

6 Stakeholder engagement

6.1 Overview

A stakeholder engagement strategy is implemented for current operations at Mangoola Coal. Xstrata Mangoola's stakeholder engagement strategy allows for consideration of stakeholders' views and allows Xstrata Mangoola to provide feedback on matters raised.

The existing consultation program includes the following key components:

- quarterly meetings with the CCC;
- face-to-face meetings with local landowners and residents, including those directly affected by Mangoola Coal's operations;
- an annual newsletter;
- community information sessions;
- Mangoola Coal website; and
- a community hotline which operates 24 hours per day, seven days per week.

This strategy has been supplemented by activities that apply specifically to the proposed modification. In addition, stakeholder engagement has been undertaken to address the DGRs which require Xstrata Mangoola to consult with the relevant local, State and Commonwealth Government authorities, service providers, community groups and affected landowners.

In addition to consultation with neighbouring and local communities undertaken by Mangoola Coal, an integral part of the stakeholder engagement process for the proposed modification is the SIOA, undertaken by Coakes Consulting. One of the key objectives of the SIOA is to identify potential social impacts of the proposed modification on neighbouring and local communities, and develop strategies to address these matters.

Consultation with community undertaken by Mangoola Coal has been a primary component of the SIOA program, and is described further in Section 6.2 and in detail in the SIOA in Appendix I.

6.2 Stakeholder identification

A key component of the SIOA is the process of understanding, from a community perspective, the impacts and opportunities associated with the proposed modification, and Mangoola Coal's operations more broadly, as well as the broader community values. Stakeholders were identified through:

- Xstrata Mangoola's existing stakeholder database;
- local community service directories;
- media analysis; and
- through contacts made from initial sources providing contact details for additional stakeholders to be consulted.

Key stakeholders identified are detailed in Table 6.1.

Table 6.1 Stakeholder identification

Stakeholder
Community stakeholders
Mangoola Coal's CCC
Local landholders
Xstrata Mangoola employees and contractors
Broader stakeholders within the Upper Hunter Region including 57 service providers and key regional stakeholders (including education, childcare, health, housing and infrastructure, accommodation, emergency services, employment and training, tourism, community services, local government representatives, and local business owners)
Government agencies and public authorities
MSC
DP&I
Division of Resources and Energy (DRE)
OEH
EPA
DPI (including NOW, Agriculture and Fisheries sections, and Catchments and Lands (Crown Lands Division))
NSW Health
Transport for NSW (including the Centre for Transport Planning and Roads and Maritime Services (RMS))
Australian Rail Track Corporation (ARTC), and downstream coal chain operators including RailCorp, Newcastle Ports Corporation
DSEWPAC
Hunter-Central Rivers Catchment Management Authority (CMA)
Chambers of Commerce (Muswellbrook)

6.3 Consultation methods

Various consultation methods were considered and applied to different stakeholder groups to encourage participation in the SIOA. Methods included CCC meetings, face-to-face meetings and interviews, online surveys, a community information session, and distribution of a community factsheet. An overview of these stakeholder consultation methods, as they apply to particular stakeholder groups, is provided in the following sub-sections.

6.3.1 Community consultative committee

Mangoola Coal's CCC was established in 2007 in accordance with Schedule 3, Condition 8 of PA 06_0014. The CCC has 11 members, including four representatives from the community, four from Xstrata Mangoola, and three from MSC. The CCC meets quarterly. Part of the CCC's role is to review Mangoola Coal's performance, with respect to environmental management and community relations, and review community concerns or complaints received and how these have been addressed by Xstrata Mangoola.

Information on the proposed modification was provided to the CCC by Xstrata Mangoola during meetings held on 21 November 2012 and 20 February 2013. Matters raised during these meetings relating to the proposed modification are detailed in Table 6.2. Updates on the progress of the proposed modification will be provided in future meetings.

