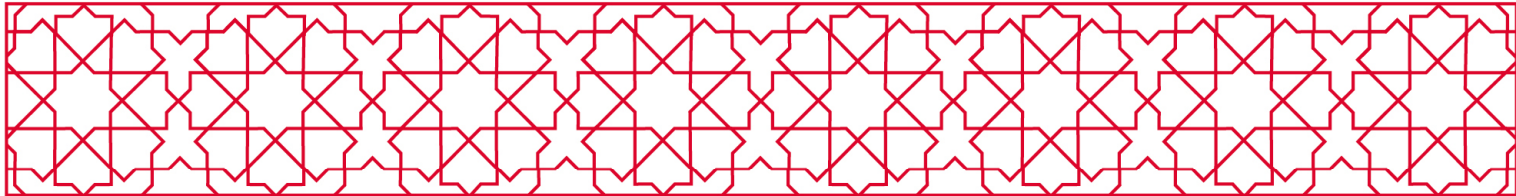




# TOONDAH HARBOUR

## APPENDIX 1 - P COMMUNITY AND STAKEHOLDER ENGAGEMENT REPORT





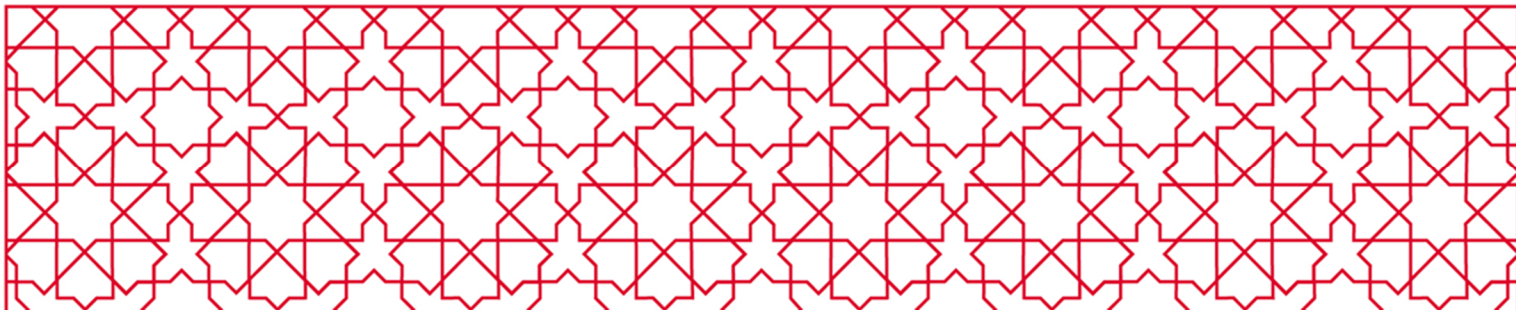
Leisa Prowse  
CONSULTING

## Community and Stakeholder Engagement Report

# Proposed Toondah Harbour Development

December 2020

Draft - revision 3



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# Executive Summary

## Engagement approach

The proposed Toondah Harbour development (the Project) aims to enhance the tourism and economic growth potential for the Redlands Coast and Moreton Bay region, and create a vibrant bayside community destination with foreshore access.

Walker Group Holdings (the Proponent) formally commenced the assessment of the Project's potential environmental, economic, and social impacts in 2019. This process has included extensive community and stakeholder engagement.

This report documents the community and stakeholder engagement process that has been delivered as part of the development of the draft Environmental Impact Statement (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 EIS and features within the proposed masterplan;
- 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 ongoing and lasting relationships and an open line of communication with the project team.

Engagement activities for the draft EIS for the Project took place 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, include:

- 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;
- 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:

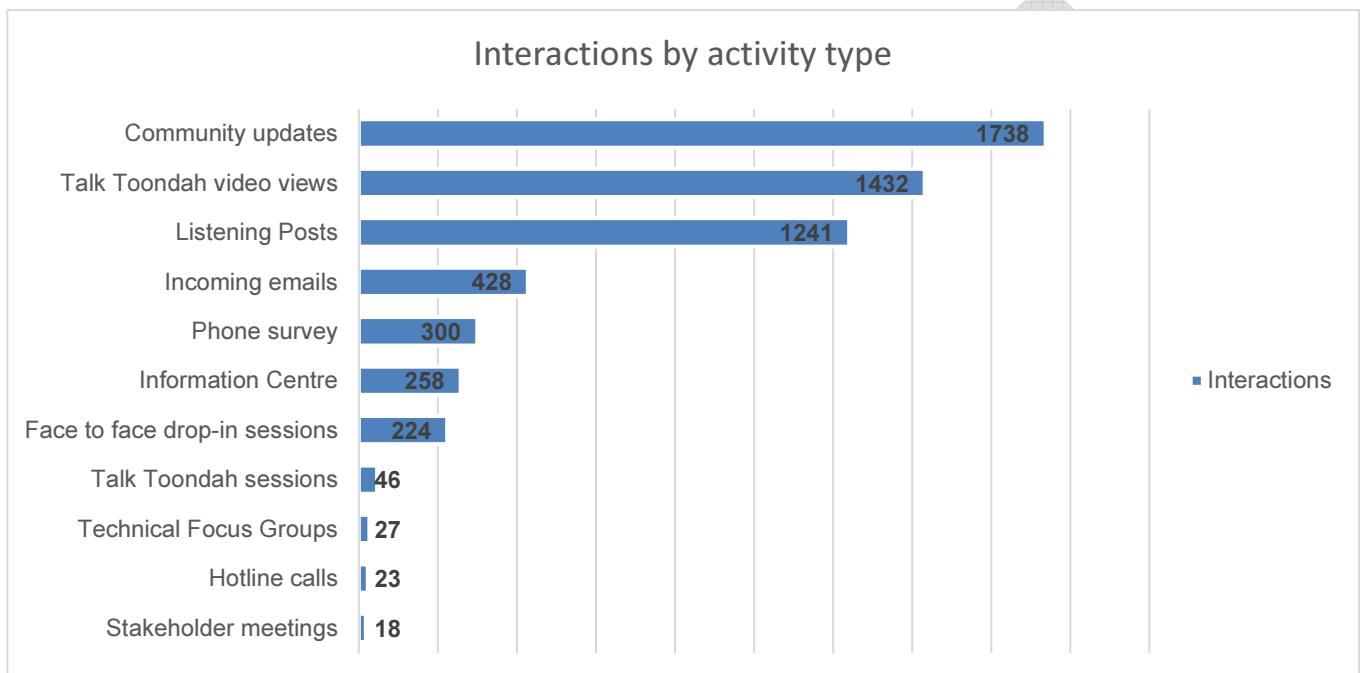
- Local, state and federal elected representatives;
- Local council, and state and federal government agencies;
- Traditional Owners, specifically the native title party and registered cultural heritage body;
- Environment and conservation groups;
- Local community members and community groups;
- North Stradbroke Island (Minjerribah) 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;
- Local and regional heritage groups; and
- Recreational boating groups.

### Community and stakeholder contact and sentiment

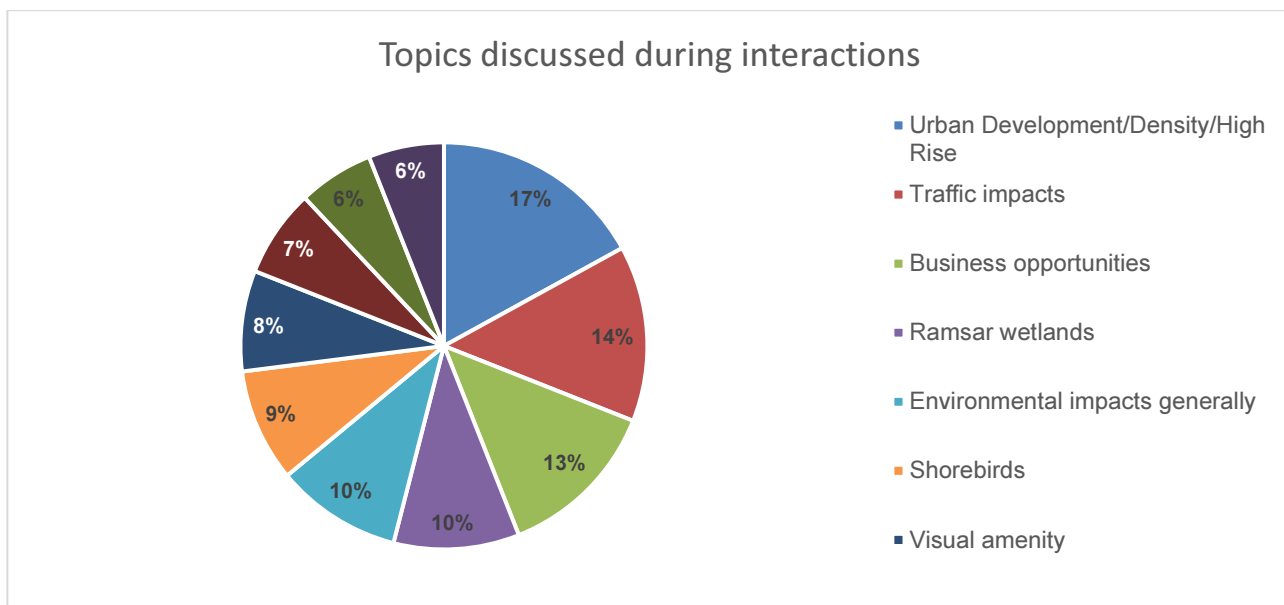
During the preparation of the draft EIS for the Project, the project team has connected with 5,735 community members and stakeholders. This includes the connections that were made during engagement activities delivered prior to the release of the draft EIS Guidelines, during the public notice of the draft EIS Guidelines, and during the preparation of the draft EIS.

Figure 1 outlines the activities undertaken and the total number of people who connected with each activity.



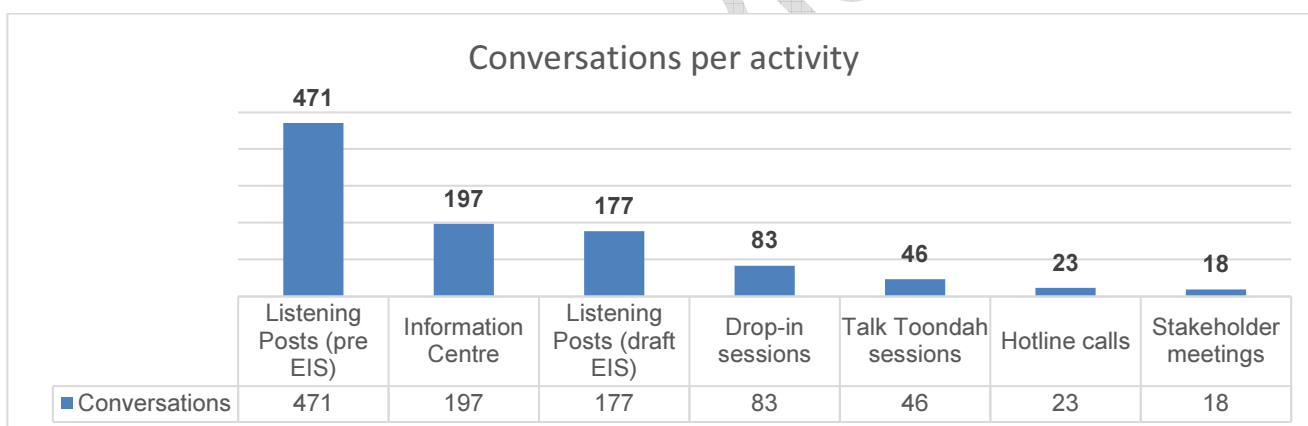
**Figure 1: Engagement activities and interactions with community members and stakeholders.**

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



**Figure 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 associated draft EIS. These conversations occurred face-to-face, online via teleconference and webinar platforms, and over the phone. Figure 3 outlines the number of conversations the project team has had during those activities that enabled conversation.



**Figure 3: Number of conversations per engagement activity**

Of the 1,015 total conversations, community and stakeholder sentiment was recorded during the 845 conversations at the 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 4 and 5. 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%).

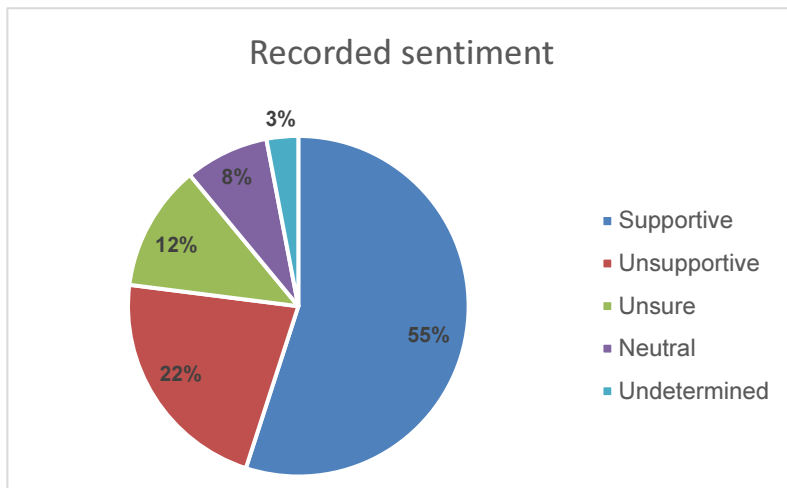


Figure 4: Community and stakeholder sentiment

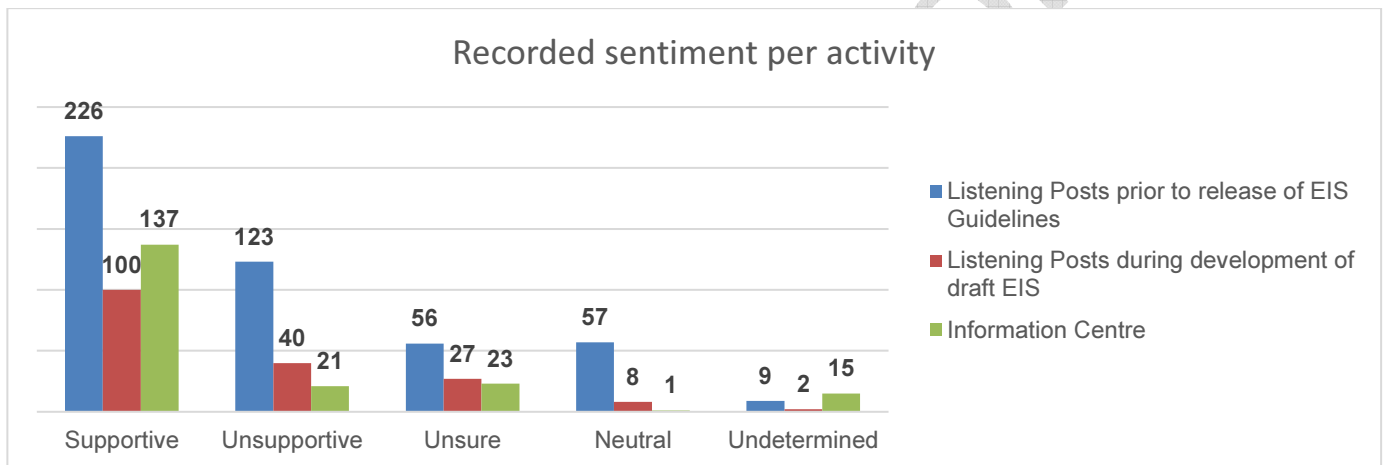


Figure 5: Community and stakeholder sentiment per engagement activity

### 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 port 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 structural 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 has 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.

### **Draft EIS community and stakeholder engagement activities**

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

- Preparing information material;
- Meeting with key stakeholder groups and individuals;
- Meeting with adjoining landowners;
- Meeting with each of the three Technical Focus Groups;
- Addressing the Department'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;
- Staffing project Information Centre; and
- Maintaining community telephone hotline and email.

## 1.0 Introduction

The Project aims to enhance the tourism and economic growth potential for the Redlands Coast and Moreton Bay region, and create a vibrant bayside community destination with foreshore access.

The Proponent has commenced the assessment of the project's potential environmental, economic, and social impacts. This process has included extensive community and stakeholder engagement.

The Project, and associated master plan, has attracted considerable interest from local community members, businesses and the media. This report documents community and stakeholder engagement delivered to support the environmental impact assessment process and the development of the associated Environmental Impact Statement (EIS) for the Project. It documents:

- The community and stakeholder engagement purpose and objectives;
- The community and stakeholder engagement approach;
- The community and stakeholder engagement activities included as part of the pre-EIS period (approximately two years);
- The community and stakeholder engagement activities during the public notice of the draft EIS guidelines (20 business days);
- The community and stakeholder engagement activities included as part of the development of the draft EIS (18 months);
- The common themes and key findings; and
- The proposed community and stakeholder engagement following submission of the draft EIS.

## 2.0 Community and stakeholder engagement purpose

This section articulates the purpose, and associated objectives, of community and stakeholder engagement to support the environmental impact assessment for the Project.

Community and stakeholder engagement for the Project will enable:

- Community and stakeholder input to inform the environmental assessment process;
- Community and stakeholder issues about the proposed development to be proactively identified, so that all potential issues and opportunities are considered before the display of the draft EIS;
- The breadth of community and stakeholder sentiment about the Project to be captured;
- Community members and stakeholders to understand technical aspects of the Project; and
- Positive and enduring relationships to be established with key local and regional stakeholders.

The following objectives have been developed to ensure that the engagement purpose is achieved:

- Proactively provide opportunities for interested community members and stakeholders to discuss the proposed development with members of the project team. Ensure that these interactions allow community members and stakeholders to explore technical matters in more detail, building their understanding of these matters;
- Ensure that the issues, concerns, ideas and opinions of community members and stakeholders are captured by the project team during discussions and meetings, recorded in the stakeholder management database, and fed into the technical process;
- Ensure that community members and stakeholders are provided with opportunities to record their issues, concerns, ideas and opinions about the Project themselves;
- Commence community and stakeholder engagement activities as early as possible in the environmental impact assessment process, and proactively seek information that will inform the technical studies and development of the draft EIS;
- Ensure that all community and stakeholder conversations and forums follow a structure, or outline, that is designed to allow sentiment about the Project to be captured and recorded;
- Capture broader community opinion about the Project;
- Manage community and stakeholder expectations by clearly communicating the current status of the Project and expected timeframes; and
- Continue to work collaboratively with key stakeholders to identify ways to maximise environmental, cultural heritage, tourism and employment opportunities presented by the Project.

There are a number of stakeholders with a clear interest in the Project. These stakeholders are listed in Appendix A and include:

- Local, state and federal elected representatives;
- Local council, and state and federal government agencies;
- Traditional Owners, specifically the native title party and registered cultural heritage body;
- Environment and conservation groups;
- Local community members and community groups;
- North Stradbroke Island (Minjerribah) 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;
- Local and regional heritage groups;
- Lobby groups; and
- Recreational boating groups.

### 3.0 Community and stakeholder engagement approach

To achieve the purpose and objectives of the engagement process, the engagement approach focused on providing opportunities for community members and stakeholders to discuss the proposed development with members of the project team. These opportunities enabled community members and stakeholders to explore technical matters in more detail, so that they could provide more informed feedback and input to the EIS process.

In addition to meeting the project-specific engagement purpose and objectives, community and stakeholder engagement for the Project has been guided by the principles and Core Values of the International Association of Public Participation (IAP2). The engagement approach also incorporates a blend of contemporary and traditional engagement activities.

This section outlines the community and stakeholder engagement activities delivered as part of the EIS process for the Project. These activities have been arranged according to EIS phase:

- pre-EIS (i.e. prior to the release of the draft EIS Guidelines) – a period of approximately two years;
- during the 20 business day public notice of the draft EIS Guidelines to ensure the local community and key stakeholders were aware of the Australian Government's Invitation for Public Comment; and
- development of the draft EIS – a period of approximately 18 months.

This section also documents the changes made to engagement activities as a result of COVID-19, and outlines the engagement activities that will be delivered when the draft EIS is released for public comment.

#### 3.1 Engagement approach

Prior to the release of the draft EIS Guidelines, community and stakeholder engagement activities included:

- Establishment of project email address;
- Telephone survey with 300 randomly selected Redland City residents;
- 23 pop-up (i.e. unadvertised) Listening Post sessions across Redland City;
- Community updates;
- Project website; and
- Key stakeholder meetings.

During the public notice of the draft EIS Guidelines, community and stakeholder engagement activities included:

- Publication of project email address;
- Two community drop-in sessions in the local area;
- Community updates; and
- Project website.

During the development of the draft EIS, community and stakeholder engagement activities included:

- Publication of project telephone hotline and email address;
- Community updates;
- Nine pop-up Listening Posts;
- Six online community drop-in sessions (promoted as Talk Toondah sessions);
- Establishment of three Technical Focus Groups for the following topics:
  - Coastal processes and water quality;
  - Koala;
  - Wetlands and shorebirds;
- Two meetings with each Technical Focus Group;



- Project website;
- Meetings with 18 key stakeholders and stakeholder groups; and
- Establishing a staffed project Information Centre.

