

# 13. Social Environment

## 13.1 Social Environment – Existing Environment

Parsons Brinckerhoff (PB) were commissioned by RTCA to undertake a social impact assessment of the Project, the results of which are presented in this section of the EIS.

Social impacts are the outcome of the interaction between the proposed Project and the existing social environment. Therefore, baseline data on the existing features of the community was obtained in order to define and understand the existing social environment that may be affected by the Project. From this data a projection and assessment of potential impacts can be made and mitigation measures or alternatives proposed, if necessary.

Features of the existing social environment considered include:

- population and demographics of the affected community;
- housing and accommodation
- community infrastructure and services;
- local community values and lifestyles;
- recreational, cultural, leisure and sporting facilities and activities in the affected area;
- on-farm activities near the proposed Project activities; and
- properties directly affected by the Project.

### 13.1.1 Methodology

In addition to general consultation with the Clermont community (described in **Section 12**), PB held a number of one-to-one meetings and telephone interviews with service providers in the Clermont area in December 2003 to March 2004. Meetings were held with representatives from the following organisations and businesses:

- Belyando Shire Council;
- Queensland Police;
- Queensland Ambulance;
- State Emergency Services;
- Clermont Hospital and Lagoona (Home and Community Care);
- the chemist;
- the doctor;
- Clermont Kindergarten;
- real estate agencies in Clermont;
- Clermont Youth and Housing Association and Centrelink;
- St Vincent de Paul;
- the Catholic Church; and
- the Anglican Church.

Telephone interviews were held with:

- Education Queensland;
- three local schools; and
- Fire and Rescue Service in Clermont.

The Belyando Economic Development Group were consulted to gain information on the existing economic environment. The Clermont Museum was visited in December 2003 to gain an understanding of the historical and cultural attributes of the Clermont area.

### 13.1.2 Population and Demographic Profile

Clermont is considered to be the major centre affected by the Project. Demographic information compiled for this section is largely based on the Australian Bureau of Statistics (ABS) statistical area of Clermont, which is a 7.2 square kilometre area around Clermont and consists of the Clermont township and some surrounding properties. The majority of information is sourced from the ABS Basic Community Profile of Clermont from the 1996 and 2001 Census. Selected characteristics of Queensland from 1996 and 2001 Census data have also been outlined where relevant as a tool for comparison.

The population and demographic profile presented in this section describes the characteristics of Clermont including the population, population changes, age structure, household structure, marital status, dwelling structure and tenure, employment and industry, occupation, income levels and education. Supporting information for some aspects of the demographic profile of Clermont is contained in **Appendix N**.

#### 13.1.2.1 Population

**Table 13-1** shows the change in population for males and females between 1996 and 2001. The population of Clermont in 2001 was 2307 persons, which represents a decrease of 345 persons (or 14.4% of the population) from the 1996 Census.

**Table 13-1 Population by sex in Clermont**

	1996	2001	Number increase/decrease	Percentage increase/decrease
Males	1231	1036	-195	-16.0%
Females	1151	1001	-150	-13.1%
Total	2382	2037	-345	-14.4%

Source: Australian Bureau of Statistics

The total population of Belyando Shire in 2001 was 10,580 people. This population is made up of Clermont and the larger centre of Moranbah (current population 7,000 people). The remainder of the Belyando Shire population is based in rural areas outside the main centres.

Population projections are not readily available for individual small rural towns in Queensland. However, statistics for Belyando Shire show the general trend for the area and provide an indication of likely trends for Clermont. Predictions from the Department of Local Government and Planning indicate that the population of Belyando Shire will decrease at an average rate of 0.34% every five years up to 2026 (Source: Population and Housing Fact Sheet, Belyando Shire, Department of Local Government and Planning).

#### 13.1.2.2 Age Structure

**Table 13-2** outlines the proportion of the population in each age group in Clermont for 1996 and 2001. In 2001 the largest age group in Clermont was 40 to 49 year olds (14.8% of the population), and the smallest age group was people aged over 80 years (3% of the population). Between 1996 and 2001 the proportion of the population in each age group tended to equalise. The majority of age groups in Clermont are similar in proportion to Queensland averages (see **Appendix N**).

**Table 13-2 Population by age in Clermont 1996 - 2001**

Age Group	1996		2001		Change in age group 1996-2001 (%)
	Number	% of population	Number	% of population	
0 – 9 years	466	19.5	311	15.2	-33.2
10 – 19 years	326	13.7	298	14.6	-8.6
20 – 29 years	317	13.3	233	11.4	-26.5
30 – 39 years	455	19.1	291	14.3	-36.1
40 – 49 years	296	12.4	302	14.8	2.0
50 – 59 years	198	8.3	230	11.2	14.0
60 – 69 years	169	7.1	175	8.5	3.5
70 – 79 years	113	4.7	135	6.6	16.3
80+	42	1.7	62	3	32.3
Total	2382	100	2037	100%	-14.4

Source: Australian Bureau of Statistics

### 13.1.2.3 Household Structure

**Table 13-3** shows the number and proportions of household structures in Clermont and Queensland. The most prevalent family type in Clermont is couple families with dependant offspring (193 families or 40.4%). This was closely followed by couple families without offspring (172 families or 36%). When comparing Clermont to Queensland averages, there is a higher proportion of couple families with dependant offspring in Clermont (40.5% compared to 33% in Queensland). The averages also show that Clermont has a lower proportion of couple families with independent offspring (4.4% compared to 7.2% in Queensland).

**Table 13-3 Household Structure for Clermont and Queensland**

Household Structure	Number in Clermont	Number in Clermont (%)	Number in Queensland (%)
Couple family without offspring	172	36.0	37.4
Couple family with dependant offspring only	193	40.5	33.0
Couple family with dependant and independent offspring	17	3.5	4.4
Couple family with independent offspring	21	4.4	7.2
One parent family with dependant offspring only	40	8.4	10.4
One parent family with dependant and independent offspring	9	1.9	1.3
One parent family with independent offspring only	16	3.3	4.3
Other family	8	1.6	1.7
Total	476	100	100

Source: Australian Bureau of Statistics

### 13.1.2.4 Marital Status

The number and proportions of people in each marital status group in Clermont and Queensland is outlined in **Table 13-4**. Over half the population aged over 15 years in Clermont is married (55.3%), a higher percentage than the Queensland average.

**Table 13-4 Comparison of marital status**

Marital Status	Number in Clermont	Number in Clermont (%)	Number in Queensland (%)
Never married	420	26.7	31.2
Married	869	55.3	51.3
Separated or divorced	160	10.2	11.8
Widowed	122	7.8	5.8
Total	1571	100	100

### 13.1.2.5 Dwelling Structure

The majority of the Clermont population (87.5%) is accommodated in separate houses. In 2001 the majority of dwellings in Clermont were separate houses (as opposed to semi-detached houses or units). Of the 667 houses in Clermont the majority were either fully owned (226) or being rented (263) (see **Table 13-5**).

The category 'other dwellings' includes caravans and cabins. Other dwellings provide the second highest proportion of accommodation for the Clermont population with 7.05% or 139 persons living in other dwellings. Other dwellings are the second most common type of dwelling in Clermont with 83 dwellings.

In Clermont the highest proportion of tenure type is rented properties (320) followed by fully owned properties (288). A further 101 properties are being purchased. Forty-one properties are occupied rent free under a rent/buy scheme (see **Table 13-5**). Information provided by the ABS indicates that there were 173 unoccupied private dwellings in Clermont in 2001.

**Table 13-5 Dwelling and tenure types in Clermont**

Dwelling type	Tenure Type							Total
	Fully owned	Being purchased	Being rented	State/territory housing Authority	Occupied rent free or under life tenure	Being purchased under rent/buy scheme	Not Stated	
Separate House Total	226	98	263	16	30	4	30	667
Semi-detached, row or terrace house, townhouse	3	0	25	10	3	0	3	44
Flat Unit or apartment	3	3	13	3	0	0	7	29
Other dwelling	56	0	16	0	8	0	3	83
Not stated	0	0	3	0	0	0	0	3
Total	288	101	320	29	41	4	43	826

Source: Australian Bureau of Statistics

### 13.1.2.6 Population Mobility

Population mobility data from the ABS (see **Appendix N**) shows that the majority, or 80%, of the Clermont population lived at the same address between 2000 and 2001 and 51.7% of the population lived at the same address between 1996 and 2001.

