

6. PUBLIC AND STAKEHOLDER CONSULTATION

Arrow is committed to building long-term, mutually beneficial relationships with the community and aspires to understand community interests, as well as to form partnerships to resolve potential issues while at the same time enhancing project activities in the Surat Basin. Project stakeholders are individuals or organisations that may be interested in or affected by the proposed project and are often referred to as 'the community'.

The Surat Gas Project consultation process commenced in 2009 and will continue throughout the life of the project. Jan Taylor and Associates Australia (JTA) was engaged by Arrow to provide support for the Environmental Impact Statement (EIS) community consultation. This chapter provides a summary of the EIS communication and consultation process. Details of consultation activities and outcomes are documented fully in Appendix B, Consultation Report.

6.1 Consultation Objectives

The EIS consultation process was designed to inform stakeholders of project activities, provide an overview of potential environmental and socioeconomic impacts and provide the community with an opportunity to state their concerns. Thus, the objectives of the consultation process were to:

- Identify relevant stakeholders.
- Facilitate an understanding of their key issues.
- Develop and implement strategies to address issues.
- Provide meaningful opportunities for community input into the development of the EIS and the project.

Beyond the EIS process and throughout the life of the project, Arrow will seek to ensure stakeholders receive regular communication about the project and are able to provide feedback or raise issues.