Section 4 of this report outlines community and stakeholder engagement activities undertaken as part of the environment assessment process in greater detail. This includes engagement conducted prior to the release of the draft EIS Guidelines, engagement conducted during the public notice for the draft EIS Guidelines, and engagement completed during the development of the draft EIS.

### **3.2 COVID-19 response**

As a result of the COVID-19 pandemic, and the associated impact on proposed face-to-face engagement activities, the project team re-designed the engagement approach to ensure that the integrity of the process remained while social distancing restrictions were also maintained.

The following community and stakeholder engagement activities required re-design to manage the risks of COVID-19:

- Community drop-in sessions;
- Technical Focus Groups;
- Information Centre; and
- Listening Posts.

To care for community and stakeholder wellbeing, and comply with Government restrictions in relation to social distancing, a digital engagement approach was adopted for proposed face-to-face community drop-in sessions and Technical Focus Group meetings. The Technical Focus Groups proceeded as initially intended in the online environment. However, the community drop-in sessions were considerably enhanced by the shift to an online environment, with community members able to ask questions anonymously and have these questions answered without interruption by other participants. The recording of these sessions also enabled community members to continue to view the information.

As there was no digital alternative to the staffed Information Centre and the pop-up Listening Posts, the project team continually re-assessed COVID-19 requirements to determine when these activities could be delivered face-to-face. The Information Centre was shut down in March 2020 but was able to reopen in early June 2020, and the pop-up Listening Posts were delivered in November 2020.

## 4.0 Community and stakeholder engagement activities

This section of the report documents community and stakeholder engagement activities undertaken as part of the environmental assessment process in greater detail. This includes community and stakeholder engagement conducted:

- Prior to the release of the draft EIS Guidelines (prior to 7 February 2019);
- During the public notice of the draft EIS Guidelines (7 February 2019–3 April 2019); and
- During the development of the draft EIS (4 April 2019–11 December 2020).

To provide context, this section also summarises community and stakeholder engagement that occurred during the preparation of the Toondah Harbour Priority Development Area (PDA) Development Scheme in 2014.

### 4.1 PDA engagement

Toondah Harbour was declared a PDA by the Queensland Government at the request of Redland City Council (RCC) on 21 June 2013. As part of this declaration process, a public notification and submission period for the Toondah Harbour PDA Proposed Development Scheme was conducted from 10 January 2014 to 24 February 2014.

This community and stakeholder engagement process was delivered by Economic Development Queensland (EDQ) in partnership with RCC, prior to the Proponent's involvement in the Project, and included the following activities:

- 10 community forums;
- Information on the then Department of State Development, Infrastructure and Planning (DSDIP) and RCC websites;
- Online and hard copy submissions (received in hard copy at community information forums, by post, email, fax and via the online submission portal);
- Five community mail-outs;
- Advertisements in local and state-wide media;
- Posters and other advertising at ferry terminals and on ferries;
- Stakeholder meetings;
- Articles in city-wide Council magazines and e-newsletters;
- Australia-first technology that allowed a 3D view of the potential development in the PDA;
- Telephone survey with 300 randomly selected residents within the Redland City Local Government Area (LGA);
- Interviews on Bay FM and ABC radio; and
- Display of the proposed development scheme during the statutory consultation period at 14 local libraries and three major Redland City shopping centres.

A total of 583 submissions were received during the Toondah Harbour PDA Proposed Development Scheme public notification and submission period. Submissions were received from:

- 568 individuals;
- Seven commercial organisations;
- Five community organisations; and
- Three professional organisations.

Submissions generally referred to the following themes:

- General support for redeveloping underutilised land within the PDA;

- Support for improving access to North Stradbroke Island (Minjerribah), including upgrading the ferry terminal;
- Support for improving pedestrian and cycle networks, creating new facilities, and enhancing public space;
- Concern about the height of proposed buildings, and potential impacts to amenity and character of the area;
- Concern about the impact on habitat, environmental processes and ecosystems, as well as the impact of dredging activities on the marine environment;
- Concern about traffic network and parking provisions, specifically in relation to meeting current and future demand;
- Concern about the use of GJ Walter Park; and
- Concern about impact to ratepayers as a result of the ongoing cost of upgraded infrastructure.

As a result of the PDA engagement process and the comments about proposed density, the scheme was amended to reduce height limits to 10 storeys in specific locations and to reduce the maximum marina berths to 400.

Additionally, the PDA criteria in the development scheme were amended to ensure an appropriate interface between new development and existing residential development. This was also reflected in the amendment of the scheme to protect the recreational function of GJ Walter Park as a public open space area. In response to the concerns received through the public submissions, the proposed north-south link road connection from Middle Street to Shore Street East was removed.

The development scheme was also amended to ensure cultural and Aboriginal heritage issues are considered.

The complete PDA engagement report can be found [here](#).

## 4.2 Engagement prior to release of draft EIS Guidelines

### 4.2.1 Telephone survey

#### 4.2.1.1 Overview

In 2017, Market Facts was commissioned by the Proponent to deliver research to determine community awareness of, and perceptions about, the Project. This research also explored support for the proposal and identified key community concerns.

In order to help shape future community engagement activities, the research also:

- Identified current information sources used by Redland City residents; and
- Identified preferred methods of receiving information about the Project.

The research was conducted by telephone between Friday 24 February 2017 and Monday 6 March 2017. To achieve the sample of 300 randomly selected Redland City residents, 2,204 calls were made.

To support the analysis, the telephone survey considered:

- Age;
- Gender;
- Council Division; and
- Awareness of the Toondah Harbour Project.

The results of the research indicated that, at that time:

- A significant proportion of the community (70%) was aware of the Project;
- Of the 70% of respondents who were aware of the Project, 52% had become aware through reading the hard copy weekly edition of the Redland City Bulletin;

- 33% of respondents had a neutral view about the Project;
- 42% of survey respondents had some level of support for the Project (with very high support at 11%, high level of support at 16%, and low support at 15%);
- 21% of respondents did not support the Project;
- Respondents strongly agreed that growth in local jobs is important for Redland City's future, small business development in Redland City should be encouraged, and tourism is important for the city's economic growth; and
- 44.6% of respondents agreed environmental impacts could be managed using specific investigation and careful planning, with a further 34.7% of respondents indicating that they neither agreed nor disagreed with this statement.

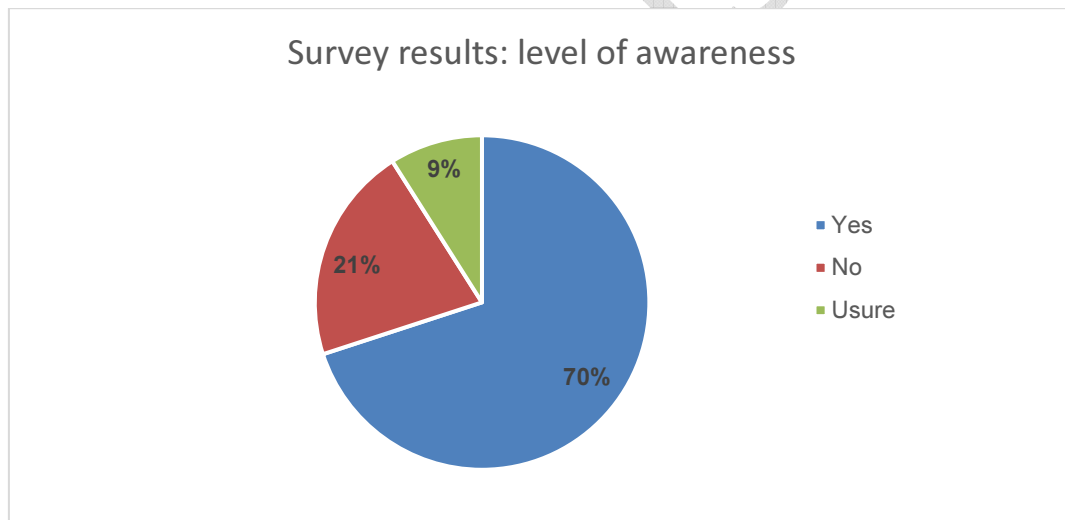
Research respondents indicated that the potential benefits of the proposed development included:

- The boost to the local tourism industry;
- The boost to the local economy through jobs and business;
- Improved waterfront precinct; and
- Improved harbour and parking facilities.

#### 4.2.1.2 Detailed survey findings

##### **Awareness**

Figure 6 shows level of awareness when respondents were asked if they were aware of the Project.



**Figure 6: Level of awareness survey findings**

## Sentiment

Figure 7 shows sentiment when respondents were asked about their level of support for the Project.

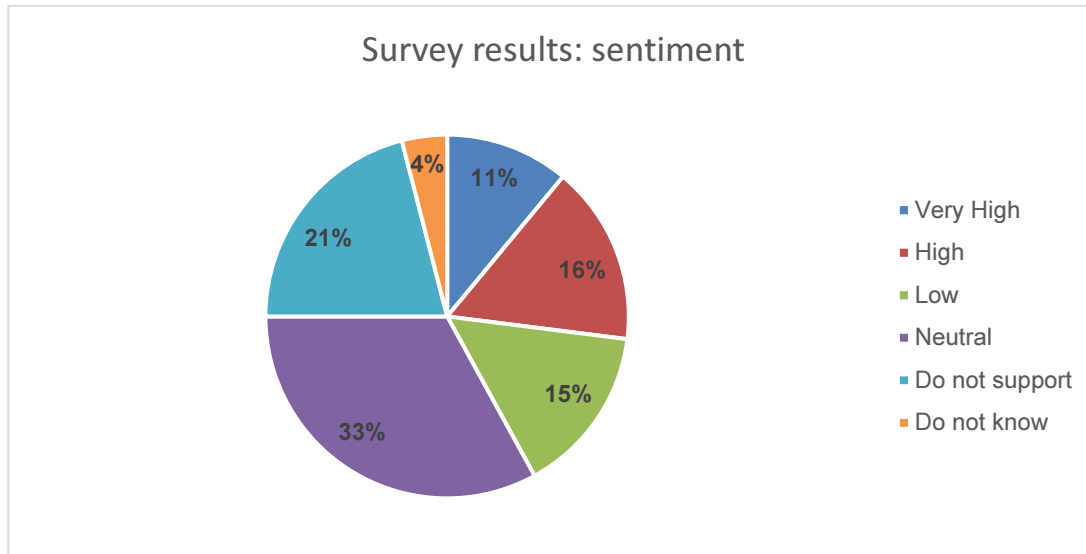


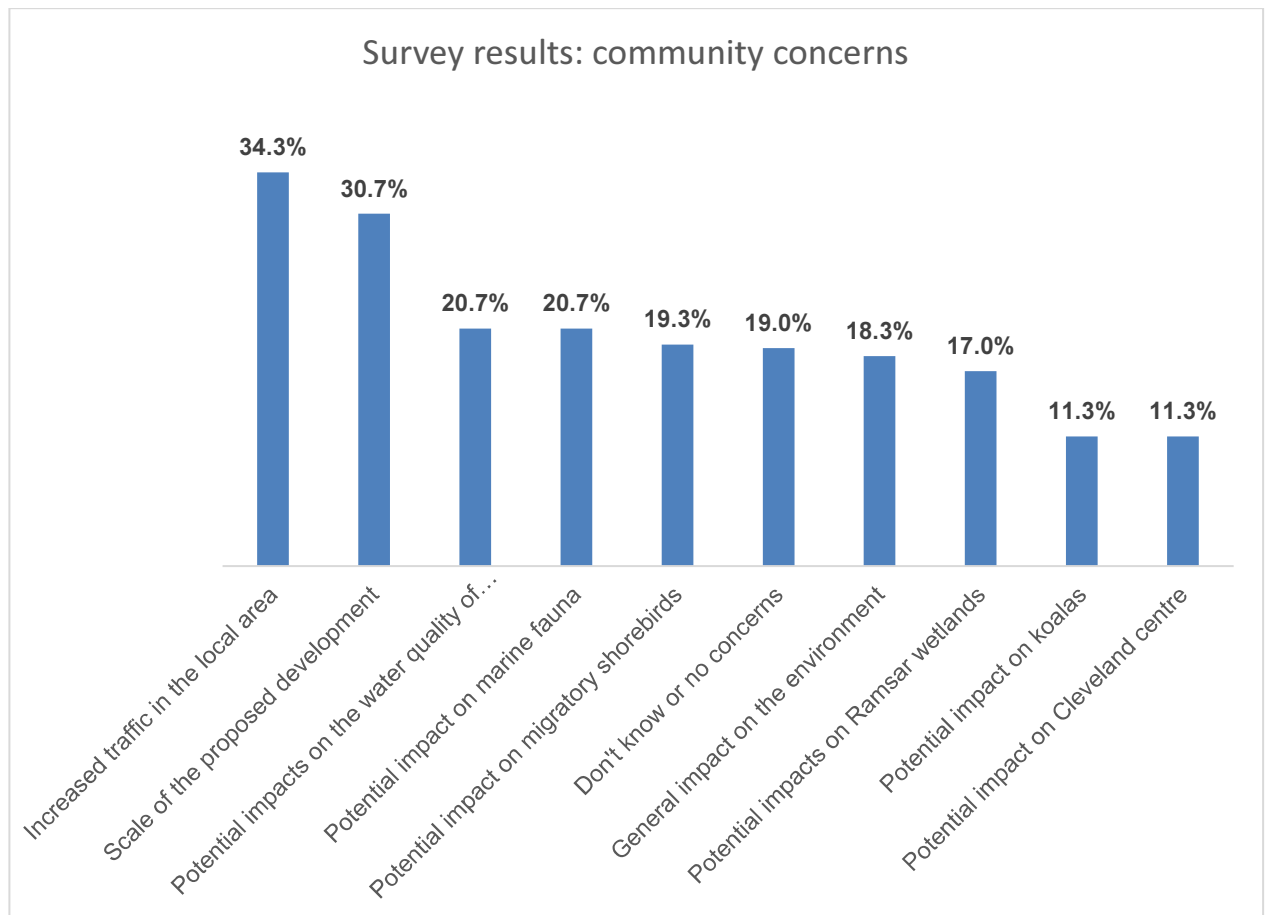
Figure 7: Survey sentiment findings

## Community concerns

Survey respondents were asked to indicate any concerns they may have had in relation to the Project. The main concerns raised by survey respondents included:

- Increased traffic in the local area;
- Scale of the proposed development;
- Potential impacts on the water quality of Moreton Bay;
- Potential impact on marine fauna;
- Potential impact on migratory shorebirds;
- General impact on the environment;
- Potential impacts on Ramsar wetlands;
- Potential impact on koalas; and
- Potential impact on the Cleveland centre.

Figure 8 shows the percentage of survey respondents who indicated these concerns as their primary concern.

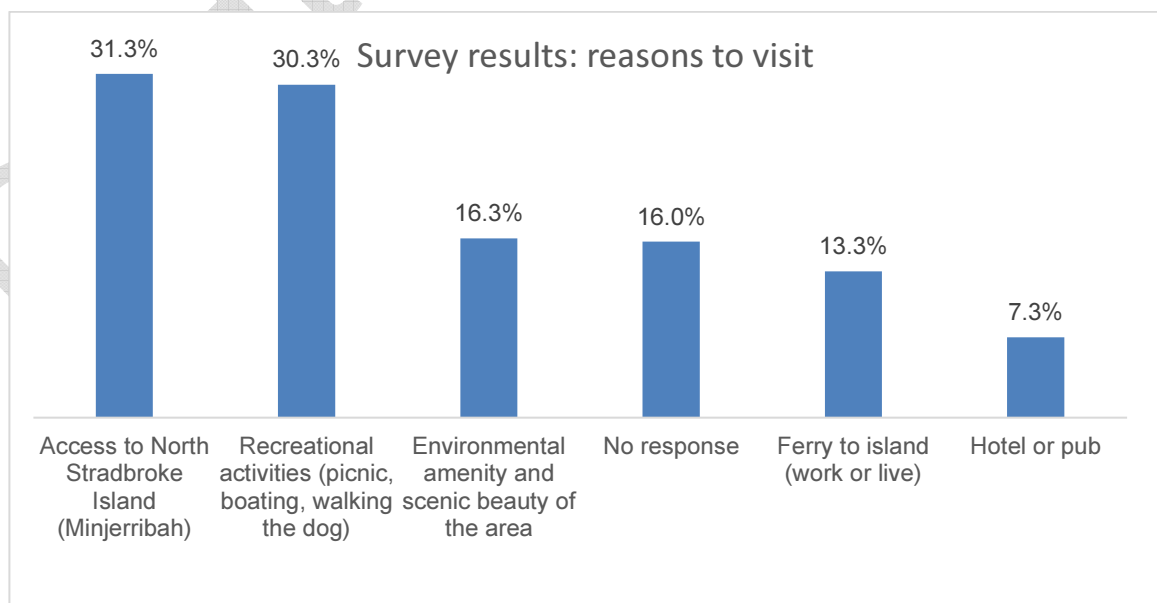


**Figure 8: Community concerns findings**

### ***Reasons to visit Toondah Harbour***

When asked what activities attract them to visit Toondah Harbour, 31.3% percent of respondents indicated that access to North Stradbroke Island (Minjerribah) was their main reason to visit. Another 30.3% of respondents indicated they visit Toondah Harbour for recreational and boating purposes, while a further 16.3% visit for the environmental amenity and scenic beauty of the area.

Figure 9 outlines the main reasons why survey respondents visit Toondah Harbour.



**Figure 9: Reasons to visit Toondah Harbour**

#### 4.2.2 Listening Posts

Prior to the release of the draft EIS Guidelines, the project team conducted 23 unadvertised Listening Posts. These Listening Posts were conducted regularly between June 2018 and November 2018 at locations across Redland City, identified in Figure 10.

The purpose of the Listening Posts was to capture feedback and comments from the community about the Project. Each session was approximately three hours. Hardcopy project updates and factsheets were available for the community at the sessions, and posters with general information about the project were displayed.

A total of 782 people visited the Listening Posts between June and November 2018. This included people who were part of larger groups or people checking the information without engaging in conversation about the Project. This also included 150 visitors to the RedFest Toondah Harbour Display.

Of the 782 people who visited the Listening Posts, 471 people engaged in a conversation about the Project. Figure 11 lists the locations of each Listening Post, the total visitors at each Listening Post, and the number of visitors who engaged in a conversation about the Project.

During each conversation, the engagement team noted the visitor's sentiment about the Project. The 471 visitors who engaged in a conversation about the Project indicated the following sentiment:

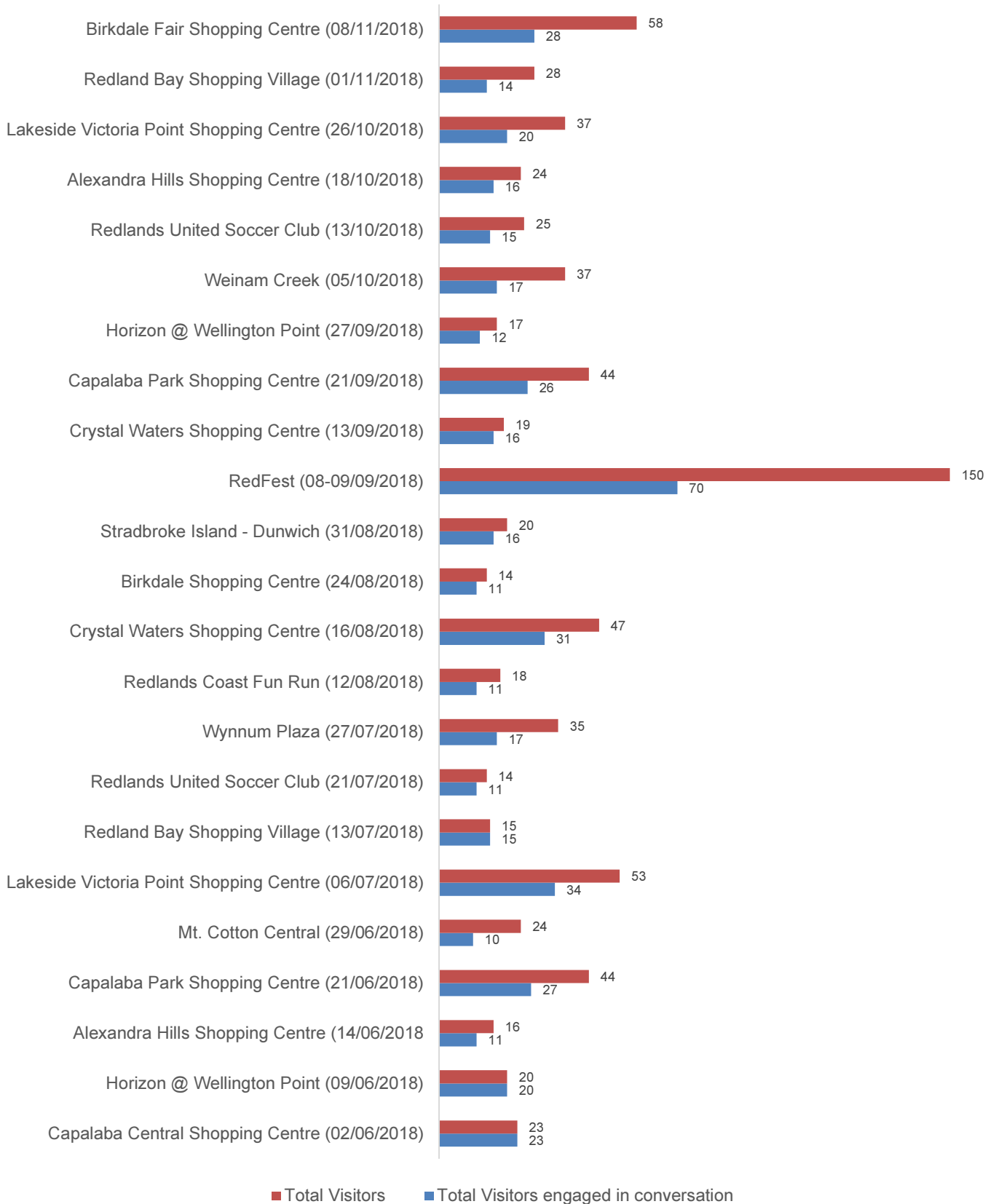
- 226 (48%) were supportive, with 101 being 'very supportive' and 125 being 'supportive'
- 57 (12%) were neutral
- 123 (27%) were unsupportive
- 56 (11%) were unsure
- 9 (2%) did not indicate their level of support.

