

Borumba Pumped Hydro Project

Stakeholder Consultation Plan – Main Works EIS

DECEMBER 2024

Contents

Plan on a page	3
1. Introduction	4
1.1 Regulatory requirements and guidelines for engagement	5
1.2 Purpose	6
1.3 Objectives	6
2. Project overview	7
2.1 Project stages	7
2.2 State and Commonwealth approvals	7
2.3 How engagement integrates with the project development process	8
2.4 Social Impact Assessment	8
3. Our stakeholders and communities	10
3.1 Stakeholder groups	10
3.2 Communities in which we work	10
3.3 Regional context	10
4. Engagement approach	12
4.1 Principles and practices	12
4.2 Roles and responsibilities	13
4.3 Legislative requirements and guidelines	15
5. Activities and methods	16
5.1 Overview	16
5.2 Activities	17
5.3 Communication channels and tools	18
5.4 Tailored methods for diverse groups	19
5.5 Key messages	19
6. Managing enquiries and complaints	20
6.1 Approach and key principles	20
6.2 Channels for enquiries and complaints	20
6.3 Contact card	20
6.4 Record keeping	20
6.4.1 Stakeholder database	21
6.4.2 Stakeholder Reference Group (SRG)	21
6.4.3 Focus Groups	22
6.4.4 Community Benefits Panel	22
6.5 Issues management	22
7. Evaluation and reporting	23
7.1 Evaluation	23
7.2 Reporting	24
Appendix A: Background information	25
Demographic profile	25
Other projects in the region	26
Energy projects	26
Bella Creek Road upgrade	26
Powerlink transmission connections	26
Stanwell Tarong Power Station	26
Social Impact Evaluation	26

Acknowledgement of Country

In the spirit of reconciliation, Queensland Hydro acknowledges the Traditional Custodians of the lands, skies and waters where we operate throughout Queensland.

The Borumba Pumped Hydro Project is being developed on the traditional lands of the Kabi Kabi People. Queensland Hydro acknowledges their spiritual and cultural belonging and their continuing connection to land, waters, and culture.

Queensland Hydro also acknowledges the Butchulla People, the Traditional Owners of the lands downstream of the Project. Queensland Hydro acknowledges their spiritual and cultural belonging and their continuing connection to land, waters, and culture.

We celebrate the diversity of Aboriginal and Torres Strait Islander peoples, and extend our respect to Elders past and present, and honour their continuing spiritual and cultural connections to Country.



Plan on a page

Commitment	<i>To support the successful delivery of sustainable, clean energy by establishing and maintaining goodwill and trust with stakeholders and communities</i>					
Engagement objectives	Establish meaningful and trusted partnerships to enhance our social licence and achieve community acceptance of the Project		Support a robust approvals process including opportunities for feedback on Project benefits, impacts and technical studies		Provide transparent, proactive engagement about exploratory works and main works activities	
Phases	Project awareness		Project approvals Exploratory works Main works Environmental Impact Statement (EIS)		Project delivery Exploratory works Subsequent main works (subject to approval)	
Key engagement activities	<ul style="list-style-type: none"> Establish and build relationships with the community and key stakeholders through proactive and regular communication and engagement activities. Establish effective communication channels to enable responsive dialogue and communication during all Project phases. Provide key stakeholders and the community with information and tools to make informed decisions about the Project. Increase presence and Project awareness in local and regional communities. Assess, measure and manage communication issues, risks and performance. 	<ul style="list-style-type: none"> Regularly update our engagement approach to reflect community feedback/sentiment. Implement a Community Benefits Framework to deliver lasting benefits to local people and places. Work with key stakeholders including Powerlink and Seqwater to align engagement activities for the Project. Respond to community and stakeholder enquiries and concerns effectively. Inform stakeholders and the community about the exploratory works approvals process including community consultation periods and other opportunities to provide input. 	<ul style="list-style-type: none"> Following exploratory works approval, inform stakeholders and the community about the works details. Inform stakeholders and the community about the main works approvals process including community consultation periods and other opportunities to provide input. Support the development of the Social Assessment Management Plan (SAMP) for exploratory works, and the Social Impact Assessment (SIA) and Social Impact Management Plan (SIMP) for the EIS. Use subject matter experts to communicate technical findings (for the EIS) with the community and key stakeholders. Engage with the Project team and contractors to minimise impacts of exploratory works. 	<ul style="list-style-type: none"> Maintain and/or build relationships and trust with key stakeholders and community members through timely and transparent engagement about Project approvals. Provide timely notification of exploratory works and their expected impacts to affected landowners and communities. Engage with affected landowners about property access requirements for exploratory works and future main works. Incorporate local knowledge and feedback into the design and delivery of the Project and in environmental and social impact management strategies. Progress delivery of the Community Benefits Framework and conduct engagement on a Regional Development Plan. 	<ul style="list-style-type: none"> Following main works approval, inform stakeholders and the community about the works details. Engage with the Project team and contractors to minimise impacts of exploratory and main works. Provide timely notification of works including expected impacts on affected landowners and communities. Continue to engage with affected landowners about property access requirements for exploratory works and main works. Support local industry engagement activities including involvement of local and Traditional Owner suppliers. 	<ul style="list-style-type: none"> Continue delivery of the Community Benefits Framework and support delivery of the final Regional Development Plan. Respond to community and stakeholder enquiries and concerns about construction works effectively. Incorporate community and stakeholder feedback and the Project team's lessons learned into the engagement program. Work with key stakeholders including Powerlink and Seqwater to align engagement during main works.
Key stakeholders and communities for all phases	<ul style="list-style-type: none"> Affected landowners Affected road users Stakeholder Reference Group Focus Groups Traditional Owners and First Nations people 	<ul style="list-style-type: none"> Communities of place: Mary Valley region Gympie region Somerset and Sunshine Coast regions 	<ul style="list-style-type: none"> Communities of interest: Recreation users Community groups Environment groups Local businesses 	<ul style="list-style-type: none"> Activist and advocacy groups Tourism and business Industry groups and peak bodies Education institutions 	<ul style="list-style-type: none"> Local governments: Gympie Regional Council Somerset Regional Council Commonwealth and State Government agencies 	<ul style="list-style-type: none"> Elected representatives Regulators Key stakeholders such as Powerlink and Seqwater Project team and contractors Media
Tools and communication channels for all phases	<ul style="list-style-type: none"> Engagement strategies and plans Stakeholder Reference Group Focus groups Working groups 	<ul style="list-style-type: none"> Community Connect events Presentations First Nations people engagement Industry engagement 	<ul style="list-style-type: none"> Communication mechanisms – 1800 number, email, website Communication collateral – newsletters, work notifications, updates 	<ul style="list-style-type: none"> Social media Meetings and workshops Site tours Industry events Citizen Science Program 	<ul style="list-style-type: none"> Ministerial announcements Media releases Advertisements 	<ul style="list-style-type: none"> Community Benefits Framework Regional Development Plan Community and stakeholder surveys / sentiment studies
Measures of success	<ul style="list-style-type: none"> Positive relationships with stakeholders and host communities as measured by formal and informal feedback including surveys Positive feedback about the Project and our engagement approach provided to us 		<ul style="list-style-type: none"> Positive media coverage and social media commentary about the Project and our engagement approach Efficient management and documentation of community and stakeholder enquiries and complaints Provision of well-considered, facilitated and attended community and stakeholder events and activities 		<ul style="list-style-type: none"> Provision of communication channels that reflect community and stakeholder needs and expectations as measured by website visitation, frequency of access to materials, response rates to surveys, duration of online views of materials and other metrics 	

1. Introduction

Queensland Hydro’s proposed Borumba Pumped Hydro Project (the Project) is a 2,000 MW pumped hydro energy storage system at Lake Borumba, located near Imbil, west of the Sunshine Coast in southeast Queensland.

Queensland Hydro has been engaging with key stakeholders and communities in the Mary Valley, Gympie, Somerset and Sunshine Coast regions since 2022 as part of an overarching engagement program for the Project.

We recognise that effective communication and engagement is critical to ensuring successful project delivery and positive outcomes for local people and communities. Developing genuine, open and enduring relationships with our communities and key stakeholders will also help us to build understanding of and acceptance of our work.

This **Stakeholder Consultation Plan - Main Works EIS (the Plan)** outlines the communication and engagement approach and activities for developing the Environmental Impact Statement (EIS) for the Project. It provides a framework for ensuring that key stakeholders and communities are involved and engaged throughout the EIS process, and can remain so during subsequent planning, design, construction and decommissioning of the Project’s main works.

The Plan provides common information relevant to all stakeholder engagement activities for the Borumba Project.

