

SOCIAL IMPACT MANAGEMENT REPORT



Document Control Sheet

Revision history

Revision No.	Date	Changed by	Nature of amendment
0	29.11.2021	Melinda Loudon and Jessica Johnston	Initial report. 4.3.2020/28.2.2021 report

Document approval

Approved by:



Chief Infrastructure Officer, Marissa Wise, 29.11.2021

This document has been prepared to meet the Queensland's Coordinator General's Conditions for the Port of Townsville's Port Expansion Project.

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			Date	12.02.2019
			Page	Page 1 of 29

GLOSSARY

ABBREVIATION	DESCRIPTION
AEIS	Additional Environmental Impact Statement
The CU project	Channel Upgrade project (The Project)
CG	Coordinator General (Queensland Government)
CLG	Community Liaison Group
CSEP	Community Stakeholder Engagement Plan
EIS	Environmental Impact Statement
KPI	Key Performance Indicator
LIPP	Local Industry Participation Plan
PEP	Port Expansion Project
The Port	Port of Townsville
QMS	Quality Management System
Qudos	The Port's Quality Management System
SIMR	Social Impact Management Report (this document)

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			Date	12.02.2019
			Page	Page 2 of 29

Table of Contents

1.	INTRODUCTION	4
1.1	The Project	4
1.2	Early works	5
1.3	Construction Update	5
2.	COMMUNITY AND STAKEHOLDER ENGAGEMENT	7
2.1	Consultation and Issues Report	7
2.2	Communication and Engagement Activities	7
2.3	Outcomes of Engagement	11
2.4	Feedback and Complaints Handling Process	12
3.	LOCAL INDUSTRY, EMPLOYMENT AND TRAINING	13
4.	COMMUNITY HEALTH, SAFETY AND WELLBEING	14
4.1	Community Health, Safety and Wellbeing	14
4.2	Proactive Mitigation	14
4.3	Visual Amenity	15
4.4	Housing and Accommodation	16
5.	FORWARD PLAN	17
5.1	Community and Stakeholder Engagement	17
5.2	Opportunities	18
6.	CONCLUSION	19
7.	APPENDIX A – detailed stakeholder engagement activities	20

© Port of Townsville Limited A.C.N. 130 077 673	Document Type	Report	Document No.	POT 2145	
				Revision	0
				Date	12.02.2019
				Page	Page 3 of 29
Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List					

1. INTRODUCTION

This report has been prepared in accordance with the Queensland Coordinator-General's Conditions for Port of Townsville's Port Expansion Project approval to meet **Appendix 1 Condition 2: Reporting on the implementation of social impact mitigation measures.**

Condition 2 requires:

- a) *The proponent is to provide an annual social impact management report (SIMR) to the Coordinator-General for approval each year of construction, from the commencement of construction of the project.*
- b) *The SIMR must describe the social impact management strategies and actions implemented, including all social commitments made by the proponent in the EIS and AEIS, and the outcomes achieved to:*
 - i. *inform, consult, collaborate and negotiate with stakeholders and the community, and to demonstrate the stakeholder and community concerns have been considered in making decisions to avoid, mitigate and manage social impacts*
 - ii. *provide local and regional employment, training, business and industry development opportunities*
 - iii. *mitigate and manage impacts of the project on community health, safety and wellbeing.*
- c) *Each SIMR is to be made publicly available on the proponent's website within 1 month of the Coordinator-General's approval under Condition 2(a) during each year of the reporting period.*

This Social Impact Management Report (SIMR) covers the period from 4 March 2020 to 28 February 2021 and is the first SIMR to be prepared for Port of Townsville's Port Expansion Project Stage 1 Channel Upgrade Project (The CU project). It provides an update on the CU project's social impact management strategies, actions and associated outcomes implemented during the first year of construction and outlines the progress of the Project's community and stakeholder engagement activities.

As per Condition 2c (above) this report will be published on the Port of Townsville's website within one month of receiving the Coordinator-General's approval.

1.1 The Project

The Port of Townsville is northern Australia's largest commercial and cargo port and provides a vital link for the mining, agricultural, construction, energy, retail, Defence and cruise industries. However, at just 92 metres wide, the shipping channel is one of the narrowest in the country, meaning the Port can only cater for ships up to 238 metres in length. As ships are getting larger, the channel must be widened to allow vessels safe passage to the Port, to ensure Townsville is not bypassed as a trade route.