Figure 12 illustrates the sentiment expressed by Listening Post visitors who engaged in a conversation about the Project.



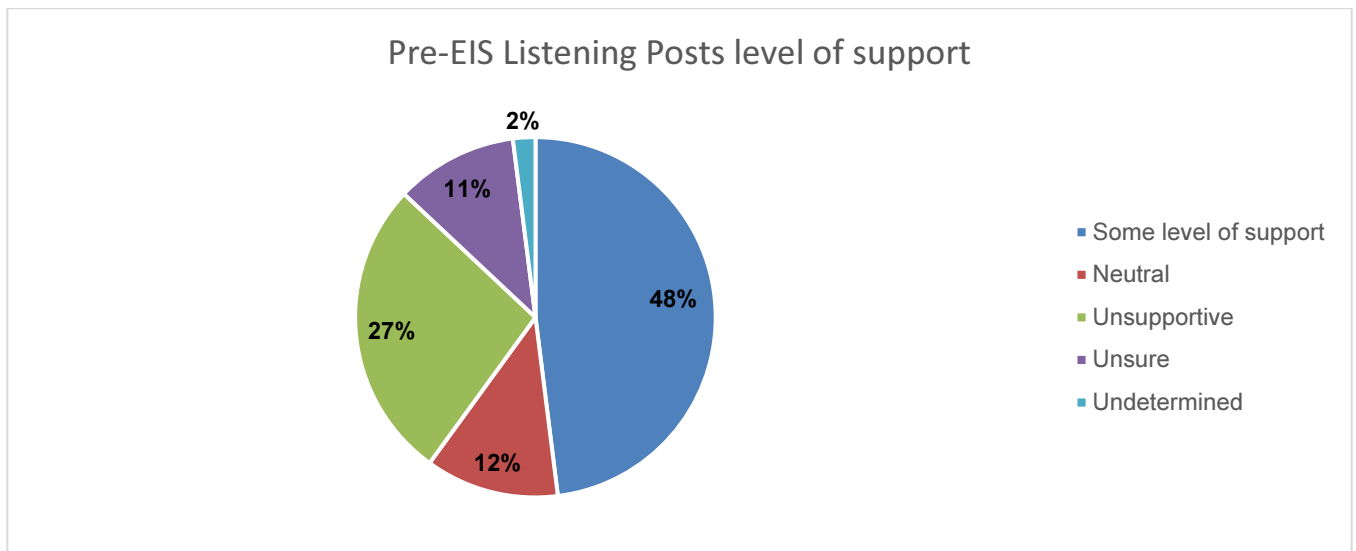
Figure 10: Pre-EIS Listening Post locations

## Pre-EIS Listening Posts conversations and visitors



**Figure 11: Pre-EIS Listening Posts visitors engaged in conversation compared to total visitors at each session**





**Figure 12: Pre-EIS Listening Post level of support**

During the detailed conversations a number of topics were discussed. Increased opportunities for recreation with the proposed public parkland and lagoon pool were commonly mentioned at Listening Posts as potential benefits for local residents and visitors. Traffic and parking impacts, construction noise and dust, and potential environmental impacts were also commonly discussed topics at the Listening Posts.

#### **4.2.2.1 RedFest Toondah Harbour Display**

The RedFest Toondah Harbour Display was a Listening Post session held at the Cleveland Showgrounds, as part of RedFest, between 9:00am and 4:00pm on both Saturday 8 September 2018 and Sunday 9 September 2018. One hundred and fifty people visited the display over the two days, with 70 of these visitors engaging in a conversation about the proposed development with the team.

During these conversations, 46 visitors indicated their support for the proposed development. Eight visitors were unsupportive, three visitors indicated they were neutral about the proposed development, and 13 visitors were unsure. Many of these visitors indicated that they were long-term residents of the Redlands, and that their opinions were based on long-term observations of living in the area.

Common themes raised by visitors were consistent with the other pop-up Pre-EIS Listening Posts.

Eco-tourism opportunities were repeatedly mentioned by supportive visitors to the RedFest display. Other suggestions included the need for more detailed information about development stages and timeframes, particularly in relation to the lagoon pool and foreshore parklands.



Image 1: RedFest Toondah Harbour Display

#### 4.2.3 Project email address

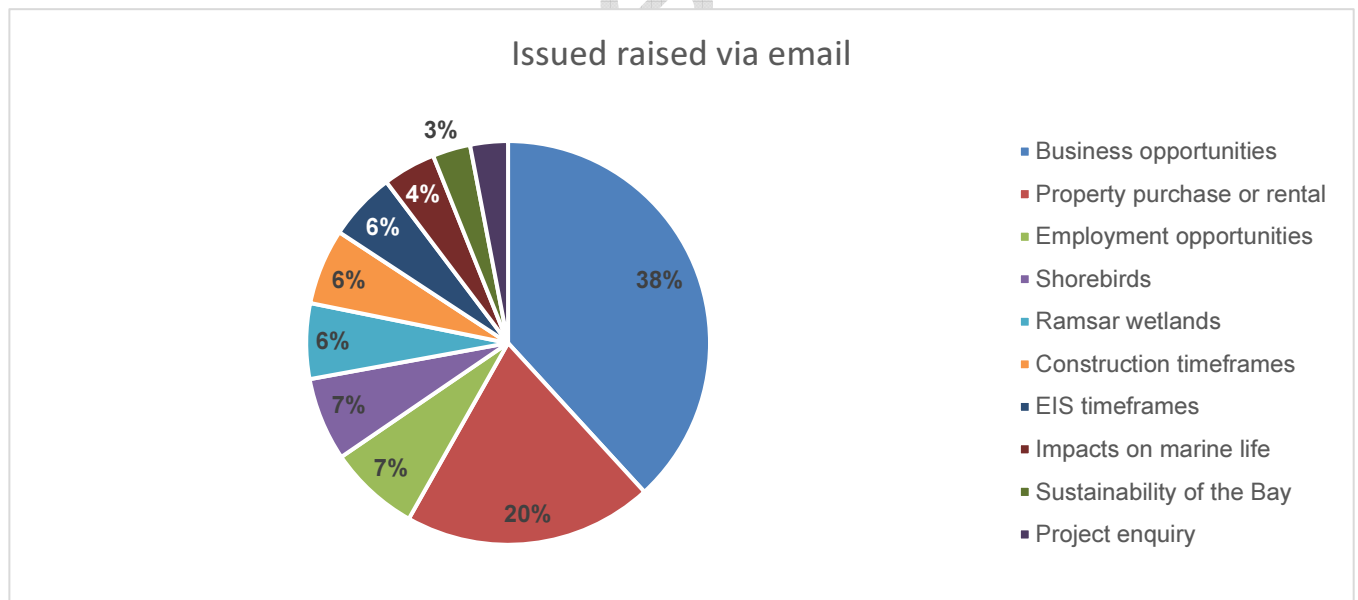


Figure 13: Pre-EIS project email issues

Between June 2015 and February 2019, a project email address was active to enable the project team to receive and respond to queries and comments for community members interested in the Project. During this time, 247 emails were received. Figure 13 outlines the common issues raised in the emails sent to the project email address between June 2015 and February 2019. The most commonly mentioned issue, or subject matter, in these emails was business, followed by enquiries relating to property purchase or rental opportunities.

#### 4.2.4 Community updates

Between June 2015 and February 2019, a number of activities were undertaken to update the community and stakeholders about the Project. These activities included:

- Electronic distribution of material to a mailing list;
- Newspaper advertisements;
- Letterbox drop to neighbours;
- Toondah Harbour website; and
- Stakeholder meetings.

##### 4.2.4.1 Electronic mailing distribution list

Between May 2017 and January 2019, three community updates were distributed to the community and stakeholder mailing list. This mailing list was comprised of community members and stakeholders who contacted the project team asking to be kept informed about the Project. The distributed community updates are listed in Appendix B. They provided information about changes to the proposed masterplan, the assessment process and contact points to engage with the project team.

The first email project update was sent in May 2017 to 190 registered email addresses. This number grew by 31% to 249 in June 2018, and increased again by 38% in the space of one month in July 2018 to 345 registered email addresses. In total, the project email list grew 85%, or 155 registered email addresses, over 14 months. This growth suggests a keen community interest in seeking out information about the Project, prior to the development of the draft EIS.

##### 4.2.4.2 Newspaper

Between June 2015 and February 2019, a number of advertisements were published in the online and hardcopy version of the Redland City Bulletin. These advertisements, designed to raise awareness of the Project and the Project's website, were published in May 2017.

Copies of these advertisements are included Appendix C.

#### 4.2.5 Toondah Harbour website

A project website was established in November 2015. The website provided information for interested community members and stakeholders, and included:

- Key information about the Project, including a number of 'fast facts';
- Project updates;
- Contact details for the project team;
- Resources, including media releases and artist impressions; and
- Answers to a number of frequently asked questions.

### 4.3 Engagement during public notice of the draft EIS Guidelines

The draft EIS Guidelines for the Project were released for public comment on 6 February 2019 for a period of 20 business days by the Australian Government Department of the Environment and Energy (now the Department of Agriculture, Water and the Environment). The EIS Guidelines were finalised on 3 April 2019. This section outlines engagement activities delivered by the project team during this phase of community and stakeholder engagement, to complement the Australian Government's statutory Invitation for Public Comment.

#### 4.3.1 Community Updates

During the public notice of the draft EIS Guidelines by the Australian Government, a number of activities were undertaken by the project team to update the community and stakeholders about the Project and the opportunity to comment on the draft EIS Guidelines. These activities included:

- Electronic distribution of material to a mailing list;
- Newspaper advertisements;
- Toondah Harbour website; and
- Stakeholder meetings.

##### 4.3.1.1 Electronic mailing distribution list

Prior to the community drop-in sessions, an update was issued on 21 February 2019 to the project mailing list of registered stakeholders. The purpose of this project update was to advertise the scheduled drop-in sessions.

This community update was issued to 447 registered contacts on the mailing list. The update provided information about the assessment process, how to make comment on the EIS guidelines, and information about the drop-in sessions.

The distributed community updates are listed in Appendix B.

##### 4.3.1.2 Newspaper advertisement

Prior to the community drop-in sessions, advertisements were placed in the hardcopy and online versions of the Redland City Bulletin. The purpose of these advertisements was to provide information about the drop-in sessions.

Copies of these advertisements are included Appendix C.

#### 4.3.2 Drop-in sessions

The draft guidelines for the EIS for the Project were released by the Australian Government for public comment on Thursday 7 February 2019. During this 20 business day public comment period, from Thursday 7 February until Wednesday 6 March 2019, the Australian Government received public submissions in relation to the draft EIS guidelines.

To coincide with the public comment period, the Proponent held two advertised drop-in sessions. These drop-in sessions were designed to provide interested community members with information about the Project and the EIS process, and to encourage community members to comment on the draft EIS guidelines.

The two drop-in sessions were held at Cleveland and Dunwich (Goompi) on North Stradbroke Island (Minjerribah). The Cleveland session was held at the CWA Hall between 4:00pm and 7:00pm on Friday 22 February 2019, and the Goompi session was held at the Dunwich Public Hall between 10:00am and 1:00pm on Saturday 2 March 2019.

Initially, the Goompi session was scheduled for Saturday 23 February 2019. However, this session was postponed because of predicted severe weather conditions caused by cyclone Oma and the associated impacts on the ferry to and from the island.

Approximately 224 people attended both drop-in sessions, with 146 people visiting the Cleveland session and 78 people visiting the Dunwich (Goompi) session. Of these 224 visitors, 83 engaged in conversations about the Project and the EIS process with members of the project team.

The Cleveland drop-in session was supported by six representatives of the project's community engagement team, two representatives from the EIS team, and two representatives from the Proponent. The Dunwich drop-in session was supported by five representatives from the project's community engagement team, one representative from the EIS team, and two representatives from the Proponent,

Common themes that emerged during discussion with community members related to:

- Development of the EIS and anticipated timeframes;

- The drop-in session format versus a town hall style meeting;
- Timeframes for the ferry terminal upgrade;
- Management of dredging in the Fison Channel;
- Opportunities for economic development, additional employment, investment and growth;
- Comparison with Raby Bay;
- The scale and density of the Project;
- Perceived potential traffic and parking impacts caused by a greater population living in the area;
- The need for community infrastructure; and
- Perceived environmental impacts, including impact to mangroves, seagrass, koala population, migratory shorebirds and dugongs.

#### **4.3.3 Project email address**



Two emails were sent to the project email during the public notice of the draft EIS Guidelines. These emails sought further information about the Project and the Technical Focus Group nomination process. The contact details of each of the stakeholders were added to the project update mailing list and requested information was provided.

### **4.4 Engagement during Draft-EIS preparation**

#### **4.4.1 Toondah Harbour Website**



As part of the community and stakeholder engagement activities for the Project, the Proponent developed the Toondah Harbour website (<https://www.toondah-harbour.com.au/>).

This website has been regularly updated since it was established in 2015 and has included relevant information about the Project, media resources, frequently asked questions, project updates and announcements.

During 2020, the website was updated to include a dedicated webpage for the Talk Toondah sessions. The Talk Toondah sessions are outlined in detail in section 4.4.3.

The Talk Toondah page of the Toondah Harbour website includes videos with several technical specialists who were responsible for key studies during the EIS, the video recordings of each session, as well as the responses to the questions that were unable to be answered during the sessions.

The Talk Toondah webpage has been visited 996 times, as of 11 December 2020.

#### **4.4.2 Technical Focus Groups**



Three community-based Technical Focus Groups (TFGs) were established to inform the Toondah Harbour environment assessment process. The three topics covered by the TFGs related to:

- Coastal processes and water quality;
- Koala; and
- Wetlands and shorebirds.

Since May 2020, the three TFGs have worked with members of the project team, including technical specialists, to provide feedback on the environment assessment and potential management strategies. This input has informed the preparation of the draft EIS.

Members of the TFGs included a mix of invited and self-nominated community members. Self-nominated community members responded to print advertisements placed in the Redland City Bulletin in February 2020 and electronic email sent to the stakeholder database, these can be found in Appendix D. This call for nominations was also distributed to community members who had registered for project updates.



Membership of the TFGs considered the breadth of community and regional interests. Local secondary schools were also invited to identify a student representative for each focus group.

The TFG members were expected to:

- Meet at key EIS milestones to discuss each of the topics;
- Consider and comment on information and presentations provided by EIS, technical specialists and guest speakers;
- Identify and consider the broad range of local and regional community and stakeholder needs and interests in relation to the relevant topic;
- Help the Proponent keep community members and community groups informed about the Project by leveraging their connections and community networks; and
- Respect that their role relates to providing insights and advise, and not to decision-making in relation to the Project.

TFG meetings were initially planned to be held at the project Information Centre at 3/99 Bloomfield Street, Cleveland. However, due to social distancing measures imposed by the Australian and Queensland Government in response to COVID-19, meetings were held online using the Zoom platform.

Each TFG met twice between May and September 2020. TFG meetings were facilitated by Leisa Prowse Consulting, and attended by representatives from the Proponent, the EIS manager, and technical specialists.

A list of the independent technical specialists that were part of the TFG meetings follows. This list also includes a brief outline of their field of expertise.

- The EIS Manager from Saunders Havill who has coordinated the assessment process for the EIS;
- The senior engineer from BMT who has led the coastal processes assessment for the EIS;
- The senior ecologist from frc Environmental who has led the water quality and aquatic ecology assessments for the EIS;
- The Principal Ecologist from BAAM Ecological who has led the assessment of shorebirds for the EIS;
- The Director of Adaptive Strategies who has formulated the assessment methodology for the Ramsar wetlands component of the EIS;
- The Principal Wildlife Specialist, and Managing Director of BAAM Ecological Consultants who has led the koala assessment for the EIS; and
- The mapping manager from Saunders Havill who has supported the koala fieldwork for the EIS, specifically the use of unmanned aerial vehicles (UAVs) to identify koalas in the field.

The first round of TFG meetings was conducted in late May 2020 and early June 2020.

As part of the initial meetings, an overview of the Project including a brief history and description, was provided. Particular emphasis was given to:

- The PDA process;
- The need for the Project, including transition to tourism in the local area, the need to upgrade the port facilities to support this transition, and what is required to upgrade the port facilities both on land and in the channel; and
- Key features of the proposed masterplan, including the port, marina and parklands.

These initial meetings also included an overview of the EIS process, including timeframes. The EIS overview was followed by presentations and in-depth discussion to develop an understanding of the methodology that underpins the assessment of each TFG topic.

The second round of TFG meetings was conducted in September 2020. These meetings provided updates on the masterplan, urban design, project staging, environment assessment and the community engagement process, explored preliminary assessment results, and discussed potential management measures.

The following sections briefly outline the discussion that occurred during each of the TFG meetings.

A third round of TFG meetings is expected to occur in Quarter 1 2021 to coincide with the release of the draft EIS for public comment.

The following sections provide a brief overview of the topics discussed during each one of the TFG meetings. Detailed information about each meeting is outlined in Appendix E.

#### **4.4.2.1 Coastal Processes and Water Quality – TFG meeting 1**

The first Coastal Processes and Water Quality TFG meeting was held on Thursday 28 May 2020 between 6:00pm and 9:00pm. This meeting was attended by eight TFG members.

##### ***Coastal processes presentation and discussion***

During the TFG meeting, a presentation about the coastal processes modelling and the impact assessment methodology was provided by BMT Australia. Following the presentation, TFG member questions related to:

- The extent of the dredging and potential sediment dispersal, and associated impacts on tidal flow and seagrass, with seagrass within 'green zones' to the south of Toondah Harbour specifically identified;
- The location of data collection points throughout the bay including transects at specific locations;
- The assessment of storm water; and
- Whether the assessment would explore existing patterns or predicted patterns with the introduction of the Project, or both.

##### ***Water quality presentation and discussion***

fr Environmental provided a presentation about the water quality assessment methodology. Following the presentation, TFG member questions related to:

- Dugong populations in the PDA and surrounding area;
- Dredging impacts, including the presence of contaminants in the sediment; and
- The way that the potential release of pollutants could be monitored.

#### **4.4.2.2 Coastal Processes and Water Quality – TFG meeting 2**

The second Coastal Processes and Water Quality TFG meeting was held on Thursday 10 September 2020 between 6:00pm and 9:00pm. This meeting was attended by three TFG members.

During this second TFG meeting, participants were provided with an update on the Project and the engagement process. The meeting also explored preliminary results of the aquatic ecology assessment and the coastal processes assessment, and provided a review of the base model.

#### **4.4.2.3 Koala – TFG meeting 1**

The first Koala TFG meeting was held on Tuesday 2 June 2020 between 6:00pm and 9:00pm. This meeting was attended by five TFG members.

##### ***Mapping local koala population***

Saunders Havill Group provided a presentation about the drone surveys which had been completed to help map the local koala population. Following the presentation, TFG member questions related to:

- The number of drone studies; and
- Whether results were being compared to historic figures to determine if there was decline in local koala population.

##### ***Koala survey presentation and discussion***

As part of the first Koala TFG, BAAM provided a presentation on the methodology for the koala study, which is being completed as part of the EIS. Following the presentation, the TFG member discussion and questions related to:

- The perceived inefficiencies of koala crossings and similar purpose-built infrastructure, such as fencing, due to the capabilities, needs and instincts of the koala;
- Evidence that indicates a decline in the number of koalas in the area;
- The threat dogs pose to koalas, and the possibility for the development to have a 'no dog' policy;

- The importance of community education surrounding koalas and dog management; and
- The need to increase appropriate food tree planting in the short term, to accommodate future koala needs.
- At the end of the session, TFG members were asked to consider what koala management measures they would design in the area near the project, particularly the GJ Walter Park and Nandeebie Park habitats.

#### **4.4.2.4 Koala – TFG meeting 2**

The second Koala TFG meeting was held on Monday 7 September 2020 between 6:00pm and 9:00pm. This meeting was attended by five TFG members. During this second meeting, members were provided with an update on the Project, EIS and engagement process. The meeting also explored preliminary results of the koala assessment, and review of the results of the drone survey and the mapping of the local koala population.