The Plan is supported by three sub-plans as follows (Figure 1 below):

Stakeholder Consultation Plan – Main Works EIS		
<ul style="list-style-type: none"> This is the overarching plan which provides common information relevant to all stakeholder engagement activities during the EIS phase for the Borumba Project. The Plan details the broader strategic engagement approach, regulatory requirements for engagement on the EIS, and Queensland Hydro’s processes, tools and systems for managing, tracking and reporting on engagement activities. 		
EIS Consultation Sub-Plan	Kabi Kabi People Consultation Sub-Plan	Butchulla People Consultation Sub-Plan
<ul style="list-style-type: none"> This Sub-Plan provides a framework for engaging key stakeholders and communities in the EIS process and establishing a pathway for design, construction and decommissioning of the Project’s main works. Consultation activities and tools for the EIS process have been selected to align with community and stakeholder interests and needs and include a Stakeholder Reference Group, focus groups and working groups, engagements with specific groups and community consultation events. 	<ul style="list-style-type: none"> The Kabi Kabi People are the recognised Traditional Owners of the land on which the proposed Borumba Pumped Hydro Project is to be constructed. This Sub-Plan provides a framework for ensuring that the Kabi Kabi People are involved and engaged throughout the EIS process. It also establishes a pathway for engagement during the design, construction and decommissioning of the Project’s main works. The engagement activities in the Sub-Plan are designed to capture and to consider the cultural, spiritual, environmental, social, and economic values, views, and concerns of the Kabi Kabi People in project decision-making. 	<ul style="list-style-type: none"> The Butchulla People are the recognised Traditional Owners downstream of the Project. This Sub-Plan provides a framework for ensuring that the downstream cultural, spiritual, environmental, social and economic values, interests and concerns of the Butchulla People are captured and considered during the EIS process and in project decision-making.

Figure 1 Plan hierarchy

Each sub-plan looks at the needs and interests of different stakeholder groups and outlines the tailored engagement approach for the respective groups, including methods and implementation. The differentiated plans will help ensure that Queensland Hydro engage effectively with the respective groups to meet our consultation objectives, as well as formally meeting the requirements of sections 8.2 and 8.3 of the Terms of Reference (TOR) for the EIS.

1.1 Regulatory requirements and guidelines for engagement

This Plan, as well as the sub-plans and our overall engagement approach, were informed by State Government regulatory requirements and guidelines for undertaking engagement for the EIS. The requirements and guidelines include:

- Sections 3.2 and 4.6 of Preparing an environmental impact statement – Guidelines for proponents (2024)
- Sections 2(h) and (i) of Schedule 1 of the State Development and Public Works Organisation Regulation (2020)
- The final Terms of Reference (TOR) for the EIS, issued in August 2024
- The Coordinator-General’s Social Impact Assessment (SIA) Guideline (2018).

The table below provides an overview of this Plan’s compliance with *Preparing an environmental impact statement – Guidelines for proponents (February 2024), Section 3.2 Stakeholder consultation plan*.

Topic	Section(s) / sub-plans
Issues of likely concern to local and regional community and interest groups	<ul style="list-style-type: none"> • EIS Consultation Sub-Plan • Kabi Kabi People Consultation Sub-Plan • Butchulla People Consultation Sub-Plan
Types of consultation and communication activities to be undertaken	<ul style="list-style-type: none"> • Plan on a page • Section 5 • EIS Consultation Sub-Plan • Kabi Kabi People Consultation Sub-Plan • Butchulla People Consultation Sub-Plan
Timing of activities	<ul style="list-style-type: none"> • Plan on a page • EIS Consultation Sub-Plan • Kabi Kabi People Consultation Sub-Plan • Butchulla People Consultation Sub-Plan
How the plan targets stakeholder / community representatives	<ul style="list-style-type: none"> • Plan on a page • EIS Consultation Sub-Plan • Kabi Kabi People Consultation Sub-Plan • Butchulla People Consultation Sub-Plan
Integration with other EIS activities and the project development process	<ul style="list-style-type: none"> • Sections 2.3 and 2.4 of this Plan
Consultation responsibilities	<ul style="list-style-type: none"> • Section 4.2 of this Plan
Relevant communication protocols	<ul style="list-style-type: none"> • Sections 6 and 7 of this Plan
Stakeholder reporting and feedback arrangements	<ul style="list-style-type: none"> • Section 7 of this Plan
How the results of engagement will be considered by Queensland Hydro and integrated into the EIS approach	<ul style="list-style-type: none"> • Sections 2.2, 2.3 and 2.4 of this Plan

1.2 Purpose

The purpose of this Plan is to ensure that key stakeholders and communities are involved and engaged during the preparation of the EIS for the Project's main works. This includes building understanding, establishing meaningful partnerships, sharing outcomes of technical assessments and investigations, and integrating local knowledge and feedback.

The plan also:

- outlines how we will focus and prioritise our efforts, and how we plan to interact with our stakeholders
- identifies and analyses communities and stakeholders interested in and/or potentially affected by the Project to ensure we understand the communities in which we operate
- details the communication and engagement tools and processes to be used
- outlines opportunities for stakeholders and communities to participate in the Project and decisions about it
- supports the development of a Social Impact Assessment (SIA), Social Impact Management Plan (SIMP) and Environmental Impact Assessment (EIA) for the EIS
- presents evaluation mechanisms and reporting requirements.

The Plan aligns with IAP2's Public Participation Spectrum and reflects contemporary community and stakeholder engagement practices.

1.3 Objectives

Our key engagement objectives are to:

- achieve high levels of key stakeholder and community participation in the Project to build awareness and understanding
- ensure there is consistently accurate and plain English information about Queensland Hydro and the Project in the public domain to support key stakeholders and the wider community to provide informed feedback and comment
- ensure key stakeholder and community issues and concerns are proactively identified, monitored and addressed in timely, consistent and transparent ways
- proactively deliver timely and coordinated communication and engagement, which is integrated into EIS investigations and Project approval milestones
- provide multiple two-way, accessible communication channels and opportunities which meet the needs and expectations of stakeholders
- collect and document sufficient and representative key stakeholder and community feedback, including feedback about the management of identified and potential impacts
- proactively explain how key stakeholder and community feedback received has been considered and addressed in the EIS and other approvals, Project planning, design and proposed delivery method(s)
- ensure the communication and engagement approach and methods are continuously evaluated and adapted to meet key stakeholder and community needs and expectations.

2. Project overview

The Lake Borumba site was selected after a state-wide assessment of potential pumped hydro locations through the Queensland Hydro Study. Engineering, geological, hydrological, environmental and social studies completed in 2022 confirmed Borumba Dam's suitability for pumped hydro development.

The development of a pumped hydro energy storage scheme at Lake Borumba requires a new, higher dam to expand the existing lower reservoir (Lake Borumba) and a new dam to be constructed at a higher altitude to create an upper reservoir. Figure 2 provides the Project location and scope.

An underground powerhouse would link the reservoirs to enable water to be pumped from the lower reservoir to the upper reservoir, and for water to be released from the upper reservoir to drive turbines and generate electricity.

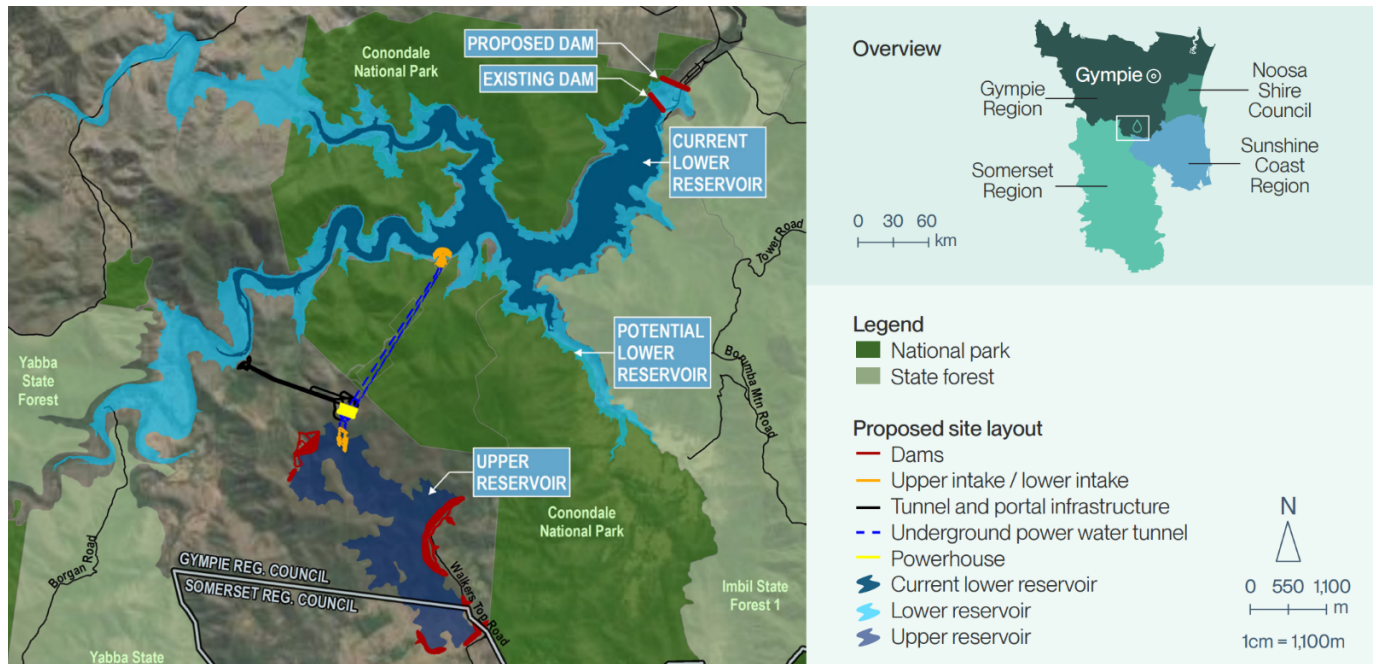


Figure 2 Project location and scope

2.1 Project stages

The Project involves two key stages:

- exploratory works, and
- main works, which were declared a coordinated project on 12 October 2023, and require the development of an EIS.