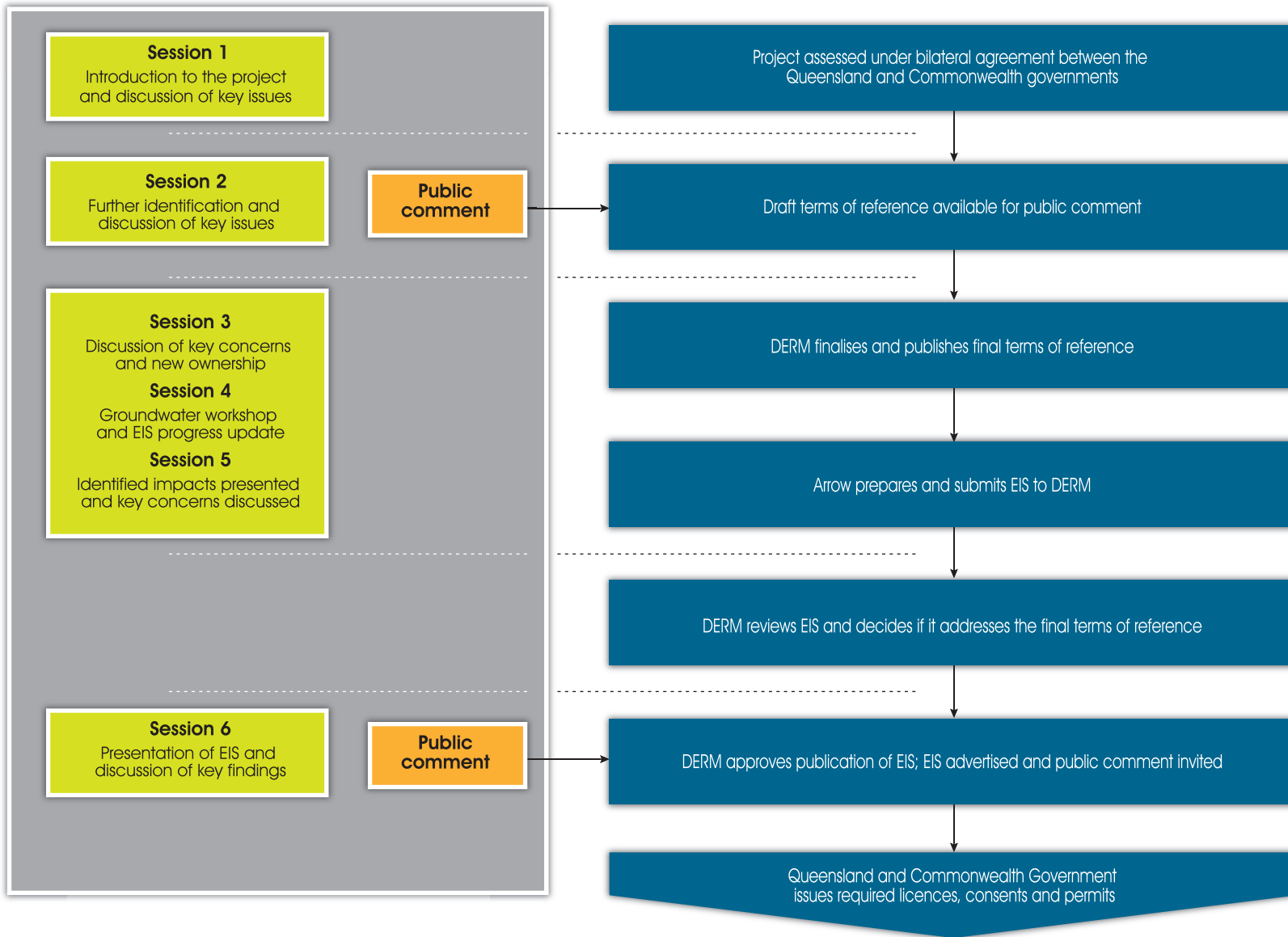
6.2 Consultation Program

Community consultation is integral to the EIS process, as it allows community input to be considered during the appropriate stages of the EIS. Arrow's EIS consultation sought to maximise community input through a multisession consultation program, which informed the community and also identified the issues to be studied in the EIS.

Four sessions of consultation were conducted, and two additional sessions are planned. Consultation efforts conducted throughout the EIS process are illustrated in Figure 6.1.

Consultation activities included:

- Briefing sessions for government agencies and key non-government community service agencies.
- Structured information sessions for invited stakeholders.



- Community drop-in events with static displays and information sessions.
- Static displays in prominent locations.

Listening to the community and understanding their concerns has underpinned Arrow's approach to EIS consultation. Through the consultation program, Arrow has:

- Provided information about the project to the community in a timely manner.
- Answered questions raised by the community and responded to their concerns about the coal seam gas industry and the Surat Gas Project.
- Worked towards creating a beneficially shared outcome for landholders, the community and Arrow.

6.3 Stakeholders and Focal Audiences

Arrow identified relevant stakeholders as described by 'interested and affected stakeholders' under the *Environmental Protection Act 1994* (Qld) (EP Act) EIS provisions and identified affected parties as defined by the *Environment Protection and Biodiversity Conservation Act 1999* (Cwth). This included landholders, interest groups and community representatives. As part of Arrow's commitment to stakeholder consultation, a database of stakeholders has been established. The database uses a web-based system and is continually updated when stakeholders make contact through the free-call number, via email or by attending a public event.

Consultation activities focused on the towns of Cecil Plains, Chinchilla, Dalby, Goondiwindi, Miles, Millmerran and Wandoan. These towns were considered to represent the major service centres within the project development area and served as consultation focal points for both rural and town-based stakeholders.

Vulnerable groups and Indigenous peoples were also consulted during the EIS process and were invited to participate in the community consultation events (see also Appendix P, Social Impact Assessment).

Table 6.1 presents a non-exhaustive summary of relevant stakeholders identified.

Table 6.1 Stakeholders and focal audiences

Stakeholder Category	Organisation or Agency
Internal (Arrow)	<ul style="list-style-type: none"> • Arrow joint venture partners. • Arrow executive and board. • Arrow management and employees. • Arrow employed and contracted project staff.
Political	<ul style="list-style-type: none"> • Local councillors. • Local members of the state government. • Local members of the federal government. • Members of the Queensland Cabinet. • Ministers of the Federal government.

