



16 September 2015

Our Reference: APLNG – COR - 0010898

Mr Barry Broe
Coordinator-General
Office of the Coordinator-General
Department of State Development, Infrastructure and Planning
PO Box 15517
City East QLD 4002

Dear Mr Broe

Application for Change Request: Social Impact Assessment Guideline

In accordance with the transition arrangements detailed on page six (6) of The Coordinator-General's *Social impact assessment (SIA) guideline*, Australia Pacific LNG wishes to adopt in full the conditions associated with the guideline in place of the current social conditions contained in Appendix 1, Part 3 of the Coordinator-General Evaluation Report (CG Report) for the Australia Pacific LNG project (the project).

In October 2013 the project accepted the Coordinator-General's invitation to make a partial change to its social conditions by amending formal reporting conditions to align to the guideline (correspondence reference DGBN13/135). With the primary construction phase of the project approaching completion, and with the Social Impact Management Plans (SIMP) for both the gas fields/pipeline, and the LNG facility fully implemented, Australia Pacific LNG believes it has discharged, or substantially completed its obligations as prescribed in Appendix 1, Part 3 of the Coordinator General's Report. The rationale for removal or amendment of conditions is outlined below.

**Appendix 1, Part 3, Condition 1 (1)
Social Impact Management Plan (SIMP)**

The existing and proposed Appendix 1, Part 3, Condition 1(1) has been included in Attachment 1.

Australia Pacific LNG has discharged its obligations through submission of its SIMP, satisfying condition requirements. The Coordinator General approved the APLNG SIMP on 20 July 2012.

In relation to condition 1(c), there were no instances of failure to reach agreement with key stakeholders consulted through formal SIMP consultation processes, including the Combined Agency Representatives briefing. This was documented in email correspondence from the Coordinator General's office on 20 June 2012, "Comments from SIMP Agencies Requiring Action".

Australia Pacific LNG has reported annual SIMP progress to the Coordinator General, commencing with the submission of a SIMP Addendum in September 2012.

Australia Pacific LNG is committed to ongoing community engagement and social impact monitoring and mitigation. This is to be achieved through established business processes, where performance is reported annually to the Coordinator General, biannually through the Environment and Social Report published on the Australia Pacific LNG website, and in voluntary biannual reporting to the Regional Community Consultative Committees (RCCC).

APLNG requests deletion of this condition.

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Appendix 1, Part 3, Condition 1 (3,4,5)
Requirements for any amendments to the SIMP

The existing and proposed Appendix 1, Part 3, Condition 1 (3,4,5) has been included in Attachment 1.

APLNG is committed to voluntary social impact mitigation as part of its ongoing operations. Impacts are identified and mitigation effectiveness monitored through established engagement and complaints processes and channels (including, but not limited to the RCCC's, toll free phone lines, shop-fronts and information sessions). Engagement and mitigation activities are reported annually to the Coordinator General, biannually through the Environment and Social Report published on the Australia Pacific LNG website, and in voluntary biannual reporting to the RCCC's.

APLNG requests deletion of this condition as ongoing processes for SIMP amendments have been established through the outcome focused social condition under Change Report No 2 – SIMP alignment of reporting conditions to SIA (29 October 2013).

Appendix 1, Part 3, Condition 2
Other Social Impact Management Plan (SIMP) Requirements
A: Consultative Committees

The existing and proposes Appendix 1, Part 3, Condition 2 has been included in Attachment 1.

APLNG has complied with condition 2A 1(a-d) requirements as evidenced by the following:

- RCCCs have been established for Maranoa, Western Downs, Banana Shire and Gladstone
- RCCC ToR were submitted to the Coordinator General on 26/8/2011
- RCCC minutes are published on the APLNG website, reflecting the role these groups play in ongoing impact mitigation monitoring.

APLNG commits to continuing resourcing engagement forums and channels needed to identify and mitigate social impacts.

