (and Western Downs and Banana) residents, and will ultimately leave a positive legacy of skills development across the regions.

Recruitment

Equal Employment Opportunity

Taroom Coal is an equal opportunity employer and will recruit based on candidates' skills, potential skills and job suitability without regard to gender, race or disability status.

Project Locality Recruitment

While most of Elimatta's workforce will be sourced from outside the Study Areas, Taroom Coal will proactively provide local people with the opportunity to work at the mine.

Low unemployment levels in the region, together with an increasing demand for workers from an expanding resources industry throughout the state, is expected to lead to a skills shortage for the Project. Semi-skilled people working in the region's traditional agricultural and forestry industries may not have the range of experience or skills directly transferrable to the mining industry but with adequate training (including traineeships, apprenticeships and general on-the-job training), could take up positions such as plant operators and tradespersons' assistants.

Taroom Coal's policy to employ local people where suitable should have a positive impact on average regional household incomes and on individuals' earning capacity. Generally, salaries in the Australian resources and mining sector are higher than the current average earnings recorded for the Study Areas.

Fraser Coast Recruitment

Taroom Coal proposes to use its presence in the Wide Bay-Burnett area as a recruitment source for the Elimatta Project. In particular, the Fraser Coast Regional Council area, which is largely based on the Maryborough and Hervey Bay populations, has one of the highest rates of population growth in Queensland but also one of the lowest rates in terms of economic development. Taroom Coal's employment strategy seeks to source the additional workforce required for the Project from this area, thereby delivering increased employment and economic opportunities to the Fraser Coast region.

By sourcing employees from the Fraser Coast area, Taroom Coal hopes to help address the region's high unemployment rate and the fact that almost half the population is in the Socio-Economic Index of Disadvantage's most disadvantaged quintile.

Elimatta recruitment is expected to have a positive impact on the Fraser Coast community by reducing unemployment and increasing skill levels. Taroom Coal is committed to training and developing all of its employees, regardless of their role at Elimatta, so will not be solely reliant on sourcing skilled labour and trades from the region.

Elimatta employment fluctuations should have minimal impact on Fraser Coast communities. As the construction workforce reduces, the operations workforce will ramp up. While some specialist professions will not be transferable from construction to operations phases, many roles will continue throughout the life of the Project.

Indigenous Education, Training and Employment

In another positive contribution to the Fraser Coast and local regions, Taroom Coal will seek to engage local Indigenous communities, which make up 3.6% of the general population. In addition to applying its equal opportunity policy, the company will implement an Indigenous Participation Program to facilitate Indigenous training and employment on the Elimatta project. Participation may include any or all of the following: traineeships, apprenticeships and general employment. Taroom Coal will also assess opportunities to contribute to Indigenous schools-to-work programs.

Employment Trends

There will be a noticeable shift in industry profile of the region as more people are employed in the resource industries. The traditional industries – agriculture, including beef, wool, wheat and sorghum – will continue to be important employers in the regional study areas but a more diverse economy will create new jobs and the need for different skill sets. Opportunities in construction, manufacturing, education and training and retail trade, already important to all Study Areas, should strengthen.

Experience in other mining regions has shown that demand for skilled tradespersons in the resources sector has impacted negatively on other industry sectors, as people move across to mining jobs, attracted by better pay and working conditions. This situation can also apply to non-skilled individuals, where the resources industry is prepared to train people to perform specific duties. In the Bowen Basin, for example, coal companies have trained women with secretarial and similar backgrounds to operate heavy earthmoving equipment. The equal opportunity policies practiced by the resources industry will also provide more job and training opportunities for women.

Education

Education levels in the region may improve in line with higher educational requirements for resources sector jobs eligibility. School-based apprenticeship and traineeship arrangements are in place with mining companies elsewhere in Queensland, encouraging young people to complete their schooling to Year 12 and to find jobs as tradespersons in occupations experiencing skills shortages.