TFG members were also asked to share their comments and ideas in relation to the question put to them at the end of the first TFG meeting. Koala management ideas outlined and discussed by TFG members included:

- Planting habitat trees, including early planting, succession planting and engagement of an arborist to assess existing trees and provide recommendations for infill planting;
- Providing safe koala crossings, including aerial crossings between major habitat trees and BEBO arches;
- Funding or advertising behaviour change programs, with the example of the 'Leave it' program, which is a dog training initiative that encourages owners to train their dogs not to attack koalas;
- Providing signage—reflective, electric and light-up;
- Providing traffic calming measures, including speed cameras;
- Fencing, both temporary and permanent, that is appropriate and safe for koalas; and
- Ongoing koala monitoring, during and after construction, and the opportunity for the results of this monitoring to inform ongoing koala management during other construction projects in the Redlands.

#### **4.4.2.5 Wetlands and Shorebirds – TFG meeting 1**

The first Wetlands and Shorebirds TFG meeting was held on Thursday 4 June 2020 between 6:00pm and 9:00pm. This meeting was attended by four TFG members.

##### ***Aquatic ecology presentation and discussion***

frc Environmental provided a presentation on the methodology for the aquatic ecology study. TFG member discussion and questions about the aquatic ecology study related to:

- The transect studies being done and the process; and
- The cumulative impacts of other proposed developments in the area, and if these impacts are included in the assessment process.

frc asked TFG members if they had observed any dugong, turtles or dolphins near the Toondah Harbour PDA. One group member mentioned a relative who had recently spotted dugongs in the Moreton Bay area, but this was not near the PDA.

frc also asked TFG members if they fish, and, if so, which species they catch. Discussion revealed that some TFG members have caught dolphin fish and shrimp around the PDA area.

##### ***Shorebirds presentation and discussion***

BAAM's shorebird expert provided a presentation about the methodology for the shorebird study. Following the presentation, TFG member discussion and questions related to:

- The impact of the Project's scale on the ability of shorebirds to navigate the area;
- Management measures for Cassim Island and the potential impacts caused by an increase of people and dogs in the area;



- Completed bird surveys, including figures gathered for the 2020 winter season;
- The potential for the creation of new roost and feeding sites;
- The proposed conservation zone included in the masterplan; and
- The responsibility of the Proponent for the implementation of recommended management measures and the production of a management plan.

#### **4.4.2.6 Wetlands and Shorebirds – TFG meeting 2**

The second Wetlands and Shorebirds TFG meeting was held on Thursday 10 September 2020 between 6:00pm and 9:00pm. This meeting was attended by three TFG members.

During this second meeting, TFG members were provided with an update on the Project and engagement process. The meeting also explored preliminary results of the aquatic ecology and shorebird assessments, and the methodology that underpins the Ramsar wetlands assessment.

##### ***Ramsar methodology***

Adaptive Strategies provided a presentation about the methodology for the Ramsar wetland assessment, which is being completed as part of the EIS. Following the presentation, TFG member discussion and questions related to:

- The comparison of Australian and international approaches to Ramsar management, including the perception in Australia that Ramsar wetlands are protected from any form of development;
- The existing Ramsar boundary near the PDA;
- The opportunity to provide offsets to manage growth and impacts from the wider Brisbane area that would occur irrespective of the development going ahead;
- Commitment to conservation outcomes that provide a net benefit;
- Best offset strategy approaches, and challenges associated with some approaches; and
- The option to leave nature to run its course or to intervene to provide management measures and offsets to manage impacts.

##### ***Potential communication, capacity building, education, participation and awareness (CEPA) measures***

Additional TFG member discussion about potential management measures included a focus on communication tactics to convey messages to the community. This included ideas about providing simple messages through television and social media advertising.

#### **4.4.3 Talk Toondah Sessions**

As a result of the COVID-19 pandemic and the associated social distancing restrictions, the project team adapted proposed face-to-face drop-in sessions into an online, webinar-style conversation about different EIS topics.

The Talk Toondah sessions were designed to run for an hour each. Interested community members and stakeholders were encouraged to register to attend the session and ask questions of the technical specialists conducting the EIS studies.

Prior to the sessions, the project team prepared and released a series of short videos related to the Talk Toondah session topics. These videos were designed to introduce the technical specialists and provide an overview of the topics covered. The videos were posted on the dedicated Talk Toondah webpage on the Toondah Harbour website.

The sessions were advertised via the project mailing list, in the Redland City Bulletin newspaper and on local radio. The advertisements provided information about the sessions including the topics, dates and times, information about registering and contact points for further information.

An electronic direct mail (eDM) was distributed to 507 stakeholders registered on the project updates mailing list. Two advertisements were published in the Redland City Bulletin newspaper, both online and hardcopy, to advertise the Talk Toondah sessions to the broader community. A screenshot of these advertisements is included in Appendix F.

Community members were encouraged to register for all of the sessions that they were interested in attending. Each of the sessions were designed to be short, informative and interactive.

The following table outlines each session topic, the date and time of the session, and the number of attendees on the day.



**Table 1: Talk Toondah sessions**





Session	Date and time	Number of attendees
<b>EIS process overview</b>	6:00pm, Thursday 30 July	20
<b>The Toondah Harbour Project Masterplan</b>	11:00am, Saturday 1 August	16
<b>Coastal processes, water quality and aquatic ecology</b>	1:30pm Saturday 1 August	13
<b>Fisheries</b>	6:00pm, Wednesday 5 August	10
<b>Koalas</b>	11:00am, Saturday 8 August	7
<b>Shorebirds</b>	6:00pm, Tuesday 11 August	19

As part of the Talk Toondah sessions, participants were encouraged to submit questions, which were asked and responded to live.

The following table outlines the main topics covered during each session, the number of questions raised, and the number of questions answered.

**Table 2: Main topics covered during each Talk Toondah session**

Session	Main topics covered
<b>EIS process overview</b> 	<p>Twenty-six questions were asked as part of the EIS process overview session. Nineteen of these questions were answered in the room. These questions related to:</p> <ul style="list-style-type: none"> <li>• The EIS consultation process;</li> <li>• The extent of the infrastructure works outside the PDA;</li> <li>• Communication with representatives from the Ramsar Secretariat during the EIS process;</li> <li>• Peer reviews and independent testing; and</li> <li>• Similar development proposals in other parts of Australia and overseas.</li> </ul>
<b>Toondah Harbour Project Masterplan</b> 	<p>Thirty-nine questions were asked as part of the masterplan session. Thirty-four of these questions were answered in the room. These questions related to:</p> <ul style="list-style-type: none"> <li>• Timeframes for the ferry terminal upgrade;</li> <li>• Proposed social infrastructure in addition to the Toondah Harbour proposed masterplan;</li> <li>• The need for images and artists' impressions from different perspectives;</li> <li>• Approach to the design of the marina berths;</li> <li>• Accommodating sewerage and headworks;</li> <li>• Proposed parking facilities for future residents; and</li> <li>• Proposed approach to accommodate migratory shorebirds and other wildlife through the masterplan.</li> </ul>

<p><b>Coastal processes, water quality and aquatic ecology</b></p> 	<p>Thirty-two questions were asked as part of the coastal processes, water quality and aquatic ecology session. Twenty-nine of these questions were answered in the room. These questions related to:</p> <ul style="list-style-type: none"> <li>• Sediment and rock material present in the bay, including potential acid sulphate soils;</li> <li>• Potential for erosion or siltation near the Project and the wider bay area;</li> <li>• Climate change and sea level rise;</li> <li>• Chemicals and pollutants present in the water and the substrate;</li> <li>• Data sets in use for data collection and analysis;</li> <li>• Ongoing maintenance dredging and spoil depository;</li> <li>• Aquatic species present in the bay, including dugong ;</li> <li>• The presence of unusual or sensitive vertebrates and invertebrates;</li> <li>• The presence of coral species; and</li> <li>• The Moreton Bay Ramsar site.</li> </ul>
<p><b>Fisheries</b></p> 	<p>Twenty-eight questions were asked as part of the fisheries session. Twenty-three of these questions were answered in the room. These questions related to:</p> <ul style="list-style-type: none"> <li>• Impact on habitats of species such as crabs and brown tiger prawns;</li> <li>• Sustainability of fisheries in the area;</li> <li>• Protection of fisheries under the Ramsar Convention; and</li> <li>• Commercial and recreational fisheries.</li> </ul>
<p><b>Koalas</b></p> 	<p>Twenty-four questions were asked as part of the koala session, all of them were answered in the room. These questions related to:</p> <ul style="list-style-type: none"> <li>• Mitigation strategies to help wildlife mobility including fauna crossings, bridges and underpasses;</li> <li>• Local koala population figures;</li> <li>• Feeding tree characteristics and quantities required for the existing koala population;</li> <li>• Potential impacts on koalas during construction including noise, traffic, light and disturbance;</li> <li>• Ongoing monitoring and management of the local koala population;</li> <li>• Use of drones in the assessment process; and</li> <li>• Early koala tree planting.</li> </ul>
<p><b>Shorebirds</b></p> 	<p>Thirty-eight questions were asked as part of the shorebird session. Thirty-one of these questions were answered in the room. These questions related to:</p> <ul style="list-style-type: none"> <li>• Potential offsets;</li> <li>• Species carrying capacity, including food abundance;</li> <li>• Difference between roosting and feeding habitats; and</li> <li>• Local species survey results.</li> </ul>

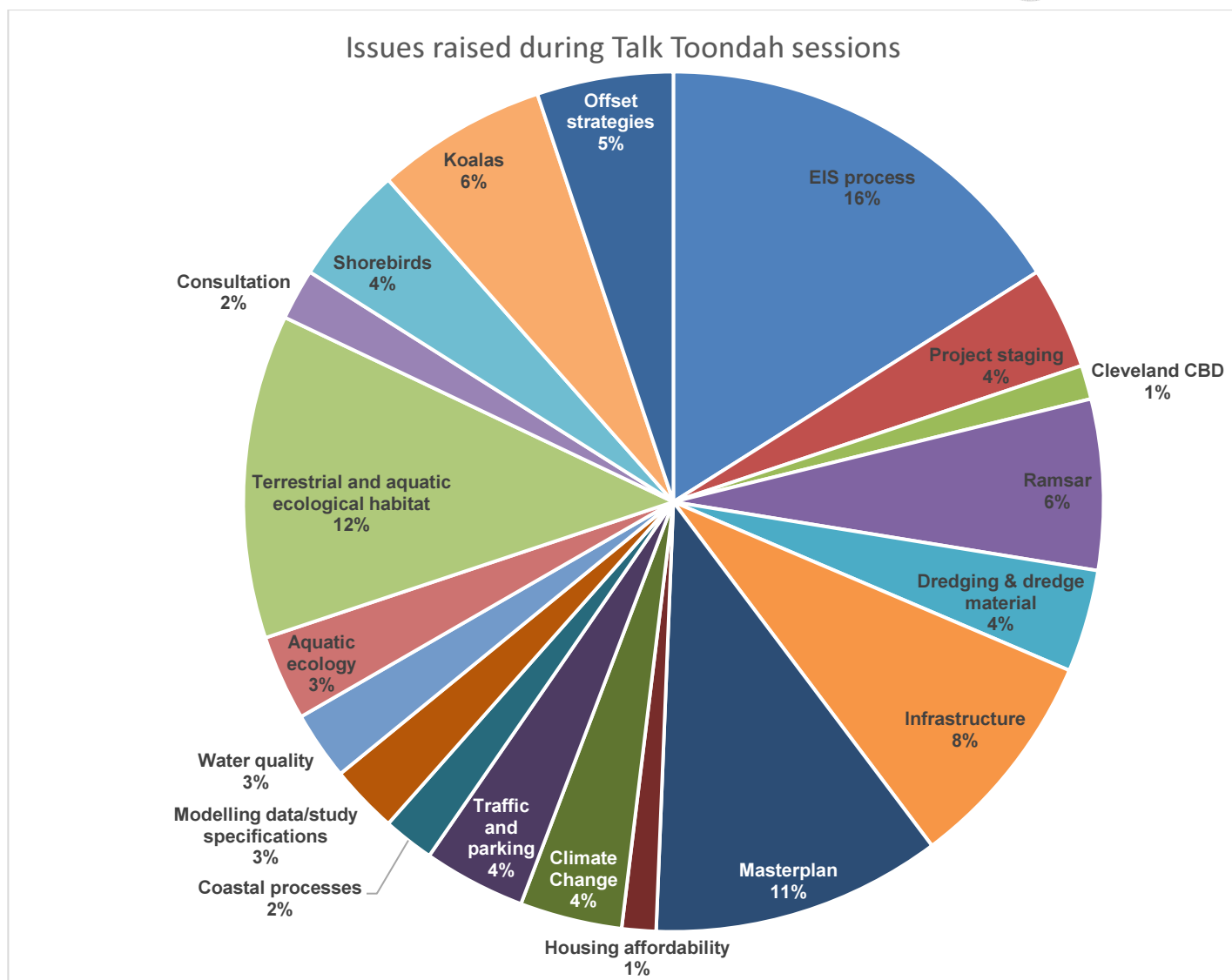
A total of 187 questions were asked by community members who participated in the Talk Toondah sessions. Some of these questions were asked in multiple sessions. As a result, a total of 156 unique questions were asked and answered as part of the Talk Toondah sessions.

It is important to note that, as part of the registration process, participants were given the opportunity to submit questions before each of the Talk Toondah sessions. Twenty-six of the 187 questions were submitted prior to the Talk Toondah sessions, during the registration process.

Twenty-seven questions were not answered during the sessions due to time constraints and were subsequently answered in writing and published on the Talk Toondah webpage. These questions related to the Ramsar wetlands, migratory shorebirds, publication of the Talk Toondah session videos and questions, and the capital costs associated with the Project.

Responses to all questions, as well as the recordings of the Talk Toondah sessions, were posted on the Toondah Harbour website.

Figure 14 shows the issues raised during the Talk Toondah sessions. The chart shows that questions relating to the EIS process, the masterplan and ecological habitats were the most frequently asked by the Talk Toondah session participants.



**Figure 14: Issues raised during the Talk Toondah sessions**

The following table indicates how many views each of the Talk Toondah session videos have received, since being uploaded to the webpage on 17 September 2020, as of 11 December 2020.

**Table 3: Total views of the Talk Toondah session videos**

Video	Total Plays
EIS Process Overview introductory video	170
EIS Processes Overview Talk Toondah session recording	141
Masterplan introductory video	206
Masterplan Talk Toondah session recording	123
Water Quality and Aquatic Ecology introductory video	71
Coastal Processes introductory video	83
Coastal Processes, Water Quality and Aquatic Ecology Talk Toondah session recording	47
Fisheries introductory video	82
Fisheries Talk Toondah session recording	31
Koalas introductory video	87
Koalas Talk Toondah session recording	33
Shorebirds introductory video	137
Shorebirds Talk Toondah session recording	40
Independent Expert Panel video	94
Engagement Consultant video	87
<b>TOTAL VIEWS</b>	<b>1,432</b>

The video recordings of the Talk Toondah sessions, as well as the responses to all questions are available on the Talk Toondah webpage at <https://www.toondah-harbour.com.au/talk-toondah/>.

#### 4.4.4 Listening Posts

During this phase of the engagement, the project team conducted 11 unadvertised 'pop up' Listening Posts between August 2019 and November 2020 at locations across Redland City Council local government area, outlined in Figure 15.

The intention had been to conduct monthly Listening Posts throughout 2020. However, due to COVID-19 social distancing requirements, the Listening Posts were suspended in March 2020. The Listening Posts resumed in early November 2020, and were delivered throughout November 2020.

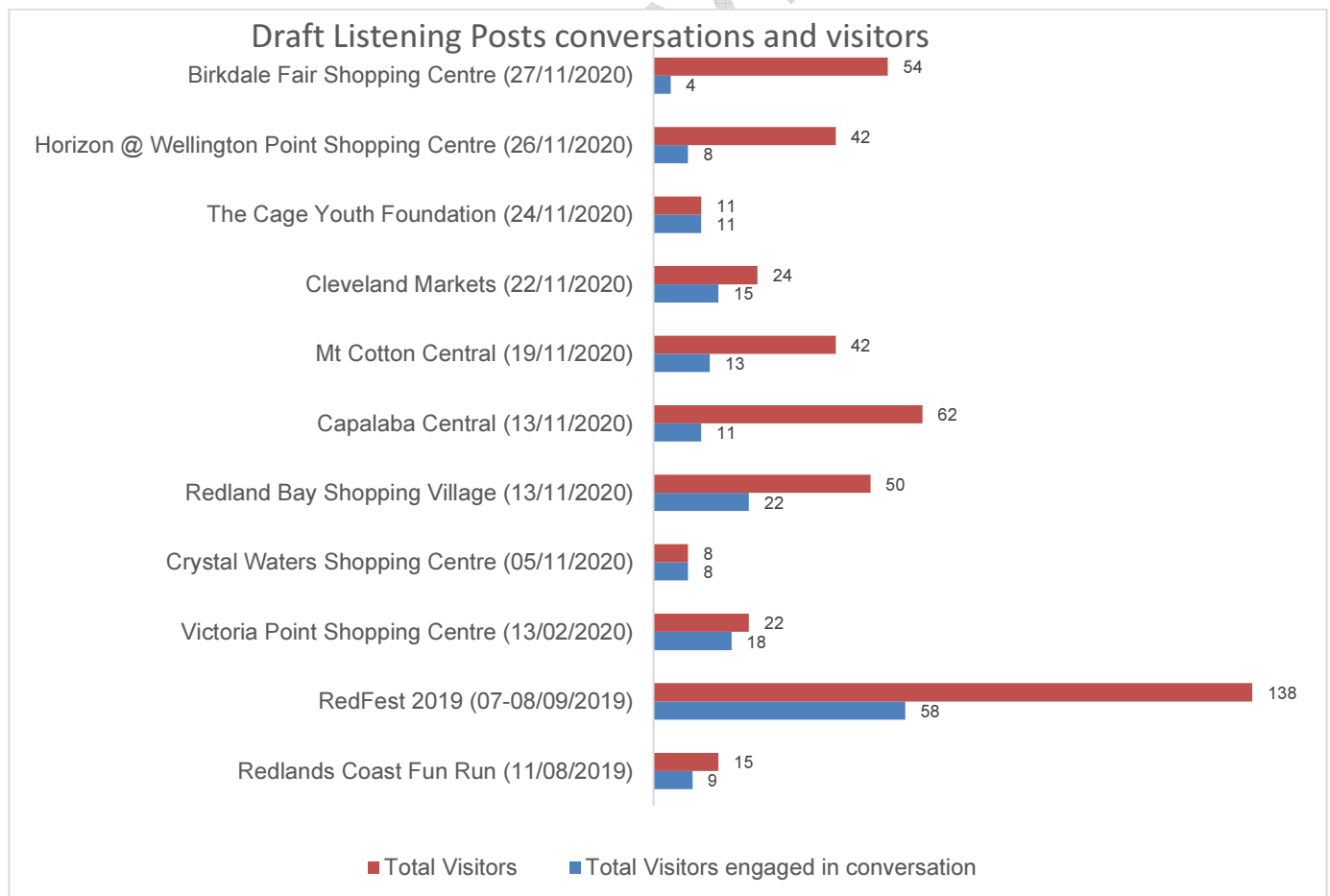
The purpose of the Listening Posts was to capture feedback and comments about the Project from the community when they were 'out and about' in the Redlands. Each session was typically three hours. Hardcopy project updates and factsheets were available for the community at each session, and posters with general information about the project were displayed.

In total, 459 people visited the Listening Posts between August 2019 and the end of November 2020. This included people who were part of larger groups checking information without engaging in conversation about the Project. This also included 138 visitors to the RedFest Toondah Harbour Display.

Of the 459 people who visited the Listening Posts, 177 people engaged in a conversation about the Project. Figure 16 shows the locations of each Listening Post, the total visitors at each Listening Post, and the number of visitors who engaged in a conversation about the Project.