Table 6.1 Stakeholders and focal audiences (cont'd)

Stakeholder Category	Organisation or Agency
Government agencies	<p>Local Councils</p> <ul style="list-style-type: none"> • Goondiwindi Regional Council. • Toowoomba Regional Council. • Western Downs Regional Council. <p>Queensland Government Departments and Agencies</p> <ul style="list-style-type: none"> • Department of the Premier and Cabinet. • Department of Environment and Resource Management (DERM). • Department of Employment, Economic Development and Innovation (DEEDI). • Department of Communities. • Department of Education. • Department of Health. • Department of Transport and Main Roads (DTMR). <p>Government-owned Corporations</p> <ul style="list-style-type: none"> • Energex Limited. • Powerlink Queensland (Queensland Electricity Transmission Corporation Limited). • Queensland Rail Limited. • SunWater Limited. <p>Emergency Services</p> <ul style="list-style-type: none"> • Queensland Department of Emergency Services. <p>Commonwealth Government Departments and Agencies</p> <ul style="list-style-type: none"> • Department of Sustainability, Environment, Water, Population and Communities.
Landholders and occupiers	<ul style="list-style-type: none"> • All registered owners of property within the project development area. • All leaseholders of properties within the project development area that made themselves known through participation in consultation activities.
Local industry and business associations	<ul style="list-style-type: none"> • Australian Chamber of Commerce and Industry (ACCI). • Australian Petroleum Production & Exploration Association Ltd (APPEA). • Queensland Trucking Association. • Other Industry associations • Chambers of Commerce (Toowoomba, Dalby, Chinchilla, Goondiwindi). • Economic Development Australia (EDA). • Local Government Association Queensland (LGAQ). • Queensland Resources Council (QRC). • Regional Development Australia (i.e., previously Area Consultative Committees) (RDA). • Significant local business operators.
Agricultural	<ul style="list-style-type: none"> • AgForce Queensland. • Crop Management Services. • Darling Downs Cotton Growers. • Forestry Plantations Queensland. • Growcom.

Table 6.1 Stakeholders and focal audiences (cont'd)

Stakeholder Category	Organisation or Agency
Agricultural (cont'd)	<ul style="list-style-type: none"> • Queensland Dairyfarmers' Organisation. • Queensland Cotton Corporation. • Queensland Farmers Federation.
Environment	<ul style="list-style-type: none"> • Australian Conservation Foundation. • Basin Sustainability Alliance. • Border Rivers Catchment Management and Landcare. • Chinchilla Landcare Group. • Condamine Alliance. • Condamine Catchment Management. • Condamine Headwaters Landcare Group. • Environment and Property Protection Association (EPPA). • Field Naturalists. • Friends of Felton. • Greening Australia. • Millmerran Landcare Group. • Murray–Darling Basin Authority. • Queensland Conservation Council (QCC). • Queensland Murray-Darling Committee. • Queensland Water and Landcarers. • Toowoomba Landcare Group. • Upper Dawson Branch Wildlife Preservation Society. • World Wildlife Fund.
Communities	<ul style="list-style-type: none"> • Dalby. • Cecil Plains. • Chinchilla. • Goondiwindi. • Miles. • Millmerran. • Wandoan.
Indigenous groups	<ul style="list-style-type: none"> • Barunggam People. • Bigambul People. • Iman People. • Western Wakka Wakka People. • Wulli Wulli People. • Goondir Indigenous Services.
Community and interest groups	<ul style="list-style-type: none"> • Country Women's Association. • Trade unions. • Community development groups. • Parents and citizens associations. • Pastoral education. • Farming, tourism and heritage groups. • Relevant sporting groups.

Table 6.1 Stakeholders and focal audiences (cont'd)