The Port of Townsville's \$232 million Channel Upgrade project will see the Platypus Channel (Port end) widened to 180m, tapering to 120m offshore, which upon completion will allow ships up to 300m in length to access the Port. All capital dredge material will be brought back to land through a reclamation program which will expand the Port land footprint to the east.

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			Date	12.02.2019
			Page	Page 4 of 29



Figure 1: Scope of works for capital dredging

The CU project is stage one of the \$1.6 billion Townsville Port Expansion Project (PEP) – a long term development plan for the Port which includes capital dredging for channel widening, land reclamation to create a new outer harbour, wharves and associated infrastructure. The Channel Upgrade project is a joint project of the Queensland and Australian Governments, and the Port of Townsville, and is a key initiative under the Townsville City deal, signed in December 2016.

The overall project (PEP) has undergone an Environmental Impact statement (EIS) and an additional Environmental Impact statement (AEIS) assessment process. Approval for the CU project was received from the Queensland Coordinator-General in September 2017 and from the Federal Government in February 2018.

1.2 Early works

Preliminary works and environmental monitoring programs were put in place in the 12 months prior to construction.

- An Independent Technical Advisory Committee (ITAC) was established in late 2018 to develop a range of environmental monitoring programs to enable a minimum of 12 months data to be collected for baseline reporting prior to any construction or dredging activities taking place.
- As part of the early works, local suppliers began delivering the rock required to construct the rock wall, which was sourced from quarriers west of Townsville. Rock stockpiling commenced in April 2019 and continued for about 20 months until more than 800,000 tonnes of rock required to construct the wall had been delivered.

1.3 Construction Update

Hall Contracting was awarded the contract to construct the rock wall which will bund a 62 hectare reclamation area where capital dredge material will be placed commenced. This was announced on 2 March 2020, with construction of the 2.2km rock wall starting 4 March 2020. This marked the official

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			Date	12.02.2019
			Page	Page 5 of 29

construction commencement date for the CU project, with associated activities in the 12 months following forming the reporting period of this SIMR.

During this reporting period, suppliers hauled rock to the CU project site from seven local quarries west of Townsville, with more than half of the total rock required delivered by the end of June 2020.

Hall Contracting made significant progress in the rock wall's construction and celebrated a milestone with the joining of the eastern and western sides of the 2.2km rock wall to Stage 2 level of 3.1 metres LAT in August 2020. Works then continued to install geofabric protection along the inner face and lift the entire wall to 6.6m LAT. This element of the project was completed on 17 June 2021.



Figure 2: The eastern and western bunds of the rock wall were joined in August 2020.

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			Date	12.02.2019
			Page	Page 6 of 29

2. COMMUNITY AND STAKEHOLDER ENGAGEMENT

2.1 Consultation and Issues Report

The Port of Townsville has engaged extensively with its community and key stakeholders across the 10-year planning phase of the Port Expansion Project. Consultation commenced after the 2007 Port Masterplan and the 2009 Port Development Plan outlined the initial need for the Port Expansion Project.

The impacts and issues to stakeholders were assessed during the Environmental Impact Study (EIS) and the Additional Environmental Impact Study (AEIS), which detailed communities of interest, impacts that may occur and proposed mitigation strategies for those impacts. The AEIS was approved by the Coordinator General in 2018.

A Community and Stakeholder Engagement Plan (CSEP) details key stakeholder interests relating to the CU project. Broadly these are environmental impacts of noise and dust, the impact on roads and rail, the potential increase in traffic, the type of products to be transported through the Port and the potential impacts on the Great Barrier Reef. The CSEP details activities and mitigation measures and forms the basis of our engagement and interaction with the community in relation to the CU project. The Coordinator General approved revision 1 of the CSEP on 11 December 2018.

The CSEP identified priority stakeholders who may be impacted by Stage One of the PEP, the Channel Upgrade project, as indicated in the figure on the next page.