### 13.1.2.7 Employment and Industry

The labour force of Clermont is made up of employed people, and unemployed people seeking employment. Between 1996 and 2001, the number of people in the Clermont labour force over the age of 15 decreased by 153 persons, from 1106 to 953 people, and the number of people not in the Clermont labour force decreased by 51 persons, from 577 to 526 (see **Table 13-6**). Full labour force statistics for Clermont are presented in **Appendix N**.

Clermont has a greater proportion of persons in the labour force (65.7%) compared to Queensland as a whole (60.5%). This could be attributed to the necessity to work longer and retire later when involved in agriculture. In 2001, Clermont had a lower proportion of persons unemployed (4.7%) than Queensland as a whole (8.2%).

**Table 13-6 Change in labour force status between 1996 and 2001**

Age group (yrs)	Employed	Unemployed and seeking	In Labour Force	Not in Labour Force	Total
15 – 19 years	18	3	21	-7	13
20 – 24 years	-39	-10	-49	-11	-63
25 – 34 years	-85	-2	-87	-28	-112
35 – 44 years	-32	-9	-41	-16	-48
45 – 54 years	-2	4	2	-10	-3
55 – 64 years	-1	-5	-6	22	25
65 +	10	-3	7	-1	28
TOTAL	-131	-22	-153	-51	-160

Source: Australian Bureau of Statistics

Note: Instances where people did not state their employment status or where people were an overseas visitor have not been included in the table.

### 13.1.2.8 Employment by Industry

**Table 13-7** shows employment by industry categories. Although the percentage of people employed in the industry category of mining decreased between 1996 and 2001 (with a decrease of 10.1%) it still remains the largest employment category in Clermont. This is directly related to the BAM. When the BAM mine winds down a major category of employment in the area would be lost if the Clermont Coal Mine Project is not developed.

The agricultural industry category appears to make up only a small percentage of employment. However this is due to the ABS statistical area used to describe Clermont, which only includes some of the agricultural areas surrounding the Clermont township. According to the Mackay Whitsunday Regional Economic Development Corporation (2003) in the Belyando Shire area Agriculture, Fishing and Forestry employs 559 people in Belyando Shire. This rate of employment in the Shire was only second to mining.

Of the remaining categories, the categories of retail trade, health and community services and education had the highest proportion of employees in 2001 (13.3%, 7.9% and 6.9% respectively). Employment percentages in most industry categories, apart from mining, remained generally stable between 1996 and 2001.

**Table 13-7 Employment by industry category in Clermont (1996 & 2001)**

Industry	1996 (%)	2001 (%)	1996 – 2001 (%)
Agriculture, Forestry and Fishing	2.9	4.5	1.6
Mining	28.9	18.8	-10.1
Manufacturing	2.4	4.7	2.3
Electricity, Gas and Water Supply	0.8	0.6	-0.2
Construction	5.7	7.2	1.5
Wholesale Trade	4.7	5.6	0.9
Retail Trade	11	13.3	2.3
Accommodation, Cafes, Restaurants	7	5.9	-1.1
Transport and Storage	4.4	5.3	0.9
Communication Services	1.3	0.9	-0.4
Finance and Insurance	1.7	0.9	-0.8
Property and Business Services	5.1	4	-1.1
Government Administration and Defence	3.8	5.3	1.5
Education	6.6	6.9	0.3
Health and Community Services	8.3	7.9	-0.4
Cultural and Recreational Services	0.7	1.6	0.9
Personal and Other Services	1.77	3.9	2.13
Non-classifiable economic units	1.18	0.6	-0.6
Not stated	0.8	1.3	0.5
Total	100	100	

Source: Australian Bureau of Statistics

### 13.1.2.9 Employment by Occupation

In the 2001 Census, the largest occupational category was intermediate production and transport workers, which accounted for 19.6% of the workforce in Clermont (see **Table 13-8**). The second largest occupational category was tradespersons and related workers with 18.9% of the workforce. This can be related to the existence of the BAM in the area and the skills and occupations needed in the mining industry.

In 2001, 60.9% of all employed persons living in Clermont were male (see **Table 13-8**). Males dominated most occupational categories. Categories where females dominated included advanced clerical and service workers, intermediate clerical, sales and service workers, and elementary clerical, sales and service workers.

**Table 13-8 Occupation by sex in Clermont (2001)**

Occupation	Males (%)	Females (%)	Persons	Percent
Managers and Administrators	3.3	1.2	41	4.5
Professionals	5.4	7	112	12.4
Associate Professionals	6.7	5	106	11.7
Tradespersons and Related Workers	16.3	2.5	170	18.9
Advanced Clerical and Service Workers	0	2.4	22	2.4
Intermediate Clerical, Sales and Service Workers	2.8	9.7	114	12.6
Intermediate Production and Transport Workers	18.1	1.5	177	19.6
Elementary Clerical, Sales and Service Workers	2.1	5.4	68	7.5
Labourers and Related Workers	4.7	4	79	8.7
Inadequately described	0.7	0	7	0.7
Not stated	0.3	0	3	0.3
Total	100	100	1331	100

Source: Australian Bureau of Statistics

### 13.1.2.10 Income levels

In 2001 the most common income group in Clermont were persons who received between \$160 and \$299 each week with a total of 351 people or 22.3% of persons receiving an income in this group. The next most common category was people who received \$1000 or more. This group made up 17.9% of total persons receiving an income and was well above the Queensland proportion. The relatively high proportion of people in the \$1,000 or more category is largely due to the relatively high proportion of persons employed in the mining industry.

**Table 13-9 Weekly individual income in Clermont for persons aged 15 years and over (2001)**

Weekly individual income	Persons	Percent (%)	Queensland (%)
Negative/ Nil income	99	6.3	5.8
\$1 - \$79	80	5.1	3.7
\$80 - \$159	107	6.8	7.6
\$160 - \$299	351	22.3	22.4
\$300 - \$499	231	14.7	17.8
\$500 - \$699	161	10.2	13.7
\$700 - \$999	135	8.6	10.5
\$1000 or more	282	17.9	8.6
Not stated	121	7.7	7.2
Overseas visitor	0	0	2.1
Total	1567	100	100

Source: Australian Bureau of Statistics

### 13.1.2.11 Educational Level

The post-secondary education qualifications of people aged 15 years and over, in both Clermont and Queensland, from the 2001 Census are shown in **Table 13-10**. The data shown in **Table 13-10** excludes schooling up to year 12 and overseas visitors. The proportion of people in Clermont with a post-secondary qualification is marginally less than the Queensland average.

**Table 13-10 Highest post-secondary educational qualification held - Clermont and Queensland**

Degree	Number in Clermont	Number in Clermont (%)	Number in Queensland (%)
Postgraduate Degree, Graduate diploma and Graduate certificate	27	1.7	2.5
Bachelor Degree	102	6.5	8.3
Advanced diploma, diploma and certificate	323	20.6	21.5
Not stated	160	10.2	10.8
Not applicable	951	60.8	56.8
Total	1563	100	100

The highest level of schooling received by persons aged over 15 years by 2001, for Clermont and Queensland, is outlined in the **Table 13-11**. The data in **Table 13-11** excludes overseas visitors.

**Table 13-11 Highest level of schooling completed**

Age left school	Number in Clermont	Number in Clermont (%)	Number in Queensland (%)
Year 8 and below	230	14.7	10
Year 9 or equivalent	129	8.2	6.4
Year 10 or equivalent	514	32.8	28.3
Year 11 or equivalent	105	6.7	7.4
Year 12 or equivalent	400	25.5	36.9
Still at school	55	3.5	3
Did not go to school	7	0.4	0.5
Not stated	123	7.8	7.1
Total	1563	100	100

### 13.1.3 Housing and Accommodation

The majority of information about housing was gathered during a site visit to Clermont in December 2003. The data presented in this section is used as an indicator of the general real estate trends in Clermont.

