



# TOONDAH HARBOUR

## CHAPTER 5 STAKEHOLDER AND COMMUNITY ENGAGEMENT



## 5. Stakeholder and Community Engagement

A significant community and stakeholder engagement process that has been delivered as part of the development of the Draft EIS for the Project. The engagement process for the Draft EIS has enabled community members and stakeholders to:

- Provide input and feedback to inform the development of the Draft EIS and features within the proposed master plan;
- Have conversations about the Project with project team members, including conversations about technical information based on facts gathered through the environmental assessment process;
- Bring their observations, issues and ideas to the forefront of conversation;
- Express their sentiment about the Project; and
- Create relationships and an open line of communication with the EIS project team.

Engagement activities for the Draft EIS took place at various milestones, including prior to the release of the Draft EIS Guidelines by the Australian Government, during the public notice of the Draft EIS Guidelines, and during the development of the Draft EIS by the project team. Activities undertaken for the Project between January 2016 and December 2020, included:

- 34 unadvertised pop-up listening posts across Redland City;
- Two face-to-face community drop-in sessions in the local area;
- Six online community drop-in sessions (promoted as Talk Toondah sessions);
- Formation of three technical focus groups and facilitation of two meetings with each group;
- Key stakeholder meetings;
- Establishment of a staffed project information centre in the Cleveland CBD;
- Statistically valid telephone survey with 300 randomly selected Redland City residents;
- Project telephone hotline and email address;
- Community updates; and
- Project website.

These activities were undertaken to provide community members and stakeholders with opportunities to receive information, provide feedback, and engage in conversation to learn more about the Project.

Stakeholders and stakeholder groups with an interest in the Project include:

- Local, state and federal elected representatives;
- Council, state and federal government agencies;
- Traditional Custodians, specifically the Native Title Claimant for the Quandamooka Coast Claim and the registered cultural heritage body, both represented by QYAC;
- Environment and conservation groups;
- Local community members and community groups;
- Minjerribah (North Stradbroke Island) community members and community groups;
- Current transport providers;
- Local and regional tourism organisations and providers;
- Local and regional business and commerce groups;

- Local and regional construction and infrastructure organisations;
- Employment, skills and training organisations;
- Local and regional education providers;
- Local and regional fishing groups; and
- Local and regional heritage groups.

#### 5.1.1 Community and Stakeholder Contact and Sentiment

During the preparation of the Draft EIS, the project team connected with 5,735 community members and stakeholders. This includes connections that were made during engagement activities delivered prior to the release of the Draft EIS Guidelines, during the public notice of the Draft EIS Guidelines, and during the preparation of the Draft EIS. Figure 5-1 outlines the activities undertaken and the total number of people who connected with each activity.