For the purpose of stakeholder classification, primary stakeholders have been identified as those who have the potential to be directly impacted by the project, including Shareholding Ministers, Regulators and Agencies, Port Customers/Users, CLG members, ITAC, Key Internal Stakeholders including Port staff and Board members, Port Fringe and Magnetic Island residents, Traditional Owners and Cleveland Bay users.

Secondary stakeholders include government, local/regional community and trade catchment areas, Business/Industry and other interest groups, the general community and media.

2.2 Communication and Engagement Activities

The CU project maintains a regular program of communication with local communities and stakeholders to ensure they have access to accurate information and are engaged throughout the course of the project. This also enables the project team to understand and respond to particular areas of interest and concern.

During the first year of construction on the Channel Upgrade project, the Port of Townsville has undertaken 116 community and stakeholder engagement opportunities.

This is in addition to ongoing operational discussions, meetings and presentations with regulatory agencies, ITAC, contractors, adjacent Port customers and within the Port of Townsville itself.

Key regulatory agencies that have been engaged through these operational processes include Office of Coordinator General (OCG); Department of Agriculture, Water and the Environment (DAWE); Department of Environment and Science (DES), State Assessment and Referral Agency (SARA); Maritime Safety Queensland (MSQ), and other agencies when relevant.

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			Date	12.02.2019
			Page	Page 7 of 29



The Port of Townsville's CU Project team engaged in 116 separate interactions and with primary and secondary stakeholders during the reporting period. These included:

Government/Traditional Owners/ITAC/Port staff/Contractors/Port customers/users

- Nine briefings were provided directly to Federal Minister for Population, Cities and Urban Infrastructure, Alan Tudge
- A meeting was held with the Port's Traditional Owner Working Group to discuss the draft Dredge Management Plan, the Construction Environment Management Plan, Marine Environment Management Plan and to provide a monitoring program update
- The Independent Technical Advisory Committee, chaired by Dr Brett Kettle, held two formal meetings to discuss any areas of environmental concern surrounding the CU Project and were provided updates on a suite of management plans
- Port staff were provided with 12 project updates via newsletters and presentations
- Port customers/users were engaged three times via newsletters and direct email
- CU project contractors were actively engaged twice outside of regular operational meetings and tasks

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			Date	12.02.2019
			Page	Page 8 of 29

Community General

The Port implemented a number of strategies and engagement activities and reached over 2 million contact points in the first year of the project. This number is based on the approximate reach for each activity type. Please note this does not directly equate to individuals as the same individual may get the message more than once.

- The Port of Townsville ran an extensive radio advertising campaign between March and November 2020, to ensure mariners were advised of exclusion zones and changed conditions in Cleveland Bay as rock wall construction got underway. During this period, 4,905 commercials were broadcast on local radio stations in North Queensland. This included 3,105 30 second commercials which were broadcast across South Cross Austereo radio stations Triple M and HIT which were timed to target peak times for Cleveland Bay users. These stations have a collective reach of over 135,000 people with broadcasts airing from Cardwell in the north, through to Bowen in the south. In conjunction, an additional 1,800 30 second radio advertisements were broadcast on Townsville community radio station 4K1G, with placement coinciding with the Saturday morning fishing show, which has a monthly audience reach of approximately 30,000 listeners.
- Forty-two social media posts directly relating to the CU Project were posted either directly on the Port of Townsville's platforms, or shared from community platforms to reach the broadest audience
- The Port of Townsville facilitated 11 mainstream media opportunities, including ministerial media events, media releases and providing briefing notes to publications. This resulted in at least 30 stories relating to the CU Project being published via newspapers, television and radio stations and various industry magazines/publications.
- Eight advertising opportunities in a local newspaper and live reads on radio stations provided members of the public important information through project updates and initiatives.
- Four committee meetings were held with members of the general community, including two with the Port's Community Liaison Group and two public ITAC briefing sessions.
- Four direct emails were sent to specific community interest groups to provide updates on the project or invite them to attend virtual meetings.
- One community newsletter provided an update on the project.
- Three presentations were delivered to specific community interest groups.
- Three community engagement activities were undertaken, including delivering flyers with information about the CU Project to local fishing/boating shops, delivering merchandise packs to local radio station to give away to their listeners and providing Christmas gifts to contractors.
- Two port tours with members of the public showcased the CU Project.
- Two general enquiries were received from members of the public seeking employment

Key outcomes of engagement with these stakeholders are detailed in Section 2.3 Outcomes of Engagement.