There were two vacant units and two vacant houses listed with Real Estate agents as available for private rent in Clermont in December 2003. In total, there are 95 rental properties in Clermont managed by the local real estate agent. In January 2004 there were 44 houses owned by the Blair Athol Coal Joint Venture (BACJV) that were rented commercially. Dwellings rent from \$90 to \$140 per week. Approximately two months prior to consultation with the real estate agent, eight properties were available for rent in Clermont. This demonstrates that there is some variation in the rental market.

In December 2003 there were 25 houses available for sale in Clermont. At that time a three bedroom house could cost between \$30,000 and \$160,000, with the typical house costing between \$60,000 and \$90,000.

In January 2004 there were 226 houses owned by the BACJV and 26 of these were vacant.

There are approximately 58 serviced housing blocks in Clermont, of which half are owned by the BACJV. The Belyando Shire Council advises that there is also land which is suitable for future subdivision, if required.

### **13.1.4 Community Infrastructure and Services**

PB consulted with education, health and community service providers, as well as emergency services, in the Clermont area to gain information on the current capacity of local community infrastructure and services.

#### **13.1.4.1 Education**

##### **Clermont Kindergarten**

There is one Kindergarten in Clermont. On a daily basis children aged from below 1 year of age to 5 years attend the Kindergarten, however, during the school holiday periods children aged from 6 to 12 years also attend. The Kindergarten is licensed to provide for 53 children each day and currently 45 children attend the Kindergarten. The Kindergarten is serviced by 12 staff and is open throughout the year except for a three-week holiday break. Support for the Kindergarten comes from the TAFE in Mackay in the form of books, video link ups and internet services. The Kindergarten is currently considered to be at capacity in terms of staffing levels. However, there are plans to expand the facilities in the future.

##### **Schools**

The Clermont area has five schools:

- Clermont State School
- Clermont State High School
- St Joseph's School
- Kilcummin State School
- Mistake Creek State School

The Clermont State School caters for students from pre-school level to Grade 7. Currently the school is below capacity and could cater for an additional 60 to 100 students, without an expansion in facilities. Approximately 19 teachers are employed at the school.

Clermont State High School currently caters for 195 students from Grade 8 to 12. This school is also below capacity and could accept an extra 60 students without an expansion of facilities. Approximately 20 teachers are employed at Clermont State High School.

Staffing levels at the schools could be expanded to cater for an increase in school population with sufficient notification. If student enrolments were to rise significantly and quickly, demountable class rooms could be erected to allow for addition students.

St Joseph's School is a Catholic School which caters for students from pre-school to Grade 7. There are currently 106 students enrolled and five teaching staff. The school could increase enrolments based on available space and facilities.

Mistake Creek State School and Kilcummin State School are both single-teacher schools and have an enrolment of 6 and 13 students respectively. Both schools are currently below capacity and could increase their enrolments.

Concern was expressed, particularly by the High School, that school populations in the area were in decline.

Other educational facilities in the local area include the TAFE Annexe in Clermont. The nearest university campus to Clermont is the Central Queensland University, which is situated in the TAFE Campus in Emerald.

### 13.1.4.2 Health Facilities and Services

Clermont has a well integrated health service, which is based on a continuity of care. The hospital, home care services and emergency services work together to provide ongoing health assistance for the local community.

The Clermont Hospital has 16 beds available for patients, and services provided include:

- medical;
- surgical;
- maternity;
- general outpatients;
- antenatal; and
- 24 hour emergency care.

Birthing emergencies can be managed at the hospital; otherwise patients go to Emerald for assistance. A palliative care unit is also provided at the hospital, which consists of one bed.

Between 2001 and 2002 the annual occupancy rate of beds in the hospital was 39.8%. The average time of each stay at the hospital was 2.4 days and 902 patients were admitted (Source: Preliminary results from Health Service District Facility Profile, Queensland Health). Statistics for the 2003 period show 47 nursing staff were employed at the hospital on a rotational basis. Agency nurses are also available to assist permanent nurses. The hospital is also staffed by 7 managerial and clerical staff, 24 operational staff and 1 professional. In addition to the hospital there are 2 local resident doctors.

A doctor's surgery (separate to the hospital) is available for public and private appointments. The size, design and number of rooms available for patient services means that the surgery is currently at capacity. An application for funding to increase the capacity of the surgery was approved in 2003.

Specialists visit Clermont on a regular basis. A gynaecologist, an obstetrician, and a surgeon visit the hospital once every 2 months for consultations and procedures. A part-time physiotherapist and full-time counsellor treat local residents when required. A radiography service is also provided in Clermont. A mental health professional and an Indigenous health worker visits the area once a week to assist in community care. An occupational therapist and diabetic educator are also available in Moranbah. Other allied health services available in Clermont include:

- support groups;
- speech pathology;
- health promotion/education and screening; and
- home nursing and support.

A chemist is also available in Clermont.

Community members often have to travel out of the Clermont to receive some specialist care such as ultrasound scans.

Clinics available in Clermont include:

- counselling clinic;
- immunisation;
- dental clinic; and
- child care clinics.

The BAM provides counselling services to the BAM employees and their families by phone and through regular town visits by a counsellor.

Home and Community Care (HACC) services in Clermont include:

- Meals on Wheels;
- home medical aids;
- home help;
- day respite; and
- in-home respite.

Currently the Clermont hospital, allied health services and HACC services in Clermont do have the capacity to manage an increase in use of their facilities, however there may be an need for additional nursing staff to assist in providing health care services to the increased population.

Aged care facilities are available in Clermont including Lagoona Home and Community Care, which has a six bed nursing home, and Monash Lodge, which consists of a 16 bed residential aged facility. Lagoona Home and Community Care also provides a community program that assists elderly people in the community. A total of four homecare nurses are employed on a rotational basis with the hospital to assist elderly residents. Currently all aged care facilities are at capacity. There is currently a waiting list for Monash Lodge.

There are eight Council Community Housing one-bedroom units available for pensioners, and there is currently a waiting list for these units.

The hospital is supported by the Royal Flying Doctor Service and the RACQ flight service to transport patients to Townsville, Mackay and Rockhampton. During emergency transfers between one and two staff members (a nurse and/or doctor) with associated equipment need to leave the hospital to assist the patient. The temporary loss of hospital staff during emergencies can decrease the capacity of the hospital to deal with general hospital practices, and appointments at the doctor's surgery need to be cancelled. The hospital emergency transfer services and local doctors could not cope with an increase in use of their services for emergencies while still maintaining adequate services for non-emergencies.

#### **13.1.4.3 Emergency Services**

##### **Police Service**

The Clermont area is serviced by the Clermont Police Station. Officers at the Clermont Police Station carry out general policing including highway patrols and traffic enforcement. Crimes in the area generally consist of petty theft, break and enter, and wilful damage. Generally four police officers are employed at the station, however, currently one of the four positions is vacant. Generally one officer is rostered on each day. Support for the station can be obtained from Moranbah, where generally two officers can be made available to support Clermont Police. The station uses a sedan vehicle to assist in operations, and a 4WD vehicle is available from Moranbah, when necessary.

The Clermont Police service is currently at capacity and relief is needed when an officer is on leave. The ability of the Police service to manage demands for their services in the future is related to staffing levels at the Clermont Police station (availability of officers prepared to move to Clermont) and the level of crime in the area.

##### **Ambulance Service**

Clermont is serviced by an Ambulance Service, which has five staff members as well as the officer in charge. One of the five staff members is permanently placed at the BAM site. Officers are rostered on for nine days and then receive five days off. Minimum staffing at the station is two people with another two on call. When an officer is on leave a temporary officer is present. The Ambulance service uses two vehicles, with another vehicle available at the BAM site. All vehicles are equipped with the most recent technology, including a defibrillator and GPS. In 2003 the Ambulance attended to 560 cases.

Staffing levels for the Ambulance service are at an appropriate level to manage current callouts. There are no plans for expansion of the service. If the population increases, current officer numbers could cover further work.

## **Fire Service**

Clermont is serviced by one Fire Brigade, which currently has eight staff members. All of the staff are on call and during emergencies those who are able to attend are available. Two staff members always remain in Clermont when emergencies occur elsewhere. This ensures that additional emergencies can also be attended. The brigade has two fire trucks. The area out of Clermont that the brigade services is determined by water availability and the possibility of saving threatened houses.