APLNG has complied with condition 2A 2(a-c) requirements as evidenced by the following:

- Ongoing provision of secretariat services for the RCCCs
- Community liaison officers are employed in Gladstone, Chinchilla and Roma acting as central points of contact for community enquiries.

Community engagement activities are publically reported through several channels:

- annual SIMP report to the Coordinator General
- biannual voluntary reporting to RCCC's
- RCCC minutes published on the Australia Pacific LNG website
- biannual Environment and Social Report published on the Australia Pacific LNG website

APLNG has complied with condition 2C(a) requirements as evidenced by:

- submission of the specified documents to the Coordinator General as part of the documentation required for SIMP approval. The Coordinator General's satisfaction with the documents submitted is evidenced by approval of the SIMP on 20 July 2012.

Progress against these documents has been reported annually to the Coordinator General commencing with the SIMP Addendum submitted in September 2012.

Progress will continue to be reported to 2017 in line with the Social Impacts Reporting Requirements condition (Appendix 1, Part 3, Condition 2, which was inserted from Change Report No 2 – SIMP alignment of reporting conditions to SIA (29 October 2013)).

APLNG requests deletion or modification of this condition in line with its commitment to consultation with stakeholders, and continuation of the Regional Community Consultative Committees on an agreed needs basis.

Appendix 1, Part 3, Condition 3 (A,B)
Commitments in social mitigation and investment

The existing and proposes Appendix 1, Part 3, Condition 3 (A,B) has been included in Attachment 1.

APLNG has complied with condition 3(A,B) requirements as evidenced by:

- submission of the specified documents to the Coordinator General as part of the documentation required for SIMP approval. The Coordinator General's satisfaction with the documents submitted is evidenced by approval of the SIMP on 20 July 2012.
- In relation to B(3), there were no instances of failure to reach agreement with key stakeholders consulted through formal SIMP consultation processes, including the Combined Agency Representatives briefing. This was documented in email correspondence from the Coordinator General's office on 20 June 2012, "Comments from SIMP Agencies Requiring Action".

Progress against these documents has been reported annually to the Coordinator General commencing with the SIMP Addendum submitted in September 2012.

Progress will continue to be reported to 2017 in line with the Social Impacts Reporting Requirements condition (Appendix 1, Part 3, Condition 2).

APLNG requests deletion of this condition.

Appendix 1, Part 3, Condition 4 (A,B,C,D)
Housing and Accommodation

The existing and proposed Appendix 1, Part 3, Condition 4 (A,B,C,D) has been included in Attachment 1.

A. Integrated Housing and Accommodation Strategy (IHAS)

APLNG has discharged its obligations under condition 4A (1-3) by submission of the IHAS and Community Investment Strategy as part of the SIMP. The SIMP was approved by the Coordinator General on 20 July 2012.

The specific requirements outlined in 4 (a), (b), (c) and (d) have been delivered as follows:

- The Downstream IHAS actions are now completed, as reported to the Coordinator General in the annual SIMP progress report submitted in September 2014.
- The Upstream IHAS actions are on track for completion by 30 June 2015 and will be reported as completed in the report to the Coordinator General due to be submitted in September 2015.

Housing markets across Upstream and Downstream have now readjusted post peak construction and RCCC's no longer report housing affordability as an issue.

APLNG will continue to monitor the housing markets within its geographic footprint as it progresses into its operations phase.

APLNG requests this condition be deleted.

B. Housing for Gladstone region

APLNG has discharged its obligations under condition 4B (1-2) in Gladstone by completion of the IHAS implementation. Specifically:

- Provision of temporary accommodation facilities on Curtis Island
- Provision of mainland housing for 50% of Contractor field non-manual (FNM) workforce (ongoing until end of construction)
- Collaborative rental assistance scheme and completion of a case study
- Funding of affordable housing in Gladstone, including loan subsidy to the Urban Land Development Authority (ULDA)

C. Housing for Western Downs and Maranoa regions

APLNG has discharged its obligations under condition 4C (1) in Western Downs and Maranoa by completion of the IHAS implementation. Specifically:

- Provision of temporary accommodation facilities
- Provision of a rental subsidy
- Funding of a Rent Connect Officer
- Funding of affordable housing in Miles and Roma

D. Affordable and Community Housing Solutions

APLNG has discharged its obligations under condition 4D (1-3) through:

- implementation of the IHAS for Upstream and Downstream regions
- targeting Community Investment Strategy funding towards affordable housing developments in Gladstone, Roma and Miles
- regular discussions with the RCCC on housing progress as documented in minutes published on the Australia Pacific LNG website

Housing markets across Upstream and Downstream have now readjusted post peak construction and RCCCs no longer report housing affordability as an issue.