Stakeholder Category	Organisation or Agency
Community and interest groups (cont'd)	<ul style="list-style-type: none"> • Action groups. • Religious groups. • Services groups. • Community health and emergency service providers. • Members of the general public.
Schools	<ul style="list-style-type: none"> • Bell State School. • Brigalow State School. • Burra Burri State School. • Cecil Plains State School. • Chinchilla Christian School. • Chinchilla State High School. • Chinchilla State School. • Dalby Christian School. • Dalby South State School. • Dalby State High School. • Dalby State School. • Goondiwindi State High School. • Goondiwindi State School. • Jandowae State School. • Jimbour State School. • Kaimkillenbun State School. • Kogan State School. • Lundavra State School. • Miles State High School. • Miles State School. • Millmerran State School. • Our Lady of the Southern Cross College. • Pittsworth State High School. • St Columba's Primary School. • St Joseph's Catholic School. • St Joseph's School. • St Mary's Parish Primary School. • Wandoan State School. • Warra State School.
Media	<ul style="list-style-type: none"> • Print media: <i>Dalby Herald</i>, <i>Surat Basin News</i>, <i>Chinchilla News</i>, <i>Toowoomba Chronicle</i>, <i>Goondiwindi Argus</i>, <i>Pittsworth Sentinel</i> and <i>Queensland Country Life</i>. • Radio: ABC Southern Queensland, 4AK/4WK, 4GR, Dalby FM 87.6, Dalby community radio. • Television: Prime TV, WIN TV.
Arrow Surat Community Reference Group	<ul style="list-style-type: none"> • Arrow staff members: <ul style="list-style-type: none"> – Chief Operating Officer. – General Manager (Access, Approvals & Water).

Table 6.1 Stakeholders and focal audiences (cont'd)

Stakeholder Category	Organisation or Agency
Arrow Surat Community Reference Group (cont'd)	<ul style="list-style-type: none"> – Manager (Environment). – Senior Community Officer (Dalby). – Vice President (Community and Corporate Affairs). – Vice President (Well Delivery). • APPEA. • Basin Sustainability Alliance. • Central Downs Irrigators. • Cotton Australia. • DEDDI. • DERM. • Future Food Queensland. • Regional council delegates. • University of Southern Queensland.
Arrow Intensively Farmed Land Committee	<ul style="list-style-type: none"> • Arrows staff members: <ul style="list-style-type: none"> – Asset General Manager (South). – Community Manager. – EIS Manager. – Exploration Manager (South). – Field Development Manager (South). – General Manager. – Land Manager. – Operations and Project Support Manager (Environment). – Production Manager (South). • Representative Landholders.

6.4 Consultation Method

In an effort to maximise community input to the EIS process, multiple consultation sessions were conducted. Consultation methods used an interactive process and were adapted to meet the changing needs of the community.

6.4.1 Consultation Sessions

The EIS process was separated into six consultation sessions, four of which have been completed and two of which will occur in the near future to be timed with key EIS milestones. Consultation sessions, key activities and tools used to inform the community throughout the EIS process are outlined in Table 6.2.

Table 6.2 Consultation sessions and key activities

Consultation Tools and Activities	Project Introduction	EIS Preparation				EIS Submission
	Session 1*	Session 2*	Session 3*	Session 4*	Session 5 [†]	Session 6 [†]
Stakeholder identification	✓	✓	✓	✓	TBD	TBD
Community displays	✓	✓	✓	✓	TBD	TBD
Community information sessions	✓	✓	✓	✓	TBD	TBD
One-on-one briefings/stakeholder meetings	✓	✓	✓	✓	TBD	TBD
Staff information sessions	✓	✓	✓	✓	TBD	TBD
Free phone consultation available	✓	✓	✓	✓	TBD	TBD
Email contact available	✓	✓	✓	✓	TBD	TBD
School briefings	-	✓	✓		TBD	TBD
Newspaper advertising	-	✓	✓	✓	TBD	TBD
Media releases	-	✓	✓	✓	TBD	TBD
Postal/email invitations	-	✓	✓	✓	TBD	TBD
Website	-	✓	✓	✓	TBD	TBD
Information sheets	-	✓	✓	✓	TBD	TBD
Information bulletins	-	✓	✓	✓	TBD	TBD
School newsletters	-	✓	✓	✓	TBD	TBD
Community service announcements	-	✓	✓	✓	TBD	TBD
Maps, DVDs, posters, banners	-	✓	✓	✓	TBD	TBD
Water-quality workshops	-	-	-	✓	TBD	TBD
Informal community lunches	-	-	-	✓	TBD	TBD
Visits to landholders properties	-	-	-	✓	TBD	TBD
Technical expert availability at public events	-	-	-	✓	TBD	TBD
Independent water expert	-	-	-	✓	TBD	TBD
Water technical sessions (Chinchilla, Cecil Plains, Dalby)	-	-	-	✓	TBD	TBD

* "-" = Not relevant to the session.