The staffing levels at the Fire Brigade currently meet the demand for services and it is anticipated that an increase in population would not place the service over capacity.

### **13.1.4.4 Community Services**

#### **Clermont Youth and Housing Association**

The service assists young people and other community members who are in need of support to access housing, employment and general social services. Services at the Clermont Youth and Housing Association are combined with Centrelink, the Department of Families, and the Supported Assistance Accommodation Program. A single worker is allocated 10 hrs per week to conduct Centrelink duties.

The organisation has access to youth-specific accommodation, which comprise three units. Emergency accommodation is also available in the form of two duplexes with eight beds. At risk persons can stay for up to two weeks in this accommodation. Housing is available for low-income earners where three or four people can share accommodation.

Currently Clermont Youth and Housing Association is currently working above capacity and is seeking funding and further support for the services they will provide into the future.

#### **St Vincent De Paul**

There is a St Vincent De Paul store in Clermont that provides affordable clothing. The store is open Tuesdays and Fridays from 9 am to 12.30 am. Assistance for families in need is also available when necessary. St Vincent De Paul in Clermont currently has 8 volunteers of retirement age, and a key factor influencing their capacity is their ability to find more volunteers in the area.

#### **Domestic Violence Service of Central Queensland**

The Domestic Violence Service of Central Queensland is based in Emerald and provides services for communities from Gympie to St Lawrence and west to the Queensland, Northern Territory border. The Service specialises in:

- crisis intervention, including evacuation assistance;
- counselling for children and young people;
- coordinated responses with Police; and
- court support.

Training is provided for health workers and police in the area, and workshops are held at local schools to assist in domestic violence identification and prevention. The service is open from 9 am to 5 pm. A 24 hour crisis service is available in Brisbane to assist the Service after work hours. Recent funding means the Service can relocate to larger and more appropriate premises.

The Service has five staff members currently and is in the process of gaining another staff member. A major concern for the Service is its ability to attract staff members based on available funding and wages that can be offered. The Domestic Violence Service of Central Queensland currently does not have the capacity to manage an increase in use of their services.

## **Churches**

The Catholic and Anglican churches in Clermont are documented here, as they are considered to provide an appropriate sample of the services and facilities that churches in Clermont provide. Both churches provide religious services and additional pastoral care for the community.

The Catholic Church has a congregation of around 140 people and conducts one mass each fortnight. The church provides assistance to elderly people in Clermont and surrounding areas and also provides some counselling, but generally refers people to professional counselling services. Services provided by the Catholic Church are currently at capacity.

The Anglican Church has a congregation of between 70 to 80 people and provides spiritual and pastoral service to the Clermont area and surrounds. The church is currently at capacity in providing extended pastoral care to the local community.

### **13.1.5 Local Community Values and Lifestyles**

Results from the community consultation process (see **Section 12**) and discussions with local stakeholders during the social impact assessment process indicate that the Clermont community values a range of aspects of their social environment. In particular, the people of the area and the quiet peaceful atmosphere are considered to be valued the most. The community support is considered an important feature of the community, and feelings of safety are also considered a major aspect of why residents enjoy living in the Clermont area. This may be related to the feelings of familiarity and level of comfort that local residents feel in each other's company. Clermont is viewed by the community as a good place to raise children, which relates directly to feelings of safety and familiarity within the community.

Residents indicated that their relaxed lifestyle was a key part of why they liked living in Clermont, and local recreation and cultural facilities were seen to contribute to this lifestyle. Residents who participated in the consultation process identified a wide variety and number of local sporting and recreation facilities they visit with their friends and family. Adults involved in the consultation process indicated that there were plenty of things to keep residents occupied.

While some residents thought that the lack of local services and shopping opportunities detracted from the area and affected their lifestyle, others highlighted that there is a good level of services and facilities in the area.

The mix of industries in the area is also seen as an important value in the Clermont community. Generally, residents indicated that the mix of mining and agriculture in the area surrounding Clermont was a positive feature as both industries contribute to the attributes and atmosphere of the area. Other community members highlighted that the BAM plays an important role in the community.

### **13.1.6 Recreational, Cultural, Leisure and Sporting Facilities**

Results of the community survey (presented in **Section 12**) indicate that sport is also an important part of the Clermont community. Clermont has a wide variety of sporting and recreational facilities available to local residents including:

- Clermont Bowls Club;
- Cricket Club (senior and junior);
- Darts Club;
- Golf Club (senior and junior);
- Clay target association;
- Gymnastics;
- Tennis Courts;

- Motocross;
- Indoor volleyball;
- Theresa Creek Power Boat and Ski Club;
- Fish Stockers Group;
- Tennis club and courts;
- Swimming pool;
- Squash centre;
- Clermont Race Track;
- Sporting Shooters Association;
- Rugby Union;
- Rodeo;
- Rugby League Club (senior and junior);
- Rifle Club; and
- Pistol Club.

The E H Faint Memorial Showgrounds/ Saleyards complex and a racecourse are also located in Clermont. The annual show is held on the third Tuesday and Wednesday in May each year.

Other recreational clubs and facilities in Clermont include the:

- Girl Guide Association;
- Scouts Association;
- Lions Club;
- Clermont Club;
- Clermont Historical Museum;
- Patchwork and quilters group; and
- Senior Association.

The Clermont Club was seen as an important part of the recreational and leisure activities in Clermont. A RSL and Serviceman's club is also housed in Clermont. The Golden Gallery and the Kilcummin Hall are located in the local area. A community arts and crafts centre exists and is available for pottery classes. The Clermont Civic Centre and supper room caters for recreational and leisure activities.

Results from the community survey, outlined in **Section 12**, highlighted the wide variety of recreational and leisure opportunities in and around Clermont. Residents indicated that local features such as Theresa Creek Dam, Hoods Lagoon, Theresa Creek Crossing and the gem fields are important areas for recreation. Theresa Creek Dam, which supplies water to Clermont, provides recreational fishing, picnic facilities, barbecues and toilets. Hoods Lagoon, which includes Centenary Park, has barbecue facilities, picnic tables and toilets.

### **13.1.7 On-farm Activities Near the Proposed Project**

Agriculture is a major industry in the local area and region surrounding Clermont. The majority of properties surrounding the site are involved in both cattle production and dryland cropping. A number of property owners indicated that their crop production is used for forage and fattening cattle. The production of grain, sorghum and sunflowers also occurs in the area.

### **13.1.8 Properties Directly Affected by the Project**

Directly affected properties refers to properties not owned by the Proponent, upon which mine construction, operational or infrastructure areas will be situated. Using this definition, the only directly affected property is Blair Athol Station, which is held under Grazing Homestead Perpetual Lease tenure. Part of the conveyor and associated infrastructure will be located on Blair Athol Station. The Blair Athol Station may be affected by the new Peak Downs Highway near its proposed intersection with the Gregory Developmental Road if the Proponent adopts DMR preferred intersection design. The Proponent proposes to apply for an infrastructure Mining Lease covering the conveyor route and

enter into a formal compensation agreement with the landholder of Blair Athol Station, as required under the *Mineral Resources Act 1989*.

The void at the Cement Hill MLs may be used as part of the Project. However, there would be no additional disturbance and no infrastructure within the Cement Hill MLs, except for a water pipeline. Background tenure for Cement Hill is Camping Reserve which is sub-leased for grazing to an adjacent landholder at Glenmore. The Proponent has existing compensation agreements with Belyando Shire Council as trustee of the reserve and the landholder of Glenmore as holder of the grazing lease.

## 13.2 Potential Social Impacts and Mitigation

The identification and analysis of the potential social impacts of the Project has been undertaken by analysing the existing socio-economic environment in Clermont and the results of the community consultation undertaken by RTCA. The social impact assessment considers the Project's direct, cumulative, beneficial and adverse impacts on the local community. These impacts have been considered at both a local and regional level, and includes an evaluation of short-term and long-term impacts.

For the purposes of this social impact assessment, the local area is the township of Clermont and properties surrounding the mine, while the regional area is considered to be the remainder of Belyando Shire and surrounding shires within the Mackay region.