Impacts of FIFO

Community Impact

The Australian Centre of Excellence for Local Government's *Impact of Fly-In Fly-Out/Drive-In Drive-Out Practices on Local Government* scoping study identified that mining-based communities experiencing a FIFO population influx were adversely affected by:

- FIFO/DIDO workforce often being underestimated;
- Census statistics that adversely affected funding allocations for local governments and other government agencies delivering local services, as well as revenue implications of FIFO workforce not included as official residents;
- Difficulties in effectively planning, supplying and pricing the provision of infrastructure and services where a high proportion of the population is FIFO. Demand may outstrip a community's capacity to supply key community and emergency services, and residents may be forced to travel to larger towns to access essential services under pressure in the mining-based community;
- Reduced access and higher cost of flights;
- Increased vehicle traffic damaging local roads and buildings;
- Housing shortages and high rents:
 - Lack of choice of housing/accommodation for willing buyers and renters;
 - Raises the cost of living in rural and regional communities;
 - Adds to the difficulty of attracting and retaining staff;
 - Displacement of lower income workers and families in rural and regional communities; and
 - Discourages tourism;
- Increased lifestyle and safety impacts:
 - A lack of choice where a 100% FIFO workforce is used;
 - Less integration of FIFO workers into the local community resulting in social problems (e.g. violence, crime);
 - Non-participation or limited participation by FIFO workforce threatening the survival of volunteer, community and sporting groups;
 - Long-term loss of social capital in rural and regional communities; and
 - Safety issues around worker fatigue and increased vehicle traffic.

Conversely, the scoping study identifies a number of community benefits resulting from FIFO/DIDO:

- The capacity to boost local economies of rural and regional towns that could function as places of origin or 'home' communities for a FIFO workforce;
- Potential for building larger and more diverse workforces and economies in regional centres that can offer recruitment and employment solutions to mining companies;

- Compensation for poor performance by other industries;
- Address/reverse unemployment issues in depressed rural and regional centres;
- Rural and regional locations from mining based communities or capital cities can offer more affordable housing for FIFO families;
- Without FIFO work practices some resource and mining developments would not be economically viable. Adverse implications for rural and regional communities could arise if not developed;
- Reversal of urbanisation and centralisation trends with the development of FIFO hubs in regional centres;
- Reduced congestion and pressures on metropolitan infrastructure;
- Increased air services and improved airports increasing rural town and regional centre connectivity; and
- Inward migration creating population growth and reduced mean age in rural and regional communities.

Workforce Impact

The FIFO worker has to manage a lifestyle based on regular absences from family, travelling comparatively long distances to and from work, living in confined accommodation and living with a predominantly male population during work periods.

Like any additional stress on family life or relationships, FIFO can magnify existing social problems at home or in some cases help to hide them, only for the problems to reappear at a later date. On the positive side, FIFO enables people to take advantage of better wages and conditions in the mining industry, without the need for family to change houses or schools, or to form new social networks. In many cases, it also allows important ties to be maintained with extended family members.

A report conducted by the University of Queensland's Centre for Social Responsibility in Mining – *Workforce Turnover in FIFO Mining Operations in Australia*—indicated that rosters such as nine-days-on/five-days-off and eight-days-on/six-days-off were generally associated with lower employee turnover rates. There was evidence that fourteen-days-on/seven-days-off rosters could also be managed with a comparatively low turnover rate.

Furthermore, by remaining in their established centres, FIFO employees will be less likely to induce changes in household composition or cause increased noise and activity in their community.

4.10.2.6 Housing and Accommodation Impacts

The cumulative effects of resource development in the Study Areas (particularly Wandoan), together with property speculation, are significantly impacting on housing availability and affordability.

This may have the probable effect of forcing people from these towns to other more affordable communities that may be unfamiliar to them, and where they do not have the same social support networks.

Because the Elimatta Project will offer onsite accommodation for its FIFO construction and operation workforces, it is not anticipated that there will be any significant changes to residential occupancy

patterns. With the exception of the construction and/or purchase of several houses for management personnel, most probably in Taroom, there will be no wide-scale development of new housing in the region for the Project.

Short-Term Accommodation

The need for available short-term accommodation (motels, caravan parks etc.) is expected to increase early in the construction phase of the mine, until such time as the accommodation camp is completed for the construction workforce. Once the mine is operational, occupancy rates of existing accommodation may peak as visiting managers, suppliers, government representatives, professionals and service industry staff compete for available beds. There will also be a constant but irregular demand for rooms by visiting contractors and subcontractors involved in equipment maintenance shutdowns at the mine.

The cumulative impact on short-term accommodation will be considerable, as many mining, energy and water projects concurrently come online.

Workforce Accommodation

The Elimatta construction and operations workforces will operate on a FIFO arrangement. An airport within the local Taroom area will be the local transport hub from which FIFO operations are based. For the duration of their shifts, all employees will be accommodated in a self-contained camp located on the mine lease. Although Taroom Coal will encourage staff members to relocate their families to the region, there is not expected to be any major impact on local housing in the Study Areas as a greater proportion of the workforce is expected to remain engaged in a FIFO basis.