**Figure 15: Draft-EIS Listening Post locations**

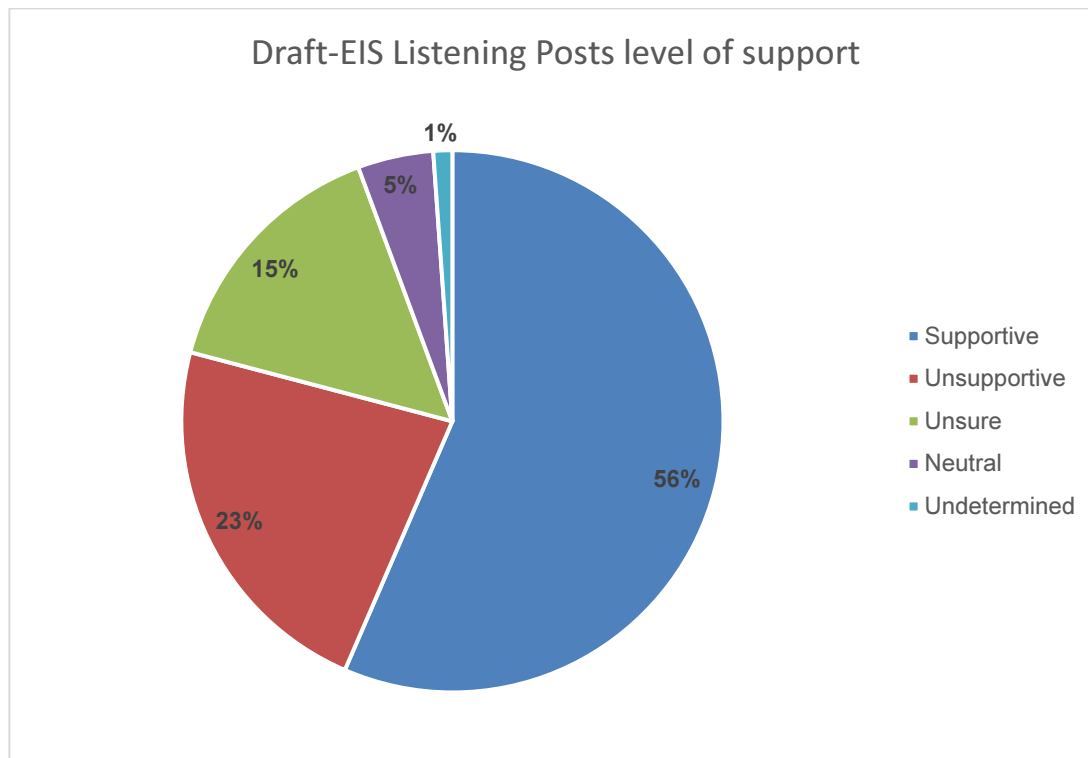


**Figure 16: Listening Post visitors engaged in conversation compared to total visitors at each session**

During each conversation, the engagement team noted the visitor's sentiment about the Project. The 177 visitors who engaged in a conversation about the Project indicated the following sentiment:

- 100 were supportive (56%)
- eight were neutral (5%)
- 40 were unsupportive (23%)
- 27 were unsure (15%)
- two stakeholders did not indicate their sentiment about the Project (1%).

Figure 17 illustrates the sentiment expressed by Listening Post visitors who engaged in a conversation about the Project.



**Figure 17: Draft-EIS Listening Post level of support**

During the detailed conversations a number of issues and topics were discussed. Traffic impacts and urban development and density were the most frequently discussed topics at the Listening Posts. This was followed by environmental impacts, EIS timeframes and construction timeframes. Figure 18 outlines the common themes and issues raised during conversations at the Listening Posts.



Issued raised during draft-EIS listening posts

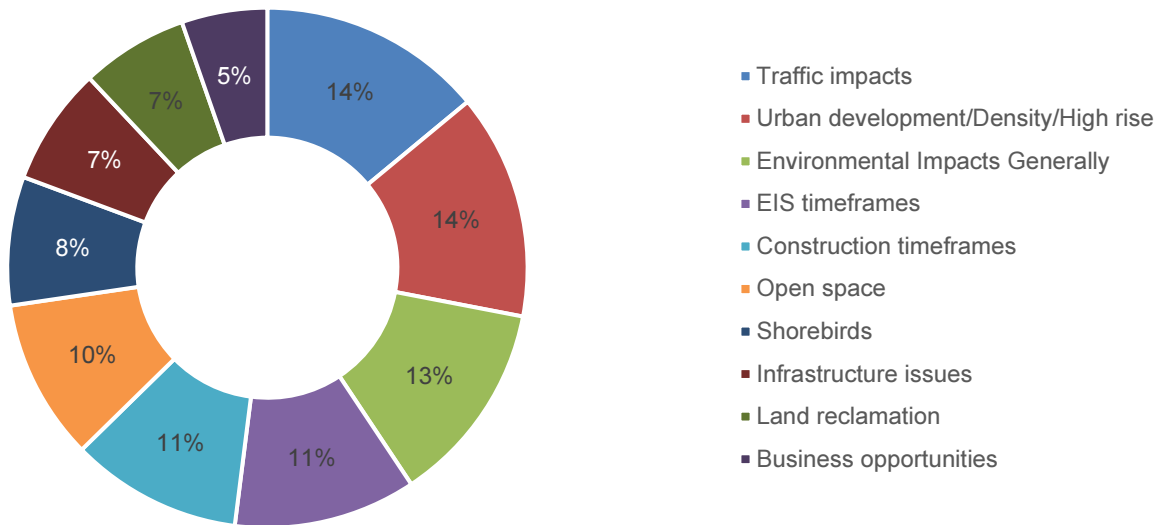


Figure 18: Issues raised during conversations at the Listening Posts

#### 4.4.4.1 RedFest Toondah Harbour Display

The RedFest Toondah Harbour Display was a Listening Post session held at the Cleveland Showgrounds, as part of RedFest, between 9:00am and 4:00pm on both Saturday 7 September 2019 and Sunday 8 September 2019. One hundred and thirty-eight people visited the display. These 138 people included individual visitors, people who were part of larger groups, people walking through to check the display boards, and people collecting factsheets.

Over both days, the project team engaged in 58 conversations with the 138 visitors to the display. Given the nature of the event, most of these conversations occurred with small groups of people, families or couples. From these 58 conversations, 46 visitors indicated some level of support for the proposed development, three visitors indicated they did not support the proposed development, two were neutral, and seven indicated they are unsure.

Common themes raised by visitors were consistent with the other pop-up Draft-EIS Listening Posts. Many visitors asked about the EIS timeframes and approval processes. Some of these visitors observed that the process had been lengthy, with some of these visitors indicating they would like the project to be approved, particularly given the amount of time that has been invested.

Both supportive and unsupportive visitors indicated their concern about local traffic impacts and transport management. Concerns about parking availability, infrastructure provision, and increased traffic impacts were mentioned. Some of these visitors also indicated that improved public transport is needed to enhance access to destinations such as Toondah Harbour.



#### 4.4.5 Information Centre

As part of the community and stakeholder engagement process for the Project, the project team established a staffed Information Centre. This Information Centre was established to provide an opportunity for community members to discuss the project with team members, and provide feedback.

The Information Centre is located in Shop 3, 99 Bloomfield Street, Cleveland, adjacent to the Redland City Council Chambers. It has operated since November 2019, and is currently staffed on Wednesdays and Thursdays from 9:00am to 1:00pm.

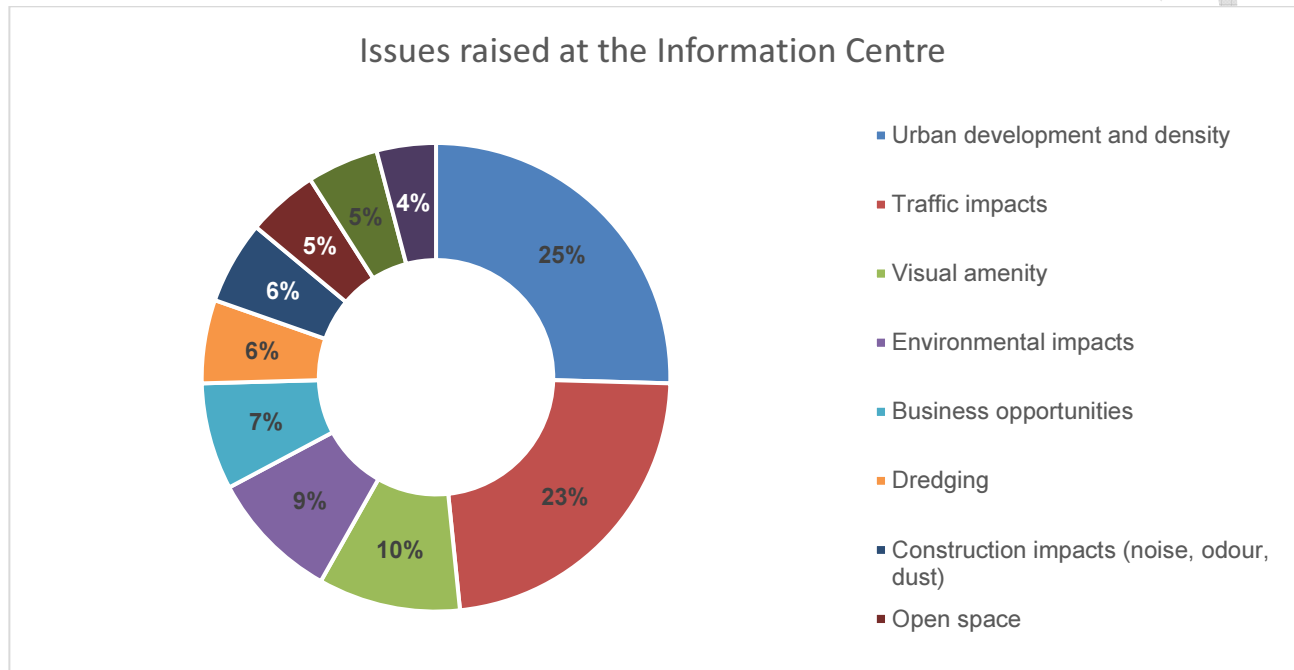
The Information Centre was closed from Monday 23 March 2020 to Tuesday 2 June 2020 in response to COVID-19 social distancing requirements. The Information Centre reopened on Wednesday 3 June 2020.



Between 4 November 2019 and 11 December 2020, the Information Centre had 258 visitors. Of these 258 visitors, 197 had detailed conversations about the proposed project with project team representatives. The remaining 61 visitors picked up a brochures and watched the slideshow presentation through the window, without engaging in a detailed conversation about the Project.

Of the 197 visitors that engaged in a detailed conversation with the project team, 70%, or 137 people, indicated they are supportive of the Project, 11%, or 23 people, indicated they are unsure, 1%, or one person, indicated that they are neutral and 10%, or 21 people, indicated they are unsupportive. A further 8%, or 15 people, did not explicitly share their sentiment about the Project.

During the detailed conversations a number of issues and topics were discussed. Urban development and density were the most popular topics discussed at the Information Centre. This was followed by traffic impacts, visual amenity and environmental impacts. Figure 19 outlines the common themes and issues raised during conversations at the Toondah Harbour Information Centre.



**Figure 19: Issues raised during conversations at the Information Centre**

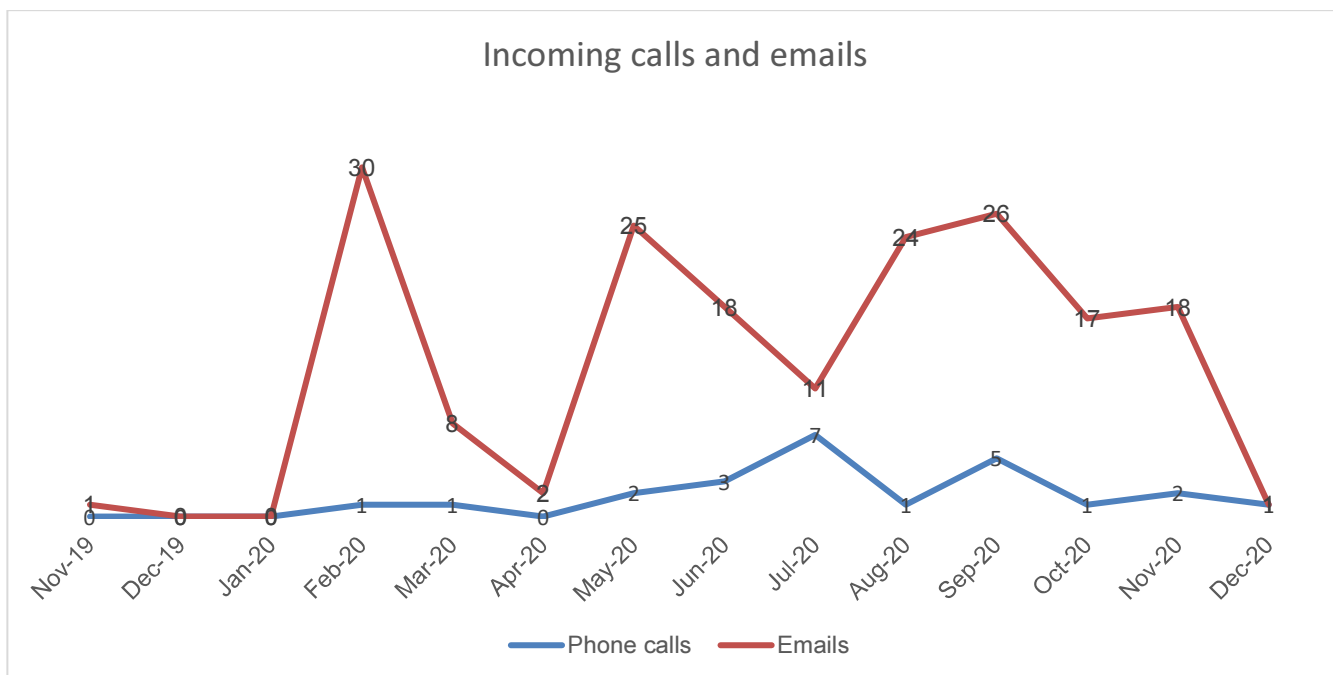
#### **4.4.6 Community hotline and email**

From late 2019 an EIS hotline was established to support community and stakeholder engagement for the Project. A new email address for the project was also established, managed directly by Leisa Prowse Consulting. These contact details were:

- hotline number – 1800 170 729
- email address – [engage@toondah-harbour.com.au](mailto:engage@toondah-harbour.com.au).

The project EIS hotline and email address provided additional communication channels for community members and stakeholder interested in discussing the Project with the project team, and obtain more information about engagement activities.

Figure 20 shows the number of incoming calls and emails to the project hotline and email address between February and December 2020. Overall, the number of hotline calls and project emails have remained consistently low throughout the development of the draft EIS. However, there was a trend for the numbers of emails and calls to increase in the lead-up to advertised community and stakeholder engagement activities.

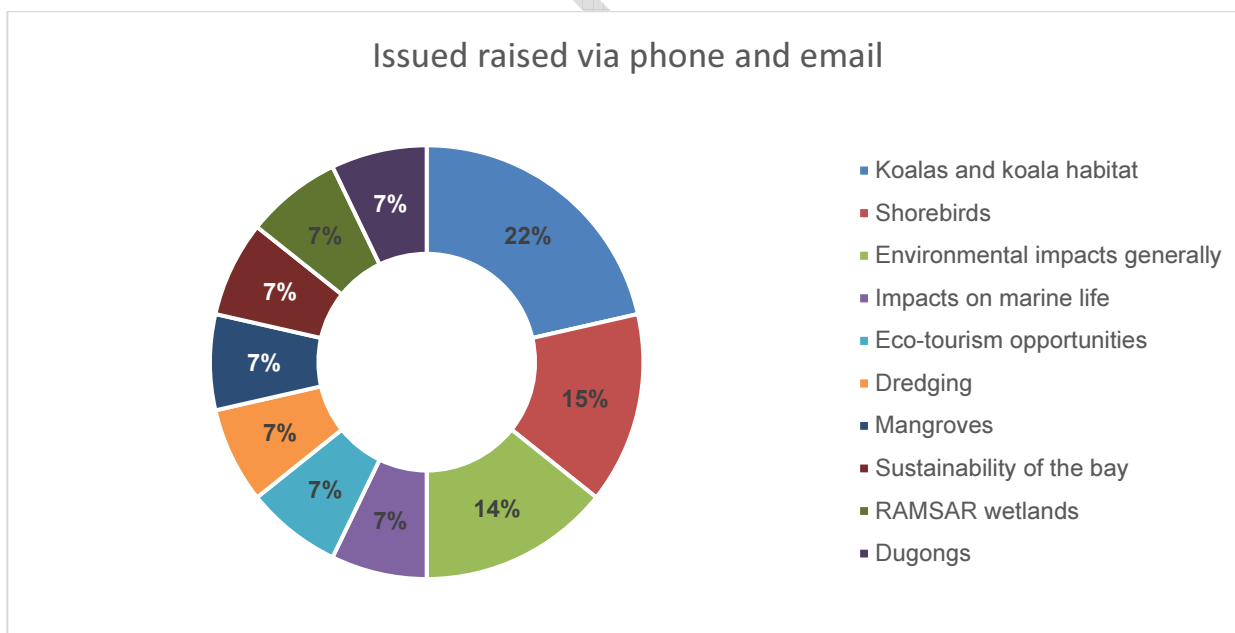


**Figure 20: Incoming calls and emails**

The majority of incoming emails have related to the Technical Focus Groups (TFGs) or the Talk Toondah sessions. TFG members have regularly contacted the project team via the project email and the community hotline to RSVP for sessions, provide their apologies, or ask for more detail about upcoming TFG meetings.

Between February 2020 and December 2020, 66 of the incoming emails related to TFG logistics, and 12 of the incoming emails related to the Talk Toondah sessions.

Figure 21 outlines the issues raised by community members and stakeholders in emails to the project address and during community hotline calls. These figures do not include emails and phone calls that specifically related to the TFG process and organisation.



**Figure 21: Issues raised during conversations on incoming calls and emails**

#### 4.4.7 Stakeholder meetings

During the development of the draft EIS, the project team met with a range of stakeholder groups. This section documents meetings with key stakeholders that were scheduled specifically to inform the development of the draft EIS, and the topics that were discussed during these meetings. As of 11 December 2020, meetings with 18 key stakeholder groups were conducted.

It is important to note that the following section also includes a summary of meetings that were conducted to inform the fisheries component of the EIS. Detailed information about these meetings is outlined in the relevant section of the draft EIS.

<b>Fisheries Stakeholders</b> (various dates)	<p>The following stakeholders were contacted by Dr Darryl McPhee of Bond University to inform the fisheries component of the draft EIS:</p> <ul style="list-style-type: none"> <li>• Sunfish;</li> <li>• Redland Bay Boat Club;</li> <li>• OzFish – Central Moreton Chapter;</li> <li>• Moreton Bay Seafood Industry Association; and</li> <li>• Queensland Seafood Industry Association.</li> </ul> <p>Topics discussed during engagement with fisheries stakeholders included:</p> <ul style="list-style-type: none"> <li>• Practicality of boat ramp arrangements;</li> <li>• Potential marine and road concerns, specifically those concerns related to early morning noise generated around the boat ramp;</li> <li>• Potential benefits of rock walls as additional habitat for species such as the yellowfin bream;</li> <li>• Oyster reef restoration;</li> <li>• Alternatives for upgrading current ramp on William Street;</li> <li>• Areas near Cassim Island that were identified as important for tunnel net fishing and blue crab fishing; and</li> <li>• Perceived impacts of the project on business in Cleveland.</li> </ul> <p>More detail about the engagement with fisheries stakeholders is outlined in the Commercial and Recreational Fisheries chapter in this draft EIS.</p>
<b>National Trust Redlands</b> Monday 19 October 2020	<p>Topics discussed during engagement with the National Trust Redlands to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Existing community village character of Cleveland and Raby Bay, complemented by the coastal shoreline outlook;</li> <li>• Importance of celebrating elements of local cultural, environmental and historical significance including heritage buildings;</li> <li>• Inclusion of the existing sense of place and the promotion of heritage and history within the local area;</li> <li>• Potential increase in traffic in Cleveland; and</li> <li>• The importance of creating spaces and buildings with architectural merit, guided by a united vision to leave a lasting legacy.</li> </ul>
<b>Dunwich Business Association</b>	<p>Topics discussed during engagement with Dunwich Business Association to inform the draft EIS included:</p>

Monday 19 October 2020	<ul style="list-style-type: none"> <li>• Potential traffic considerations including potential infrastructure, upgrades and traffic management practices;</li> <li>• Potential ties to North Stradbroke Island (Minjerribah) including promotion of tourism opportunities;</li> <li>• Infrastructure requirements including amenities at the ferry terminal, shelter linking the terminal carparking, improvements to existing parking constraints and improved public transport facilities; and</li> <li>• Attracting private investment to Minjerribah.</li> </ul>
<b>Raby Bay Rate Payers Association</b>  Monday 19 October 2020	<p>Topics discussed during engagement with Raby Bay Rate Payers Association to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Concerns about environmental impacts and potential offset strategies to protect environmental assets;</li> <li>• Decline of Cleveland CBD and potential for enhancement through project investment and tourism opportunities;</li> <li>• Opportunity to place Cleveland and Toondah Harbour as the gateway to Moreton Bay, boosting local tourism;</li> <li>• Traffic as an ongoing community issue, potentially the biggest community concern;</li> <li>• Incorporation of public transport facilities including bus and electronic bus options; and</li> <li>• Desire to provide investment in Cleveland centre and promote the village sense of place.</li> </ul>
<b>Australian Conservation Foundation (ACF) Bayside</b>  Thursday 15 October 2020	<p>Topics discussed during engagement with ACF Bayside to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• The proposed dredging of the Fison Channel, associated land reclamation and perceived environmental trade-offs associated with the necessary upgrade of the port – support the upgrade of the Port but not the reclamation component of the Project;</li> <li>• Proposed development located on Ramsar wetlands and perceived potential associated impacts – perceived to contravene international agreement;</li> <li>• Ecological value of the area including the habitats of migratory shorebird species;</li> <li>• Proposed methods for the protection of affected habitat and mitigation of impacts, including potential offset strategies, which were rejected;</li> <li>• EIS process and the statutory public notice period, including insufficient timeframe for public comment on the draft EIS;</li> <li>• Potential increase in traffic, with particular reference to Shore Street East; and</li> <li>• The independence of EIS consultants, which was questioned by the ACF.</li> </ul>
<b>Redlands2030</b>  Wednesday 21 October 2020	<p>Topics discussed during engagement with Redlands2030 to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• The approvals process and requirements beyond the EIS stipulated by the <i>Environment Protection and Biodiversity Conservation Act 1999</i>, including matters that the subsequent state government environment and development assessment processes are likely to be concerned with;</li> </ul>