6.3.2 Local community

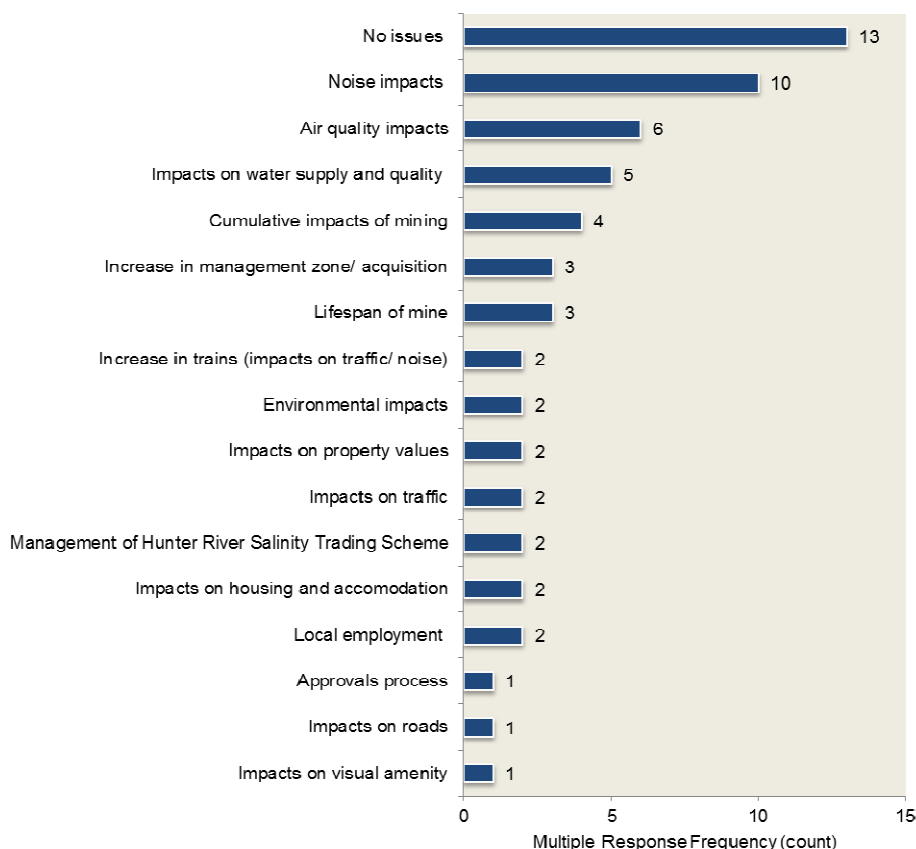
i Community information fact sheet

A community information fact sheet which summarised the key elements of the proposed modification was distributed on 5 December 2012 to a total of 41 nearby landholders. This fact sheet has also been distributed at meetings, where appropriate, sent to government stakeholders, and published on Xstrata Mangoola's website.

ii Meetings with near neighbours

Near neighbours of Mangoola Coal were also invited to participate in face-to-face meetings with representatives of Xstrata Mangoola to discuss the proposed modification and current operations. A total of 38 face-to-face meetings with near neighbours were undertaken during November and December 2012. Near neighbours who declined to participate in face-to-face meetings were offered to be sent information packs for their consideration as an alternative. The Community Information Session (described below) was also identified as another avenue for them to learn about the proposed modification if they wished to attend.

During interviews, landholders were asked to identify potential issues or impacts they felt may result from the proposed modification, as well any issues or impacts from Mangoola Coal's operations generally. The matters identified relating specifically to the proposed modification and the frequency in which they were identified are shown in Figure 6.1.



Source: Coakes Consulting (refer to Appendix I)

Figure 6.1 Matters identified by stakeholders relating specifically to the proposed modification

Stakeholders primarily identified impacts from the current operations that they believed may be exacerbated by the proposed modification, including specific impacts of noise and dust, as well as impacts on water supply (ie from the Hunter River). Landholders also identified concerns regarding the cumulative impacts of mining more broadly, uncertainty regarding Mangoola Coal's affectation zone, the lifespan of the mine and impacts on train noise, the environment, property values, traffic, housing and local employment. A detailed analysis of the issues raised by landholders is described in Section 6.3 of the SIOA in Appendix I.

The key issues raised during consultation associated with the proposed modification include noise and air quality (dust) impacts, as well as impacts to surface water quality and supply in the Hunter River (see Figure 6.1). Section 4.12 addresses how each of these key issues has been considered in the project design. Impacts to noise, air quality and surface water are addressed in Chapters 8, 9 and 11, respectively.

iii Community information session

A community information session was held to promote awareness and provide information on the proposed modification, and provide opportunities for feedback on issues/concerns which would require consideration as part of the environmental assessment process.

A newspaper advertisement notifying the time, date and location of the session was published on in the Hunter Valley News on 28 November 2012 and 5 December 2012 and in the Denman News on 6 December 2012.

The session was held on 12 December 2012 at Wybong Community Hall and was led by representatives of Xstrata Mangoola, and attended by EMM. The session was attended by over 25 people, mainly local community members and landholders.

Information was displayed at the session via a series of 'story boards' providing an overview of the proposed modification, an update of current operations, and rehabilitation progress. Representatives of Xstrata Mangoola and EMM were also available to answer questions. Marion Burgess from the Australian National University in Canberra attended the session and gave several presentations on noise emissions from mining operations generally and how noise is perceived by the human ear.