4.10.2.7 Social Infrastructure Impacts

Western Downs Regional Council's *Community Facilities and Services Report* (2011) delivered an audit and summary of existing Wandoan community facilities and services and recommended future infrastructure needs, including childcare facilities, youth centre, tertiary education and aged-care facilities.

It is anticipated pressure on social infrastructure will be alleviated as businesses diversify from traditional markets in the agricultural and forestry sectors, and expand in the professional services, transport, manufacturing and construction industries. This shall support growth across the region as the expansion of electricity, gas, water supply, communications and waste services sectors improve.

Community Organisations and Services

While all Study Areas (particularly Wandoan and Taroom) lack facilities including (but not limited to) childcare centres, youth centres, aged-care institutions and tertiary education options, the Elimatta Project should not directly contribute further pressure on existing services and amenities.

Education

The Study Areas will not be greatly impacted by the Elimatta Project in terms of school student numbers. It is expected that the entire construction workforce and majority of the operations workforce will be FIFO, so will not require education services. However, schools in Wandoan and Taroom have been declining in numbers for many years, so would have infrastructure capacity to cater for Elimatta employees and their families who choose to relocate to the area.

Higher Education

A lack of people with skills specific to the mining industry may prompt a closer liaison with the Southern Queensland Institute of TAFE, which offers Certificate and Diploma courses, apprenticeships and traineeships from its Dalby and Chinchilla campuses. Courses have been developed in Central Queensland TAFE in response to coal industry requirements (e.g. Certificate I and II Engineering, Diploma in Surface Coal Mining, Certificate IV Open Cut Examiner, Certificate II Drilling). Depending on training and skills needs, there may be a demand for these courses to be made available from TAFE facilities in the Study Areas. The region is also acknowledged as having special expertise in distance education, particularly through the University of Southern Queensland.

Childcare

In the same way that schools in the Study Areas are not expected to be greatly impacted in the first instance by the Elimatta Project, childcare services will not initially come under any significant pressure from the Project as a limited number of new families move into the region permanently.

However, existing childcare services in Wandoan and Taroom are either at capacity or non-existent (Taroom). Importantly, there are no resources currently available to cater for 24-hour rosters and extended shifts, including weekends, which are common in the mining industry. This will preclude both parents from working and leaving children in childcare, unless flexible working arrangements and/or childcare arrangements can be negotiated.

Health Services

It is not expected that Elimatta's FIFO employees will impact heavily on health services, as they will have access to onsite medical support for minor health issues and would generally utilise their home-based medical practitioners for general care.

However, in an emergency, both Wandoan and Taroom hospitals currently have capacity to care for Elimatta employees, with larger hospitals in the larger study areas on standby (via Queensland Ambulance or the Royal Flying Doctor Service). This would require regular review with healthcare providers to ensure the long-term needs of a growing regional population are met.

Emergency Services

Local police do not expect any abnormal levels of incidences of criminal behaviour. Rather, experience in other comparable towns indicates that the level of offences rise and fall in accordance with population numbers.

Presence in the area of a large number of predominantly single males in camp accommodation has also sparked security concerns for some residents. Experience with similar camps in other Queensland mining regions suggests that such fears are mainly unfounded, and that strict employer protocols related to living in accommodation villages are designed to minimise antisocial behaviour. To ensure effective response capabilities for emergency services, Taroom Coal is committed to the appointment of a Police Liaison Officer to maintain regular communications with emergency service providers.

Most emergency services concerns for the region relate to road safety, particularly with the growing number of vehicles using the Warrego and Leichhardt Highways.

4.10.2.8 Cultural Heritage Impacts

The Study Areas' roots are tied to a rural lifestyle (particularly the three local study areas) and this profile will change with the economic diversity that emerging mining and gas industries will bring to the area.

Historically, the relationship between resources companies and landholders has been tenuous, with a degree of conflict over appropriate land use, especially in the Miles-Wandoan and Banana Statistical Areas. Many rural families have resided and worked in the region for several generations, so emotional, as well as physical, ties to the region are strong.

Overall, communities across the regional study areas are divided on the impacts versus benefits of the Elimatta Project. While many believe the mine may compromise the region's existing relaxed lifestyle and trusting values, others can see the positives in improved services resulting from the influx of mining and energy businesses. There is also optimism that the increased population may revive many of Wandoan's and Taroom's sporting clubs and community organisations, which have decreased in participation to a point where many are considering closure.