	<ul style="list-style-type: none"> <li>• Redland2030's approach to informing the community about the Project, which has included dissemination of misinformation;</li> <li>• Various iterations of the masterplan over time, changes in specifications with specific relation to density and location within the PDA;</li> <li>• Desire to protect and maintain the existing unique sense of place of the Redlands Coast;</li> <li>• Support of the upgrade to the on-land port infrastructure but feel this should be a state government responsibility with no need for the development associated with the Toondah Harbour PDA;</li> <li>• Desire for transparency, including the release of any agreements that RCC has made with the Proponent that could have implications for Redlands ratepayers; and</li> <li>• Concerns about the public consultation process conducted by RCC and EDQ in 2014 for the preparation of the PDA Development Scheme. Redlands2030 do not recognise the legitimacy of the PDA.</li> </ul>
<b>Wildlife Queensland Coastal Citizen Science (WQCCS)</b> Wednesday 21 October 2020	<p>Topics discussed during engagement with WQCCS to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Perceived impacts and potential offsets in relation to the Ramsar wetland, roost sites, seagrass and saltmarsh;</li> <li>• Need for long term collaboration with various groups to ensure positive and lasting outcomes that will benefit local ecology;</li> <li>• Behaviour change considerations that would be required to support the development of artificial roost sites for shorebirds, with particular reference to dog owners;</li> <li>• Potential support for possible saltmarsh offset strategy, to support and strengthen the marine ecosystem;</li> <li>• Proposed architectural design of buildings and structures within the masterplan; and</li> <li>• Potential for educational outputs upon completion, with reference to the environmental value of Moreton Bay.</li> </ul>
<b>Birdlife Southern Queensland</b> Wednesday 4 November 2020	<p>Topics discussed during engagement with Birdlife Southern Queensland to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Timeframes associated with the federal EIS process and subsequent state government assessment process;</li> <li>• Design considerations including the distance between Cassim Island, and the rock wall conservation area and the development;</li> <li>• Dredging of the channel, proposed land reclamation and upgrade to the port facilities, with reference to the quantity of material that needs to be dredged;</li> <li>• Ongoing health of Moreton Bay and its ability to provide sufficient habitat for the Eastern Curlew;</li> <li>• Increase in silt and sediment in the bay during flood events, and the impact of drought on the estuary;</li> <li>• Watercraft, including increased disturbance of sandbanks, and necessary regulation of watercraft use;</li> <li>• Design considerations with respect to climate change and sea level rise;</li> <li>• Roost site encroachment by mangroves and relevant potential offset strategies; and</li> </ul>

	<ul style="list-style-type: none"> <li>• Objection to development in a Ramsar wetland.</li> </ul>
<b>Combined meeting with Community Alliance for Responsible Planning (CARP), Koala Action Group (KAG) and Wildlife Preservation Society (WPSQ) Bayside Branch</b>  Tuesday 17 November 2020	<p>Topics discussed during engagement with CARP, KAG and WPSQ Bayside to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Scale of the proposed development and potential ongoing environmental impacts;</li> <li>• Considerations surrounding Ramsar wetlands including assessment and decision-making process;</li> <li>• Ongoing state assessment process should the proposal be granted approval at the EIS stage;</li> <li>• Challenges faced by the local koala population with reference to traffic impacts and habitat trees;</li> <li>• Potential offset strategies being explored to improve the area as koala habitat, including tree planting opportunities;</li> <li>• Desire for additional carparking and carpark upgrades at the ferry terminal, without other urban development; and</li> <li>• Change to the nature and sense of place within Cleveland.</li> </ul> <p>Subsequent to the meeting CARP provided a letter outlining their concerns. This letter is included in Appendix G.</p>
<b>Straddie Chamber of Commerce</b>  Tuesday 3 November 2020	<p>Topics discussed during engagement with the Straddie Chamber of Commerce to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Enthusiasm surrounding the infrastructure upgrades to the port and navigational channel, and the flow-on benefits to North Stradbroke Island (Minjerribah), including the ability to accommodate growth in visitors;</li> <li>• Additional car parking spaces at the port, with the option to increase capacity in future to accommodate future demand;</li> <li>• A new destination that complements North Stradbroke Island (Minjerribah) existing attractions and offerings;</li> <li>• The need for improved facilities at the Dunwich ferry terminal;</li> <li>• Fully operational and uninterrupted ferry services during the construction period; and</li> <li>• The need for improved infrastructure facilities on the mainland and on North Stradbroke Island (Minjerribah), including public transport, complementing the Minjerribah (North Stradbroke Island) Public Transport Strategy.</li> </ul>
<b>Redland Coast Chamber of Commerce (RCCC)</b>  Monday 19 October 2020	<p>The key topics discussed with the RCCC to inform the draft EIS included:</p> <ul style="list-style-type: none"> <li>• Enthusiasm for the opportunities for business and the community;</li> <li>• The opportunity to build Redland City's competitive prospects with the introduction of new businesses into the area;</li> <li>• The vital injection of investment into the area that the Project would provide could lead Cleveland into prosperity;</li> <li>• The need for balance between economic and employment opportunities and environmental protection and benefits within the Project; and</li> <li>• Improvement to lifestyle and amenity within Cleveland and Redlands.</li> </ul> <p>A separate engagement by Urbis with the RCCC is outlined in the social impact assessment component of the draft EIS.</p>

<b>Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC)</b>  Friday 11 December 2020	Topics discussed during engagement with QYAC to inform the draft EIS included: <ul style="list-style-type: none"> <li>• Opportunities to work with Quandamooka artists and representatives to shape elements of the design, including signage, storytelling spaces and performance spaces;</li> <li>• Strategies that are being developed by QYAC that relate to sustainability, tourism, arts and culture, and fisheries, forestry and food;</li> <li>• The desire to support the tourism capacity of North Stradbroke Island (Minjerribah) while also protecting the environment and cultural heritage sites;</li> <li>• Opportunities to create a satellite, mainland cultural learning centre that supports performance and cultural events, reflecting the history of the area; and</li> <li>• Environmental considerations, including koala and migratory shorebirds, and opportunities to protect and celebrate biodiversity.</li> </ul>
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Invitations to meet were also issued to the following stakeholder groups:

- Australian Marine Conservation Society (AMCS);
- Cleveland Village Traders;
- Friends of Stradbroke Island;
- Queensland Waders Study Group (QWSG)
- Redlands Creative Alliance Inc.;
- Star of the Sea Catholic Primary School; and
- Stradbroke Island Management Organisation (SIMO).

As of 11 December 2020, these groups had not responded to this invitation to meet. Although, it is noted that there is a data sharing agreement in place, which has seen QWSG data used in the migratory shorebird assessment component of the EIS.














## 5.0 Common themes and key findings

### 5.1 Community interactions

During the preparation of the draft EIS for the Project, the project team has connected with approximately 5,735 community members and stakeholders. This includes the connections that were made during engagement activities delivered prior to the release of the EIS Guidelines, during the public notice of the draft EIS Guidelines, and during the preparation of the draft EIS. The number of interactions by activity is shown in Table 4.

**Table 4: Interactions by activity**

Activity	Prior to the release of the EIS Guidelines	During the public notice of the draft EIS Guidelines	During the preparation of the draft EIS	Total
Community updates 	784	447	507	1,738
Talk Toondah video views 			1,432	1,432
Listening Posts 	782		459	1,241
Incoming emails 	247	2	179	428
Phone survey 	300			300
Information Centre 			258	258
Face-to-face drop-in sessions 		224		224
Talk Toondah sessions 			46	46
Technical Focus Groups 			27	27
Hotline calls 			23	23
Stakeholder meetings 			18	18
<b>TOTAL</b>	<b>2,113</b>	<b>673</b>	<b>2,949</b>	<b>5,735</b>

Of these 5,735 community members and stakeholders, 1,015 (or 17.6%) engaged in a conversation with a member of the project team about the proposed development and the associated draft EIS. The number of conversations by activity is shown in Table 5.

**Table 5: Conversations by activity**

Activity	Prior to the release of the EIS Guidelines	During the public notice of the draft EIS Guidelines	During the preparation of the draft EIS	Total
Listening Posts	471		177	648
Information Centre			197	197
Face-to-face drop-in sessions		83		83
Talk Toondah sessions			46	46
Hotline calls			23	23
Stakeholder meetings			18	18
<b>TOTAL</b>	<b>471</b>	<b>83</b>	<b>452</b>	<b>1,015</b>

In addition, there have been 996 visitors to the Talk Toondah page on the Toondah Harbour website, since the page went live on 13 July 2020.

## 5.2 Community and stakeholder sentiment

Over the past four years, opposition to the project has been publicly expressed by several community groups and community members in traditional media and on social media platforms such as Facebook, Instagram and Twitter. As a result, there is a perception amongst some project observers and commentators that there is a groundswell of community opposition to the Project.

During the engagement process the project team met with 18 key stakeholder groups to capture information that could help to inform the development of the draft EIS. Seven of these groups declared that they did not support the project, and they requested that their sentiment be documented as part of the draft EIS engagement process. The groups that indicated that they do not support the project include:

- Australian Conservation Foundation (Bayside);
- Birdlife Southern Qld;
- Community Alliance for Responsible Planning (CARP);
- Koala Action Group;
- National Trust Redlands;
- Redlands2030; and
- Wildlife Preservation Society QLD (Bayside Branch).

However, analysis of the sentiment expressed by community members during discussions with the project team does not support the assumption espoused by project commentators and some community groups that the majority of the Redlands community opposes the Project.

Community and stakeholder sentiment was recorded during interactions at the Information Centre and the Listening Posts, where deeper conversations with community members were possible. The 845 community members who engaged in a conversation about the Project indicated the following sentiment:

- 463, or 55%, were supportive;
- 66, or 8%, were neutral;

- 184, or 22%, were unsupportive;
- 106, or 12%, were unsure; and
- 26, or 3%, were undetermined.

Anecdotally, this means that for every person who indicated that they were opposed to the Project, the project team met with two other people who indicated that they supported the Project. People who indicated some degree of support for the Project often mentioned:

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

It should be noted that some community members who indicated their support for the proposed development also indicated that they assumed that environmental and traffic impacts would be managed by the Proponent.

People who indicated that they did not support the Project often mentioned:

- Scale of the proposed development;
- Perceived environmental impacts;
- Perceived traffic impacts;
- Perceived structural challenges Raby Bay is currently facing;
- The need for community infrastructure such as education and health facilities; and
- Potential construction impacts.

In addition, during the Listening Posts, an anecdotal observation was that members of the project team were often approached by community members wanting to confirm if the display related to the 'petition' or 'the group opposing the project'. When the team member explained the purpose of the display, these community members would then stay and have a discussion with the team about the Project.

Comments from these community members indicate that there is a section of the community that is interested in learning more about the Project, but they do not feel comfortable asking questions where they can be seen by people who oppose the Project. These anecdotal references seem to indicate that the organised opponents to the proposed development have alienated a section of the community that would like to learn more about the Project.

This observation is supported by questions and comments the project team received from community members before they registered for the Talk Toondah sessions. Some community members clearly expressed that they were not interested in being part of a forum where project opponents were 'shouting' at the consultant team. These individuals wanted to know that they could ask questions anonymously, and that they would be able to hear the answers to their questions without interruption.

### **5.3 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:

- Public parkland and improved amenities;
- Recreation opportunities; and
- Housing options.

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

- Scale and density of the Project;
- Environmental impacts;
- Changed traffic conditions;
- Community infrastructure catering for the increase in population;
- Perceived structural challenges at Raby Bay; and
- Construction impacts.

This section documents the common themes and key findings that emerged through analysis of the feedback captured during the community and stakeholder engagement process.

### **5.3.1 Perceived benefits and potential opportunities**

#### **Public parkland, recreation facilities and amenity**

Community members and stakeholders identified the proposed public parkland areas shown by the Toondah Harbour masterplan as a potential benefit for Cleveland and Redland City. Specifically, community members made positive comments about the proposed lagoon pool, with Listening Post visitors indicating that it could provide a boost for the area as well as a great recreation option for children and young people.

In addition, community members and stakeholders discussed the benefits of activating the space with new opportunities for recreation. It was observed by some community members that waterfront parkland areas and boardwalks would enhance Redland City for both residents and visitors. It was also observed that the proposed public open space and parkland areas could encourage families with young children to stay in the area.

Community members and stakeholders also discussed the benefits of including retail and dining options near the public parklands. These recreation and commercial opportunities were highlighted as a positive way to attract further visitors to Cleveland and boost the economy of the area.

#### **Housing options**

Community members and stakeholders who indicated support for the proposed project mentioned that the project would activate the Cleveland coastal area while also offering multiple housing options for families in the Redlands.

Some community members, particularly those visiting the Listening Posts and the Information Centre that have indicated enthusiastic support for the project, have indicated they would like to have additional information about the types of dwellings and facilities proposed. These individuals have generally indicated that they are interested in investing or leasing property in the Project.

#### **Design input**

Some community members and stakeholders have indicated that it is important to include local community members in the design process so they can contribute design ideas, particularly in relation to the open space areas. These community members indicated that this would help increase the sense of belonging to the area for current and future residents.

Some community members have offered design ideas for the future development. These ideas have included additional beach areas, waterfront dining options, skate parks and playgrounds, accessible paths, and water features.

### **5.3.2 Perceived impacts of the proposed development**

#### **Scale and density concerns**

Some community members and stakeholders have indicated that while they agree that the ferry terminal should be upgraded, they do not support the residential and commercial elements of the Project.

Some community members who indicated they live in or near the PDA, indicated their concern about the scale and density of the Project. Some of the comments received were directly related to perceived negative impacts on property values and views of the bay.

#### **Perceived environmental impacts**

Potential environmental impacts have been frequently identified as a concern by community members and stakeholders. While some community members and stakeholders wanted to explore potential management and mitigation measures, others have cited these impacts as reasons why they do not support the Project.

Potential environmental impacts highlighted by community members and stakeholders related to the koala population, migratory shorebirds, mangroves, marine fauna, fisheries and the Ramsar wetland.

In relation to migratory shorebirds, some community members and environment groups have specifically mentioned direct impacts to Eastern Curlews. When explored, these comments tend to indicate that there is a general community perception that the number of Eastern Curlews that feed in the Toondah Harbour PDA is far greater than the number of Eastern Curlews that have been counted in the PDA during the specialist EIS studies and independent counts by QWSG.

A similar community perception has been observed in relation to dugongs, with some community members commenting that a large number of dugongs feed in the PDA. When explored, these comments have been based on images seen in advertising for donations by environment groups. It is important to note that results gathered as part of the detailed EIS studies indicate that dugongs have been rarely observed at, or near, Toondah Harbour. Additionally, there are no recorded observations of dugongs on the mudflats.

#### **Perceived traffic impacts**

Potential traffic impacts have been frequently identified as a concern by community members and stakeholders. While some questions have been asked in relation to how these impacts will be managed, some stakeholders and community members have cited these impacts as reasons why they do not support the Project.

Both supportive and unsupportive community members and stakeholders indicated their concern about potential local traffic impacts and transport management. Concerns about parking availability, road infrastructure provision, and increased traffic impacts were mentioned. Some community members and stakeholders suggested that improvements to public transport are needed to enhance access to destinations such as Toondah Harbour.

In addition, some community members, particularly visitors to the Listening Posts, who live near the proposed Toondah Harbour development have observed that traffic conditions in the area are already difficult. Some of these community members observed that these traffic conditions are unlikely to improve regardless of the Project.

#### **Perceived similarities with Raby Bay**

Some community members and stakeholders have made direct comparisons between the Project and the Raby Bay Canal Estate that was constructed in the 1980s. These comparisons have highlighted perceived negative issues such as environment management, impacts on marine wildlife such as migratory shorebirds, limited public accessibility, and issues associated with revetment walls.

#### **Need for community infrastructure**

Some community members and stakeholders expressed concern about the potential increase in population created by the Project and the perceived impact that this may have on the future provision of community infrastructure such as hospitals, schools, and roads.

#### **Construction impacts**

Construction impacts have been frequently mentioned by community members and stakeholders. Impacts such as noise, dust and parking availability have been identified as potential concerns that will need to be managed.

### **5.3.3 Awareness of the proposed development**

#### **Awareness**

During the engagement process, some Listening Post and Information Centre visitors indicated that they were not familiar with the Project. These visitors often stayed for a conversation to get more information about the proposed development.

Most community members and stakeholders who were unaware of the Project, or were unsure about the impacts, responded positively once they understood more about the EIS process, the masterplan, and the underlying drivers for the Project.

#### **Access to factual information**

Feedback from the TFG members was generally consistent with the feedback received through other community engagement activities, such as the Listening Posts, drop-in sessions, Talk Toondah sessions and the Information Centre.

TFG members also indicated they were generally pleased with the facts shared with them during TFG meetings. Specifically, some TFG members noted that it was refreshing to hear facts from the source (i.e. the consultants working on the technical studies).

In addition to these observations, and as a result of feedback gathered throughout the engagement process, the project team has observed that community members, particularly those based in Cleveland, are forming opinions about the Project based on inaccurate information.

The commentary of local community groups in the media and on social media platforms suggests that community members are extremely concerned about the impact that the Project could have on migratory shorebirds, the local koala population, and aquatic fauna. Some groups and community members have consistently mentioned these issues when discussing the project at Listening Posts and drop-in sessions. However, it is interesting to note that consumption of factual information on the Talk Toondah page does not reflect this commentary, with videos of the Talk Toondah session that focussed on koalas, migratory shorebirds and aquatic ecology watched the least.

#### **Increased awareness**

The project team has observed that as the Project has progressed, the broader community has become more aware of the Project and more informed about it.

As part of this increased awareness, it has been common to receive questions from community members and stakeholders in relation to the EIS process, the elements that are considered in the assessment, and the specific research activities associated with the assessment.

Also, during the engagement process, the project team has had the opportunity to have discussions with community members who have initially indicated they oppose the Project. These community members have sometimes indicated that their sentiment about the Project has been informed by conversations they have had with community groups that oppose the Project.

During these conversations, the team has shared factual information about the Project. Many of these community members have then acknowledged that this accurate information has helped them to learn more about the Project and the assessment process. This clarification has resulted in some community members indicating their support for the Project has increased because they now know more about the EIS process.

Some community members and stakeholders have asked about the progress of the Project, and its status. Frequently asked community questions relate to EIS timeframes and approval processes, including the differences between the Australian and Queensland Government approval processes. Some community members and stakeholders have observed that the EIS process has been lengthy. Some of these community members have indicated they would like the Project to be approved in a timely manner, particularly given the amount of time that has been invested.

Some community members and stakeholders have also indicated their interest in being informed about the results of the environmental assessment process. These individuals indicated that this is so they could understand how environmental impacts will be addressed, managed, mitigated or offset.

## 6.0 Draft EIS community and stakeholder engagement activities

This report marks a point in time with consultation up to the preparation of the draft EIS. When the draft EIS is released for public comment, the Project's community and stakeholder engagement activities will continue, and will include:

- Preparing information material;
- Meeting with key stakeholder groups and individuals;
- Meeting with adjoining landowners;
- Meeting with each of the three Technical Focus Groups;
- Addressing the Australian Government'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 unadvertised pop-up Listening Posts;
- Updating the project website and social media platforms;
- Staffing the Toondah Harbour Information Centre; and
- Maintaining the community telephone EIS hotline and email.