The following table summarises monthly engagement activities and methods used to target key community and stakeholder groups to maximise reach during the period from 4 March 2020 to 28 February 2021.

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			Date	12.02.2019
			Page	Page 9 of 29

The following table summarises monthly engagement activities and methods used to target key community and stakeholder groups to maximise reach during the period from 4 March 2020 to 28 February 2021. A detailed report on specific engagement activities with primary and secondary stakeholders including Federal and State Government Ministers and representatives, technical and scientific specialists from the Port's Independent Technical Advisory Committee, Traditional Owners, Port staff/users/customers, business and industry groups and the general community over the reporting period is outlined in Appendix A.

MONTH	ACTIVITY									APPROXIMATE REACH
	Social media	Media release/ media engagement	Radio advertising	Newspaper advertising	Newsletters/flyer distribution	Direct email	Presentation	Port tour	Committee meeting	
Mar	6	2	545		1	1		1		247,000
Apr	2		545							153,000
May	3		545			1				194,000
Jun	1		545			1				151,000
Jul	2	1	545			2				237,000
Aug	3		545	1	2	2				213,000
Sep	5	1	545	2	3	4	1		3	273,828
Oct	2	2	545	2	2		1			284,185
Nov	8	5	545	1	2	4	1			317,000
Dec	2	1			1	2			3	82,700
Jan	3									2,170
Feb	5				2	1	1	1		4,480
TOTAL										2,159,363

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			Date	12.02.2019
			Page	Page 10 of 29

The Port of Townsville welcomes enquiries about the Channel Upgrade project from members of the public and as such, implemented a dedicated 1800 phone number and email address, which is included on all written communications and published on the website. Limited enquiries were made through these lines during the reporting period, with three contacts occurring.

The topics addressed in these interactions were:

- General Project enquiries (excluding media): 1
- Employment enquiries: 2
- Contractor/Port users: 0
- Technical project enquiries: 0
- General support enquiries: 0

2.3 Outcomes of Engagement

Engagement with key stakeholder and members of the community during the reporting period from 4 March 2020 to 28 February 2021 has achieved the following outcomes.

STAKEHOLDER	ACTIVITIES	OUTCOMES
Ministers	Project briefings	The Federal Minister shared several project milestone updates and positive environmental outcomes across social media platforms, with posts reaching and informing a wide national audience. Shareholding Ministers' comments were included in official media releases about the project.
Traditional Owners	Committee meetings	Traditional Owners have been directly engaged as the project progresses, with an emphasis on ensuring the Traditional custodians of the land and sea in which the Port operates are aware of the Port's commitment to protecting the environment and cultural heritage.
ITAC	Committee meetings/briefings	The ITAC has been directly engaged as management plans are created, with their expert knowledge guiding best environmental, social and project outcomes.
Port staff	Newsletters/presentations	Project updates in the staff newsletters and presentations have been used to keep Port staff up to date with the status of the project. Port staff have been invited to attend public ITAC sessions.
Port customers/users	Newsletters, social interactions	Project updates have been provided to Port users via newsletters and social interactions. Port customers have been invited to attend public ITAC sessions to learn about the environmental mitigation measures in place for the project.
Port contractors	Presentations/social interaction	Regular interactions between Port staff and contractors for the CU Project have taken place including meetings and informal discussions. Contractors have been invited to provide updates to Port staff in a 'lessons learned' session. This collaborative approach has fostered relationships, garnered trust and improved project outcomes.
Business/Industry	Presentations	Presentations to business and industry informing of the significant need for the Channel Upgrade project and expected outcomes with trade expected to treble through the Port by 2050 has generated widespread support for the project within the North's business community and from key industry groups.
Community general	Traditional and social media, advertising	Providing information about the scope of works, and significant need for the Channel Upgrade project through traditional and social media channels has reached a broad spectrum of the wider Townsville