Indigenous Cultural Heritage

While the Indigenous population is small, Taroom Coal has had regular discussions with Native Title claimants Iman #2, who are recognised as Traditional Owners of a 14,025 m² area located south of Theodore around Taroom and Wandoan.

The Elimatta Project mining lease area, with two exceptions, is not subject to Native Title. For exploration activities on EPC 650 and EPC 1171, Taroom Coal conducted exploration under Queensland's Native Title protection conditions. Cultural heritage surveys were conducted prior to any exploration activity within the Native Title area in that tenure and no sites or items of cultural significance were identified.

To the extent allowed under the *Native Title Act 1993*, Taroom Coal intends to follow the Right-to-Negotiate procedure to enable the grant of the Elimatta Project mining leases.

Section 4.9 (Cultural Heritage) provides further detail into the impacts associated with Indigenous and non-Indigenous cultural heritage.

4.10.2.9 Lifestyle and Amenity Impacts

In line with the FIFO roster offered at the Project there will be impacts on amenity of changes in household composition patterns, like sharing singles replacing families, increased noise from social activities, contractors parking machinery in residential areas.

4.10.2.10 Transport Infrastructure Impacts

Road safety is a key concern across the Study Areas, particularly in relation to the Warrego and Leichhardt Highways. Increased traffic (especially heavy vehicles) and driver fatigue can be a dangerous combination that leads to a greater number of traffic incidents.

Residents across the regional study areas are also concerned about local roads impacted by the Elimatta Project, some of which are currently sub-standard. Many of these will be upgraded as part of the Project. A Traffic Management Plan, or Road User Management Plan, will be developed for the

Project, in consultation with the Department of Transport and Main Roads (DTMR) and WDRC to ensure the ongoing safety of the public and Project workforce. The impacts and management strategies associated with transport infrastructure are detailed further in Section 4.3.

Public and Community Transport

As populations of the Study Areas grow, there may be a need for increased train and bus services in and to the region. The majority of residents rely on personal vehicles to move around the area and increased traffic flows on local road systems will raise further road safety issues.

Highways and Roads

As regional highways and local road networks become more populated, the safe and efficient movement of people and commodities becomes more problematical. Reports indicate that traffic flows on the Warrego Highway increased by an average of 6% each year between 2006 and 2010 – more than double the state wide average – and that this volume of traffic is expected to increase further as more over-mass and over-dimensional vehicles convey mine equipment, fuel and other supplies to the developing Surat Basin mining and coal seam gas industries. The highways are also well utilised by the agricultural sector transporting cattle and equipment as long loads. With rail freight already operating at full capacity, there is no opportunity to divert road freight to rail.

At a local level, roads and access points in the immediate vicinity of the Project will be the focus of early infrastructure works. As described in Section 4.3, roads directly affected by the Elimatta Project include:

- The existing Perretts Road alignment, between Bundi Road and Ryals Road, runs through the middle of the proposed pit area in MLA 50254. This section of Perretts Road is to be relocated to the east, outside of the MLA area;
- Part of Ryals Road across Horse Creek to Perretts Road is to be upgraded;
- Part of the existing alignment of Perretts Road between Ryals Road and Cattle Camp Road, in the vicinity of MLA 50270, is to be upgraded;
- Cattle Camp Road is to be upgraded to provide access to the Accommodation Village and service public access from Perretts Road to the western side of the MLA areas;
- Goldens Road, along the southern boundary of MLA 50270, will be closed to facilitate development of the mine haul road;
- A section of new road, linking Goldens Road to Cattle Camp Road, will be developed to maintain access between the western side of the MLA areas and Perretts Road;
- During the development of the Rail and Services corridor, suitable public road rail crossings and minor road realignments will be instated at:
 - Leichhardt Highway;
 - Nathan Road;
 - Booral Road (the crossing of Booral Road occurs at the intersection with the Leichhardt Highway);

- Grosmont Road;
- Kabunga Road; and
- Perretts Road.

4.10.2.11 Impact Mitigation and Opportunities

Following is a detailed breakdown of all impacts identified in the SIA process and their mitigation or opportunity strategies (Table 4.145). Each impact is rated by:

- **Nature** – type of impact (perceived by the community as positive or negative);
- **Probability** – likelihood of the impact occurring (high, medium or low);
- **Consequence** – degree of benefit or harm to affected stakeholders (high, medium or low); and
- **Long-term risk** – negative consequence of the impact after mitigation measures have been put in place (high, medium or low).