## Appendix A – Stakeholders

### Current local, state and federal elected representatives

- Cr Karen Williams, Mayor of Redland City
- Cr Wendy Boglary, Division 1 (Wellington Point and Ormiston)
- Cr Peter Mitchell, Division 2 (Cleveland and North Stradbroke Island)
- Cr Paul Golle, Division 3 (Cleveland, Thornlands, Victoria Point)
- Cr Lance Hewlett, Division 4 (Victoria Point, Coochiemudlo Island)
- Cr Mark Edwards, Division 5 (Redland Bay, Southern Moreton Bay Islands)
- Cr Julie Talty, Division 6 (Mt Cotton, Sheldon, Thornlands, Victoria Point, Redland Bay) and Deputy Mayor of Redlands City
- Cr Rowanne McKenzie, Division 7 (Capalaba, Alexandra Hills, Thornlands, Cleveland)
- Cr Tracey Huges, Division 8 (Birkdale, Alexandra Hills, Capalaba, Wellington Point)
- Cr Adelia Berridge, Division 9 (Sheldon, Capalaba, Thornlands)
- Cr Paul Bishop, Division 10 (Birkdale, Thorneside)
- Hon Steven Miles, Deputy Premier and Minister for State Development, Infrastructure, Local Government and Planning
- Hon Cameron Dick, Treasurer and Minister for Investment
- Hon Meaghan Scanlon, Minister for the Environment and the Great Barrier Reef, Minister for Science, and Minister for Youth Affairs
- Hon Stirling Hinchliffe, Minister for Tourism Industry Development and Innovation and Minister for Sport
- Hon Craig Crawford, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships
- Dr Mark Robinson MP, Member for Oodgeroo
- Don Brown MP, Member for Capalaba
- Kim Richards MP, Member for Redlands
- Hon Sussan Ley MP, Australian Government Minister for the Environment
- Hon Simon Birmingham, Minister for Trade, Tourism and Investment
- Andrew Laming MP, Federal Member for Bowman

### Council, and state and federal government agencies

- Redland City Council
- Redland Investment Corporation
- Department of State Development, Infrastructure, Local Government and Planning, which includes Economic Development Queensland
- Queensland Department of Environment and Science
- Queensland Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
- Queensland Department of Agriculture and Fisheries
- Queensland Department of Tourism, Innovation and Sport
- Queensland Department of Transport and Main Roads
- Marine Safety Queensland
- Queensland Department of Resources
- Queensland Department of Employment, Small Business and Training
- Australian Trade and Investment Commission (Austrade), who have granted the Project Tourism Major Project Facilitation status
- Australian Government Department of Agriculture, Water and the Environment

### **Native Claimant and Registered Cultural Heritage Body**

- Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC)

### **Environment and conservation groups**

- Australian Conservation Foundation – Bayside Branch
- Australian Marine Conservation Society (AMCS)
- Birdlife Australia
- Birdlife Southern Queensland
- Community Alliance for Responsible Planning (CARP) Redlands
- Koala Action Group
- Queensland Wader Study Group (QWSG)
- Stradbroke Island Management Association (SIMO)
- Wildlife Preservation Society Queensland (Bayside Branch)
- Wildlife Queensland Coast Citizen Science (WQCCS).

### **Local community groups and clubs**

- Cage Youth Foundation
- Centre for Women & Co
- Community Connections
- Friends of Stradbroke Island (FOSI)
- Point Lookout Surf Lifesaving Club
- Redlands 2030
- Redlands Creative Alliance
- Redlands United Football Club
- University of the Third Age (UA3) – Redlands
- Transport providers
- SeaLink
- Stradbroke Flyer

### **Local and regional tourism organisations and providers**

- Brisbane Economic Development Agency (Brisbane EDA)
- Grandview Hotel
- Queensland Tourism Industry Council
- Sirromet Winery
- Tourism and Events Queensland

### **Local and regional business and commerce groups**

- Cleveland Village Traders Association
- Dunwich Business Association
- Property Council of Australia Qld Branch
- Raby Bay Rate Payers Association
- Redland Coast Chamber of Commerce (RCCC)
- Redlands Economic Development Advisory Board
- Redlands Tourism Subcommittee
- Regional Development Australia (RDA) Logan and Redlands
- Straddie Chamber of Commerce
- Infrastructure Association of Queensland

### **Employment, skills and training organisations**

- Construction Skills Queensland
- Queensland TAFE – Alexandra Hills campus

### **Local and regional education providers**

- Australian Industry Trade College
- Capalaba State College
- Cleveland District State High School
- Cleveland State School
- Ormiston College
- Star of the Sea Primary School
- University of Queensland Research Station

### **Local and regional fishing groups**

- Moreton Bay Seafood Industry Association
- OzFish – Central Moreton Chapter
- Queensland Seafood Industry Association
- Redland Bay Boat Club
- Sunfish

### **Local and regional heritage groups**

- National Trust – Redlands Branch
- Redland Museum
- Recreational boating groups
- Cleveland Yacht Club
- Redlands Boat Club

### **Media**

- ABC Radio and Television
- Australian Financial Review
- Bay FM
- Brisbane Times
- Courier-Mail
- Redland City Bulletin
- SBS
- The Australian
- The Urban Developer

## Appendix B – Community Updates

Community Updates were sent out to the electronic mailing distribution list during the Pre-EIS period and during the release of the EIS guidelines, as follows:

- 11 May 2017:



### TOONDAH HARBOUR DEVELOPMENT UPDATE – MAY 2017

In November 2015, Walker Group Holdings (Walker) referred the Toondah Harbour project to the Federal Minister for Environment and Energy for a decision on whether the proposal was a controlled action under the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).

Walker has decided to modify the proposal and submit a new referral after working with the Federal Department of Environment and Energy for 17 months. Walker hopes a decision will be made about the project proceeding to a full environmental impact assessment before the middle of the year.

The assessment process will involve extensive community consultation, and will allow all of the relevant scientific and technical information to be gathered relating to the project. It will also allow potential offsets and benefits to be considered, as well as plans for managing potential impacts of construction activities and increased traffic.

The changes reflected in the new referral include:

- Reducing the size of the development, or its footprint, to increase the buffer between the proposed development and the shorebird high tide roost site at Cassim Island to a minimum of 100 metres and up to 200 metres.
- Engaging an independent expert to develop a methodology for assessing potential impacts on the ecological values of the wetland, acknowledging the importance of the Moreton Bay Ramsar Wetland. The methodology that has been developed mirrors one used by the Queensland Government for identifying the local expression of Outstanding Universal Value within the Great Barrier Reef World Heritage Area.
- Conducting an assessment of potential impacts to the Moreton Bay Ramsar Wetland using this methodology.
- Updating technical reports to inform the referral, incorporating new data and addressing key issues in relation to endangered and threatened species.
- Refining the referral area through a more detailed analysis of environmental constraints and engineering design requirements.



- 5 June 2018:



Dear resident,

Walker Corporation has updated the master plan for the Toondah Harbour Priority Development Area (PDA) in response to feedback from leading environmental and wetland experts, public submissions and the federal government.

Key attributes of the updated plan include:

- The full development is located within the boundary of the PDA and the reclamation footprint has reduced by more than 12 hectares or 30% of the previous proposal.
- A minimum 250 metre buffer which is the equivalent to the length of Brisbane's Suncorp Stadium has been provided between the development edge and nearby Cassim Island and Nandeebie Claypan roost sites.
- A brand new port facility, with integrated ticket office, visitor information, bus interchange and comfortable waiting areas will provide ease of access and a revitalised gateway as well as capacity for additional operators. This will facilitate investment in exciting new nature and culture-based ecotourism operations for Moreton Bay and North Stradbroke Island (Minjerribah).
- An increase in public car parking spaces from 667 existing spaces to 1,010 dedicated spaces will support the new ferry terminal and visitor facilities, with allowance for a 500-bay multi-deck car park to be constructed when required. All new commercial, mixed use and residential developments will provide their own car parking, including visitor parking, in accordance with Council's parking rates.
- The plan provides more waterfront access and is defined by a more organic and natural system of waterways and marina coves embedded with wetlands and publicly accessible edges.
- A new 3.5 hectare South Bank-style foreshore parkland will include a lagoon pool and water play area.
- A new 3.5 hectare conservation area will include a proposed wetland education and cultural centre, bird hides and low impact walking trails.
- The dedicated koala habitat corridor is protected, with koala sensitive design to be implemented throughout the development.
- The foreshore area will be enjoyed via a 1.5 kilometre walking and cycling path which links Toondah Harbour to the proposed marina plaza and existing GJ Walter Park.
- A sheltered public boat ramp with 30 boat trailer parks has also been included in the design.



Diagram: Comparison of changes to the project land form

Importantly, there will be:

- No reduction in green space or facilities from GJ Walter Park.
- No impact on the Norfolk Pines and the avenue of tuckeroos in GJ Walter Park.
- No building higher than 10 storeys within the development.

To reflect the updated master plan, we have submitted a new referral to the Federal Government under the *Environment Protection and Biodiversity Conservation Act 1999*.

You can provide feedback to the Federal Government on the referral. It is now open for public comment for a period of 10 business days. Visit the Federal Government's website, [www.environment.gov.au/epbc/public-notices](http://www.environment.gov.au/epbc/public-notices) to view the referral and make a submission.

Following the public comment period, the Federal Minister for the Environment and Energy will make a controlled action decision and, we hope, issue draft guidelines for an Environmental Impact Statement (EIS).

The EIS will address all potential social, economic and environmental impacts of the proposed development during the construction and operational phases of the development. Environmental, construction and traffic impact management plans will be developed as part of this process.

There will be further opportunities for you to have your say on the proposal as we work through the environment assessment process and development approval processes.

To view the updated master plan and new project fact sheets, or find out more about the environment assessment and development approval processes, visit [www.toondah-harbour.com.au](http://www.toondah-harbour.com.au)

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Draft - review

- 24 July 2018:



## Toondah Harbour referral decision

Last month Walker Group submitted a new referral for Toondah Harbour to the Australian Minister for the Environment and Energy for consideration under the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).

The referral was subject to a 10 business day public comment period from 5 - 20 June 2018.

The Federal Government has decided the project is a 'Controlled Action', which means it needs to be assessed and approved under the EPBC Act before it can proceed. It was also decided that the action will be assessed by Environmental Impact Statement (EIS).

### What happens next?

The Federal Department of the Environment and Energy will develop draft Guidelines for the EIS. Input on the Guidelines will be sought by the Department from external organisations and government agencies with knowledge of the issues relevant to the action. Once the guidelines are finalised, the Department will publish a notice on the EPBC Public Notices website.

We will then be able to begin preparing the draft EIS report and supporting technical studies.

The EIS will address ecological, cultural, social, heritage, economic, technical and any other factors prescribed in the Guidelines.

### For more information:

For more information or to sign up for project news:

- contact the Toondah Harbour Project Team via email [toondah@walkercorp.com.au](mailto:toondah@walkercorp.com.au)
- visit the Toondah Harbour Project website: [www.toondah-harbour.com.au](http://www.toondah-harbour.com.au)
- write to:

Toondah Harbour Project  
Walker Corporation  
PO Box 692  
Brisbane Qld 4001

© Walker Corporation. All rights reserved. All images are artist's impressions intended as a visual aid. The development is subject to environment and planning approvals.



- 21 February 2019:



## TOONDAH HARBOUR PROJECT UPDATE

You may recall that in July 2018 the Commonwealth Government decided the proposed Toondah Harbour Project is a controlled action requiring further assessment by Environmental Impact Statement (EIS) under the national environmental law, the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).

The Commonwealth Government is currently seeking public feedback on the draft assessment guidelines for the EIS. Once the final EIS guidelines are approved following community input, it is expected that the preparation of the EIS, technical studies, and formal community engagement process will get underway.

The Walker Group is strongly committed to the Toondah Harbour revitalisation and welcomes the EIS process and opportunity for community feedback.

### Drop-in for a chat about Toondah Harbour

Learn more about the Toondah Harbour revitalisation proposal and have your say on the project plans at the following community drop-in sessions.

#### Cleveland Drop-in Session

4:00 pm to 7:00 pm on Friday 22 February 2019  
Country Women's Association Hall  
3 Waterloo Street  
Cleveland

#### RESCHEDULED Dunwich Drop-in Session

The drop-in session in Dunwich, originally scheduled for Saturday 23 February 2019, has been postponed because of weather predictions in relation to Cyclone Oma.

Information about the rescheduled Dunwich Drop-in Session follows:

10:00 am to 1:00 pm on **Saturday 2 March 2019**  
Dunwich Public Hall  
6 Ballow Road

- 17 September 2020:



### Thank you for attending the Talk Toondah sessions

The video recordings of the Talk Toondah sessions are available on the Talk Toondah webpage.

[Click here to watch now](#)

If you have questions, or would like to learn more about the proposed Toondah Harbour development please:

- **Visit** the Toondah Harbour Information Centre at Shop 3, 99 Bloomfield St, Cleveland, on Wednesday or Thursday from 9am-1pm.
- **Email** the engagement team at [engage@toondah-harbour.com.au](mailto:engage@toondah-harbour.com.au).
- **Call** the engagement team on [1800 170 729](tel:1800170729).

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WALKER CORPORATION

- 17 September 2020:



### Did you miss the Talk Toondah sessions?

Are you interested in hearing the environmental consultants conducting the assessment process for the proposed Toondah Harbour development Environmental Impact Statement (EIS) respond to questions from the community?

The **video recordings of the Talk Toondah sessions are available** on the Talk Toondah webpage.

[Click here to watch now](#)

If you have questions, or would like to learn more about the proposed Toondah Harbour development please:

- **Visit** the Toondah Harbour Information Centre at Shop 3, 99 Bloomfield St, Cleveland, on Wednesday or Thursday from 9am-1pm.
- **Email** the engagement team at [engage@toondah-harbour.com.au](mailto:engage@toondah-harbour.com.au).
- **Call** the engagement team on [1800 170 729](tel:1800170729).

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WALKER CORPORATION



## Appendix C – Project updates published in the Redland City Bulletin

Appendix C includes project information and updates that were published in the Redland City Bulletin during the Pre-EIS period and during the release of the EIS guidelines. These were:

- 2016:

4 REDLAND CITY BULLETIN SHORT WRAP Wednesday April 06, 2016

redlandcitybulletin.com.au

### TOONDAH HARBOUR HOLDS THE KEY TO REDLANDS' TOURISM



**Revitalising Toondah Harbour is the single greatest tourism opportunity the Redlands has ever seen. The proposed master plan would open up opportunities for tourists by improving access to North Stradbroke Island, while creating a midway destination for visitors and locals alike to enjoy en route.**

New preliminary research by EarthCheck, a leading tourism and travel advisory group, has found that when key tourism and leisure components are established, the \$1.3 billion Toondah Harbour development on Moreton Bay will encourage nearly 50,000 additional visitors to the region. This would generate additional visitor expenditure of \$3.88 million each year.

This expenditure will support 273 direct and 241 indirect full time equivalent jobs each year, on top of the 1000 construction-related jobs the project will support each year during the development phase and 500 jobs on site once operational.

The timing could not be better, with construction of the project set to coincide with other major tourism investments in the region, such as the expansion of Brisbane Airport, building a new Brisbane cruise terminal and delivering the Queen's Wharf integrated resort precinct in Brisbane. Moreover, there's the Queensland Government's strategy that will transition North Stradbroke Island into a tourism economy and end sand mining by 2019.

SeaLink Travel Group General Manager for South East Queensland David Thomson said there has never been a better time to be working in the tourism industry from Toondah Harbour.

"SeaLink's goal is simply to link Australian icons to the Australian tourists," he said.

"We do this in Sydney, for example, with Captain Cook Cruises up and down the harbour and in Townsville with ferry services to Magnetic Island. SeaLink purchasing Stradbroke Ferries for \$125 million last year reflects the confidence the company has in the tourism potential of Toondah Harbour, North Stradbroke Island and Moreton Bay and the opportunities we have to connect with regional tourism initiatives."

Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC) Chief Executive Officer Cameron Costello said Walker Group's investment in tourism infrastructure, retail and commercial offerings like high quality hotel accommodation, a visitor information centre, up to 400 berth marina with charter boat opportunities, a new \$63.5 million port facility, plus four times the amount of public open space on the Moreton Bay foreshore, would drive new visitors and increase their average length of stay.

Tourism currently accounts for 1.4 per cent of the Redlands' \$4.66 billion Gross Regional Product. By 2041, it is expected that the tourism share will double to more than 3% of the Redlands' Gross Regional Product.

Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC) Chief Executive Officer Cameron Costello said revitalising Toondah Harbour is a key step in achieving the Quandamooka people's tourism ambition.

"Our vision is to create the Redlands area, the Quandamooka Country, as a global eco-cultural tourism destination," Mr Costello said.

"Upgrading Toondah Harbour is one of the steps required to achieve this and to help with the economic transition of North Stradbroke Island."

Walker Group General Manager of Queensland Development Peter Saba said his company is committed to maximising tourism benefits at Toondah Harbour.

"It is the first time in 20 years the opportunity has come up to revitalise such a large area of Moreton Bay waterfront and we are committed to delivering a world-class development that maximises the opportunity for locals and visitors alike," Mr Saba said.

"Walker is tremendously excited by the idea of working with the Quandamooka people to develop a compelling and unique tourism offering at Toondah Harbour that complements the tourism initiatives for the Bay and North Stradbroke Island.

Opportunities we are exploring include an Indigenous eco-cultural centre on the site coupled with a community rangers program to raise awareness of traditional culture and knowledge, as well as undertake land and sea management activities.

We are committed to partnering with QYAC to bring forward the economic transition for North Stradbroke Island and alternative job opportunities for residents currently involved in the mining industry.

We are also presently in discussions with stakeholders like Austrade, Brisbane Marketing and Tourism and Events Queensland to ensure the tourism benefits and employment opportunities to the region are abundant."



• 2018:

## Toondah Harbour Project Update 2018

Toondah Harbour is moving forward. In July this year the Federal Government decided the Environmental Impact Statement (EIS) process for the project could commence.

Toondah Harbour will be a world-class recreation, residential and tourism destination for the Redlands.

Read about Walker Group's plans for the revitalisation of Toondah Harbour on page two and three of the Building a Better Redlands Wrap, and visit the website:

[www.toondah-harbour.com.au](http://www.toondah-harbour.com.au)



## Development plan for Toondah Harbour values local lifestyle

The proposed \$1.4 Billion Toondah Harbour development on the shores of Moreton Bay will deliver a major lifestyle lift for the Redlands, while showcasing world's best environmental management.

Adjacent to GJ Walter Park, the precinct features a new ferry terminal and marina, swimming lagoon, waterfront restaurants and cafes, apartments and public parks.

In July this year Toondah Harbour took a big step forward with the Commonwealth Government announcing the environmental impact assessment process for the project could commence.

The Walker Group is the Australian company selected by the State Government and Redland City Council to develop Toondah Harbour.

Walker Director Peter Saba said the detailed assessments would soon start into the project's potential environmental, economic, and social impacts.

"Our community feedback to date is that people want us to deliver Toondah Harbour and its benefits in a way that values the local lifestyle.

"We are looking forward to addressing all of the potential issues with positive outcomes," Mr Saba said.



Foreshore conservation areas including bird hides and low impact walking trails

### An exciting new Master Plan – what Toondah will deliver

The revised concept Master Plan for Toondah Harbour takes on board ideas from residents and environmental and wetland experts. As well as reducing the footprint of the original development by almost a third, the new master plan enhances protection for wildlife, including koala populations and migratory shorebirds.

- A minimum 250m buffer between the development edge and nearby high tide roost sites at Cassim Island and Nandeebie Claypan
- No loss of green space or facilities from GJ Walter Park
- Retention of the koala habitat corridor, Norfolk Pines and the avenue of tuckeroos planted in GJ Walter Park by Rotary Cleveland
- 3.5ha of foreshore conservation area with proposed wetland education and cultural centre, bird hides and low impact walking trails
- A foreshore South Bank-style parkland (approx. 3.5ha) with a lagoon pool and water play area
- A 1.5km foreshore walking and cycling path, linking the new park facilities to GJ Walter Park and the marina plaza
- An organic system of waterways, coves and marina berths, complemented by wetlands and publicly accessible edges
- 3,600 medium density dwellings, including a Hotel
- A sheltered public boat ramp and trailer parking
- Increase in public car parking associated with the new ferry and tourist facilities.



Toondah Harbour will be a family focused destination, as well as an attractive gateway to the bay and islands.





Redlands Kayak Tour's owner Katrina Beutel says Toondah Harbour can boost ecotourism

### Tourism a gamechanger for the Redlands

It is estimated the new-look Toondah Harbour will attract an extra 50,000 visitors to the region annually, generating a further 500 tourism related jobs.

The 2016 national census data indicates that 73% of tourism jobs go to local people.

Redlands Kayak Tours owner Katrina Beutel is one of many local business operators looking forward to the tourism opportunities encouraged by the development.

"We need landmark projects like this to really kick off local tourism, encouraging more people to visit

and appreciate the wonders of the bay including Straddie," she said.

"With our strong focus on ecotourism I look forward to having our say on the protection of the local environment, while delivering the jobs and opportunities that local people want."

The Queensland Government has just announced a major eco-tourism plan for North Stradbroke Island, which will commence in September 2018. A revitalised Toondah Harbour forms part of the vision to promote the bay and islands as an eco-tourism destination of state and national importance.



Former Vienna Woods and Alexandra Hills High's Craig Addley is the Toondah Harbour Project designer

### Toondah Harbour Master plan built on strong local foundations

Over the past few months locals will have seen a lot of Walker Group Urban Designer Craig Addley.

Craig has spent countless hours at project 'Listening Posts' that have popped-up right across the Redlands as part of the Walker Group's ongoing engagement efforts.

And having grown up in the local area his designs are heavily influenced by the community's desire to balance lifestyle and the environment.

Craig spent all of his school years at Alexandra Hills, first at Vienna Woods Primary and then at Alexandra Hills High.

His wife Tammie works in Cleveland and he has a large network of family and friendship right across the villages and islands that make up the Redlands Coast.

"I'm really excited about delivering a world-leading approach to the development that integrates the local environment into the design, rather than an afterthought," Craig said.

"The master plan for Toondah Harbour unlocks access to our amazing coastline and islands and creates a real people place.

"Toondah Harbour has to be a vibrant destination in its own right, not just a place to catch to a ferry to Straddie".