Exploratory works involves cultural heritage, environmental and geological investigations, supporting infrastructure and activities that are necessary to verify and refine the scope of the main works including its location and design. The technical information needed is primarily drawn from geological investigations of the:

- upper and lower reservoir dam foundations – to be verified by surface geotechnical investigations
- underground tunnels and caverns – to be verified by geotechnical exploratory tunnel drilling and subsurface geotechnical investigations.

Outcomes from the exploratory works will either demonstrate the viability of main works, which remain subject to an EIS process, or identify the need for a material change to the main works' reference design.

2.2 State and Commonwealth approvals

Like all major infrastructure projects, the Project will need to undergo rigorous regulatory assessment before works can proceed. The approval pathways include:

- **Exploratory works:** The exploratory works have been referred to the Commonwealth Department of Climate Change, Energy, Environment and Water (DCCEEW), and require assessment under the

Environmental Protection and Biodiversity Conservation Act 1999 (EPBC Act). A range of permits and approvals are also required at a State Government level to deliver the exploratory works stage of the Project.

- Queensland Hydro has prepared a Social Assessment Management Plan (SAMP) for exploratory works, as requested by the Office of the Coordinator-General, to identify and manage potential social benefits and impacts.
- **Main works:** Both the Commonwealth and State assessment for the main works are being progressed under a bilateral agreement which provides for a single, integrated EIS process that encompasses both Commonwealth and State assessment requirements.
- In October 2023, the Commonwealth Government and former State Government agreed that the proposed Project’s main works met the criteria for assessment, and that the assessment would be via an EIS. In August 2024, the Queensland Coordinator-General released the final [Terms of Reference](#) for the Project’s main works EIS.
- The Terms of Reference requires the preparation of a Social Impact Assessment (SIA), and associated Health Monitoring and Management Plan (HMMP) and Social Impact Management Plan (SIMP). Relevant feedback gathered during community and stakeholder engagement under this plan will be incorporated into these documents as appropriate.

2.3 How engagement integrates with the project development process

Queensland Hydro has developed an integrated engagement program for the Project’s exploratory works and the EIS process for the main works.

The coordinated engagement approach for these concurrent programs will assist in managing consultation fatigue and better identify emerging impacts (see Figure 3 below).

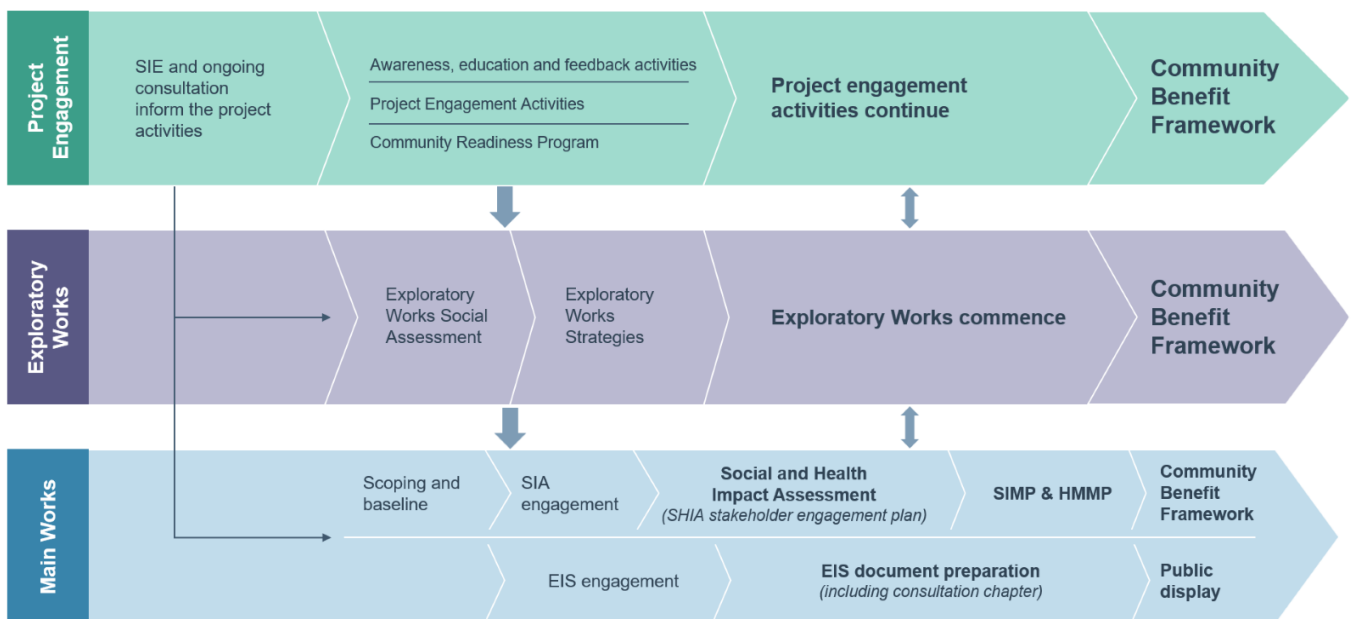


Figure 3 Integrated program overview

2.4 Social Impact Assessment

A Social Impact Assessment (SIA) is required for all projects subject to an EIS. Social impact studies are participatory and involve understanding impacts from the perspective of those affected by the Project. Community and stakeholder engagement provides a key source of data which underpins the SIA and supporting management plan(s). The SIA process is outlined in the Coordinator-General’s Supplementary Guideline for SIA, as shown in Figure 4 below.

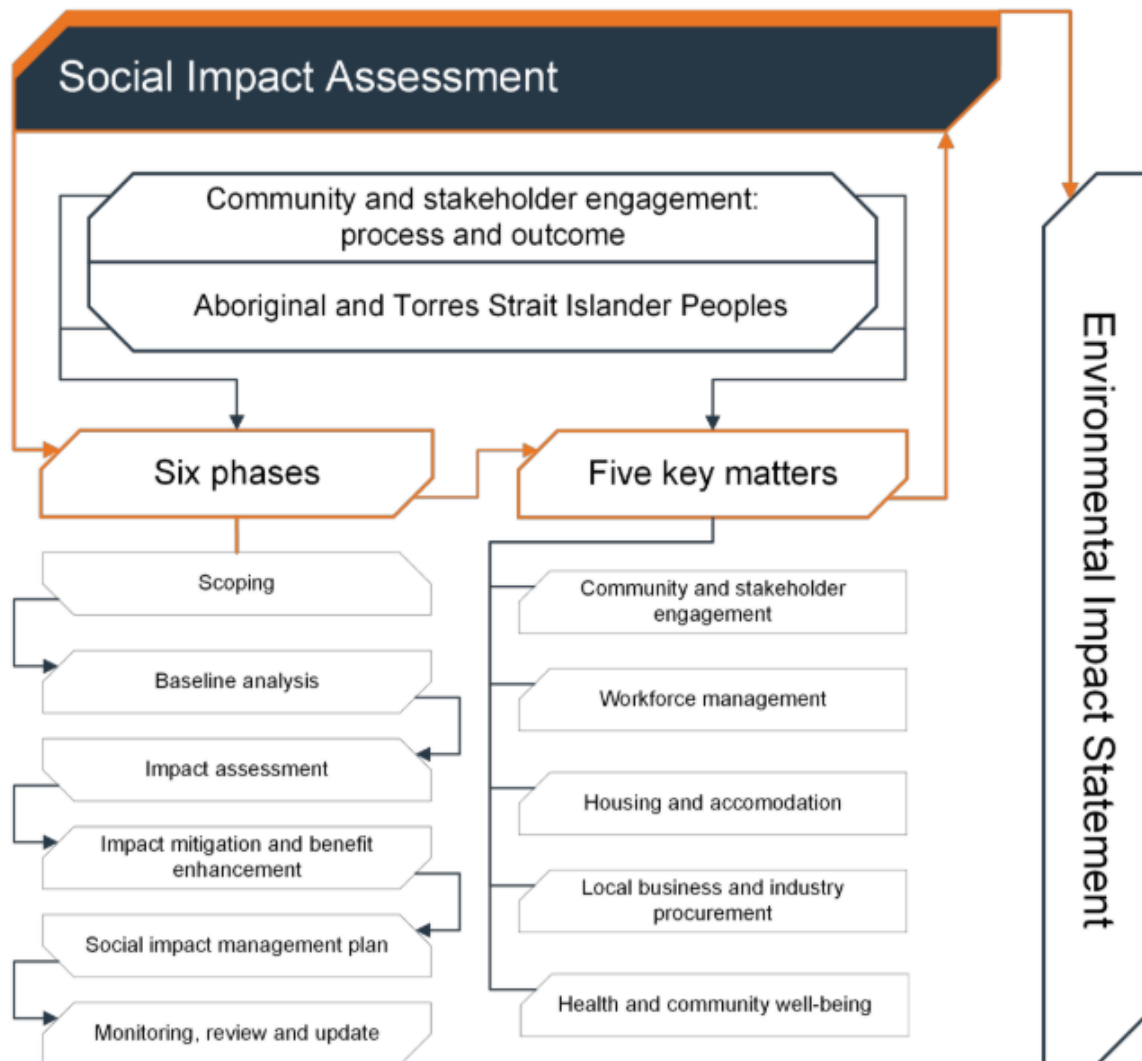


Figure 4 Social impact assessment process

Key stakeholder engagement activities that will support the SIA include:

- government agency briefings
- meetings and interviews with key stakeholders (individuals and groups)
- participation in Queensland Hydro-led engagement activities such as community presentations and feedback sessions
- focused local area workshops.