[†]TBD (to be determined).

Session 1 of the consultation program commenced in September 2009 and continued to the end of 2009. Session 1 introduced the project, identified key stakeholder and community issues or concerns and began the process of building relationships.

Key topics covered during Session 1 included:

- Introduction to the Surat Gas Project and Arrow's existing operations and interests.
- The rationale for the proposed project.
- Export market opportunities for the coal seam gas, including the Gladstone LNG – Fisherman's Landing Project and Shell Australia LNG Project at Curtis Island.
- Arrow's initial development plans to send gas to the Gladstone LNG – Fisherman's Landing Project from gas fields around Dalby and Cecil Plains and progressively expand operations to deliver gas to the Shell Australia LNG Project thereafter.
- The EIS process and specialist studies that would be conducted prior to Australian and Queensland government decisions on the project.
- Community submissions invited for draft terms of reference.

Session 2 of the consultation program ran from January 2010 through to June 2010. During this period, several events occurred that influenced the project and the EIS process. These included:

- The Queensland Government's advertisement of the Surat Gas Project Draft Terms of Reference for public comment, in accordance with EP Act requirements.
- Royal Dutch Shell plc and Petrochina Company Limited (PetroChina) lodging an offer to acquire Arrow Energy Limited on 8 March 2010. This offer was accepted by Arrow Energy Limited shareholders on 14 July 2010 and the acquisition was finalised on 23 August 2010.

The acquisition resulted in amendments to the project description to deal with the removal of the Gladstone LNG – Fisherman's Landing Project from consideration as a recipient of Arrow gas.

The focus during Session 2 was to convey Arrow's commitment to address key issues and concerns (specifically impact identification and mitigation) identified during Session 1, as well as to update the community on the project's progress. Opportunity was given for interested persons to ask the project team questions.

Key topics covered during Session 2 included:

- Arrow's approach with landowner and established landowner relations.
- The regulatory framework and technical nature of coal seam gas operations, exploration and well drilling.
- Arrow's water and salt management and potential impacts on agricultural land.
- Social and economical concerns about financial investments in property, employment or workforce impacts, and potential stress caused by coal seam gas production processes.

Session 3 of the consultation program commenced in July 2010 and continued to December 2010. Session 3 sought to update the community on the new project scope and extended project timeline due to Arrow's takeover by Royal Dutch Shell plc and PetroChina, as well as the progress and commitments made in Session 2 about community concerns.

Key topics covered during Session 3 included:

- Changes to the project and EIS due to change in Arrow ownership.
- Additional consultation avenues provided by the newly formed 'Arrow Intensively Farmed Committee' and 'Arrow Surat Community Reference Group'.
- Community concerns surrounding Arrow's commitments and progress made on key areas of concern from previous sessions.
- Greater technical detail surrounding water and salt management.
- Details on perceived drilling process issues and, specifically, the hazardous chemicals relevant to fracking as identified in the Gasland documentary.
- That Arrow do not need to undertake fracking as part of the Surat Gas Project.
- Project activities and quality assurance on drilling, gas leaks, changes to the environment and agricultural land, and short and long term impacts on the towns as a result of Arrow's presence.
- Social and economical concerns about financial investments in property, employment or workforce impacts, and compensation entitlements.

Session 4 of the consultation program commenced in January 2011 and continued until June 2011. While Session 4 employed a similar consultation structure to previous sessions, additional technical sessions were held in Dalby, Cecil Plains and Chinchilla to address questions on coal seam water management and water quality.

Key topics covered during Session 4 included:

- Arrow's approach to landholder relations.
- The regulatory framework and technical nature of coal seam gas exploration, production well drilling and operations.
- Arrow's water and salt management strategy and potential impacts on agricultural land.
- Outcomes from community consultation and the 'Arrow Intensively Farmed Committee' and 'Arrow Surat Community Reference Group' meetings.
- Social and economical concerns about financial investments in property, employment or workforce impacts, and potential stress caused by coal seam gas production processes.