Table 4.145 Social Impact and Mitigation/Opportunity Analysis

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Cumulative impacts	P/N	H	H	<ul style="list-style-type: none"> • Qld Govt • WDRC • BSC • Local business • COCs • Local communities • Other proponents • SBC 	<ul style="list-style-type: none"> • Cooperate with local councils and key community influencers, State Government and potentially other proponents in their initiatives to monitor and address cumulative impacts jointly, holistically and relatively • Cooperate with regional agencies to develop a regional planning framework to proactively contribute to and achieve sustainable communities • Provide information to agencies that communicate to Wandoan and Taroom communities local resources industry progress (both for planned and operational projects) 	L

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Community demographics	P/N	M	M	<ul style="list-style-type: none"> • WDRC • BSC • Community organisations • Local communities 	<ul style="list-style-type: none"> • Monitor major demographic changes, such as affordable housing and skills shortages for non-resources businesses • Address expected male gender bias with career opportunities for women (who currently only represent 14 per cent of Queensland Resources Council member company employees) • Communicate Taroom Coal's equal employment opportunity and local employment focus to the surrounding communities to encourage local participation in the project, including by minority groups. Local employment can also mitigate the region's historical migration of young adults to larger urban centres. • Encourage Elimatta staff members to relocate to the local area 	L
Land impacts	N	H	H	<ul style="list-style-type: none"> • Landholders • Native Title claimants • WDRC • BSC 	<ul style="list-style-type: none"> • Negotiate purchases and leaseback/compensation in a timely manner • Ensure ongoing open communication with landholders • Develop an overarching continuing engagement strategy and maintain cyclic meetings with directly affected landholders throughout the Project's life to monitor impacts and mitigation success • Implement a comprehensive Land-Access Management Plan (including weed management) to reduce impacts on adjoining landholdings • Implement a strict employee and contractor behavioural code in line with community values in relation to land access • Implement a comprehensive employee and contractor induction process 	M

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Land use	N	H	M	<ul style="list-style-type: none"> Landholders Local communities 	<ul style="list-style-type: none"> Implement Elimatta's Environmental Management Plan Regularly and transparently monitor water source impact throughout the life of the project Communicate to landholders and wider communities Elimatta's Progressive Mine Rehabilitation Program and continuing agribusiness focus 	M
Psychological impacts	N	M	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Landholders Community organisations Local communities 	<ul style="list-style-type: none"> Develop an overarching continuing engagement strategy and maintain cyclic meetings with directly affected landholders throughout the life of the project to monitor impacts and mitigation success Refer any obvious counselling needs of landholders to appropriately qualified agencies 	L



Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Community values and lifestyle	P/N	M	M	<ul style="list-style-type: none"> • Qld Govt • WDRC • BSC • Community organisations • Local communities 	<ul style="list-style-type: none"> • Monitor impacts relating to community values and lifestyle • Cooperate with programs to minimise pressure on health, education, emergency and other government services • Promote project integration with the community by providing contact information, opening hours and timetables of community and sporting events and organisations to FIFO staff and permanent residents • Develop a Community Investment Program (CIP) that aligns with established Community Planning • Communicate to landholders and wider communities Elimatta's Progressive Mine Rehabilitation Program and continuing agribusiness focus. 	L
Community facilities and services (including Indigenous services)	P/N	M	M	<ul style="list-style-type: none"> • WDRC • BSC • Community organisations • Local communities • Indigenous communities 	<ul style="list-style-type: none"> • Monitor impacts on local facilities and services • Cooperate with programs to attract key service providers to the region (i.e. recreation centres) • Cooperate with key community organisations to ensure longevity of critical services • Cooperate with state and local governments to support their programs that contribute to sustainable Indigenous communities – including health, training, employment and business development initiatives 	L

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Education	P/N	L	L	<ul style="list-style-type: none"> • Qld Govt • WDRC • BSC • QMEA • TAFE • Local schools • Local communities • Indigenous communities 	<ul style="list-style-type: none"> • Monitor changes in population numbers that may affect local schools • Collaborate with education authorities, along with the Queensland Minerals and Energy Academy (QMEA), to promote high school curricula to align with the skills needs of the mining industry • Encourage TAFE (especially Chinchilla and Dalby campuses) to introduce and/or enhance mining-industry related curricula (i.e. engineering certification) • Encourage specific attention by educational and industry partners to the interests of Indigenous students to improve transition to and retention at high school, and improved transition to apprenticeships, traineeships and full-time employment 	L
Health services	N	L	H	<ul style="list-style-type: none"> • Qld Govt • WDRC • BSC • Wandoan and Taroom hospitals • Local communities • Elimatta employees 	<ul style="list-style-type: none"> • Monitor and address impacts on health services • Implement onsite medical facilities to cater for non-emergency project requirements, so as to limit impact on community health services • Propose memorandum of understanding with health services providers for measured augmentation of health services 	L