The impacts on the social environment are presented in the following categories:

- impacts on demographic, social, cultural and economic profiles;
- impacts on local residents and existing lifestyles and enterprises; and
- impacts on human service delivery, including counselling and support services.

The social impact assessment also relates to the indigenous and non-indigenous population and considers:

- the ability of both indigenous and non-indigenous people to live in accordance with their own values and priorities;
- the use of, and access to, culturally important areas and landscapes;
- the access to existing human and commercial services and housing;
- the ability to participate in regional and local employment and training opportunities; and
- the new Project workforce and their families.

The possible impacts on local and regional residents have been addressed including impacts of the road diversions, as well as impacts on property valuation and marketability, community services and recreational activities. Impacts on local and regional housing markets have also been considered as part of the social impact assessment.

To assist in reducing potential impacts and to ensure the Proponent maintains their standing in the local and regional community mitigation strategies have been developed, and these are outlined in this Section.

### 13.2.1 Demographic Profile Impacts

#### Potential impact

The development and operation of the Project is likely to have an impact on the demographic profile of Clermont in a number of ways. There are likely to be changes in population, employment and occupations, and age structure, which are discussed in this section. There are also likely to be changes to dwelling types, which is discussed in **Section 13.2.2**

It is anticipated that the population in the local area would increase because of the increased workforce needed for the Project construction and operation. It is expected that this increase would reverse the current decline in population in the local area as discussed in **Section 13.4.1**.

**Table 13-12** describes the workforce numbers needed over the operation and construction periods. The current BAM operations workforce is also included in **Table 13-12**.

**Table 13-12 Workforce requirements over time**

	2004	2005	2006	2007	2008*	2009	2010	2011
Clermont construction (peak)	0	20	205	135	125	0	0	0
Clermont boxcut development	0	0	0	225	350	0	0	0
Clermont operations	0	0	10	50	90	450	450	445
<b>Project Total</b>	<b>0</b>	<b>20</b>	<b>215</b>	<b>410</b>	<b>565</b>	<b>450</b>	<b>450</b>	<b>445</b>
Blair Athol - operations	200	200	200	200	175	90	<10	<10

\* numbers prior to coal production commencing

Employment on the Project is expected to peak at approximately 565 jobs during the construction phase (including box-cut development). The box-cut workforce may comprise company employees or contractors, or a combination of both. The proponent plans to accommodate the large majority of the construction phase workforce in the Site Construction Village on the Mining Leases. The location and nature of this village, which will be completely self-contained, will not bring about changes to the demographics of Clermont.

During the operational phase of the Project it is anticipated that approximately 450 people will be employed during the peak years of production. This workforce effectively represents an increase of 250 persons employed in coal mining in the local area, above the current situation. The typical workforce occupations are presented in **Table 13-13**.

**Table 13-13 Typical Workforce occupations during operation**

Occupation	Numbers
Operators	270
Maintenance	116
Supervisors - operations	16
Technical/Administration	29
Superintendents –Operations	8
Superintendents –Technical/Administration	5
Management	6
Total	450

Operators and maintenance staff will work on a continuous 12 hour roster.

There is a significant trend in the mining industry for employees to seek to base themselves and their families in larger regional centres, particularly on the coast, for reasons of access to services (educational, health and recreation), and employment opportunities for family members. Therefore, it is anticipated that while Clermont and the surrounding area would be the preferred place of residence for most employees, a significant number of employees on rosters would be likely to choose to maintain their home base in coastal communities or large regional centres. The number of roster employees in this category is anticipated to be approximately 200, with the other 250 employees choosing to reside permanently in Clermont and surrounding districts.

The Proponent proposes to provide a 125 bed Township Village in Clermont to accommodate the roster employees mentioned above. Only 125 beds would be required because not all employees would be rostered on at the same time.

It is anticipated that there would be a net increase, above current numbers, of about 50 coal mining industry employees who would seek houses in and surrounding Clermont. Therefore, if it is conservatively assumed that an average family size is four, the net increase in the population of Clermont due to Project employees would be approximately 325 (ie 50 x 4 plus 125). To put this change in context, the increase is equivalent to the decrease in population that occurred in Clermont

between the 1996 Census and 2001 Census (refer **Table 13-2**). It should be noted that any predictions about population multipliers are very approximate.

The local demographic profile during the operational phase would be altered with an increase in the proportion of people working in the mining industry. There is likely to be an increase in the number of people in the occupational categories of 'tradespersons and related workers', and 'intermediate production and transport workers'. The proportions of different income levels in the Clermont area are also likely to change during the operation period, as mining companies traditionally pay higher wages than other rural industries.

During community consultation, hospital staff and doctors highlighted the issue that when new people move to the Clermont area they often encourage older family members to live in Clermont due to the high quality of available elderly care. The development of the Project could lead to a change in the age structure of the local area, in particular an increase in the proportion of older people.

The demographic profile at the regional level is unlikely to change.

### **13.2.2 Impacts on Housing**

The development of the Project is likely to change the number of dwellings and change the proportion of dwelling types in Clermont, compared to the current situation (See **Section 13.1.2.5**).

The Proponent plans to establish a 350 room capacity Site Construction Village on the Clermont MLs to accommodate the large majority of the non-local employees of contractors or the Proponent during the construction phase of the Project. The Site Construction Village would have the capacity to accommodate over 500 people, based on the assumption that some employees working full time on a five or six days a week roster would have exclusive use of a room whilst mobilised on the Project, and that the remaining employees working a seven day roster would have access to a room only whilst at the Project for a roster block. The Site Construction Village is temporary and will be decommissioned and removed at the end of the construction phase.

The BACJV owns over 200 houses in the Clermont township. These houses are currently rented to BAM employees, commercially leased or are empty. The Proponent would seek to reach an agreement to purchase houses from the BACJV. It is anticipated that the majority of these houses will be available for the operational workforce of the Project.

It is also anticipated that Project employees would use other existing housing in Clermont during the operational phase. This will include housing that is:

- owned or being purchased (whether in the township or on neighbouring properties) by existing employees of the BAM who accept an offer of employment to work at Clermont;
- owned or being purchased by existing local residents with no connection to the BAM (whether in the township or on neighbouring properties); and
- being purchased by new employees wishing to relocate to Clermont (whether in the township or on neighbouring properties).

The Project will provide employees with financial assistance towards the cost of purchase or rental of a principal place of residence.

There are currently 58 serviced blocks of land within the Clermont township. The BACJV owns 29 of these. The Proponent proposes reach an agreement with the BACJV to purchase the blocks, which could then be made available to employees of the Project for their own housing development. It is likely that housing contractors from throughout the Mackay region would be involved in meeting house construction demands.

When evaluating options for Township Village accommodation, the Proponent may consider use of part or all of the existing BACJV Single Persons Quarters. Part of this otherwise vacant 64-room facility is currently leased to the Council for use as a hostel for remote-area students. Were this option to be pursued, the Proponent would assist in the provision of suitable alternative arrangements.

With provision of the Township Village and use of existing houses and vacant blocks, the operational phase workforce can be accommodated without causing long-term accommodation oversupply, with consequent potential losses in property values.

During the operational phase, contractors providing services to the Project would not be accommodated in the Township Village and would need to source commercial accommodation available within the Clermont Township. Therefore, the economic benefits associated with contractors sourcing commercial accommodation in Clermont would continue.

The Proponent recognizes that there is likely to be an upward pressure on rents in Clermont (See **Section 14.2.9**), and this has the potential to affect low-income tenants. Some of the houses owned by the BACJV that the proponent is seeking to purchase would still be available to tenants other than Project employees, in order to minimise the potential to displace tenants not involved in the Project.

The Proponent is aware that aged accommodation in Clermont is at capacity and that demands on this type of accommodation may increase as an indirect result of the increase in population due to the Project.

## **Mitigation**

The Proponent has committed to a process of formal dialogue with Belyando Shire Council to address issues such as the location of the Township Village. RTCA will continue to inform the existing BAM workforce, accommodation services providers, and other relevant stakeholders on the progress of the Project, including proposed plans for accommodating the workforce.

The Proponent would monitor the demand for accommodation and consider options to ensure that demand for workforce accommodation is met and impacts on the Clermont housing market are minimised.