Session 5 of the consultation program will present key findings of the EIS and focus on the issues of most concern to the community. Arrow will provide a project update, and technical specialists will be available to discuss the technical studies that were completed for the EIS. The consultation sessions will be supported by call-in centres for community members who are not able to attend the sessions. Session 5 will occur during the later stages of the EIS report writing.

Session 6 of the consultation program will be held shortly after the EIS submission to government and the release of the EIS for public comment. This round of consultation will present the overall findings of the EIS. Potential impacts and proposed mitigation measures will be presented along with details on formal EIS submission requirements. DERM will provide copies of relevant public and agency comments to the proponent. Following the receipt of submissions, the proponent must prepare a supplementary report that summarises and addresses the comments and

responds to any additional matters identified by DERM. The supplementary report and approvals process will be explained, and Arrow will outline its post-EIS consultation process.

6.4.2 Engagement Methods

Throughout the EIS process, various engagement methods were conducted to solicit stakeholder feedback, including community briefings, community displays and community or staff information sessions.

Community Briefings

During the draft terms of reference and EIS preparation (Sessions 1 to 4), combinations of one-on-one and less formal community briefings were used to engage the community.

A briefing on the project was presented to regional government agencies in Toowoomba on 23 November 2009. This briefing was attended by 22 representatives from DERM, DEEDI, South Queensland Institute of Technical and Further Education or Queensland Primary Industries and Fisheries (part of DEEDI).

Sessions 1 and 2 included one-on-one briefings to introduce the project to state-elected representatives, state ministers, regional council mayors and chief executive officers, state department officials and the media. To accommodate community needs, Session 3 changed the consultation method from one-on-one briefings to extended community briefings. The extended briefings provided general updates regarding the project's activities and more specific details relating to Arrow's coal seam gas water management.

Community Displays and Information Sessions

To gain a broad understanding of community issues and concerns, community displays and formal information sessions were held in the larger towns in and around the project development area.

Drop-in community displays were set up in strategic locations across the project development area; and invitation letters were sent to community groups, business groups, social service providers, government agencies (local and state) and other interested people to encourage them to view the displays. The displays were also well publicised in the local media. Approximately 600 information posters were displayed in shops, libraries and other prominent locations.

During Session 1 approximately 720 invitation letters were sent to stakeholders to attend information sessions in Dalby, Chinchilla and Millmerran. In addition, 8,569 invitation letters were sent to landowners to attend community displays in all major service centres within the project development area. For Sessions 2, 3 and 4, invitation letters were sent to 3,040, 3,130 and 3,260 stakeholders as landowner identification within the project development area was refined. A resulting 1,112 people voluntarily completed registration forms of attendance for these sessions. Attendance for consultation Sessions 1 through 4 is presented in Table 6.3. These numbers are conservative counts as attendance registration was voluntary.

Information sessions were attended by Arrow management, employees, and contracted project personnel and by personnel from Coffey Environments and Jan Taylor Associates.

Technical water sessions were held prior to the community information sessions in Dalby, Cecil Plains and Chinchilla. One hundred forty-four people registered their attendance for the technical water sessions. As attendance forms were not compulsory and attendees may have attended one or both (technical water and information) sessions, the attendance numbers recorded may be a conservative estimate of the actual attendance.

Question and answer periods concluded each information session. All questions and answers were recorded and can be found in Appendix B, Consultation Report. Details of the sessions have and will continue to be made available on the Surat Gas Project website at www.arrowenergy.com.au.

Table 6.3 Consultation session attendance

Location	Terms of Reference		EIS Preparation			
	Session 1*		Session 2*	Session 3*	Session 4*	
	Information Session	Community Display	Information Session	Information Session	Technical Water Session	Information Session
Dalby	33	99	138	92	47	41
Chinchilla	17	68	68	65	38	28
Millmerran	14	58	49	33	-	23
Cecil Plains	-	45	107	73	59	44
Wandoan	-	9	13	26	-	14
Miles	-	23	34	49	-	16
Goondiwindi	-	30	36	21	-	8
Total Attendees	396		445	359	318	

* "-" = No session was held.