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Emergency services	N	M	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Emergency services Local communities Elimatta employees 	<ul style="list-style-type: none"> Develop comprehensive Emergency Response and Crisis Management Plans that include direct input from, and involvement of, emergency services. These plans will be prepared in consultation with the Local Disaster Management Group (LDMG) and the District Disaster Management Group (DDMG) and the Roma District Disaster Coordinator (DDC) Implement detailed Traffic Management Plan in conjunction with emergency services Implement community/road safety awareness training for all project employees 	L
Social order	N	M	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Emergency services Community organisations Local communities Elimatta employees 	<ul style="list-style-type: none"> Cooperate with Wandoan and Taroom police to monitor and address impacts on social order Implement a strict employee and contractor behavioural code in line with community values. The code would apply to employees and contractors both on and offsite Appoint a liaison officer to work in consultation with Wandoan and Taroom police to address any instances of antisocial, unlawful or unruly behaviour exhibited by Project employees Implement a comprehensive employee and contractor induction process 	L

	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)			Long-term risk (H/M/L)
Impact				Stakeholder	Mitigation/Opportunity	
Public and community transport	N	M	M	<ul style="list-style-type: none"> Qld Govt WDRC BSC Emergency services Local communities Elimatta employees 	<ul style="list-style-type: none"> Promote safe driving behaviour by employees and contractors, and education and awareness programs that reiterate the expectation of responsible driving to and from the workplace Promote the Bowen Basin-based Mining Industry Road Safety Alliance, which conducts a range of activities to reduce the incidence and severity of road crashes 	L
Highways and roads/ Public safety	N	H	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Emergency services Local communities Elimatta employees 	<ul style="list-style-type: none"> Undertake representation and advocacy for upgrading the Leichhardt Highway Implement a detailed Traffic Management Plan in conjunction with emergency services Promote safe driving behaviour by employees and contractors and education and awareness programs which reiterate the expectation of responsible driving to and from the workplace Promote the Bowen Basin-based Mining Industry Road Safety Alliance, which conducts a range of activities to reduce the incidence and severity of road crashes 	M
Utilities	N	H	H	<ul style="list-style-type: none"> WDRC BSC Landholders Local communities 	<ul style="list-style-type: none"> Liaise directly with local governments, providers and agencies to monitor and address impacts on water, waste, energy, telecommunications and other utilities Cooperate with private sector feasibility investigation initiatives 	M

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Business and enterprise	P	H	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC COCs Local businesses SBC 	<ul style="list-style-type: none"> Cooperate with economic and business development agencies, and industry organisations to maximise local business opportunities for Project participation through supply chains Promote sustainable local procurement Communicate clear supply-chain prequalification requirements Promote local registered training organisations to deliver project training requirements 	L
Local training and employment	P	H	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Local businesses Local communities Indigenous communities SBC 	<ul style="list-style-type: none"> Implement equal opportunity policy Implement local employment policy Regularly promote training and employment opportunities to local communities Cooperate with schools-based programs (including work experience) that aim to attract local students to the mining industry 	L
Fraser Coast Recruitment Strategy	P	H	H	<ul style="list-style-type: none"> Qld Govt FCRC Employees 	<ul style="list-style-type: none"> Implement equal opportunity policy Encourage FCRC to monitor employment and skill levels and where possible, address any gaps in responding to Elimatta's ongoing recruitment strategy Collaborate with FCRC to facilitate practical transport infrastructure Implement Indigenous training and employment program 	L

Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Housing and accommodation	N	H	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Local businesses Local communities 	<ul style="list-style-type: none"> Promote private sector collaboration with the Queensland Government, WDRC, BSC and other organisations to address land availability and housing affordability issues Encourage Elimatta employees to reside locally 	M
Short-term accommodation	N	H	H	<ul style="list-style-type: none"> WDRC BSC Local businesses Local communities 	<ul style="list-style-type: none"> Collaborate with local businesses to monitor and potentially address ongoing short-term accommodation needs for Project personnel nominated to reside in townships 	M
Workforce accommodation (including impact of FIFO workforce)	N	H	H	<ul style="list-style-type: none"> Qld Govt WDRC BSC Local businesses Community organisations Local communities Employees 	<ul style="list-style-type: none"> Develop a Project-specific Workforce Accommodation Strategy that includes rostering, travel to site, FIFO impact, etc. The Workforce Accommodation Strategy shall identify how the Project intends to approach and work with other stakeholders and potential partners in the housing market e.g. local council, not-for-profit housing partners and other companies attempting to address cumulative housing impacts Implement a strict employee and contractor behavioural code in line with community values. The code would apply to employees and contractors both on and offsite Implement a comprehensive employee and contractor induction process Ensure high-quality accommodation to attract high-calibre employees Implement an employee satisfaction program to maintain employee satisfaction with work accommodation conditions Encourage staff to reside locally 	L



Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Cultural heritage	P	H	M	<ul style="list-style-type: none"> Qld Govt WDRRC BSC Native Title claimants Indigenous communities 	<ul style="list-style-type: none"> In conjunction with the Iman People, continue to implement Elimatta's Cultural Heritage Management Plan 	L
Environmental impact	N	H	H	<ul style="list-style-type: none"> Qld Govt WDRRC BSC Landholders Native Title claimants Community organisations Local communities 	<ul style="list-style-type: none"> Implement Elimatta's Environmental Management Plan Monitor and address environmental impacts Regularly and transparently monitor water source impact throughout the life of the project Implement a comprehensive Land Access Management Plan Implement and communicate a Progressive Rehabilitation Program 	L
Noise and vibration	N	M	H	<ul style="list-style-type: none"> Qld Govt Landholders 	<ul style="list-style-type: none"> See Section 4.7 	L
Dust	N	M	H	<ul style="list-style-type: none"> Qld Govt Landholders 	<ul style="list-style-type: none"> See Section 4.6 	L
Lighting	N	M	H	<ul style="list-style-type: none"> Qld Govt Landholders 	<ul style="list-style-type: none"> See Section 4.2.2.8 	L



Impact	Nature (P/N)	Probability (H/M/L)	Consequence (H/M/L)	Stakeholder	Mitigation/Opportunity	Long-term risk (H/M/L)
Visual amenity	N	M	H	<ul style="list-style-type: none"> Qld Govt Landholders 	<ul style="list-style-type: none"> See Section 4.2.1.11 and 4.2.2.7 	L
Mine closure	P/N	H	H	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Implement and communicate widely the Project's effective Progressive Mine Rehabilitation Program 	M

4.10.2.12 Monitoring and Evaluation

The mitigation strategies and opportunities outlined in Section 4.10.2.11 are designed to ensure positive outcomes for the communities affected by the Project. Through collaboration and cooperation with a number of key stakeholders, benefits will be delivered through initiatives such as the Community Investment Program (CIP). Monitoring and evaluation of such initiatives will ensure benefits are experienced by regional centres.

Taroom Coal has developed a draft framework to provide structure and integrity in its monitoring and evaluation processes. The framework will measure performance indicators against baseline SIA data and progressive data. The latter will be sourced with support from Queensland Government and local councils, as well as via ongoing Project evaluation tools, including:

- Community perception surveys: These will be conducted annually to gauge Elimatta's reputation within the community, as well as the community's satisfaction with consultation methodology;
- Enquiries/complaints reports, including close-out performance; and
- Sustainability Report: Safety, health, environment and community information will be made available in Northern Energy Corporation's annual Sustainability Reports.

A sample framework is detailed in Table 4.146, however, Taroom Coal is committed to working with its stakeholders to finalise a mutually agreeable monitoring and evaluation process. In consultation with stakeholders, the framework will be in place within six months of Project start-up and will be reviewed quarterly.

Table 4.146 Sample Monitoring Framework

Mitigation Strategy	Performance Indicator	Responsible	Monitoring Tools
In conjunction with local landholders, agree and implement land-access protocols	Landholder satisfaction with access procedures and how they are adhered to by Elimatta employees	Project Manager	<ul style="list-style-type: none"> • Baseline SIA data • Enquiries/complaints reports

Enquiries and Complaints Management

All stakeholder enquiries and complaints will be entered onto a register (Table 4.147), from which weekly reports will be generated for the project management team.