### **13.2.3 Ability to Participate in Regional and Local Employment and Training Opportunities**

The employment and training of local people was a key issue raised during the consultation period. The Project would, as part of its recruitment strategy, specifically seek to recruit local people for roles at Clermont including existing employees of the BAM, and other local residents of the Clermont region, including the unemployed. This would maximise the opportunities for local people to gain some personal and professional development from the Project.

It is expected that employees for the construction phase will be sourced from:

- existing employees of contractors working on major construction projects;
- itinerant construction workers;
- skilled and semi-skilled workers who reside in Clermont;
- local Clermont residents from surrounding properties and the town; and
- local traditional owners and their descendants.

Employees for the operational phase would be sourced from:

- existing employees from the Rio Tinto Group, including the BAM;
- employees of contractors awarded work on earlier stages of the Project;
- workers who reside in key Central Queensland regional centres;
- local Clermont residents from the township and surrounding properties who are not currently employed at the BAM; and
- local traditional owners and their descendants.

The Proponent would recruit a mix of people with varying skill profiles, including:

- very skilled people;
- people with some experience with operation of equipment; and
- people with no previous experience

RTCA's recent experience at other operations indicates that this is a deliverable strategy.

The Proponent would provide training to all employees. The Proponent would also work closely with the BACJV to ensure that all BAM employees are:

- aware of the employment opportunities available at the Project;
- understand the recruitment and selection process and criteria that will be used to assess their applications; and
- aware of the timeframe for decisions relating to employment at the Project.

Ongoing communication with BAM employees will continue and will include presentations to employees by the BAM general manager and company newsletters.

While the Project would provide employment and training opportunities for people from the local area and region to gain employment at the Project, some local people may be unsuccessful in obtaining employment opportunities at the Project due to the anticipated large number of applications for the available positions. This could lead to unfulfilled expectations among some job seekers and corresponding disillusionment and concern.

Other industries, such as agriculture, may be disadvantaged by the development of the Project. These industries generally cannot afford to pay the same salaries as mining companies, therefore they may experience a loss in skilled labour during the construction and operation phases of the Project. The employment of people currently employed at the BAM may offset the potential impacts of loss of skilled labour, from industries such as agriculture, to mining.

Training suppliers in the area may need to increase their capacity and initiatives to ensure every opportunity for local people, especially young people, is maximised. This may place further pressures on local agencies as they attempt to assist local people and provide ongoing support. Following project approval, the Proponent would consult with employment and training groups in Clermont processes to ensure a united and consistent approach to employment and training initiatives in the local and regional area. These groups could include the Central Highlands Education Federation and the Community Employment Assistance Program. Local service providers involved in training and recruiting would be advised of workforce numbers and the skill requirement necessary for particular jobs at the Project.

RTCA will provide opportunities for people to be trained under traineeships and apprenticeships. Initiatives in this area will include:

- encouraging contractors working on construction, developing the box cut or providing services to site to provide traineeships for young people;
- seeking to work with engineering companies in the region to support additional apprenticeships, including opportunities for females and indigenous applicants through the provision of financial support and site placements to gain experience. An example of this type of initiative is the partnership between RTCA's Hail Creek Mine and the Mackay Area Industry Network (MAIN); and
- providing opportunities, either directly or through external providers for traineeships and apprenticeships. Initiatives similar to those developed through the Blair Athol Mine Community Development Fund, would be continued during the Project.

Integration of education and workplace needs would be developed between local schools and TAFE organisations across the central Queensland region. Education Queensland and related agencies could partner with RTCA in developing career paths in mining at the school level.

#### **13.2.4 Economic Profile**

##### **Potential impact**

Hotels, motels and other accommodation providers in the area may see an increase in patronage during the construction phase in cases where accommodation is not available at the Site Construction Village, and during the operational phase when contractors require accommodation in Clermont. The increase is expected to be similar to normal dragline shut-down/maintenance activities that currently occur at the BAM, where non-local maintenance contractors use temporary accommodation in Clermont while working at BAM.

Local and regional businesses contracted to provide goods and services to the Project, as well as people employed by those businesses, would experience financial benefits as a result of the Project development. Goods and services required by the Project include those required for the Site Construction Village and the Township Village. Catering, cleaning and other associated services required for the Site Construction Village and Township Village would be undertaken by contractors who have the capacity and experience in working with mine villages. The Proponent would encourage contractors to use local suppliers and sub-contractors, where possible. The supply of perishable goods (such as dairy products, fruit and vegetables) may provide opportunities for local contractors. It is also likely that there would be positive flow-on effects to businesses in Clermont from residents in the Township Village accessing their services.

It is likely that the local and regional communities would experience some economic benefits from the net increase in the population of Clermont due to the Project.

**Section 14** outlines in more detail possible economic impacts at the regional level.

Through the EIS consultation process (see **Section 12**) a number of community members indicated that they thought the Project would be good for, improve or boost the local economy and that the local economy would improve if mine employees were accommodated in the local area. A potential impact of the perceptions of the economic benefits of the Project is that community members may make unsound financial decisions or take financial risks based on these perceptions.

##### **Mitigation**

The Proponent would establish a process in consultation with the Belyando Shire Council and local business to advise them of the contract packages available during Project construction and operation. These groups would also be advised of the issue of tenders for work. The Proponent would encourage contractors to use local goods and services as much as possible. It would be a requirement for those tendering for work/contracts to identify the component of their proposal to be sourced locally, and the proportion of local content would be considered by the Proponent when selecting contractors. This would ensure that any potential benefits and flow-on effects to the Clermont area would be identified and maximised.

During the approval phase of the Project, the Proponent will continue ongoing communication with the Clermont community and existing Blair Athol employees about the Project approval process and timeline, and key Project milestones. This communication strategy, along with ongoing consultation with local services providers regarding contract opportunities, would assist in managing the communities' expectations of the economic impacts of the Project.

#### **13.2.5 Impacts on Local Enterprises**

A significant skills shortage has already been identified as a potential issue in the region. With the Project securing the best employees from a limited pool, outside enterprises could struggle even more to access quality candidates for positions in support and other industries. However, the Proponent proposes to recruit people with a range of skill profiles, including people with little or no previous experience in mining operations. This is an achievable recruitment strategy because a major focus of

the Project will be the provision of training to employees. This strategy would reduce the potential for local enterprises to experience skill shortages.

A relationship with Central Queensland TAFE and other training organisations would be developed to ensure that these agencies are aware of Project requirements and build them into long-term training and upskilling plans. Partnerships with the community and agencies, that help to develop skills within the community, would also be considered by the Proponent.

The results of the community consultation undertaken indicate that some community members are concerned that the Project could cause reduced access for local residents wishing to make use of local services and products because the Project could be given higher priority as a customer as they have greater spending power than local community members.

Community members also expressed concern about the reliance of the community on the BAM for employment and economic development in Clermont (Social and Health Needs Assessment for Clermont and District, 2004).

The Proponent will continue to support certain local community enterprises through programs similar to the Blair Athol Mine Community Development Fund. An objective of such support is that the enterprises must be self-sustaining.

### **13.2.6 Property Values and Marketability**

#### **Potential impact**

It is anticipated that the development of the Project would not cause any changes in the agricultural viability of surrounding properties. Existing entitlements to water are protected under *the Water Act 2000* and alternative supplies will be required to be provided in cases where water table drawdown affects landholder bores (details of groundwater impacts and associated mitigation measures are described in **Section 4**). Current land uses on properties surrounding the Project would therefore be able to continue.

Potential impacts from noise, vibration, dust and lighting are considered by some surrounding landholders to potentially affect their property values and marketability. However, the Proponent has developed mitigation strategies to reduce impacts of noise, vibration, dust and visual amenity (including lighting) to acceptable levels. These potential impacts of and mitigation strategies for noise, vibration, dust and visual amenity are detailed in **Sections 6, 7 and 9** respectively.

The value of residential property within Clermont may increase because demand for housing in Clermont is expected to increase. Any increase is not expected to be dramatic as housing supply should be able to expand to meet demands (see **Section 14.2.9**).