APLNG project adopted the social condition under Change Report No 2 – SIMP alignment of reporting conditions to SIA (29 October 2013) - five year reporting requirement until 2017.

APLNG requests deletion of this condition.

Appendix 1, Part 3, Condition 5

Community engagement and complaints process

A: Community Engagement for the APLNG project

The existing and proposed Appendix 1, Part 3, Condition 5 has been included in Attachment 1.

In accordance with Condition 5 A1 and A2; APLNG has established community engagement mechanisms, which will form part of its ongoing operations. These include:

- channels for face-to-face engagement through project offices
- a 1800 free-call service and 1300 project information service
- a dedicated email address
- a project website
- community perception surveying showed 80% of community agreed communication channels were effective

In accordance with Condition 5 A3; APLNG produces the Gas Stream newsletter which is published on the APLNG website and distributed in email and hard copy to key stakeholders.

In accordance with Condition 5 A4; APLNG has established the Land Access Protocol to guide ongoing engagement with landholders. A draft Rural Residential Code of Conduct has also been submitted to the Coordinator General to demonstrate the commitment of Australia Pacific LNG to engage with landholders and neighboring properties in relation to rural residential allotments. Land access activities are reported biannually in the Environment and Social Report published on the Australia Pacific LNG website and RCCC discussions relating to land access are minuted and published on the APLNG website.

In accordance with Condition 5 A5; APLNG uses established engagement channels to advise communities of potential nuisance or hazard impacts related to operations. These include, but are not limited to:

- RCCCs
- Local media
- Council briefings
- Key stakeholder meetings

APLNG has established complaints procedures and reports complaints types and performance annually to the Coordinator General in its SIMP progress report and biannually in the Environment and Social Report published on the APLNG website.

In relation to Condition 5 A6; APLNG continues to host RCCC meetings which are the primary forum through which engagement mechanisms are monitored. APLNG undertakes to continually monitor the effectiveness of its communication channels and discuss opportunities for improvements with the RCCCs.

APLNG requests deletion or modification of this condition supported by its commitment to ongoing consultation with stakeholders, and its strategic engagement plans developed for the sustain phase of the project.

Appendix 1, Part 3, Condition 5 (B)

B: Complaints Process

Australia Pacific LNG has discharged its obligations under Condition 5B1a through the establishment a 24 hour emergency response line and a toll free feedback line, published on the Australia Pacific LNG website.

In accordance with Condition 5B1b; APLNG has established in its complaints procedures the requirement to acknowledge complaints within 48 hours. Performance against this target is reported annually to the Coordinator General in the SIMP progress report and biannually in the Environment and Social Report published on the APLNG website.

In accordance with Condition 5B1c; APLNG keeps a register of complaints. The number and type of complaints, as well as acknowledgement and resolution performance is reported annually to the Coordinator General in the SIMP progress report and biannually in the Environment and Social Report published on the APLNG website.

In accordance with Condition 5B1d; APLNG publishes toll free phone numbers and email contacts on its website, the Gas Stream newsletter, and proactively engages with key community groups to ensure points of contact are known and to capture any emerging issues or complaints. Complaints and engagement performance is reported annually to the Coordinator General in the SIMP progress report and biannually in the Environment and Social Report published on the APLNG website.

APLNG has discharged its obligations under Condition 5B2 through the establishment of a Land Access team which employs dedicated Landholder Advisors. These advisors are integral to our ongoing operations and will remain key points of contact for landholders for information and disputes.