Table 4.147 Sample Enquiries/Complaints Register

Time/date	Details of call received
Name	Name of enquirer/complainant
Address	Residential address of enquirer/complainant
Contact details	Telephone and email details of enquirer/complainant
Received by	Employee who received the call
Enquiry/complaint	Including time/date of any incident

Responsible person	Employee responsible for enquiry/complaint area
Follow-up actions	If required, including times and dates
Written advice	If required. Include copy of correspondence in register
Closed out	Including time/date and name of employee closing out enquiry/complaint

Figure 4.218 broadly outlines Taroom Coal's enquiries/complaints management process.

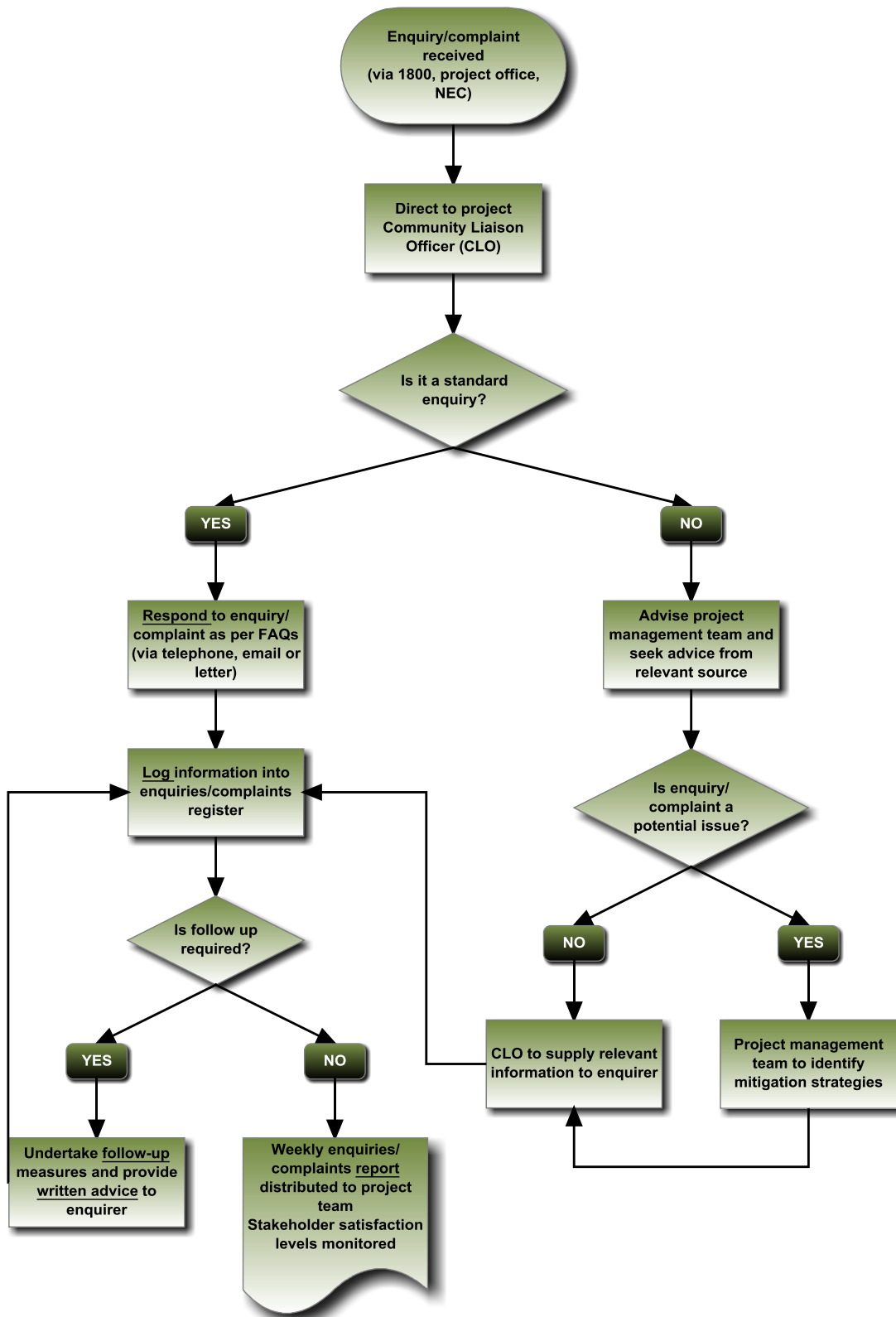


Figure 4.218 Enquiries & Complaints Management Process