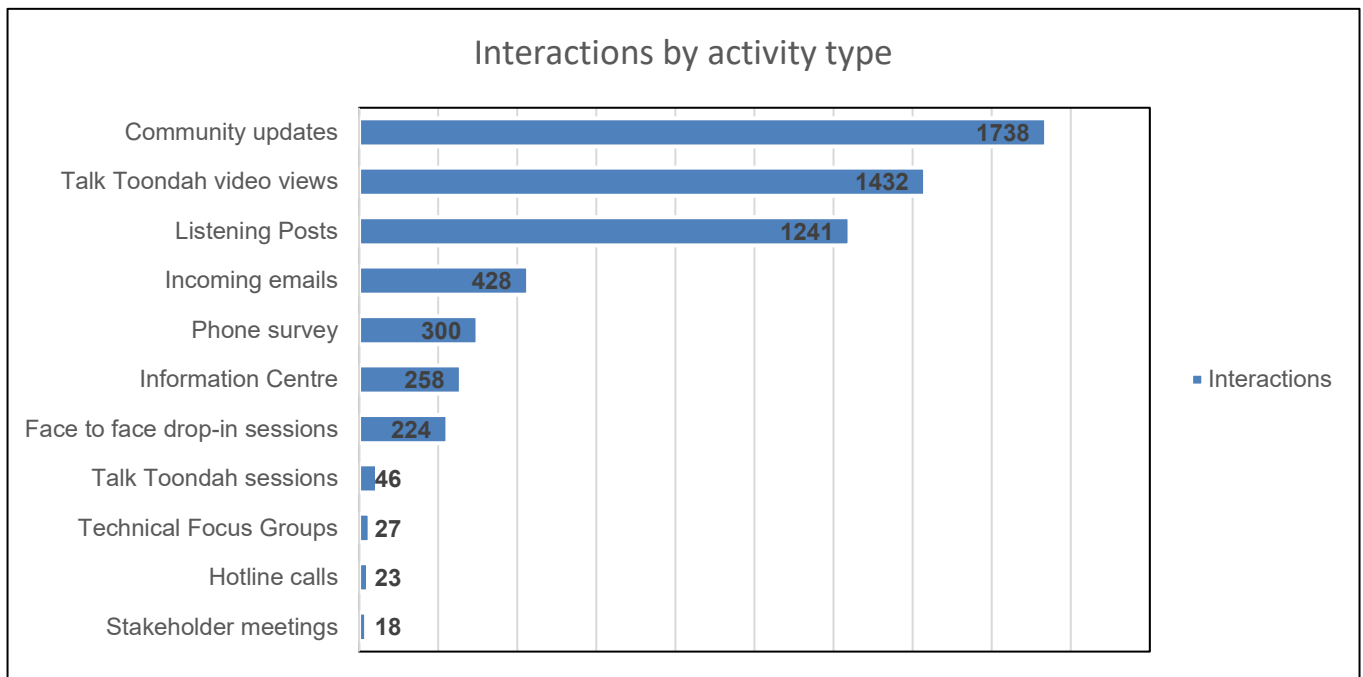
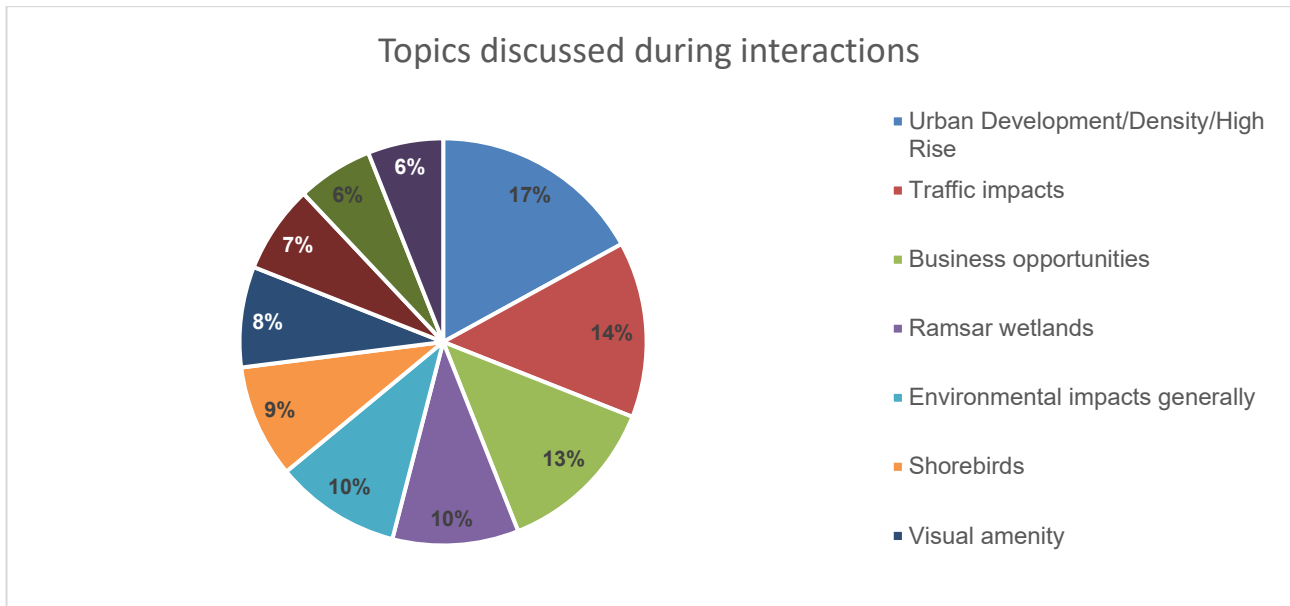


Figure 5-1: Engagement Activities and Interactions with Community Members and Stakeholders.