Landholder complaints are recorded in line with the Upstream complaints management procedures and complaints performance is reported annually to the Coordinator General in the SIMP progress report and biannually in the Environment and Social Report published on the APLNG website.

APLNG has discharged its obligations under Condition 5B3 through the development of the Land Use and Land Access Plan which was submitted as part of the SIMP and approved by the Coordinator General on 20 July 2012.

APLNG requests deletion or modification of this condition supported by its commitment to maintain its complaint management processes, as well as contact points to handle and address complaints. APLNG will maintain its Landholder Engagement Plan for land use and access.

Conclusion

Australia Pacific LNG understands that by adopting the *SIA guideline* conditions in full, all conditions from Appendix 1, Part 3 will be removed, or otherwise amended to acknowledge completion, and the *SIA guideline* reporting condition which has already been adopted (Social Impacts Reporting Requirements, Appendix 1, Part 3, Condition 1[2]) will continue to apply.

As part of Australia Pacific LNG's consideration in making this request, compliance has been assessed against existing social conditions and can demonstrate that these have been completed as one-off initiatives during the project construction phase, or delivered through the establishment of processes and systems which are part of Australia Pacific LNG's ongoing operations systems.

We therefore see the transition to operations as the appropriate time for us to adopt in full the *SIA guideline* condition.

As Australia Pacific LNG makes this request in response to a change in Queensland Government policy, and in line with the transition arrangements outlined in the *SIA guideline*, we ask that the Coordinator-General waives the fees associated with this Change Report.

Thank you for the opportunity to review Australia Pacific LNG's social conditions, and to ensuring continued relevance to the project's operating environments. Please contact Manager, Community and Sustainable Development, Mr Rob Gibb on (07) 4836 7610 if you require additional information or would like to discuss further.

Yours Sincerely



Page Maxson
Chief Executive Officer
Australia Pacific LNG Pty Limited

ATTACHMENT 1:

Proposed changes to APLNG project social conditions

Current Condition Coordinator-General Evaluation Report	Proposed Condition / Explanatory Notes Coordinator-General Change Report
Appendix 1, Part 3, Condition 1(1) Social Impact Management Plan (SIMP) Specification for finalisation of APLNG's SIMP 1. The proponent must: a) Within 30 calendar days of the project receiving a final investment decision, submit the final SIMPs consistent with the Social Impact Assessment Unit, Department of Infrastructure and Planning SIMP Guideline for review and approval by the Coordinator-General. The final SIMPs must update the mitigation strategies in line with the recommendations set out in this Coordinator-General's Report and include but not be limited to the: i. monitoring and Review Program to include the role of the RCCCs ii. stakeholder Engagement Strategy to include activities as they relate to land access, property ownership and quality of life issues (noise, dust and hazards) iii. dispute resolution mechanism b) Demonstrate that the proponent has taken reasonable steps to achieve agreement on the strategies contained in the final SIMP by the relevant stakeholders and on the lead and assisting roles of stakeholders in the delivery of the SIMP strategies. c) In relation to social impact mitigation strategies, where clear agreement has not yet been reached (and the proponent provides evidence of reasonable steps to achieve agreement), identify the actions proposed to resolve these matters. Outcomes of these stated actions will be reviewed in the first annual report requirements of the SIMP as specified as part of the reporting, review and auditing arrangements.	Appendix 1, Part 3, Condition 1(1) Delete
Appendix 1, Part 3, Condition 1 (3,4,5) Requirements for any amendments to the SIMP 3. The proponent must revise the SIMPs after completion of the construction stage of the project on the basis of the findings of the external audit or advise the Coordinator-General that amendments and updates to the SIMP are required. The proponent will be required to advise DIP	Appendix 1, Part 3, Condition 1 (3,4,5) Requirements for any amendments to the SIMP Delete

that in circumstances where:

- a) strategies and actions no longer meet the desired outcomes, or require changes to the SIMPs to improve their effectiveness
 - b) changes in government policy, significant changes to company operations and site structure, or significant national/international changes to management approaches and frameworks.
4. Identify a process to facilitate any amendments and agreement between the Coordinator-General and the proponent. If necessary, the Stakeholder Community Engagement Strategy should be updated to describe how stakeholders will be engaged in any change process at the time.
5. Alter, re-structure, re-scope or extinguish the SIMP through agreement by both government, (coordinated by the Coordinator-General) and the proponent, following consultation with key stakeholders, including the Regional Community Consultative Committees (RCCC).