SIA engagement activities, integrated with the EIS implementation schedule, are further detailed in the EIS Consultation Sub-Plan.

3. Our stakeholders and communities

3.1 Stakeholder groups

Queensland Hydro defines a stakeholder as any individual, group of individuals, organisation or government agency with an interest in the Project and its decisions, or who may be directly or indirectly affected by these.

We have identified a range of stakeholder groups interested or affected by the Project, as shown below. More detailed stakeholder analysis is provided in the EIS Consultation Sub-Plan.

Landholders	Environmental groups
Nearby communities - Imbil, Brooloo, Kandanga, Amamoor, Dagon, Kenilworth, Jimna and Kilcoy	Activist and advocacy groups
Regional area communities - Gympie, Somerset, Fraser Coast and Sunshine Coast	Education institutions
Queensland residents	Local and regional road users and transport operators
Traditional Owners and First Nations people	Hard to reach and vulnerable members of the community
Local governments – Gympie and Somerset	Emergency and public services organisations
Elected representatives	Commonwealth and State Government agencies / regulators
Local businesses	Media
Business, industry and tourism groups	Key project stakeholders / delivery partners such as Powerlink and Seqwater
Community groups	Queensland Hydro Project team and contractors

3.2 Communities in which we work

The immediate communities surrounding the proposed Project include the townships of Imbil (Gympie local government area) and Jimna and Kilcoy (Somerset local government area). Through engagement with members of these communities to date, it has been observed that Imbil is a close-knit community that exhibits strong social cohesion. Imbil township is revitalising and growing with the migration of new residents from coastal cities attracted to the lifestyle and surrounding natural environment offered. Residents have expressed the importance of tourism to the Mary Valley area, both from an economic generation and community development perspective.

Jimna is the closest town to the south-west of the proposed Project and is a small rural town with a strong character focused on its heritage buildings and natural setting within the Jimna State Forest. The forest offers camping facilities and walking trails through eucalypt forests and along local creeks.

The Project area has an older population than the state average, especially the Gympie local government area, with 25.3% of people over the age of 65 and a median age of 48. The Project area has generally higher rates of long-term health conditions, lower weekly incomes and more households earning less than \$600 a week.

3.3 Regional context

The Project area encompasses the Mary River Catchment, covering almost 979,950 hectares and comprising more than 53,660 individual properties across four local government areas - Gympie, Somerset, Fraser Coast and Sunshine Coast (Queensland Reconstruction Authority, 2020).

As of 30 June 2023, the estimated resident population for the region was 566,299 people, with an average annual growth rate of 2.4% over five years (QGSO, 2024). The population is growing rapidly as new residents are attracted to the region for a range of lifestyle, employment and financial reasons.

The original inhabitants of the region included the Kabi Kabi (or Gubbi Gubbi) and Butchulla People. The Project is located on the lands of the Kabi Kabi People who are the recognised Native Title rights holder. The Butchulla People are the recognised Native Title rights holder downstream of the Project.

Today, the region includes a broad cross-section of communities including small settlements and villages, service towns and hinterland towns, rural production areas, state forests, national parks, plantations and major urban settlements such as Gympie and Maryborough. Townships in the upper Mary Valley region include Montville, Maleny, and Mapleton at the top of the catchment. Kenilworth and Kandanga are located in the centre valley area. The lower Mary Valley region is approximately double the size of the upper reaches of the catchment, stretching from Gympie to Tiaro and through to Maryborough, then to the river mouth at River Heads.

While the population of the Mary Valley region is diverse, it shares many unifying factors which extend beyond geographic or catchment-based locations. These include shared key economic activities and industries, shared value sets and historical and cultural links.

4. Engagement approach

4.1 Principles and practices

Queensland Hydro’s approach to engagement relies on engaging transparently, ethically and proactively with Project stakeholders and communities. It is based on respect for our stakeholders and communities, and a commitment to collaborate and enhance community and Project outcomes.

Our approach is informed by the International Association for Public Participation’s (IAP2’s) Spectrum, Figure 5 below, and contemporary industry thinking and engagement practices such as the:

- Quality Assurance Standard for Community and Stakeholder Engagement (International Association of Public Participation (IAP2) 2015)
- AA1000 Stakeholder Engagement Standard (AccountAbility, 2015)
- Infrastructure Engagement Excellence Framework: A Framework for Optimal Community and Project Outcomes (Next Generation Engagement, 2019).

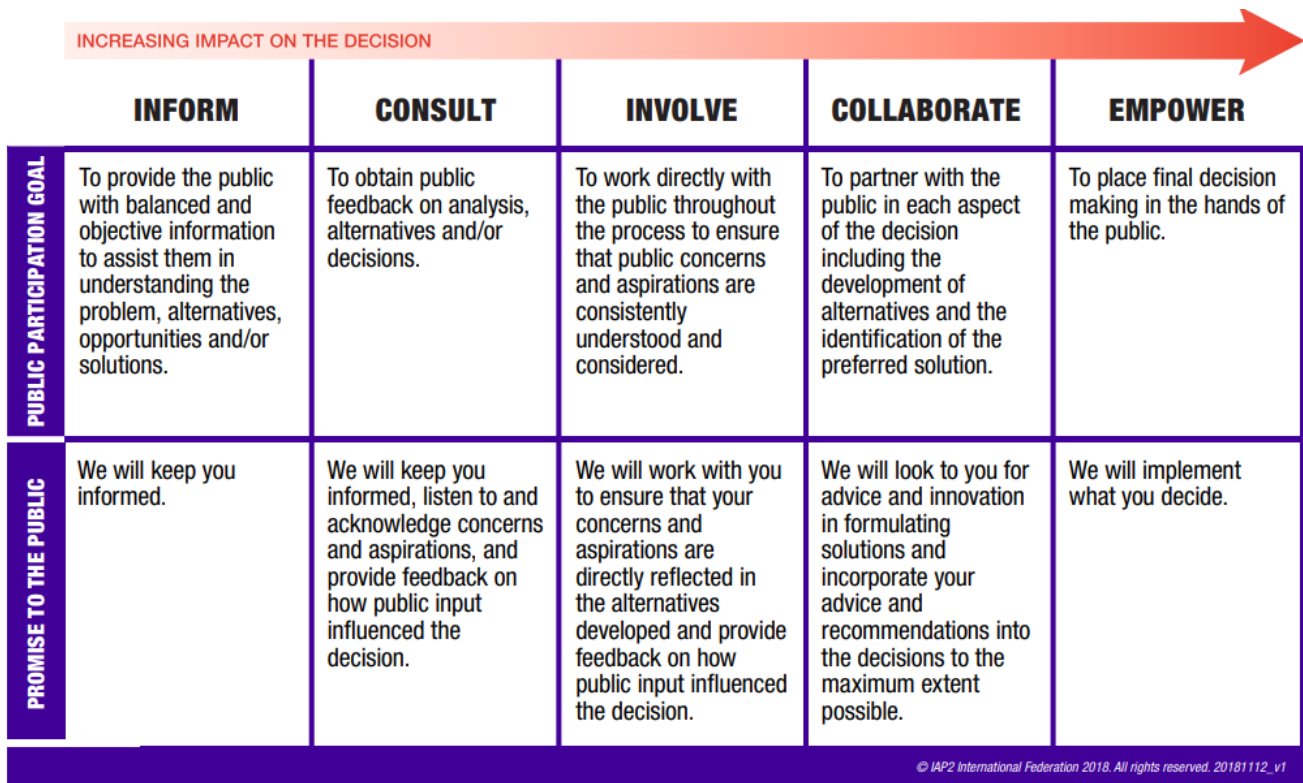


Figure 5 IAP2 Public Participation Spectrum

Queensland Hydro has developed a set of engagement principles and behaviours which we expect our employees and contractors to follow, as outlined below. We share these in Project documents and through team member inductions and forums.

Our principles	Our behaviours
Respectful	<ul style="list-style-type: none"> • Value people’s time, knowledge, and connection to places. • Practice cultural respect and maintain an open dialogue with Traditional Owners. • Engage early and often and seek to include a diversity of ideas and contributions. • Set clear objectives and choose ways to engage that are accessible for stakeholders and fit for purpose. • Strive to build positive, long-term relationships with stakeholders, leaving lasting benefits for the communities we work in.