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			Date	12.02.2019
			Page	Page 11 of 29

		community. Community members have been invited to attend public ITAC sessions to ask questions and learn more about the project, with particular emphasis on environmental mitigation and monitoring programs being undertaken. As a result, the broader community is largely aware of the project and its expected benefits.
Community Liaison Group	Committee meetings, newsletters	The Port's CLG has been regularly briefed of the status of the CU project during briefings given at committee meetings, and via community newsletters, with the interested parties acting as a conduit to inform the broader community.
Cleveland Bay Users	Radio and newspaper advertising, signs at boat ramps, leaflets, posters, social media	Notices to Mariners were issued by Maritime Safety Queensland to advise of changed conditions in Cleveland Bay during the rock wall's construction. The Port supported this with a comprehensive radio campaign advising of the changes reaching 165,000 listeners a month, and newspaper advertising in the Townsville Bulletin. The Port placed signage at boat ramps advising boaties to update their GPS and delivered posters and leaflets to boating and fishing stores throughout Townsville to advise of the changes. The overarching communications campaign using a variety of methods aimed to reach the majority of Cleveland Bay users.

2.4 Feedback and Complaints Handling Process

All complaints are handled through the Port's Complaints Management System (POT 168) and recorded in the Port's Electronic Management System, as per the response procedure outlined in the CSEP.

Throughout the reporting period, from 4 March 2020 to 28 February 2021, there have been no complaints lodged relating to the CU Project.

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			Date	12.02.2019
			Page	Page 12 of 29

3. LOCAL INDUSTRY, EMPLOYMENT AND TRAINING

The Channel Upgrade project has a Local Industry Participation Plan (LIPP), which details activities and opportunities for local industries, business and employment. The following tables show the measurements for the period from July 2020 to March 2021 inclusive. The Port's method for capturing employment and procurement data altered during this reporting period to better align with government reporting requirements. As such, data from March 2020 to June 2020 was not captured and thus is not able to be reported for this reporting period.

1 EMPLOYMENT STATISTICS		APR-JUN 2020	JUL-SEP 2020 (2020/2021 QTR1)	OCT-DEC 2020 (2021/2021 QTR2)	JAN-MAR 2021 (2020/2021 QTR3)	NO OF ADDITIONAL EMPLOYEES THIS REPORTING PERIOD (JULY 2020 TO MARCH 2021)
			NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	
1.1	TOTAL EMPLOYEE NUMBERS	N/A	173	69	82	324
1.1.1	PORT OF TOWNSVILLE EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	N/A	11	2	1	14
1.1.2	SUPPLIER EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	N/A	92	28	31	151
1.1.3	SUPPLIER EMPLOYEE NUMBERS - QUEENSLAND <i>(Residing within Queensland excluding Townsville LGA during reporting period)</i>	N/A	47	36	34	117
1.1.4	SUPPLIER EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	N/A	23	3	16	42
<i>The following statistics are included in section 1.1 above - Total Employee Numbers</i>						
1.2	TOTAL INDIGENOUS EMPLOYEES - MAJOR SUPPLIERS	N/A	3	9	5	17
1.2.1	INDIGENOUS EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	N/A	3	8	5	16
1.2.2	INDIGENOUS EMPLOYEE NUMBERS - QUEENSLAND <i>(Residing within Queensland excluding Townsville LGA during reporting period)</i>	N/A	-	-	-	1
1.2.3	INDIGENOUS EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	N/A	-	1	-	1
<i>The following statistics are included in section 1.1 above - Total Employee Numbers</i>						
1.3	TOTAL TRAINEES & APPRENTICES - MAJOR SUPPLIERS <i>(Includes Undergraduates, etc)</i>	N/A	10	9	6	25
1.3.1	TRAINEE & APPRENTICES NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	N/A	6	5	3	14
1.3.2	TRAINEE & APPRENTICES NUMBERS - QUEENSLAND <i>(Residing within Queensland excluding Townsville LGA during reporting period)</i>	N/A	2	4	3	9
1.3.3	TRAINEE & APPRENTICES NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	N/A	2	-	-	2
2 PROCUREMENT STATISTICS			JUL-SEP 2020 (2020/2021 QTR1)	OCT-DEC 2020 (2021/2021 QTR2)	JAN-MAR 2021 (2020/2021 QTR3)	TOTAL CONTRACTS (JUNE 2020 - MARCH 2021)
2.1	CONTRACTS <i>(Major contracts \$250,000 and above)</i>					
1.1.1	TOTAL NUMBER OF CONTRACTS AWARDED	N/A	4	1	3	8
1.1.2	NUMBER OF TOWNSVILLE LOCAL CONTRACTS AWARDED <i>(Residing within the Townsville Local Government Area during reporting period)</i>	N/A	4	-	3	7
2.2	TOTAL PROCUREMENT SPEND %					PROCUREMENT TARGET (LIFE OF PROJECT)
1.1.1	PROCUREMENT SPEND - LOCAL SUPPLIERS <i>(Local content comprises suppliers based in the Townsville LGA during the reporting period)</i>	N/A	50.04%	50.57%	35.55%	65% ⁽¹⁾
1.1.2	PROCUREMENT SPEND J- INDIGENOUS SUPPLIERS <i>(As identified by suppliers)</i>	N/A	0.02%	0.05%	0.04%	1.5% ⁽²⁾
Target references: 1. Local Procurement Spend - 65% - Port Determined Target based on commitment to Queensland Government Local Benefits Procurement Principles 2. Indigenous Spend - 1.5% - Draft Port Procurement Policy						