Appendix 1, Part 3, Condition 2
Other Social Impact Management Plan (SIMP) Requirements
A: Consultative committees

1. For the life of the project the proponent is required to establish three Regional Community Consultative Committees (RCCCs) in the Western Downs Region, Maranoa Region, Banana Shire Region and the Gladstone Region, in response to the social impacts identified for each of the project components including the Coal Seam Gas (CSG) field; Gas transmission pipeline; and the Curtis Island (LNG) facility. Specifically the proponent must:
- a) have a clear and agreed Terms of References (ToR) for each RCCC, developed in consultation with the RCCC members of each region
 - b) have a role in overseeing the implementation of social impact mitigation and management strategies identified in the EIS process and receive and comment upon reports on the implementation of the Social Impact Management Plan (SIMP). This role is to be reflected in each of the RCCC's ToR
 - c) ensure the membership, as proposed in the draft SIMP by the proponent, is implemented unless an alternative structure is agreed to with RCCC members. This may include a model that combines RCCCs from other LNG Projects.

Appendix 1, Part 3, Condition 2
Consultative committees
Delete/ Insert

The proponent must:

- a) establish Regional Community Consultative Committees (RCCCs) for each project component: Gas field, gas transmission pipeline and LNG facility; in the following council areas:
 - i) Western Downs Regional Council
 - ii) Banana and North Burnett Shire Council
 - iii) Gladstone Regional Council
- b) provide a clear and agreed terms of reference for each RCCC, developed in consultation with each of the RCCC chairs and members.
- c) provide full secretariat resourcing to each RCCC in operation.

The proponent may alter, restructure or extinguish these arrangements following key stakeholder consultation and agreement.

The Coordinator General has jurisdiction for this condition.

d) provide full resourcing and provision of the secretariat services for the RCCCs

2. For the life of the project, the proponent is required to confirm the intention (as proposed in the draft SIMP) to resource the Consultative Committees. The proponent is required to:

- a) Provide full resourcing of the secretariat and support for the RCCCs to cover in the Western Downs Region, Maranoa Region, Banana Shire Council Region (predominately) and the Gladstone Region, in response to the social impacts identified for each of the project components including the Coal Seam Gas (CSG) field; Gas transmission pipeline; and the Curtis Island (LNG) facility
- b) Employ Community Liaison Officers and Shopfront staff at the Gladstone, Chinchilla and Roma locations at a convenient access point for the local community.
- c) Ensure the Community Liaison Officers provides the central point of contact for community relations in respective regions for the life of the project.

C: Proponents specific measures for managing social impacts

SIMP initiatives in line with draft SIMP commitments

(a) The proponent must:

- (I) Submit copies and/or confirm APLNGs commitments for the project to the Coordinator-General for consideration before the finalisation of the SIMP:
 - a. APLNG Project Workforce and Training Strategy and Action Plan
 - b. job referral and job advertising service

Appendix 1, Part 3, Condition 3 (A,B)
Commitments in social mitigation and investment

A: Commitments

The proponent must:

- 1. Provide a copy of the Commitments Register for the APLNG project to the Coordinator-General, prior to final approval being given to the Social Impact Management Plans (SIMP).
- 2. Update the APLNG SIMPs to include the commitments.