Staff Information Sessions

In addition to community information sessions, Arrow employees and contracted project personnel were invited to attend staff information sessions before or following each community information session. Staff information sessions were an opportunity to provide updates of project progression and allow the staff to have input to the consultation process. Presentations to staff were similar to those provided to the community.

6.4.3 Communication Materials

A wide range of communication materials has been used to encourage attendance at consultation activities and to supply stakeholders with information about the project. An overview of these materials is provided below. Further details can be found in Appendix B, Consultation Report.

- **Newspaper Advertising.** Advertisements were placed in newspapers distributed within and surrounding the project development area to publicise the consultation program and community displays. These provided details of the 1800 free-call telephone service, website and project email address. Following the community drop-in sessions held in Session 2, Arrow also placed an advertorial, which outlined the commitments they made to stakeholders during those sessions.
- **Posters.** Posters were placed in strategic locations throughout Dalby, Chinchilla, Millmerran, Goondiwindi, Cecil Plains, Miles and Wandoan. These provided brief details of the project and outlined locations, dates and times of the information sessions. They also included details of how the community could contact the project team.
- **Media Release and Radio Announcement.** A media release and community service radio announcement introducing the project and EIS process were prepared to encourage attendance at the community displays and information sessions and to supply stakeholders with information about the project. The release was distributed to local radio stations, local

newspapers and television. The community service announcement and media release generated editorial coverage that further promoted the community displays and use of the 1800 free-call telephone service.

- **Invitation Letters.** Invitation letters promoting the community displays and information sessions were sent via Australia Post to the registered owners of properties within the project development area, including the townships of Dalby, Chinchilla, Millmerran, Goondiwindi, Cecil Plains, Miles and Wandoan. In addition, key stakeholders were verbally invited to the formal information sessions and community displays.
- **Information Sheets and Information Request Sheets.** Project-specific information sheets and government fact sheets were mailed to stakeholders. Information request sheets were mailed inviting members of the public to contribute to the EIS.
- **Fridge Magnets.** Coloured fridge magnets were developed to raise awareness of the project and how the community could provide feedback to the EIS process. The magnets displayed details of the 1800 free-call number, website and email addresses and were distributed at information sessions and by direct mail.
- **DVD.** A DVD produced by the Australian Petroleum Production and Exploration Association (APPEA) that explained coal seam gas and liquefied natural gas was played at selected information sessions and supported the static community displays. Copies of the DVD were also available in information packs or upon request lodged via the 1800 free-call number, website or the project email address.
- **Other Media.** In addition to the above, a 1800 free-call number, website and project email address were developed to record, manage and track enquiries and action items for the project team. Actions arising from consultation events were managed using an electronic system that issued emails and was monitored by Arrow. Arrow's normal website (www.arrowenergy.com.au) also included information on the project and the EIS process.

6.5 Consultation to Date

The consultation sessions provided an opportunity for Arrow to inform the public about the Surat Gas Project and Arrow's existing activities in the region.

The main outcomes of each consultation session and any additional consultation undertaken in the same period are presented below.

Session 1 consultation provided:

- The introduction of key Arrow representatives to stakeholders.
- An increase in stakeholder awareness and understanding of the project.
- The identification of community key areas of concern.
- Contribution of local knowledge to EIS specialist studies.
- The establishment of direct and indirect communication between Arrow and stakeholders.
- Community input to the EIS terms of reference.

Session 2 consultation provided:

- Improved communication between the project team and stakeholders.
- The identification of community key areas of concern.
- An increase in stakeholder awareness and understanding of the project and Arrow's activities.
- Reiteration of the importance of local knowledge to EIS specialist studies.