#### **Mitigation**

Further hydrogeological evaluations and consultation with landholders during the construction and operation phases will be undertaken to ensure that the Project is not creating ongoing concerns for surrounding property owners in relation to groundwater. Consultation strategies and impact mitigation steps for groundwater impacts are outlined in **Section 4**.

Updates on groundwater monitoring results and management would be provided to landholders when necessary and Project staff would be available to discuss additional impacts or concerns. The Groundwater Users Group will be maintained.

## 13.2.7 Impacts on Infrastructure

### 13.2.7.1 Road and Stock Route Deviation

#### Potential impact

During the consultation process community members raised concerns regarding the diversion of the Peak Downs Highway and Gregory Highway. The diversions were considered to lead to such impacts as:

- increased travel times;
- increased travel costs,
- safety concerns due to the planning of intersections; and
- increased travel times and length of the run for the local school bus, which could impact the wellbeing of students and the costs of conducting the bus run.

Development of the Project would also lead to changes in the existing stock routes along the Peak Downs and Gregory Highways, in particular, distances between existing stock watering points would increase as a result of the proposed deviation of the stock route which could impact on the well being of travelling stock.

Travel costs may increase for some residents as they would have to travel a greater distance to reach Clermont.

#### Mitigation

It is expected that impacts of road construction on road users would be minimal. Vehicles and stock would be able to travel along existing routes until the deviation is connected to the existing road at both ends of the project boundary. The new highway sections and intersections would be designed in accordance with DMR criteria for road design and safety. Traffic management during the construction of the deviation would also be conducted under DMR approved standards. Further details of impacts of the highway diversions and associated mitigation measures are outlined in **Section 11.3.2** and **Section 11.3.4** respectively.

The Proponent, DNRME and Belyando Shire Council have met and agreed that the diversion of the existing stock route is acceptable provided a number of mitigation strategies are put in place. These strategies include providing additional stock watering points midway down the western side of the route. Other mitigation strategies relating to impacts to the stock route are outlined in **Section 11.3.3**.

### 13.2.7.2 Recreation Facilities and Access

It is predicted that the construction and operation of the Project would not result in changes to the community's ability to access and use recreation facilities in the local and regional area. The Site Construction Village would include sporting and recreational facilities. This would restrict the need for the non-local construction workforce to use recreational facilities in Clermont while they are rostered on, and therefore minimise the impact on the ability of existing Clermont residents to access recreational facilities.

Employees accommodated in the Clermont Township Village would use existing township recreational facilities. The high quality and number of recreational facilities in the area would ensure that the recreational and sporting needs of the increased population are likely to be well catered for. The net increase in the population of Clermont due to Project employees is likely to lead to a positive impact on the recreational opportunities in Clermont. An increased population could result in greater support and new ideas for recreational and sporting activities.

## **13.2.8 Impacts on Human Service Delivery**

### **13.2.8.1 Police and Fire Service**

#### **Potential Impacts**

It is anticipated that the Project development would not have significant impacts on these services during the construction and operation phases, because the Clermont police and fire services currently manage a community that includes a mine and mine workforce.

An increase in population does not translate to a need for an increase in police numbers. Staffing levels are based on crime levels, and it is unlikely that the net increase in the mining workforce will alter the existing situation.

It is possible that during operation of the mine, with the increase in new families and housing in the area the fire service may have to increase some of its service area. Fire services that assist the BAM would have to extend to the new mine during the ramp down/ramp up periods of the mine. This minor impact can be managed by the existing service.

### **13.2.8.2 Ambulance Service**

Discussions with the Clermont ambulance service indicate that the ambulance service in Clermont currently has capacity to manage the anticipated population increase during the construction and operational phases of the Project. Discussions also indicated that staff work loads could increase, but that there would be no need to increase staffing levels in the area as there would be a very substantial increase in population before staff numbers would need to increase.

The Proponent would provide first aid and emergency rescue facilities and equipment during all phases of the Project. The Proponent would ensure that appropriately trained personnel would be on site throughout the life of the Project to provide first aid and respond to on-site emergencies as required. Provision of first aid and emergency staff and equipment is likely to reduce the need for the Project to access ambulance services while at work.

### **13.2.8.3 Health Related Facilities**

The net increase in the population of Clermont due to the Project is not expected to have a significant impact on health services in Clermont.

The local doctors in Clermont are in the process of improving their surgery through the addition of new and larger rooms to treat patients. Currently the capacity of the doctors to treat local people is only limited by the size and serviceability of the rooms. Expansion plans would improve the ability of local doctors to provide services to the increase in population due to the Project.

During community consultation, hospital staff and doctors highlighted the issue that when new people move to the Clermont area they often encourage older family members to live in Clermont due to the high quality of available elderly care. The potential increase in people requiring aged care due to the increase in population due to the Project, combined with the existing aging population in Clermont, would place pressure on aged care facilities and staff in the area.

Currently the temporary loss of hospital staff and doctors during emergencies involving the transportation of patients decreases the capacity of the hospital to deal with general hospital practices and the ability of the local doctors to continue to attend to appointments. The hospital emergency transfer services and local doctors could not cope with an increase in use of their services for emergencies while still maintaining adequate services for non-emergencies.

### **13.2.8.4 Education Facilities**

It is unlikely that the development of the Project would have a significant impact on the Clermont Kindergarten or staffing levels. There may be fluctuations in the number of children attending the Kindergarten as the population changes. During the construction phase it is unlikely that there will be a significant increase in enrolments. It is predicted that 50 families would move to the Clermont area

during the operational phase, and some of these families may enrol their children at the Kindergarten. This will bring about economic benefits for the facility. If the staffing levels and available space are insufficient to cope with the potential increase in enrolments there may be some impacts on the facility and families who may not be able to enrol their children.

Local schools in the area have the capacity to take in more students if the population increases. There are enough teaching spaces in local schools, and other related facilities could cope with an increase in student numbers. However, more staff may be required.

On the regional level some schools may see changes in the students attending their schools, as some students may move from another school area to Clermont.

To mitigate these impacts the Proponent would continue to provide the community, including education providers, with updates on the Project progress and timing and potential impacts of the Project.

### **13.2.8.5 Counselling and Community Care**

Counselling and community care services in Clermont may experience some impacts during the construction and operational phases of the Project. People may move to the area in the hope of finding employment at the Project itself or flow-on employment from the Project. Other local people who feel they deserve a job at the Project may feel disappointed and confused about being unsuccessful in obtaining employment.

Counselling services would be provided for employees during the construction and operational phases of the Project by phone and regular Project site or town visits by a counsellor. During the operational phase counselling services would also be extended to families of all employees, including those who do not reside in Clermont.

With limited resources in the area already, community services may find themselves stretched even further. Once people, and especially young people, discover that there are limited opportunities they tend to rely on local counselling and community services for support. This could drain services until employment can be found or placement with other community services in the region can be obtained. Services such as the Clermont Youth and Housing Service, the Domestic Violence Service and St Vincent De Paul could be affected by this potential additional pressure.

Local churches and St Vincent De Paul may experience a change in their congregation and families needing their support. Families and individuals who are already experiencing difficulties associated with unemployment may create additional pressure on the services provided if employment is not obtainable. This pressure may be felt in other areas of the region as services are stretched to cope with any demands.

### **13.2.8.6 Mitigation**

Consultation with all service providers would be ongoing throughout the Project construction, operational and decommissioning phases. Community needs assessments currently undertaken by RTCA would be expected to continue and include representatives from:

- local schools;
- Clermont Hospital;
- Centrelink;
- emergency services;
- local doctors; and
- local and regional counselling services.

Information on the possible changes in workforce numbers would be relayed to service providers at regular intervals, so preparations can be made in advance. These preparations could take the form of additional staff, or changes to training and support initiatives. Information on the Project and its changing needs would be easily accessible, relevant and accurate so service providers can make informed decisions about their future needs.

### **13.2.9 Social Profile**

The social profile of a community documents the character, identity or activities of a group or community that makes it unique or identifiable. This can include activities such as sport and recreation.

#### **Potential Impact**

During the construction period it is unlikely that the Project workforce would affect the Clermont social profile because the construction workforce would be accommodated in a Site Construction Village. The Site Construction Village would be completely self-contained and include the following facilities:

- sleeping quarters;
- canteen, kitchen and crib preparation;
- mess hall (including wet mess);
- recreational areas and sporting facilities; and
- ablution facilities and laundry.