B: Social mitigation and investment

Appendix 1, Part 3, Condition 3 (A,B)
Commitments in social mitigation and investment
Delete

The proponent must:

1. Submit the final Community Investment Strategy for the APLNG project to the Coordinator-General's approval prior to presenting the final SIMP to the Coordinator-General.
2. When submitting the final SIMP for approval, demonstrate that the investment outlined in the Community Investment Strategy and Commitment Register has been incorporated into the final Social Impact Management Plans and that the proponent has taken reasonable steps to achieve agreement on these commitments with relevant SIMP stakeholders.
3. In relation to social impact mitigation strategies, where clear agreement has not yet been reached refer to Condition 1.1c.

Appendix 1, Part 3, Condition 4 (A,B,C,D)
Housing and Accommodation

A: Integrated Housing and Accommodation Strategy (IHAS)

The proponent must:

1. Finalise the IHAS in consultation with the key stakeholders identified in APLNGs draft SIMPs once the proponent's Community Investment Strategy is submitted in final.
2. Demonstrate that the implementation of the proponent's IHAS will address the impacts of each of the APLNG's project components (gas fields, pipeline and LNG Facility) on accommodation and housing. The IHAS will need to be submitted to the Coordinator-General in line with Condition 1.1.
3. Ensure that the IHAS is:
 - a) consistent with the principles underlying the conditions imposed by the Coordinator-General in respect to the other LNG proponents (who have received project approval by the Coordinator-General) towards mitigation and management of housing impacts for Western Downs, Maranoa and Gladstone regions; and
 - b) clearly commensurate with the size and scale of the operation in comparison to other LNG proponents who have received Coordinator-General approval.
4. Include mitigation and management strategies that address the following issues:

Appendix 1, Part 3, Condition 4 (A,B,C,D)
Housing and Accommodation
Delete

- a) that accommodation provision for the proponent's workforce, not housed in any project specific worker accommodation (e.g. TWAF), is addressed by a range of means including (but not limited to) direct supply of housing/units, and/or facilitating joint ventures for construction or purchase of dwellings.
- b) support for investment in affordable housing to mitigate the likely impacts of the project on the housing market and on housing demand.
- c) monitor the effect of the provision of affordable housing particularly for Indigenous people and low income households, and consider contributing to investment in affordable housing, where appropriate.
- d) accommodation advice services for workers and families wishing to settle in the APLNG Project, particularly for operational workers in the gas fields including details of incentives for those workers who want to settle into the region (including but not limited to, housing solutions provided by the proponent).

B: Housing for Gladstone region

1. The proponent or its construction contractors shall facilitate housing solutions such as the provision of new or additional housing stock for 50 per cent or other percentage of the projects workforce seeking to settle in the Gladstone Regional Council area as concluded from the Integrated Housing and Accommodation Strategy or/as approved by the Coordinator-General. These solutions will also be developed with advice from the Department of Communities and the stakeholders identified in the proponent's SIMP.
2. APLNG will participate in consultation with other major proponents as directed by the Coordinator-General, and Government agencies to identify co-operative strategies, and participate in regional strategies to resolve project related cumulative housing impacts, with the objective of achieving joint mitigation strategies and deliver housing solutions.

C: Housing for Western Downs and Maranoa region

1. The proponent or its construction contractors shall facilitate housing solutions such as the provision of new or additional housing stock to meet as a guide, 75 per cent or other percentage concluded from the Integrated Housing and Accommodation Strategy and approved by the Coordinator-General with advice from the Department of Communities, and the stakeholders identified in the proponent's SIMP, of the project's workforce seeking to settle in the Western Downs and Maranoa Regional Council area.

D: Affordable and community housing solutions

1. The proponent is required to mitigate its impact on accommodation for low income households who may be impacted by project induced escalation in rental rates or housing prices. This may include facilitating the provision of housing solutions such as new or additional supply of housing stock for the following purposes, progressively as the project workforce increases or by contributing to a Government sponsored community and affordable housing initiative.
2. The proponent must mitigate housing impacts through the development of strategies including the Integrated Housing and Accommodation Strategy as it outlined in the draft SIMP; and in agreement with the key stakeholders listed in the draft SIMP. This will be demonstrated through Condition 4.
3. The proponent is to enter into discussions with key stakeholders, including the RCCCs immediately when the Community Investment Strategy investment for housing is submitted in final to identify how CIS funding will be applied to housing and accommodation mitigation strategies.