Toondah Harbour: a vibrant hub for community events and festivals

### Lifestyle lift for the Redlands

Toondah Harbour would be a vibrant hub for community events and festivals

With the shimmering blue waters of Moreton Bay as a backdrop, the Toondah Harbour parklands and waterfront promises to become the region's premier lifestyle and events destination.

Redland Economic Development Advisory Board Chair, Ms Samantha Kennedy said Toondah Harbour would be a major economic driver and spectacular setting for festivals and community celebrations.

"The revitalised harbour precinct would be ideal for regular food and produce markets, maritime and aquatic based sporting and cultural events.

"This activity builds connections and vibrancy in the community and attracts more visitors to the region, which is great for local businesses and local jobs," said Ms Kennedy.

### Toondah Harbour Project Timeline

The Queensland Government declared Toondah Harbour Priority Development Area (PDA) in 2013 and, with Redland City Council, selected Walker Group as developer for the PDA in late 2015. Next steps include:

2018 - 2020	2018 - 2021	2021 onwards
Preparation of Environment Impact Statement for Federal Government, including community consultation	State Government assessment processes including community consultation	Construction commences subject to Federal and State Government approvals

Visit the Toondah Harbour Development Information Stall at the RedFest Strawberry Festival 8-9 September, 2018.

### Want regular updates on Toondah Harbour?

Sign up for project updates via any of the following:

✉ [toondah@walkercorp.com.au](mailto:toondah@walkercorp.com.au) 🌐 [www.toondah-harbour.com.au](http://www.toondah-harbour.com.au)

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## Appendix D – Technical Focus Group nomination advertising

Appendix D includes screenshots of the information published to encourage community members and stakeholders to nominate to participate for the Technical Focus Groups.

- Electronic direct message distributed to project mailing list on 5 February 2020:

### Invitation to Nominate

#### Technical Focus Groups to advise EIS experts

#### Contribute to the Toondah Harbour Redevelopment Environmental Impact Statement (EIS)

A draft Environmental Impact Statement (EIS) for the Toondah Harbour redevelopment proposal will be completed for public review by the end of 2020.

Members of the public are now invited to nominate to join one of three technical focus groups that will help advise the independent scientists, engineers and environmental experts who are conducting the project's stringent environmental assessment.

Focus groups will be limited to ten people and will include self-nominated members, as well as invited stakeholders with particular expertise or interest in key aspects of the EIS.

The aim of the focus groups is to assist the experts by providing them with more local knowledge and insight, and to make sure EIS results are communicated in a way that is effective for the Redland's community.

#### Focus groups will include:

- Coastal Processes and Water Quality Group;
- Wetlands and Shorebirds Group; and
- Koala Group.

Members of the public are able to nominate and forms are available online at:

<https://www.toondah-harbour.com.au/surveys/nomination-form/>

Forms should be submitted by Monday 24 February, 2020.

A Charter for the focus groups outlining expectations, member responsibilities and meeting formats, can be found at:

[www.toondah-harbour.com.au](http://www.toondah-harbour.com.au)



To unsubscribe from our database please [click here](#).



- Redland City Bulletin (printed newspaper) advertisements published on 5 February 2020 and 19 February 2020:

# Invitation to Nominate

Technical Focus Groups to advise EIS experts

Contribute to the Toondah Harbour Redevelopment Environmental Impact Statement (EIS)

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Members of the public are now invited to nominate to join one of three technical focus groups that will help advise the independent scientists, engineers and environmental experts who are conducting the project's stringent environmental assessment.

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Forms should be submitted by Monday 24 February, 2020.

A Charter for the focus groups outlining expectations, member responsibilities and meeting formats, can be found at:

[www.toondah-harbour.com.au](http://www.toondah-harbour.com.au)

For further information, please call the EIS Hotline on 1800 170 729 or email [engage@toondah-harbour.com.au](mailto:engage@toondah-harbour.com.au)



## Appendix E – Technical Focus Groups summary notes

### Coastal Processes and Water Quality – TFG meeting 1

#### **Introductions**

The first Coastal Processes and Water Quality TFG meeting was held on Thursday 28 May 2020 between 6:00pm and 9:00pm. This meeting was attended by eight TFG members. During this first meeting, participants were invited to introduce themselves, outline their connection to the area and local community, and explain their reason for nominating to be part of the focus group.

It was clear from the introductions that focus group members have strong and diverse connections to the Redlands. Reasons for nominating to join the group included:

- Local community connections;
- Desire to better understand the Project and be involved in the process;
- Extensive lived experience in the local area; and
- Professional experience relating to the topic.

#### **Project and EIS overview**

Following the project overview, the EIS assessment manager provided an overview of the EIS process including timeframes, the dredging of the channel and the approval process. TFG member questions related to:

- Ownership of the land below high water mark in Moreton Bay;
- Anticipated numbers and specifications of boats in the port and channel, and associated safety concerns;
- The role of the coastal processes methodology within the overarching EIS process;
- How scientific models and assessments will help to determine whether the proposed development has an overall net benefit; and
- Involvement of the Quandamooka People in the EIS process.

#### **Coastal processes presentation and discussion**

During the TFG meeting, a presentation about the coastal processes modelling and the impact assessment methodology was provided by BMT Australia. Following the presentation, TFG member questions related to:

- The extent of the dredging and potential sediment dispersal, and associated impacts on tidal flow and seagrass, with seagrass within 'green zones' to the south of Toondah Harbour specifically identified;
- The location of data collection points throughout the bay including transects at specific locations;
- The assessment of storm water; and
- Whether the assessment would explore existing patterns or predicted patterns with the introduction of the Project, or both.

As part of the discussion, BMT explained:

- The extensive data collection locations, and the methods that would continue to be used to capture data; and
- The assessment would explore both current and predicted conditions.

#### **Water quality presentation and discussion**

Following the coastal processes presentation and discussion, frc Environmental provided a presentation about the water quality assessment methodology. Following the presentation, TFG member questions related to:

- Dugong populations in the PDA and surrounding area;
- Dredging impacts, including the presence of contaminants in the sediment; and

- The way that the potential release of pollutants could be monitored.

## **Coastal Processes and Water Quality – TFG meeting 2**

The second Coastal Processes and Water Quality TFG meeting was held on Thursday 10 September 2020 between 6:00pm and 9:00pm. This meeting was attended by three TFG members.

During this second TFG meeting, participants were provided with an update on the Project and the engagement process. The meeting also explored preliminary results of the aquatic ecology assessment and the coastal processes assessment, and provided a review of the base model.

### ***Water quality assessment update and results***

As part of the second TFG meeting, frc Environmental provided an update about the results of the water quality assessments. Following the update, discussion with the TFG members related to:

- The durability of seagrass;
- The ecosystem of wider Moreton Bay;
- Potential offset opportunities, including the provision of fish-friendly rock walls; and
- Opportunities for the rehabilitation of salt marsh and what that would provide to the area.

### ***Coastal processes base model presentation***

After the water quality assessment update and results, BMT provided a presentation about the base model developed to assess the impacts on coastal processes. Following the presentation, discussion with the TFG members related to:

- Ongoing maintenance issues experienced in Raby Bay and the impact of outdated construction techniques, including additional resident expenses;
- The proximity of the recreational lagoon to the mudflats, including concerns that the lagoon would look out onto bare mudflats during low tide;
- The risk of mosquitos, which would be low due to the tides and frequent flushing of areas;
- The quality of the model, and the way it has matched water quality data; and
- The future benefits of the project for the wider Cleveland area; and
- Visitor parking.

## **Koala – TFG meeting 1**

### ***Introductions***

The first Koala TFG meeting was held on Tuesday 2 June 2020 between 6:00pm and 9:00pm. This meeting was attended by five TFG members. During this first meeting, participants were invited to introduce themselves, outline their connection to the area and local community, and explain their reason for nominating to be part of the focus group.

It was clear from the introductions that focus group members have strong and diverse connections to the Redlands. Reasons for nominating to join the group included:

- Long standing interest in the protection of the local koala population;
- Keen interest in local development plans and ecological balance;
- Experience in Queensland and local conservation and rescue efforts;
- Opportunity to learn and provide local insight into the koala assessment; and
- Desire to be involved in the conversation about koala assessment, particularly representing the interests of local families.

### ***Project and EIS overview***

After the project and EIS process overviews, TFG members had the opportunity to ask questions about the EIS process. These questions related to:

- The dredged material and the landform that will be created;

- Potential contaminants in the dredged material;
- Quality of the soil and its ability to support koala food trees; and
- The potential for increased traffic on Middle Street, which could further segregate the GJ Walter Park and Nandeebie Park habitats.

### ***Mapping local koala population***

Following the EIS overview, Saunders Havill Group provided a presentation about the drone surveys which had been completed to help map the local koala population. Following the presentation, TFG member questions related to:

- The number of drone studies; and
- Whether results were being compared to historic figures to determine if there was decline in local koala population.

### ***Koala survey presentation and discussion***

As part of the first Koala TFG, BAAM provided a presentation on the methodology for the koala study, which is being completed as part of the EIS. Following the presentation, the TFG member discussion and questions related to:

- The perceived inefficiencies of koala crossings and similar purpose-built infrastructure, such as fencing, due to the capabilities, needs and instincts of the koala;
- Evidence that indicates a decline in the number of koalas in the area;
- The threat dogs pose to koalas, and the possibility for the development to have a no-dog policy;
- The importance of community education surrounding koalas and dog management.; and
- The need to increase appropriate food tree planting in the short term, to accommodate future koala needs.

As part of the discussion, TFG members were asked about their main concerns in relation to koalas and koala management as part of the Project. TFG members indicated that their primary concerns related to:

- Traffic control, particularly in relation to increased traffic on Middle Street;
- Dogs and the potential for dog attacks;
- The need for koala crossings to allow north–south movement along the coastline;
- The scale of the proposed development;
- Habitat loss;
- Habitat fragmentation, the territorial nature of koalas, and the potential impact this has on young koalas forced to leave safer habitat areas and travel through residential backyards;
- The future of the koala in the local area;
- Increasing threats; and
- Ongoing decline of the koala population.

TFG members shared potential ideas, including:

- The opportunity to fence habitat areas to create designated protected areas and breeding zones; and
- The opportunity for the Proponent to collaborate with RCC to enhance koala infrastructure in the area, such as planting a corridor of food trees, instead of street trees, to enable koalas to travel more safely through the area.

At the end of the session, TFG members were asked to consider what koala management measures they would design in the area near the project, particularly the GJ Walter Park and Nandeebie Park habitats.

## Koala – TFG meeting 2

The second Koala TFG meeting was held on Monday 7 September 2020 between 6:00pm and 9:00pm. This meeting was attended by five TFG members. During this second meeting, members were provided with an update on the Project, EIS and engagement process. The meeting also explored preliminary results of the koala assessment, and review of the results of the drone survey and the mapping of the local koala population.

BAAM provided an update on the preliminary results of the koala assessment. TFG member discussion and questions related to:

- Koala tree planting timeframes and anticipated locations;
- Construction traffic impacts and modelling;
- Middle Street crossing concept designs and elements including shared zones, signage and speed limits;
- Fauna crossing design and capability;
- Koala fencing design and capability;
- General traffic concerns and modelling;
- Koala movement patterns ; and
- Koala territorial behaviours.

### **Potential management measures**

Potential management measures that could be implemented to protect the local koala population were also discussed as part of the second Koala TFG. TFG member discussion, comments and questions related to:

- Koala crossing concepts and fencing to assist with travel between GJ Walter Park and Nandeebie Park, over Middle Street;
- Traffic management plans to mitigate the risks to koalas outside the PDA during construction, with particular emphasis given to Passage, Long and Bloomfield Streets;
- The opportunity to have defined construction traffic routes and compliance enforcement; and
- Potential to transport construction goods to site by sea, to reduce road traffic where possible.

TFG members were also asked to share their comments and ideas in relation to the question put to them at the end of the first TFG meeting. Koala management ideas outlined and discussed by TFG members included:

- Planting habitat trees, including early planting, succession planting and engagement of an arborist to assess existing trees and provide recommendations for infill planting;
- Providing safe koala crossings, including aerial crossings between major habitat trees and BEBO arches;
- Funding or advertising behaviour change programs, with the example of the 'Leave it' program, which is a dog training initiative that encourages owners to train their dogs not to attack koalas;
- Providing signage—reflective, electric and light-up;
- Providing traffic calming measures, including speed cameras;
- Fencing, both temporary and permanent, that is appropriate and safe for koalas; and
- Ongoing koala monitoring, during and after construction, and the opportunity for the results of this monitoring to inform ongoing koala management during other construction projects in the Redlands.

## Wetlands and Shorebirds – TFG meeting 1

### **Introductions**

The first Wetlands and Shorebirds TFG meeting was held on Thursday 4 June 2020 between 6:00pm and 9:00pm. This meeting was attended by four TFG members. During this first meeting, participants were

invited to introduce themselves, outline their connection to the area and local community, and explain their reason for nominating to be part of the focus group.

It was clear from the introductions that focus group members have strong and diverse connections to the Redlands. Reasons for nominating to join the group included:

- Keen interest in encouraging and enabling local tourism opportunities;
- Appreciation for local shorebird population (e.g., bird walks and photography);
- Desire to be involved in the conversation about wetlands and shorebird protection; and
- Interest in the outcome of the Project on the wider area.

### ***Aquatic ecology presentation and discussion***

After the brief project and EIS process overviews, frc Environmental provided a presentation on the methodology for the aquatic ecology study. TFG member discussion and questions about the aquatic ecology study related to:

- The transect studies being done and the process; and
- The cumulative impacts of other proposed developments in the area, and if these impacts are included in the assessment process.

frc asked TFG members if they had observed any dugong, turtles or dolphins near the Toondah Harbour PDA. One group member mentioned a relative who had recently spotted dugongs in the Moreton Bay area, but this was not near the PDA.

frc also asked TFG members if they fish, and, if so, which species they catch. Discussion revealed that some TFG members have caught dolphin fish and shrimp around the PDA area.

### ***Shorebirds presentation and discussion***

BAAM's shorebird expert provided a presentation about the methodology for the shorebirds study. Following the presentation, TFG member discussion and questions related to:

- The impact of the Project's scale on the ability of shorebirds to navigate the area;
- Management measures for Cassim Island and the potential impacts caused by an increase of people and dogs in the area;
- Completed bird surveys, including figures gathered for the 2020 winter season;
- The potential for the creation of new roost and feeding sites;
- The proposed conservation zone included in the masterplan; and
- The responsibility of the Proponent for the implementation of recommended management measures and the production of a management plan.

BAAM asked TFG members what specific concerns they had in relation to shorebirds. The following concerns were summarised:

- Potential increase of people and dogs around Cassim Island;
- Potential impact on Ramsar wetlands; and
- Potential habitat loss.

## **Wetlands and Shorebirds – TFG meeting 2**

The second Wetlands and Shorebirds TFG meeting was held on Thursday 10 September 2020 between 6:00pm and 9:00pm. This meeting was attended by three TFG members.

During this second meeting, TFG members were provided with an update on the Project and engagement process. The meeting also explored preliminary results of the aquatic ecology and shorebird assessments, and the methodology that underpins the Ramsar wetlands assessment.

### ***Shorebird assessment update and results***

BAAM gave an update on the shorebird assessment, including the assessment of habitat, potential impacts and offset strategies. Following this update, TFG member discussion related to:

- Level of impact and feasibility of management;
- Ability and willingness of the Proponent to accommodate and fund management measures;
- Opportunity to share knowledge with school communities;
- The gradual encroachment and spread of mangroves on other habitats; and
- Artificial roost sites, design and implementation considerations and their potential success as a management measure.

#### ***Aquatic ecology assessment update and results***

fr Environmental provided an update on the results of the aquatic ecology assessments. Following the presentation, TFG member discussion and questions related to:

- The thoroughness of the assessments, which was surprising to some members;
- The diversity of ecosystems within Moreton Bay; and
- Opportunities that salt marsh rehabilitation could provide to the area.

#### ***Ramsar methodology***

Adaptive Strategies provided a presentation about the methodology for the Ramsar wetland assessment, which is being completed as part of the EIS. Following the presentation, TFG member discussion and questions related to:

- The comparison of Australian and international approaches to Ramsar management, including the perception in Australia that Ramsar wetlands are protected from any form of development;
- The existing Ramsar boundary near the PDA;
- The opportunity to provide offsets to manage growth and impacts from the wider Brisbane area that would occur irrespective of the development going ahead;
- Commitment to conservation outcomes that provide a net benefit;
- Best offset strategy approaches, and challenges associated with some approaches; and
- The option to leave nature to run its course or to intervene to provide management measures and offsets to manage impacts.

#### ***Potential communication, capacity building, education, participation and awareness (CEPA) measures***

Additional TFG member discussion about potential management measures included a focus on communication tactics to convey messages to the community. This included ideas about providing simple messages through television and social media advertising.



## Appendix F – Talk Toondah Sessions advertising

Appendix F includes screenshots of the information published to encourage community members and stakeholder to attend the Talk Toondah sessions.

- Electronic direct message distributed to project mailing list on 21 July 2020:



### JOIN ONLINE INFORMATION SESSIONS ABOUT THE TOONDAH HARBOUR PROJECT

The environment assessment process for the proposed Toondah Harbour project is well underway, with a draft Environmental Impact Statement (EIS) ready for public review later this year.

We are inviting you to attend online Talk Toondah sessions. You can register for one, a few or all sessions depending on your interests. You can ask questions of the experts undertaking the technical assessments for the EIS. The sessions will cover these topics:

- The **EIS process** overview [6.00pm, Thursday 30 July 2020]
- The **Toondah Harbour Project Masterplan** [11.00am, Saturday 1 August 2020]
- **Coastal processes, water quality and aquatic ecology** [1.30pm Saturday 1 August 2020]
- **Fisheries** [6.00pm, Wednesday 5 August 2020]
- **Koalas** [11.00am, Saturday 8 August 2020]
- **Shorebirds** [6.00pm, Tuesday 11 August 2020]

**Register today**

For more information you can also call the EIS Hotline on 1800 170 729, email [engage@toondah-harbour.com.au](mailto:engage@toondah-harbour.com.au), or visit the Information Centre Wednesdays and Thursdays from 9am–1pm at Shop 3, 99 Bloomfield St, Cleveland

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- Redland City Bulletin (printed version) ads, printed in 22 July 2020 and 29 July 2020 issues:

# Talk Toondah

TOONDAH  
HARBOUR

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walker

## Appendix G – Community Alliance for Responsible Planning (CARP) letter

Following the meeting with CARP, the organisation provided the following letter outlining their concerns in relation to the Project.



21 November 2020

Ms Leisa Prowse  
Leisa Prowse Consulting  
Consultants to Walker Group Holdings  
Toondah Harbour EIS Engagement Process  
c/o Shop 3 - 99 Bloomfield Street  
CLEVELAND QLD 4163  
engage@toondah-harbour.com.au

Dear Leisa

### MEETING NOTES – TOONDAH HARBOUR EIS ENGAGEMENT 17.11.20

Thank you for the opportunity to meet with you and other project team members on 17 November 2020 as part of the community engagement currently underway with respect to the proposed Toondah Harbour development's Environmental Impact Statement (EIS) process.

As agreed, I am writing to confirm the position the Community Alliance for Responsible Planning (CARP) Redlands Inc holds with respect to the proposed development, as expressed at our meeting, ie -

**CARP Redlands Inc adamantly opposes** the development of the Toondah Harbour land and waters as proposed by the Walker Corporation and trusts that, in recognition of significant widespread and prolonged community opposition, together with the irrefutable science that clearly shows project impacts to be unacceptable, the Walker Corporation will relinquish its contract over the site and walk away.

We ask that final reporting of the EIS community engagement findings records our position as expressed, please.

During the course of the meeting, I also made the following points on behalf of CARP Redlands Inc:

1. we believe that the project will cause significant environmental harm and that the environment and the wildlife it supports will be far better off if this development does not occur;
2. we adamantly opposed the creation of a Priority Development Area on this site and seek its removal;
3. the population increase of some 10,000 people projected for Toondah Harbour Project is not accounted for in either the South East Queensland Regional Plan or the Redlands Planning Scheme/ City Plan 2015, and therefore there is no justification for the project from a planning/ growth management perspective;

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4. we note that the EIS process does not consider economic nor social impacts, however we believe that the impacts of the project are likely to cause significant social harm to the people of the Cleveland area and beyond, and are also likely to bring a significant economic/ financial burden to the Redland ratepayers and Queensland taxpayers in the short, medium and longer terms;
5. we believe an upgrade of the port/ terminal facility itself is warranted and that this transport infrastructure upgrade should be paid for by the State Government and commenced immediately.

Additionally –

- in response to the idea presented by the project team that koalas will be better off if this development occurs, I asked the question - *“since when did the environment protection and biodiversity conservation measure of choice become the construction of massive highrise developments in Moreton Bay and its Ramsar listed wetlands?”*
- I also asked how the technical experts were briefed with respect to conducting their research.

Again, thank you for the opportunity to meet with you and the project team.

Yours sincerely



Lavinia Wood  
on behalf of  
Community Alliance for Responsible Planning (CARP) Redlands Inc