Matters raised during session include potential impacts on health, visual amenity, air quality, traffic and transport, blasting and agriculture. Further detail on the matters raised and where these have been addressed in this EA are provided in Table 6.2.

6.3.3 Service providers

Face-to-face and phone interviews were undertaken by Coakes Consulting as part of the SIOA with key service providers and regional stakeholders to identify challenges and opportunities for the Muswellbrook LGA and the Upper Hunter Region in relation to community service provision and capacity, as well as broader community issues. These stakeholders were based across the Upper Hunter (Muswellbrook, Singleton, and Upper Hunter LGAs) and included service providers involved in childcare, education, health, emergency services, housing and infrastructure, local government representatives and also local business owners and youth services.

This group of service providers were asked questions during consultation relating to existing capacity of services, general challenges and opportunities facing the communities of the Upper Hunter Region, issues and opportunities in relation to mining within the region, and whether they perceived any issues in relation to Mangoola Coal's current operations. It should be noted that these stakeholders were not consulted specifically about the proposed modification; however, issues raised have been considered in the SIOA where relevant.

A number of local service providers were also invited to the community information session on 12 December 2012 where they were informed directly about the proposed modification.

A detailed analysis of issues and opportunities raised by stakeholder and service providers within the Upper Hunter region is described in Section 6.3 of the SIOA in Appendix I. The analysis shows issues raised about mining in the community more broadly have both positive and negative aspects. The presence of mining in Muswellbrook LGA and the Upper Hunter Region can have positive influences such as increasing employment, improving household incomes and providing community investment. Mining may also result in negative aspects such as the inability of local business to compete with high mining wages for staff, community investment not always being directed to the areas of greatest community need, and loss of identity as a rural community.

The SIOA has considered impacts on population growth as a result of the proposed modification and the subsequent increase in demand for community services. The SIOA and its outcomes, including mitigation and strategies to address the issues raised, are summarised in Chapter 12 and detailed in full in Appendix I.

6.3.4 Xstrata Mangoola workforce

Xstrata Mangoola employees and contractors were invited to participate in a survey distributed by email and in person during July 2012. A total of 242 employees and contractors participated in the survey. The purpose of the survey was to determine key characteristics of the Mangoola Coal workforce including employment status, qualifications held, place of residence and family structure. The data collected from the surveys, in addition to employee and contractor data held by Xstrata Mangoola, was used to determine potential impacts resulting from the increase to workforce numbers under the proposed modification.

Mangoola Coal's workforce was first notified about the proposed modification on 8 October 2012. Ongoing updates were provided as the environmental assessment process progressed. Xstrata Mangoola also held contractor communication sessions to discuss the proposed modification on 22 February 2012.

6.3.5 Government agencies and public authorities

Representatives of Xstrata Mangoola and EMM met with DP&I on 11 September 2012 to discuss the proposed modification and EA process. At this meeting it was requested that a briefing letter detailing the key elements of the proposed modification and the potential matters requiring further assessment be prepared and submitted to DP&I for their consideration and development of DGRs for the development application. As detailed in Section 1.4, this briefing letter was submitted to DP&I on 8 November 2012 and DGRs for the proposed modification were issued on 3 December 2012.

In accordance with the DGRs, the government agencies and public authorities identified in Table 6.1 were contacted by Xstrata Mangoola and supplied with a fact sheet detailing the proposed modification as well as an offer of further information or, should it be preferred, a face-to-face meeting. Representatives of Xstrata Mangoola and EMM met with officers representing EPA and OEH on 13 February 2013. Xstrata Mangoola also met with NOW on 13 February 2013 and gave a briefing presentation on the proposed modification at the Muswellbrook Chamber of Commerce meeting on 6 November 2012. No matters were raised during this presentation.

6.4 Stakeholder consultation results

Matters raised during stakeholder consultation, relevant to the proposed modification, are listed in Table 6.2 together with a reference identifying where each matter is addressed in the EA.

Table 6.2 Matters raised during consultation relevant to the proposed modification