Appendix 1, Part 3, Condition 5
Community engagement and complaints process
A: Community engagement for the APLNG project

The proponent's Community and Stakeholder Plan must include:

1. For the life of the project establish and/or continue to resource dedicated community shopfronts in Roma, Chinchilla, Miles and Gladstone to provide information and community access over the life of the project. Additional shopfronts may be established as the project progresses, depending upon community feedback to the

Appendix 1, Part 3, Condition 5
Community engagement and complaints process
Delete/Insert

The proponent must:

- a) develop a community engagement strategy.
- b) implement and maintain the community engagement strategy commensurate with project impacts.

The proponent may alter, restructure or extinguish these arrangements following key stakeholder consultation and agreement.

Current Condition Coordinator-General Evaluation Report	Proposed Condition / Explanatory Notes Coordinator-General Change Report
proponent. 2. For the life of the project, the proponent must gauge community satisfaction in regard to the quality and appropriateness of the project's community engagement strategies including: 1800 free-call service; project website; freepost service. This may include survey instruments; market research; community workshops and public information sessions 3. For the life of the project, the proponent must deliver consultation strategies such as: a. workshops on key issues b. community information sessions where members of the public can raise issues of concern c. the development and delivery of a 'Project Newsletter' on a regular basis to provide updates, RCCC meeting dates and highlights; community engagement outcomes; contact points for community information and enquiries and the project's dispute resolution mechanisms. 4. For the life of the project, the proponent must provide details of the engagement strategies that have been established with property owners and regarding land access/use issues. 5. For the life of the project, the proponent must provide details of the engagement strategies that have been applied to inform the community of issues and management strategies associated with noise, vibration, hazard and risk activities to people, property and the environment of abnormal events, natural hazards or accidents associated with construction and operation of the gas fields, pipeline and the LNG Facility 6. Prior to the project closure and the decommissioning of the project component, APLNG must actively inform the community. APLNG may provide a case to the Coordinator-General to alter, restructure or extinguish these arrangements after agreement by both government (facilitated through the Coordinator-General) and the proponent, following consultation with key stakeholders, including the Regional Community Consultative Committees (RCCC).	The Coordinator General has jurisdiction for this condition.
Appendix 1 Part 3 Condition 5 (B) B: Complaints Process	Appendix 1 Part 3 Condition 5 (B) Complaints Process

The proponent's Grievance and Disputes Resolution Policy must:

1. For the life of the project demonstrate that there is:
 - a. community feedback procedure which includes a 24-hour emergency response line for all members of the community to report incidents or issues relating to safety, health and environmental amenity or harm.
 - b. mechanisms for Stakeholders to provide feedback to APLNG in person, or via a toll free number or to the project email address. Complaints must be acknowledged within 48 hours, and stakeholders advised regularly of progress in addressing their complaint.
 - c. Complaints Register which allows APLNG to the easily report to RCCCs on the types of complaints, turnaround times for resolution and whether complaints have been addressed satisfactorily.
 - d. adequate avenues to inform the community of APLNG's complaints procedures including face to face meetings, local newsletters, magazines, community notices boards or meeting points and through key community groups and networks (interagency groups)
2. Continue the employment of dedicated Landholder Advisors for the Gas fields and pipeline corridor to ensure landholders have 24-hour access to raise concerns, and dispute resolution mechanism available to them at no cost to the individual or community.
3. Develop and implement the Land Use and Land Access Action Plan (which includes land access protocols). This will be included in the final APLNG SIMP.

Delete/Insert

The proponent must:

- a) Develop a complaint management strategy as part of their Grievance and Dispute Resolution Policy.
- b) Implement and maintain complaint management strategies commensurate with project impacts.

The proponent may alter, restructure or extinguish these arrangements following key stakeholder consultation and agreement.

The Coordinator General has jurisdiction for this condition.