Responsive	<ul style="list-style-type: none"> • Address stakeholder concerns as they arise, responding to stakeholders in a timely manner and following through on our commitments. • Adapt our approach to engagement by listening, collaborating, and learning to respond to the needs of our stakeholders. • Refine, improve, and build on our processes and practices to continuously improve stakeholder outcomes and deliver genuine and appropriate engagement.
Transparent	<ul style="list-style-type: none"> • Provide information to stakeholders that is accessible and easy to understand. • Communicate clearly and openly about what is negotiable and non-negotiable and what stakeholders can and cannot influence. • Provide certainty as early as we can, recognising that our Project has long lead times, develops over time and can have a large impact on communities. • Share our decision-making frameworks with stakeholders for a deeper understanding of our decisions. • Build trusted relationships with our people, communities and stakeholders.
Authentic	<ul style="list-style-type: none"> • Listen to stakeholders to understand their feedback, priorities and concerns. • Show stakeholders we have listened by providing feedback that closes the loop. • Create opportunities for partnership, collaboration and co-design of Project elements through relationships built on trust and respect. • Operate within the boundaries of our authority. We do not make commitments or promises we are not authorised to make or set expectations that cannot be met.
Informative	<ul style="list-style-type: none"> • Support a strong awareness among the local community and key stakeholders around the need for energy security, our Project and its benefits to local and broader communities. • Effectively engage the local community and stakeholders, resulting in high levels of participation in engagement events and across communication channels. • Ensure a socially inclusive approach to engage a broad range of stakeholders so that feedback is representative of the diversity of our communities and stakeholders. • Provide a range of communication channels, tools and events that meet stakeholders where they are at, and how they prefer to be engaged.

4.2 Roles and responsibilities

A range of groups and people have key roles in the planning and implementation of community and stakeholder engagement for this Project, as summarised in the table below.

Role	Communication and engagement responsibilities
Queensland Coordinator General	<ul style="list-style-type: none"> • Coordinator of the EIS process including assessment of the EIS (including this Plan, the SIA and the SAMP) by State and Commonwealth regulators. • Monitoring of community and stakeholder engagement activities and outcomes for the Project.
Executive General Manager Communities and Environment, Queensland Hydro	<ul style="list-style-type: none"> • Corporate leadership of Queensland Hydro's environment, land, indigenous partnerships, communication, social performance, stakeholder engagement and government relations policies and programs.
Head of Stakeholder Engagement and	<ul style="list-style-type: none"> • Stakeholder engagement, social performance, communications, reputation and social risk governance, strategy and planning.

<p>Communication, Queensland Hydro</p>	<ul style="list-style-type: none"> • Corporate management of Queensland Hydro's engagement and communication program. • Engagement, social performance and communications leadership and resource management. • Monitoring and reporting on engagement, social performance and communication performance for the Project. • Governance, strategy and planning for the Community Benefits Framework. • Building and maintaining relationships with other corporate organisations developing projects in proximity to the Borumba Pumped Hydro Project to inform the assessment, mitigation and management of cumulative impact risks and opportunities.
<p>Stakeholder Engagement and Social Performance team, Queensland Hydro</p>	<ul style="list-style-type: none"> • Championing the social management system. • Coordinating the Social Impact Assessment and associated management plans. • Implementing the Community Benefits Framework including the community grants, sponsorship, partnership and community development programs. • Facilitating the Community Benefits Panel. • Coordinating a longitudinal sentiment study for the Borumba Project and Queensland Hydro. • Managing the stakeholder management database, Borealis. • Devising and managing the engagement toolkit of policies, procedures, strategic planning templates and reporting.
<p>Borumba Engagement Lead, Queensland Hydro</p>	<ul style="list-style-type: none"> • Managing day-to-day activities for the Borumba engagement and communications team. • Planning engagement strategies, plans, activities and materials. • Collaborating with Project leaders and contractors to encourage consistent, effective engagement. • Chairing the Project's Stakeholder Reference Group and focus groups. • Managing engagement resources. • Identifying and sharing outcomes and lessons learned. • Evaluating and reporting on engagement performance.
<p>Borumba Engagement and Communications team, Queensland Hydro</p>	<ul style="list-style-type: none"> • Preparing engagement and communications plans. • Delivering approved engagement plans, materials and activities. • Coordinating the Project's Stakeholder Reference Group and focus groups. • Managing community and stakeholder enquiries and complaints. • Reporting on engagement activities and performance. • Supporting other Queensland Hydro teams, such as the Regional Development team, as required to conduct community and stakeholder engagement to support the development of strategies, plans and initiatives.
<p>Industry team, Queensland Hydro</p>	<ul style="list-style-type: none"> • Build and maintain relationships with industry stakeholders, contractors, suppliers and government agencies to support developing and delivering local content and social procurement opportunities and commitments. • Ensuring local, indigenous and social enterprise businesses have full, fair and reasonable opportunity to contribute to the Project. • Implement Workforce Strategies and workforce development activities ensuring alignment with the Jobs, Skills and Industry Participation Strategy and First Nations Participation Plan. • Gather market intelligence and supply chain insights to increase the visibility and utilisation of subject matter expert (SME), local/regional and indigenous businesses across Queensland Hydro's tiered supply chain.

	<ul style="list-style-type: none"> Implement supplier capability building initiatives to enhance the capability of local, social and Indigenous suppliers as well as targeted training and development to enhance their skills and capacity.
Regional Development team, Queensland Hydro	<ul style="list-style-type: none"> Coordinating investments and actions to support improved wellbeing and living standards in the region. Helping to create pathways from education to career opportunities across the region. Developing the Regional Development Plan including impacted community infrastructure.
Consultant for the Borumba SAMP, SIA and SIMP	<ul style="list-style-type: none"> Researching and preparing the SAMP, SIA and SIMP. Conducting community and stakeholder engagement to support development of these documents and ensure that stakeholder and community feedback is reflected.
Consultant for the Borumba Project longitudinal study of community and stakeholder sentiment	<ul style="list-style-type: none"> Conducting independent community and stakeholder surveys to obtain feedback on Queensland Hydro's activities including communication and engagement.
Borumba Indigenous Partnerships team, Queensland Hydro	<ul style="list-style-type: none"> Engaging with Native Title rights holders, Traditional Owner groups and First Nations people to seek input on Project issues such as cultural heritage, design, construction, procurement and community benefits.
Community members and stakeholders	<ul style="list-style-type: none"> Providing feedback and input to Queensland Hydro about matters of interest or concern to them. Sharing Project information with their communities. Reviewing key Project documents such as the EIS during statutory consultation periods.

4.3 Legislative requirements and guidelines

Our engagement approach is designed to ensure it complies with the requirements of relevant Commonwealth and State Government legislation and guidelines including the:

- Requirements for a 'coordinated project' under the Queensland Government's *State Development and Public Works Organisation Act 1971* (Department of State Development and Public Works (SDPWO) Act), which requires:
 - Consulting stakeholders and community members who may be impacted by the Project
 - State Government advisory agencies to be invited to comment or make submissions on the draft EIS Terms of Reference and draft and revised EIS
 - The community to be notified about where the draft EIS is available for public inspection and can be accessed, that written submissions about the EIS may be made to the Coordinator-General, and the consultation period
 - Public notices inviting submissions on the draft EIS are to be published in local, regional, and state newspapers. If the project is a 'controlled action' under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), the EIS public notice is to be published nationally
 - The consultation period is to be at least 30 business days, noting there is not a prescribed consultation period under the SDPWO Act. If the project is a 'controlled action' under the EPBC Act, the EIS consultation period must be at least 28 calendar days
 - at the discretion of the Coordinator-General, inviting the community to comment on the revised EIS
- Strong and Sustainable Resource Communities Act 2017* (SSRC Act) and Social Impact Assessment Guideline (2018).

5. Activities and methods

5.1 Overview

Our engagement activities and methods are summarised in the Plan on a Page at the start of this document and in this section of the Plan. More detailed engagement implementation plans including proposed activities, communication channels / tools and timing are provided in the EIS Consultation Sub-Plan.

Overall, our engagement activities are grouped into three streams or areas of focus. In part, this reflects:

- current Project and legislative requirements
- community and stakeholder areas of interest
- our desire to integrate engagement activities where possible to avoid duplication or ‘consultation fatigue’ in our host communities.

The engagement streams are shown below.