Session 3 consultation provided:

- Targeted consultation with increased engagement.
- Discussion on critical community concerns related to the Gasland documentary.
- An update on commitments and progress made on critical issues.
- Identification of individual community requirements for information and consultation.
- Improved community understanding of Arrow's new ownership and subsequent changes to the EIS and proposed project.

Session 4 consultation provided:

- Open discussion between Arrow's technical specialists and stakeholders.
- Direct response to community water management concerns.
- Updated results of Arrow's research and field irrigation trials.
- Reiteration of Arrow's commitment to answering community concerns.

6.6 Key Issues Raised

A broad range of issues were raised by stakeholders during the EIS consultation sessions. All concerns were recorded and addressed in a manner appropriate to the issue. The key concerns that were identified included:

- Fair terms and a process for land access and development.
- Coal seam gas water management.
- Impacts to groundwater.
- Salt management.
- Impacts to intensively farmed agricultural land.
- Compensation for land access and impacts.
- Social and economic impacts, such as employment opportunities and pressure on services.
- The influence of the project on property valuations.
- Working with landholders and others to minimise impacts.

Community response during consultation ranged from enthusiasm for potential socioeconomic benefits to deeply held concerns about the project's potential to impact landholders's livelihoods, lifestyles and established communities. Many stakeholders expressed concern about the potential for cumulative impacts from multiple coal seam gas projects occurring in the Surat Basin.

The consultation process facilitated a better understanding of the community concerns about the project, all of which have been addressed through the various chapters in this EIS. Table 6.4 provides a summary of the most prominent concerns raised and identifies where the concerns have been addressed in the EIS.

Additional detail on community concerns is provided in Appendix B, Consultation Report.

Table 6.4 Community concerns and sections of EIS addressing those concerns

Community Concerns	EIS Section
Land access and development	Chapter 13, Agriculture.
Water management (ground, surface and beneficial uses)	Chapter 14, Groundwater. Chapter 15, Surface Water.
Salt management	Chapter 15, Surface Water. Chapter 14, Groundwater. Chapter 12, Geology, Landform and Soils. Chapter 26, Waste Management.
Agricultural land (intensively farmed)	Chapter 13, Agriculture.
Compensation	Chapter 22, Social.
Social and economic impacts	Chapter 22, Social. Chapter 19, Roads and Transport. Attachment 6, Social Impact Management Plan.
Property valuations	Chapter 22, Social.
Community approach to minimising impacts	Chapters 9 to 26 provide detailed identification, mitigation and commitments for all identified project-related impacts.

6.7 Ongoing Consultation and Communication

In the near future, Arrow will ensure that the results of the EIS are effectively communicated to affected and interested stakeholders. Arrow intends to:

- Enhance its position as a contributor to the community in Dalby and the Surat Basin.
- Establish and operate a community information centre in Dalby in the Surat Basin.
- Ensure the planning for and delivery of continued community engagement through six-monthly community information sessions within the Surat Basin region.
- Support and improve the operations, activities and involvement of Arrow within community groups.

Arrow will also continue to participate in stakeholder consultation throughout the life of the project to address community issues and to uphold an open, mutually beneficial relationship with the community.

Ongoing consultation efforts include but are not limited to engagement with:

- Arrow Surat Community Reference Group, which works through identified community issues on project-related activities.
- Arrow Intensively Farmed Land Committee, which provides an opportunity for representative landholders to explore opportunities for the co-existence of coal seam gas activities and agricultural practices.
- Irrigator groups, where key irrigator representatives in the vicinity of existing operations have been communicating regularly with Arrow to discuss sustainable water balances within the project development area. Arrow is currently working with the Central Downs Irrigators Group, the Basin Sustainability Alliance and Future Foods Queensland.

- CSG Engagement Group, which was established in early 2011 to provide a forum for resolving key concerns relating to the coal seam gas industry. Members include the state government directors-general and local government mayors, Queensland Water Commission, representatives from the coal seam gas industry, Agforce Queensland, Cotton Australia, Basin Sustainability Alliance, landowners, APPEA and the Queensland Resources Council. Arrow also participates on two subcommittees for the Surat and Roma areas to address regionally based water issues and land access.