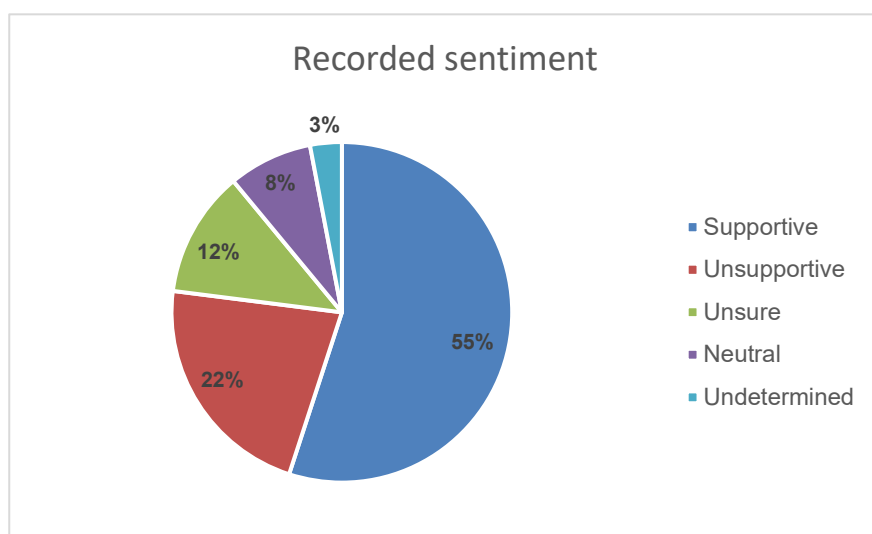
Impacts and benefits explored during these interactions are outlined in Figure 5-2. The top three topics discussed by community members and stakeholders related to urban development and density, traffic impacts, and business opportunities.



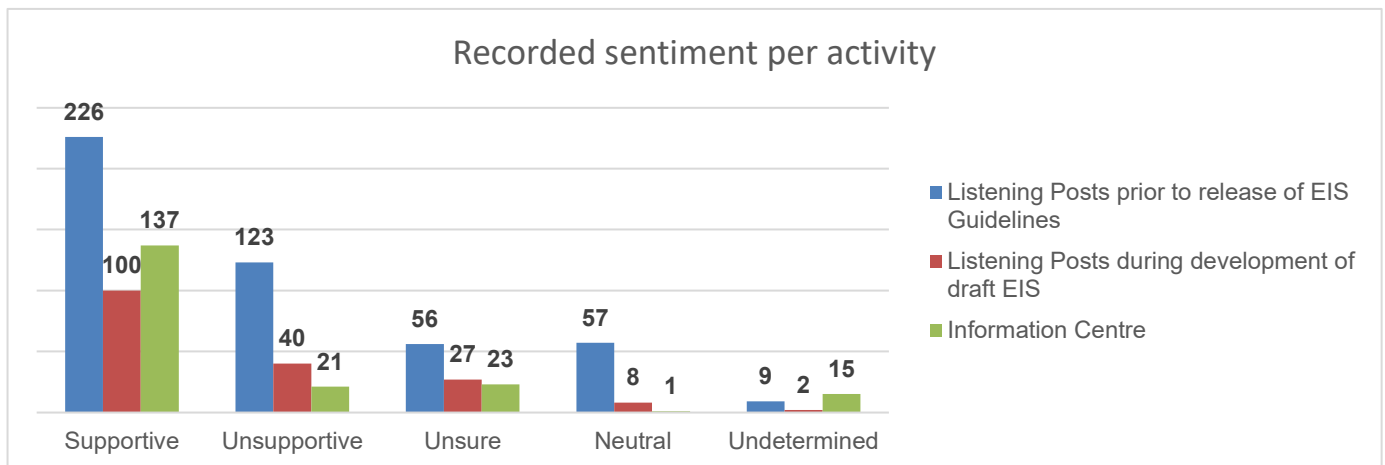
*Figure 5-2: Topics Discussed as Part of the Community and Stakeholder Engagement Interactions.*