Environment and approvals stream	Community benefits and readiness stream	Exploratory works and main works stream
<p>Engagement activities for:</p> <ul style="list-style-type: none"> • Works Regulation • <i>Environment Protection and Biodiversity Conservation Act</i> (EPBC) referral for exploratory works • Social Assessment Management Plan (SAMP) for exploratory works • Environmental Impact Statement (EIS) including the Social Impact Assessment (SIA) and Social Impact Management Plan (SIMP) • Other regulatory approvals • Native Title rights holders, Traditional Owners - Kabi Kabi People (Project location), Butchulla People (downstream) • First Nations people engagement program • Land access <p>Supporting strategies and plans such as:</p> <ul style="list-style-type: none"> • Environmental Management Plans and Offsets Strategy • First Nations and Industry Engagement Plan 	<p>Engagement activities for:</p> <ul style="list-style-type: none"> • Community readiness program • Community engagement events program • Local business engagement • Education program • Community wellbeing program • Community Benefits Program • Regional Development program • Sentiment study <p>Supporting strategies and plans such as:</p> <ul style="list-style-type: none"> • SAMP • SIA and SIMP • Community Benefits Framework • Local Council engagement plans • Regional Development Plan • Workforce Accommodation Strategy 	<p>Engagement activities for:</p> <ul style="list-style-type: none"> • Procurement and works planning • Exploratory works program • Main works program (pending approval) • Landholder engagement • Key stakeholder relationship engagement • Project team and contractor engagement <p>Supporting strategies and plans such as:</p> <ul style="list-style-type: none"> • SIMP • Exploratory works engagement plans • Landholder engagement plans • Works contractor engagement plans • Resettlement plan • Incident and emergency response plan • Construction phase Environmental Management Plans and other operational plans

5.2 Activities

Consultation activities and tools have been selected to align with community and stakeholder interests and needs identified to date and have been planned, taking into consideration the IAP2 Spectrum (see Figure 5). The table below presents the key activities and tools to be used for engaging with stakeholders while developing the EIS.

Activity / tool	Objectives	Targeted stakeholders
Stakeholder Reference group (SRG)	<ul style="list-style-type: none"> Continue to build trust in the relationships between Queensland Hydro and SRG members through consultation and involvement in the Project wherever possible. Inform SRG members about key Project decisions, milestones, benefits and impacts and encourage two-way transfer of knowledge between the Project team and community. Respond to feedback from members on behalf of their communities / interest groups and demonstrate how the Project team has considered this feedback. 	<ul style="list-style-type: none"> SRG members
Community Connect and neighbourhood check-in events	<ul style="list-style-type: none"> Inform community members about key Project decisions, milestones, benefits and impacts and encourage two-way transfer of knowledge between the Project team and community. Consult community members about local issues of interest or concern and address these in a timely way. Continue to build trust in the relationships between Queensland Hydro and community members through consultation and involvement in the Project wherever possible. Inform community members about the Project and connect them with relevant support services as needed. 	<ul style="list-style-type: none"> Traditional Owners, First Nations people and groups Community – local Landholders Businesses – local Community groups – local Environment groups – local
Focus groups and working groups	<ul style="list-style-type: none"> Inform focus group and working group members about key Project decisions, milestones, benefits and impacts and encourage two-way transfer of knowledge between the Project team and community. Consult members about key areas of interest or concern for regulatory processes such as the SIA. Inform members about impact management measures and outcomes. Respond to feedback from members on behalf of their communities / interest groups and demonstrate how the Project team has considered this feedback. Involve members in community building and place-making activities in local areas. Strengthen relationships and collaborate wherever possible to address issues, risks and opportunities. Incorporate feedback into Queensland Hydro practices. 	<ul style="list-style-type: none"> Traditional Owners, First Nations people and groups Community – local Landholders Businesses – local Road users Industry – local Environmental groups Local government

Community benefits program	<ul style="list-style-type: none"> • Inform stakeholders and communities about Queensland Hydro's commitment to deliver lasting benefits for the community. • Collaborate with key stakeholders and communities to develop a program and initiatives that reflect their needs and wants. • Provide inclusive opportunities for community input into, and involvement in, the program. • Build trust with key stakeholders and the Project communities through consultation and involvement in the Project wherever possible. 	<ul style="list-style-type: none"> • Traditional Owners, First Nations people and groups • Community – local • Businesses – local • Community and environment groups • Local government • Road users
Wellbeing program	<ul style="list-style-type: none"> • Respond to relevant SAMP and SIA feedback about impacts on landholders and local communities. • Consult local communities about their mental health needs and provide access to community services as needed. 	<ul style="list-style-type: none"> • Landholders • Community – local
Traditional Owners and industry engagement program	<ul style="list-style-type: none"> • Consult Traditional Owners to identify and reflect their perspectives in Project planning and design. • Involve stakeholders in community activities and industry events. • Collaborate with stakeholders to encourage job creation for local people including Traditional Owners. • Collaborate with local businesses to encourage entrepreneurial and economic opportunities. 	<ul style="list-style-type: none"> • Traditional Owners, First Nations people and groups • Contractors • Businesses – local • Community – local

5.3 Communication channels and tools

Queensland Hydro will use a range of channels to communicate and engage with communities and stakeholders as shown below. We will continue to look for innovative ways to create awareness, share information and generate participation throughout developing the Project's EIS.

Tools	Techniques
Traditional media	Media events, media releases, media interviews, newspaper/magazine advertisements, radio advertising, business industry publications.
Digital media	Advertisements, emails, e-newsletters, podcasts, videos, web copy, webforms, webinars, website articles, works notifications, 3D web-based visualisations, Social Pinpoint interactive mapping tool.
Social media	Paid and organic social media posts, geotargeted posts.
In-person meetings	Door knocking, Community Connect events, information sessions, event stalls, visitor hours at Project offices, presentations, site tours, and community, local business, and neighbour check-in activities.
Collaboration platforms	Stakeholder Reference Group (SRG), focus groups, working groups and educational, technical and other workshops.
Collateral	Fact sheets, newsletter, maps, branded promotional items, diagrams, visual imagery, artists impressions.
Analog engagement	Letters/post, works notifications, sponsorships, paid advertising, 3D printed visualisations, 1800-phone line, survey/polls/feedback forms.
Internal	Team meetings, workshops, action plans, surveys, online engagement platforms.

5.4 Tailored methods for diverse groups

Our communication and engagement methods will be tailored according to the specific needs of our stakeholders including diverse communities.

We consider diverse communities to include culturally diverse people: people with a disability; potentially vulnerable people such as those who have low capacity to participate in Project processes for socio-economic reasons such as age, socio-economic status, disability, culture, language and mobility; and people from different age groups and backgrounds. We will consider accessibility requirements when selecting engagement methods, which may include:

- promoting translation and interpreter services on all online and printed materials
- selecting meeting venues that offer access for people with a disability or offering alternative meeting arrangements such as online meetings
- providing sound systems, visual materials and other aids at community events and forums to ensure that participants can see and/or hear information and participate in discussions
- offering screen reader and accessibility functions through the website and online platforms
- providing hard copy materials upon request for those without or limited access to the internet
- captioning and transcribing videos, animations and other materials to ensure Project information is accessible and, where appropriate, providing Auslan interpreters to support engagement and outreach activities
- continuing outreach with local Councils and community groups to better connect with and represent culturally and linguistically diverse, disability advocacy and vulnerable groups.

5.5 Key messages

Key messages have been developed to explain the scope, purpose and commitments for the Project, support the development of communication materials and help resolve key stakeholder and community enquiries in a timely manner.

Current key messages are below and will be updated as the Project progresses and at key milestones:

- The Borumba Pumped Hydro Project is progressing, with early works underway, where relevant approvals or exemptions are in place, as Queensland Hydro continues to progress environmental and planning approvals.
- The Borumba Pumped Hydro Project, if approved, will provide critical reliability and stability as Queensland transitions to renewable energy – keeping the lights on when we need them most.
- We care about our communities and stakeholders and want them to have a proper say in the process to shape the future. We'll work closely and transparently with these groups to honour the diverse perspectives and local knowledge they bring.
- Our goal is to deliver enduring benefits to nature and community over and above the positive climate impacts of our proposed pumped hydro project.
- Our Project will be designed to minimise the footprint, and we'll work collaboratively and diligently to honour our environmental responsibilities.
- We will honour the heritage and First Nations custodians of the land on which we work by engaging closely at all stages of the project. Providing a platform for the voice of Traditional Owners to be heard is a key part of creating a clean energy future that we can all be proud of and benefit from.

A range of supporting messages have been developed to help stakeholders understand and track the EIS process, and other Project approvals. These are reflected in online and printed materials including a web page about the EIS process: [Understanding the EIS process. - Queensland Hydro \(qldhydro.com.au\)](https://www.qldhydro.com.au/understanding-the-eis-process)

6. Managing enquiries and complaints

Queensland Hydro will manage community and stakeholder enquiries and complaints in a proactive and timely way. We have developed standard responses to frequently raised questions as well as processes for responding to new and emerging issues. This helps us to respond efficiently and with useful information.

Our [Complaints, Enquiries and Feedback Policy](#) is available on the Queensland Hydro website and it outlines the way in which our employees and contractors will address and resolve enquiries and complaints. It also provides information on how community members and stakeholders can make an enquiry or complaint or provide feedback to Queensland Hydro.

To support the Policy, an internal *Complaints, Enquiries and Feedback Management Procedure* provides our people with a consistent, accountable method for addressing enquiries and complaints about Queensland Hydro, our Project, services, employees and operations. It ensures employees and contractors understand their roles and responsibilities in the enquiry and complaint management process and provides appropriate issue escalation procedures.