The provision of these facilities restricts the need for the construction workforce to access the Clermont township. Therefore it is unlikely that the construction workforce will have an impact on the social profile of Clermont. However, the construction workforce may include individuals who would like to be part of the community on a social level.

During the operational phase the net increase in the population of Clermont due to Project employees is likely to lead to a positive impact on the social opportunities in Clermont. An increased population could mean greater support for recreational, sporting and cultural activities which offer social opportunities. Sporting and recreation clubs may notice an increase in membership, which will bring about increased participation rates and additional assistance in social activities management. Ideas and social activities that new residents could bring to the area could provide a positive benefit to the local and regional area. The high quality and number of these facilities in the area would ensure that recreational, sporting and cultural needs of the increased population are likely to be well catered for.

New people coming to the Clermont area as part of the Project workforce should not change the identity or character of the local community to any great extent as Clermont already has values and characteristics consistent with a mining area.

#### **Mitigation**

The construction and operational phase workforce would be governed by the policies and codes of conduct devised and implemented by RTCA and its contractors. RTCA's policies from "The Way We Work" and the "RTCA Code of Good Conduct" would be implemented. These policies generally include drug and alcohol use and company expectations with respect to employee behaviour. During induction and training in the construction and operational phases, the workforce would be informed of company expectations and the need to maintain good relations with the local community.

Consultation would be undertaken with local businesses, particularly licensees, Council and government agencies (such as Queensland Police) during the early stages of the Project. This consultation would focus on providing stakeholders with estimates of workforce numbers and potential impacts on the social profile of Clermont. Input would also be sought from these groups on any ongoing issues that they are concerned about in terms of workforce behaviour.

Groups such as the Social Infrastructure body or group, which has been outlined in the Social and Health Needs Assessment for Clermont and District (2004), could also provide opportunities for the Proponent to meet with local community representatives. This group, which could involve the Proponent could provide a vehicle for ongoing consultation and feedback on community issues relating to the mine development and operation.

### **13.2.10 Ability to Live in Accordance with Values and Priorities**

#### **Potential impact**

During the EIS consultation period the community outlined what they valued about their surroundings and lifestyle. These attributes included:

- the quiet and peaceful area;
- the rural atmosphere;
- feelings of safety and low crime; and
- community involvement and support.

Participants in the community survey and the community information sessions indicated that they were generally in favour of the Project development, and that they considered it would have a positive impact on their lifestyle. Other participants indicated that the Project would bring about little or no change to their current lifestyle. This perception could be attributed to the existence of the BAM in the area. However, the comments demonstrate that the community have preconceived ideas of what mining can bring to their area and the lifestyle opportunities and impacts it can bring about.

Consultation indicates that the community perceive the development of the Project as a major step in the rejuvenation of Clermont. While new families may move to the area it can be assumed that there will be no major long-term changes in the community atmosphere or lifestyles of the local and regional area as mining and the social aspects that are associated with it already exist in the Clermont area.

The Project development could mean that the local community may gain some feelings of satisfaction with the area they live in as well as their place in the region. This feeling of satisfaction could be generated by the ongoing viability of mining in the area and the benefits it can bring.

Throughout the consultation process the community indicated that they were concerned about some aspects of the Project development and the way it could affect their lifestyle. These impacts, which may detrimentally affect the lifestyles of the local community include:

- a change in the relaxed atmosphere of the area;
- the increase of contractors in the area (and their perceived improper behaviour);
- increased travel times due to the road deviation;
- reduced abilities of local people to access services; and
- noise, vibration, lighting and air quality impacts.

#### **Mitigation**

Ongoing consultation with the local community and stakeholders would be necessary during the construction and operational phases of the Project. It is important that during each milestone of the Project the community or community representatives are given the opportunity to discuss any lifestyle impacts they are experiencing. This would include the continuation of community needs assessments and surveys.

RTCA currently has a community relations program that focuses on the following principles:

- mutual respect;
- active partnership; and
- long-term commitment to the community.

In managing expectations and reducing misconceptions during the Project, two-way communication is seen as critical to ensuring the appropriate understanding of lifestyle and enterprise changes and opportunities. Recognition and courtesy should also be paid to members of the local and regional community for their patience and understanding, particularly if they experience reduced access to services and facilities. This could be communicated in Project updates distributed to the community.

The Proponent would also consider establishing a Near Neighbour Group, which would bring together a range of stakeholders to provide feedback on the Mine's operations and relationship with the local community.

Mitigation strategies have been developed for impacts such as air quality, noise and vibration. These strategies are outlined in sections 6 and 7 of the EIS.

### **13.2.11 Project Workforce and Their Families**

In addition to recognising the impact of the Project on the existing social environment in Clermont and the surrounding region, the Proponent also recognises the potential impacts of the Project on workforce members and their families.

During the construction phase non-local employees would be required to reside in the Site Construction Village while on roster but would be expected to return to their place of residence during their breaks. This arrangement may have some impacts on both employees and their families as employees would be away from home for several days at a time.

Employees from areas outside Clermont and who choose to move to Clermont are likely to experience a transitional phase after they move to Clermont and adjusting to a new home and town environment may take some time. An example of this would be children settling-in to a new school environment, and new residents who may initially feel some isolation, both in terms of social standing and location. However the existence of an operating mine in the area at the time of change will ensure that existing residents are aware of the lifestyle of new employees and their families in the area.

The Proponent recognises that some employees may choose to maintain their home base outside of Clermont, in coastal communities or large regional centres and travel to Clermont for their roster block. This arrangement has potential impacts on both the employees and their families because employees would be away from home for several days at a time, and has potential impacts on the safety of employees as they would be travelling to and from Clermont at the start and end of each roster block.

### **Mitigation**

Existing employment, training and community initiatives already used by the Proponent would be put in place to ensure that the Project workforce is encouraged to become part of the community. Initiatives such as the Near Neighbour Group could assist the proponent in understanding how new residents feel in the unfamiliar surroundings of Clermont.

Counselling services would be provided for employees during the construction and operational phases of the Project. During the operational phase counselling services would also be extended to families of all employees, including those who do not reside in Clermont.

During the construction phase the majority of non-local employees would be accommodated in the Site Construction Village. The Village would include provision for spare time activities such as a gymnasium and an all weather sports court. A wet mess would also be provided in the Site Construction Village.

The Proponent would cater for the employees who choose to maintain their home base outside of Clermont during the operational phase by providing accommodation in the Township Village. The proponent would restrict the distance employees travel on a daily basis to and from the mine to minimise the exposure to fatigue. This restriction would be imposed to in an effort to protect the safety of those employees and other road users. Employees who, but for the restriction, would exceed the daily travel limit would be required to reside locally whilst on a roster block. This restriction would form part of each employee's contract of employment.

### **13.2.12 Cultural Profile**

The cultural profile of a community documents its way of life, set of practices and tangible features that are separate from pursuits such as work.

It is anticipated that impacts on cultural profiles in the Clermont area will be unlikely during the construction phases of the Project. The Project is unlikely to have a significant impact on he

community's ability to access facilities that cater for their cultural needs and activities at both a local and regional level. During operation of the mine the increase in population may lead to an increased use of cultural services and activities.

### **13.2.13 Access to Culturally Important Areas and Landscapes**

Non-indigenous cultural heritage features identified within the Clermont MLs are described in **Section 8**. Once construction activities commence within the Clermont MLs, persons wishing to visit features would be able to do so only by arrangement with the Proponent (to protect the public from hazards associated with site activities and to prevent impacts to the features).

Preliminary surveys identified some Aboriginal cultural heritage areas within the Clermont MLs. As described in **Section 8**, the Proponent has committed to prepare a Cultural Heritage Management Plan (CHMP) and implement the agreed strategy described in the CHMP in full. The CHMP will describe strategies for use and access to Aboriginal cultural heritage places and management of Aboriginal cultural heritage places and values. Mitigation measures associated with Aboriginal cultural heritage are outlined in **Section 8**.

Access to culturally important areas and landscapes outside of the Project area would not be affected by the Project.