Stakeholder	Matters raised	EA reference
Mangoola Coal's CCC	Consultation with local community	Section 6.3
	Modification to blasting conditions	Section 8.3.2
	The need for inclusion of HRSTS discharges	Section 4.9.1
	Whether an increase in equipment fleet would result from the proposed production increase	Section 4.8
	Noise and air quality impacts	Chapters 8 and 9
Local community	General noise impacts	Chapter 8
	The effect of noise reflection from surrounding topography	It is possible that noise reflections from topography can occur. However, reflected sound waves will always be out-of-phase with the direct sound waves for the same noise event; this means that the noise level at a residence cannot be the addition of sound waves for the same event. Further, the reflected wave will always be of a lower magnitude by virtue of the reflected wave travelling a greater distance, or due to the presence of vegetation or other topographical features. The noise levels reported in Chapter 8 are those from direct sound waves from the source which are considered to be representative of the highest noise possible from Mangoola Coal.
	Health impacts from intensification of noise impacts.	The proposed modification will generally result in a reduction in noise levels from the current operations (see Section 8.3).
	Infrasound and low frequency noise impacts	Infrasound is not relevant to mining operations. Low frequency noise is assessed in Section 8.3.2.
	General air quality impacts	Chapter 9
	Impacts on water supply and quality	Section 11.3.4
	Cumulative impacts of mining	Sections 8.3 and 9.4
	Increase in management zone/acquisition	Sections 8.3 and 9.4
	Lifespan of mine	Section 4.3
	Increase in trains (impacts on traffic/noise)	Sections 8.3 and 10.5
	Environmental impacts	Chapter 8 – 16

Table 6.2 Matters raised during consultation relevant to the proposed modification

Stakeholder	Matters raised	EA reference
	Impacts on property values	The proposed modification is unlikely to impact property values given that operations will remain consistent.
	Impacts on traffic	Chapter 10
	Management of HRSTS	Section 11.2.3
	Impacts on housing and accommodation	Section 12.3.2
	Local employment	Section 12.2.2
	Approvals process	Section 5.2
	Impacts on roads	Section 10.4
	Impacts on visual amenity	Chapter 14
	Agricultural impacts	Chapter 15
DRE	EA to clearly identify existing coal titles under the Mining Act.	Table 3.1
	EA to outline mine closure/rehabilitation commitments.	Section 16.8
OEH	Requested that the EA highlight any changes to rehabilitation commitments due to the proposed modification.	Section 16.8
EPA	Variation of EPL to include gravel crushing activities.	Section 5.3.1
	Possible changes to EPL blasting conditions for compliance with criteria apply to monitors (which are representative of sensitive receivers) rather than at sensitive receivers.	Section 8.3.3
	Consideration of impacts to the Hunter River from the maximum predicted discharge.	Section 11.3
	Consideration of impacts to downstream users including reference to the adequacy of the mixing zone.	Section 11.3.4
	Consideration of EPA's tributary impact assessment guidelines (copy of relevant sections were provided at the meeting).	Appendix H
	EA to include a review of best practice mitigation measures and how Mangoola Coal manages dust.	Sections 9.2.2 and 9.3.1
	EA to include operational controls to achieve criteria under particular meteorological conditions, if required.	Sections 9.2.2 and 9.4
	Analysis of blast fume, including NOx.	Section 9.4.6
NOW	Would like consideration of how the operation will manage prolonged wet and dry periods and what are the proposed contingency measures. Consideration should also be given to water access and security level, the likely discharge opportunities, and management of discharges.	Section 11.3

Table 6.2 Matters raised during consultation relevant to the proposed modification

Stakeholder	Matters raised	EA reference
DPI – Agriculture	Questioned if an Agricultural Impact Statement had been requested in the DGRs and, if not, the site may need to include one due to the sensitivity of the area.	Chapter 15
DPI - Fisheries	No matters currently raised to date.	N/A
Catchments and Lands (Crown Lands Division)	Outline any impacts on crown lands/roads.	N/A – no crown lands/roads will be affected as there are no proposed changes to the approved project disturbance boundary.
NSW Health	Increase in noise impacts.	Section 8.3
	Assessment of air quality impacts.	Section 9.3
	Assessment of vibration impacts from train movements.	N/A – there will be no increase to the approved maximum daily trains and, therefore, no additional vibration impacts from train movements.
	Surface water and groundwater impacts, in particular if there is any increase in disturbance area or changes to creek lines.	Sections 11.3 and 16.2
	Community consultation.	Chapter 6
Centre for Transport Planning	No matters currently raised to date.	N/A
RMS	Requested that traffic and road safety aspects are assessed in a Traffic Impact Assessment	Section 10.4
ARTC	No matters currently raised to date.	N/A
RailCorp	No matters currently raised to date.	N/A
Newcastle Ports Corporation	No matters currently raised to date.	N/A
DSEWPAC	No matters currently raised to date.	N/A
Chambers of Commerce	Approvals process	Section 5.2

6.5 Outcomes of stakeholder engagement

The SIOA (Appendix I) has used the information obtained during consultation, as well as analysis of other relevant data, to assess the proposed change to the current baseline social environment (of which the current operations are a part) as a result of the proposed modification. The SIOA has utilised data from a number of sources to develop a layered picture of the potential social impacts.

The SIOA includes a detailed analysis of the outcomes of stakeholder engagement. Proposed mitigation and strategies to address the matters raised are summarised in Chapter 12, and provided in full in Appendix I.