6.1 Approach and key principles

The Queensland Hydro enquiry and complaint management approach and processes involve:

- including Queensland Hydro's range of contact methods in all communication materials
- acknowledging all enquiries within 24 hours after receipt
- resolving enquiries in adequate and timely ways, noting timeframes will depend on the nature and complexity of the topics raised
- responding in transparent and consistent ways for all stakeholders
- responding to stakeholders who are dissatisfied with an enquiry response in accordance with the *Complaints, Enquiries and Feedback Management Procedure*
- immediately escalating all media enquiries to our media team.

6.2 Channels for enquiries and complaints

Queensland Hydro communication channels will be monitored between 8:30am and 5pm, Monday to Friday, excluding public holidays. The channels include:

- Queensland Hydro email address
- Queensland Hydro 1800 phone line (this may be monitored 24 hours a day, seven days a week during exploratory works, if required)
- Queensland Hydro website enquiry form
- field investigation, land access or Queensland Hydro team members (ie in person, personal email, phone and as part of Project briefings, meetings, or community events)
- Queensland Hydro Imbil project office
- media enquiries received via any of the Queensland Hydro communication channels.

6.3 Contact card

The Queensland Hydro contact card will be provided to key stakeholders and community members by Project staff during interactions with them as required. Our people have been informed that interactions are best managed and documented via the Stakeholder Engagement team, and the contact card lists their details (email borumba@qldhydro.com.au and Project phone line 1800 433 939).

6.4 Record keeping

All community and stakeholder interactions over the life of the Project, including exploratory works and the EIS process, will be documented using a range of tools such as databases and meeting records.

6.4.1 Stakeholder database

The stakeholder database, Borealis, was established in March 2024, and is used to record the engagement activities taking place between team members and stakeholders. Prior to this date, Consultation Manager was used since Project inception, and all data from Consultation Manager was transferred to Borealis prior to its launch.

Borealis is used to record all interactions with stakeholders, their status and outcome; and is available to the Project team. Evaluation of these interactions will allow for the tracking of trends and will feed into the ongoing review of this Plan.

Any required actions listed in the database will be identified and tracked on a weekly basis. This will ensure actions are followed up and monitored through to completion.

Borealis is used to:

- document and report on proactive communication and stakeholder enquiries, complaints and feedback received, including key issues and themes
- track all open matters as part of monitoring, managing, and resolving all enquiries and complaints in a timely manner
- document how key stakeholder and community feedback received has been considered and addressed including the proposed management measures
- continuously evaluate and adapt the engagement program to meet key stakeholder and community needs and expectations, as required
- identify trends and monitor community sentiment
- provide information to assist with responses to media and Ministerial correspondence and briefings.

6.4.2 Stakeholder Reference Group (SRG)

The Borumba Project SRG is a consultative group which aims to capture stakeholder feedback about the Project facilitating transparent, two-way community and stakeholder engagement. It is a core part of Queensland Hydro's engagement with community, ensuring that stakeholder input informs the Project's planning, design, construction and operation. SRG meetings provide a forum for discussions about wide ranging project topics such as environmental assessments, Project design, potential impacts, community benefits and more.

From the early stage of the Project, the SRG played an important role in facilitating two-way communication, ensuring the community had a formal way to have their voices heard. The inaugural meeting of the SRG was held on 21 April 2022.

In May 2024, Queensland Hydro surveyed existing members on how to improve the scope and operation of the group. The aim of the survey was to ensure the group continued to reflect the best needs of the community, and the meetings, content, and Terms of Reference were fit-for-purpose.

In response to feedback from existing group members, Queensland Hydro redeveloped the form of the SRG and established additional focus groups to facilitate in-depth discussion on key topics. A panel, consisting of community members, was also established to assess applications for the new Community Grants Program.

An Expression of Interest opened in early July 2024, asking community members to nominate for one of the three initiatives: the reformed SRG, the newly established focus groups, or the Community Benefits Panel.

This was an opportunity for local community champions and subject matter experts to express their interest in joining one of the initiatives, with the aim of the community network being to:

- keep stakeholders informed through the timely provision of project information
- respectfully listen and acknowledge the different needs, opinions and perspectives of stakeholders
- actively consider and respond to stakeholder concerns or issues
- undertake transparent and inclusive engagement activities within the community
- ensure that Queensland Hydro and the Queensland Government are aware of local issues related to the Project and that the interests of a broad range of stakeholders across all sectors are considering
- leverage community knowledge to fully understand potential local benefits and how they can be captured and delivered

- provide an opportunity for stakeholders to better understand the Project and share this increased awareness through their networks
- provide formal communication channels between Queensland Hydro and stakeholders to distribute and gather information from the community.

An EOI assessment panel, consisting of a third-party independent facilitator and representatives from Queensland Hydro considered all applications submitted during the EOI process. Following the closure of the EOI, members were selected and committed to:

- attending at least 75 per cent of meetings during the term of the group
- actively participating in discussions
- presenting the interests, concerns or views of their organisation, group or community network
- distributing information back to the organisation, group or community network they represent to enable the two-way flow of information between Queensland Hydro and the community
- maintaining all confidentiality requirements
- adhering to the Terms of Reference of the group.

Membership of all groups is on a voluntary basis and no financial remuneration is paid to members. Members for all three group types signed a formal Terms of Reference document. They will serve a two-year term, with meetings held quarterly. The timeframes of meetings were agreed by group members, and this also ensures adequate time to convey information and feedback to the members' networking groups, between meetings.

6.4.3 Focus Groups

While the SRG covers a broad range of topics and updates, focus groups are designed to capture community and stakeholder feedback through facilitated in-depth discussions on dedicated topics. While each focus group will have a membership that is tailored to the specific topic, Queensland Hydro will seek to distribute interests and skill sets across the focus groups to ensure a diversity of perspectives are shared.

Focus groups that have been developed include: Imbil and surrounds focus group, regional focus group and environment focus group. A Kilcoy and surrounds focus group has been earmarked for future development.

6.4.4 Community Benefits Panel

The Community Benefits Panel includes members independent of Queensland Hydro. The Panel will review, assess and recommend eligible grant funding applications for funding for endorsement by Queensland Hydro. This ensures that funding decisions are made for the community, by the community.

6.5 Issues management

Queensland Hydro's multi-disciplinary Project delivery team will work collaboratively to proactively identify and manage site-specific and Project-wide communication and engagement risks and opportunities. This includes developing communication and engagement measures to address identified issues such as meeting with stakeholders, and producing key messages, frequently asked questions (FAQs), fact sheets and visual materials to explain key concepts. Activities will include:

- analysing industry-wide media coverage analysis (using the Meltwater tool)
- undertaking regular issues, risk and opportunities assessments with the communication and engagement team
- facilitating key stakeholder meetings as a regular 'temperature check'
- seeking community and stakeholder feedback during and following engagement events
- monitoring community enquiries and complaints data from the stakeholder database, email and 1800 number records.

While Project-level risks and opportunities are recorded in Queensland Hydro's corporate risk register, communication and engagement risks and opportunities for specific Project activities are presented in relevant *Community and Stakeholder Engagement Action Plans* (CSEAPs).

Queensland Hydro's *Crisis and Emergency Management Framework* will be used in the event of a major incident or crisis at the Project site or offices.

7. Evaluation and reporting

7.1 Evaluation

Evaluation and continuous improvement are foundations of our delivery approach for this Project. To evaluate engagement effectiveness and success during the Project, Queensland Hydro will:

- measure, monitor, and report on stakeholder views/perceptions after activity completion
- monitor Project web page visits, social media hits and information downloads
- analyse engagement actions and indicators and assess delivery against engagement objectives
- collect feedback from stakeholders, Ministers, government agencies and the wider community
- measure the level of stakeholder participation in the engagement process
- conduct media and social media monitoring.

The methods for evaluating our engagement activities are outlined in the table below. These measures align with EIS (and SIA) guidelines and requirements.

Outcome	Target	Verification methods
High levels of community and stakeholder participation are achieved.	Engagement activities are conducted with 100% of stakeholders identified as being the most affected by the Project's known or potential social and health, environmental, and economic impacts.	<ul style="list-style-type: none"> • Borealis records • SRG member feedback
Sufficient and representative key stakeholder and community feedback is collected including about potential Project impacts and management measures.	100% of all feedback is adequately addressed. Note: Stakeholders may be dissatisfied about how feedback has been addressed. This may not be a measure of the adequacy of the response/s provided.	<ul style="list-style-type: none"> • Borealis records • Project communication materials and EIS documentation explain how feedback received has been considered and addressed • Sentiment study data
Minimal issues are escalated to elected representatives or the media and few public objections (negative submissions) are received in response to the EIS.	95% of all enquiries are managed within the stakeholder engagement team, without the need for escalation to the Queensland Hydro Project Director.	<ul style="list-style-type: none"> • Borealis records • Media coverage sentiment • EIS submissions received
Stakeholder enquiries and feedback are addressed in timely, consistent and transparent ways.	95% of stakeholder enquiries are acknowledged within one working day of receipt and closed out as soon as practicable.	<ul style="list-style-type: none"> • Borealis records • SRG member feedback • Media coverage sentiment • Sentiment study data
The communication and engagement methods implemented meet the communication needs of stakeholders, including all relevant affected and interested persons, bodies and regulatory authorities.	90% of stakeholder feedback indicates that the engagement program is effective.	<ul style="list-style-type: none"> • Borealis records • SRG member feedback • Consultation summary reports at key approvals milestones, including an evaluation of the engagement program • Media coverage sentiment • Sentiment study data

7.2 Reporting

All stakeholder engagement activities will be recorded in Borealis. At the completion of each main engagement phase, a Consultation Summary Report will be developed which captures engagement activities carried out, feedback received, community sentiment and ways feedback has been incorporated into the Project design and delivery methods.