Of the 5,735 interactions with community and stakeholders, 1,015 were conversations with a member of the project team about the Project and the Draft EIS. These conversations occurred face-to-face, online via teleconference and webinar platforms, and over the phone. Of the 1,015 total conversations, community and stakeholder sentiment was recorded during 845 conversations at the project information centre and the listening posts, where deeper conversations with community members were possible. It is important to note that the information centre was advertised, while the listening posts were unadvertised 'pop-up' sessions.

The recorded sentiment is shown in Figure 5-3 and Figure 5-4. When looking at the combined sentiment for all three activities, the expressed sentiment during the majority of conversations was supportive (55%), followed by unsupportive (22%), unsure (12%), neutral (8%) and undetermined (3%).



**Figure 5-3: Community and Stakeholder Sentiment.**



**Figure 5-4: Community and Stakeholder Sentiment per Engagement Activity.**

### 5.1.2 Common Themes and Key Findings

Engagement activities completed prior to the release of the Draft EIS Guidelines, during the public notice of the Draft EIS Guidelines and during the preparation of the Draft EIS captured a range of comments from supportive, neutral, unsure and unsupportive community members and stakeholders. Analysis of these comments reveals common themes that relate to:

- Perceived benefits of the Project and potential opportunities;
- Perceived impacts of the Project; and
- Awareness of the Project.

Common themes that emerged in relation to the perceived benefits of the Project and potential opportunities related to:

- Improved public facilities, including the ferry terminal facilities and public parkland;
- Improved housing options;
- Revitalisation and activation of Cleveland's coastline;
- Improved recreation opportunities for families and children;
- Potential for an upturn in the Cleveland economy; and
- Potential for more job opportunities in Cleveland.

Common themes that emerged in relation to the perceived impacts of the proposed development related to:

- Scale of the Project;
- Perceived environmental impacts;
- Perceived traffic impacts;
- Perceived geotechnical challenges Raby Bay is currently facing;
- The need for community infrastructure;
- Potential construction impacts; and
- Potential impacts to Cleveland CBD businesses.

In addition, the project team observed that as the Project has progressed, the broader community has become more aware of the Project and more informed about it. This increased awareness has resulted in an increased number of detailed questions in relation to the EIS process, the elements that are considered in the assessment, and the specific

activities associated with the environmental assessment. Some community members and stakeholders have also indicated their interest in being informed about the results of the environmental assessment process.

#### 5.1.3 Draft EIS Community and Stakeholder Engagement Activities

When the Draft EIS is released for public comment, community and stakeholder engagement activities will include:

- Preparing and disseminating information material;
- Meeting with key stakeholder groups and individuals;
- Meetings with adjoining landowners, subject to the wishes of individual landowners;
- Meeting with each of the three technical focus groups on the themes of Koala, Coastal Processes and Water Quality and Wetlands and Migratory Shorebirds;
- Addressing DCCEE's requirements in relation to advertising, and display and distribution of the Draft EIS;
- Preparing and issuing community newsletters;
- Conducting advertised online community drop-in sessions (promoted as Talk Toondah sessions);
- Conducting pop-up Listening Posts;
- Updating project website;
- Virtual Project Information Centre; and
- Maintaining community telephone hotline and email.

A report detailing community and stakeholder engagement activities up to and including preparation of the Draft EIS for adequacy review, as well as the outcomes from this assessment is included as Appendix 1-P.