The EIS will include a detailed section on consultation, including activities carried out, feedback received and how the feedback has influenced the EIS development, as well as future engagement planned. This will align with the TOR and the *Quality Assurance Standard for Community and Stakeholder Engagement (IAP2)*.

Additionally, regular reporting on key feedback themes, issues and events are undertaken in line with the reports outlined below. Reporting requirements will be evaluated and updated as required.

Deliverable	Responsibility	Frequency
Communication and Stakeholder Engagement team weekly report	Engagement Lead	Weekly
Project Governance – Borumba	Head of Stakeholder Engagement and Communications	Fortnightly
Ministerial fortnightly report	Head of Stakeholder Engagement and Communications	Fortnightly
Queensland Hydro Board meeting and report	Head of Stakeholder Engagement and Communications	Monthly
External report (PMO)	Engagement Lead	Monthly
Risk review	Engagement Lead	Monthly
Content and Social Media Report	Engagement Lead	Monthly

Appendix A: Background information

Demographic profile

The Project is primarily located within the Gympie Regional Council local government area (LGA), approximately 13 kilometres (km) south-west of Imbil, the nearest township, and 49 km south-west of Gympie, a major service and administration centre of the region. Table 14 provides a demographic overview of the suburbs and localities (SALs) of Gympie, Imbil, and Kenilworth, as well as Gympie LGA and Somerset LGA with Queensland provided for comparison.

It should be noted that this does not define the social locality, which will be determined during the SHIA process. Other nearby localities that may be considered in the future include Jimna, Kandanga, Kilcoy and Manumbar.

Indicator	Gympie	Imbil	Kenilworth	Gympie LGA	Somerset LGA	Queensland
Population	11,355	1,071	604	53,242	25,057	5,156,138
Population change (2016 – 2021) (%)	+5.1	+15.9	+8.2	+7.4	+1.9	+9.6
Median age	42	49	51	48	45	38
Population aged 14 years or younger (%)	18.3	16.3	13.8	16.5	18.3	18.7
Population aged 65 years or older (%)	24.0	23.4	27.6	25.4	21.5	17.0
First Nations people (%)	5.6	3.5	4.0	4.4	4.7	4.6
Median household weekly income (\$)	\$1,022	\$1,141	\$1,187	\$1,115	1,312	\$1,675
Occupation (top 3 responses)	Labourers (15.8%)	Technicians and Trades Workers (16%)	Managers (18.7%)	Technicians and Trades Workers (15.3%)	Labourers (16.7%)	Professionals (21.4%)
	Technicians and Trades Workers (15.6%)	Managers (15.2%)	Technicians and Trades Workers (18.0%)	Labourers (14.8%)	Technicians and Trades Workers (15.5%)	Technicians and Trade Workers (13.7%)
	Community and Personal Service Workers (14.9%)	Labourers (14.2%)	Labourers (14.2%)	Community and Personal Service Workers (12.9%)	Managers (13.4%)	Clerical (12.7%)
Households where a non-English language is used (%)	5.5	4.1	4.0	4.2	6.1	15.6
SEIFA decile ¹	1	2	3	2	3	n/a
Households earning less \$650 per week (%)	28.1	23.5	20.2	5.9	20.3	16.4
Unemployment (%)	7.0	6.7	1.3	5.9	5.3	5.4

¹The Socio-Economic Indices for Areas (SEIFA) Index of Relative Socio-economic Advantage and Disadvantage summarises information about economic and social conditions, derived from Census variables including income, percentage in skilled occupations, housing expenditure and educational attainment. The SEIFA deciles range from 1 (most disadvantaged) to 10 (most advantaged).

Other projects in the region

Cumulative impact from multiple projects can result in construction and engagement fatigue, due to a cumulation of engagement as well as impacts such as noise, traffic, flooding, visual amenity, dust, and vibration. The following major projects and possible associated cumulative impacts have been identified.

Energy projects

The table below outlines other proposed energy projects in the region. Cumulative impacts may include concerns about environmental impacts, impacts on Aboriginal cultural heritage, and noise, dust, and traffic impacts. Consultation fatigue surrounding renewable energy and storage projects is also a consideration.

Project name	Owner
Tumuruu Solar Farm (South Burnett Region)	Australian Solar Enterprises
Harlin Solar farm (Somerset Region)	Sunshine Energy Australia
Harlin Solar farm battery storage (Somerset Region)	Sunshine Energy Australia
Woolooga Energy Park (Gympie Region)	LGI
Woolooga Battery (Gympie Region)	Equis
Lower Wonga Solar Farm (Stage 1) (Gympie Region)	Lightsource BP Australia
Lower Wonga Solar Farm (Stage 1) battery storage (Gympie Region)	Lightsource BP Australia
Munna Creek Solar Farm (Fraser Coast Region)	Renewable Energy System Technologies
Southern REZ Battery	Stanwell Corporation
Tarong Battery	Stanwell Corporation

Bella Creek Road upgrade

Gympie Regional Council carried out roadworks as part of the Reconstruction of Essential Public Asset relief measures available under the Disaster Recovery Funding Arrangements. Construction occurred from mid to late 2024.

Powerlink transmission connections

Powerlink has been engaged by Queensland Hydro to develop potential transmission line corridors to connect the proposed Borumba Pumped Hydro Project to the existing electricity transmission network. This project will significantly influence our Project and have a cumulative effect on some communities.

Due to the potential generation and storage capacity of the Borumba Pumped Hydro Project, new transmission infrastructure will be needed from the proposed pumped hydro facility at Lake Borumba to Woolooga in the north, and Halys in the south-west.

Stanwell Tarong Power Station

The Tarong power stations, owned and operated by Stanwell, are one of Queensland's largest electricity generating sites. Meandu Mine, near South Nanango, is central to Stanwell's long-term plan for the Tarong Power stations. Stanwell maintains relationships with communities and Traditional Owners. Cumulative impacts may include concerns about environmental impacts, impacts on Aboriginal cultural heritage, and noise, dust, and traffic impacts.

Social Impact Evaluation

A Social Impact Evaluation (SIE) was undertaken as part of the Detailed Analytical Report (DAR). Following the SIE completion, and as a part of the EIS, the SHIA will be undertaken. This analysis was undertaken via desktop research and using engagement reporting from previous studies. Potential community benefits and impacts identified in the SIE are outlined in the following tables.

Category	Impact	Affected Stakeholders
Quality of Life	Amenity and quality of life impacts from construction activities e.g. Noise, dust, vibration	Landholders Local community
	Impacts on community perceptions of safety due to influx of temporary construction workers	Local community Regional community
	Impacts on housing availability due to influx of temporary construction workers	Local community Regional community
	Impacts on traffic conditions due to construction works and influx of temporary construction workers	Local community Regional community
	Impacts on accessibility of services such as short-term accommodation due to housing requirements for temporary construction workers	Tourist and recreational users Local community Local businesses and commerce groups
Environment	Impacts on landscape amenity and environment due to expansion of the lower inundation area and establishment of the upper dams and reservoir	Local community Regional community
	Impacts on landscape amenity, environmental values, and recreation due to ongoing restrictions of access to some areas of the dam	Local community Regional community Tourist and recreational users
	Impacts on local forestry operations due to inundation of areas of State forest, as well as the construction of project facilities within these areas.	Local businesses and commerce groups
Economic	Impacts on grazing operations for leaseholders whose properties are affected	Landholders
	Impacts on social infrastructure supply and availability due to increased demand from temporary construction workers. Impacts likely to be more significant in areas such as Imbil where there is already a deficit of social service providers	Local community Regional community Social service providers
	Impacts on the local tourism industry during construction due to the changes in access to environmental amenities (e.g., Lake Borumba)	Local Government Local businesses and commerce groups
Culture	Potential negative impacts on local First Nations people and groups through the construction of the new lower reservoir and upper dams and reservoir, which would result in changes to the landscape and areas of potential cultural heritage significance	Traditional Owners and First Nations people and groups
Category	Impact	Affected Stakeholders
Economic	Potential benefits through increased business and service delivery opportunities during construction due to local procurement policies and an influx of temporary construction workers	Local businesses and commerce groups
	Potential benefits through increased employment opportunities, primarily during construction with some opportunities available during ongoing operations	Local community Regional community
Intergenerational	Intergenerational benefits through the facilitation of the Queensland Government's transition to renewable energy and alignment with local and state government renewable energy targets	Local community Regional community Local Government State Government

ABN 81 661 444 515

Get in touch

1800 433 939

239 George Street,
Brisbane City QLD 4000

info@qldhydro.com.au

qldhydro.com.au