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			Date	12.02.2019
			Page	Page 13 of 29

4. COMMUNITY HEALTH, SAFETY AND WELLBEING

Included in the EIS and AEIS are commitments to the community in relation to the health, safety and wellbeing of the community.

4.1 Community Health, Safety and Wellbeing

Community consultation events were held with residents of Magnetic Island and Townsville to provide information and Q&A on the project prior to the reporting period. Submissions received for both the EIS and AEIS raised community health, safety, and social/economic wellbeing concerns with regard to:

- potential impacts to the amenity value, accessibility and social character of coastal areas in the vicinity of Cleveland Bay and Magnetic Island, including resultant impacts to community lifestyles and local businesses;
- potential health and wellbeing risks associated with air and noise emissions during construction;
- potential contamination risks associated with the management of wastes and hazardous substances;
- potential safety risks as a result of increased road and maritime traffic; and
- potential health risks associated with mosquito breeding in standing water created by landside construction phase earthworks.

The Port of Townsville is committed to ensuring the health, safety and well-being of our staff, customers, contractors, stakeholders and community is maintained throughout the course of the CU project.

The following areas of concern were raised during this reporting period:

AREA OF CONCERN	ISSUE	MITIGATION
Dust	Dust creation from rock haulage, the use of unsealed roads on site, and rock movement to the construction front was intermittently identified by contractors, Port customers and Port employees during dry and windy periods.	The use of a water truck to dampen down areas including the rock stockpile prior to loading, and the procurement of a second truck with a water cannon attachment alleviated dust issues. Dust monitoring is ongoing.
Safety	Safety concerns were raised about rock wall visibility and notification of the exclusion zone for boaties after a reported collision with the rock wall. The boatie advised he had not noticed signage at the boat ramp, did not hear alerts issued on local radio, or see notifications in the local newspaper or flyers at boat shops.	Signage was moved to a more visible location at the ramp he used, and high-visibility reflective safety tape installed on all vessel exclusion area signs at all boat ramps. Additional floating strobe beacons and special mark buoys were deployed around the rock wall to further improve safety.

4.2 Proactive Mitigation

- Measures were put in place to mitigate noise emissions and increased road traffic include limiting rock delivery times from 6am to 6pm Monday to Friday and 6am to 4pm on Saturdays, with no deliveries taking place on Sundays. A map of haulage routes was published on the Port of Townsville website.

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			Date	12.02.2019
			Page	Page 14 of 29

- Mosquito breeding sites have been monitored, with Port staff liaising with contractors on site and carrying out inspections to locate any standing water and deploy mosquito bricks to mitigate any issues.

4.3 Visual Amenity

The EIS and AEIS assessed the overall risk to social values regarding visual amenity as low. There is negligible opportunity to change the siting of the works due to the requirement for the CU project reclamation area to be located adjacent to the existing port land and dredging in open water.

Mitigation activities during construction include:

- Maintain a high standard of site cleanliness and presentation at all times;
- Use good quality unobtrusive fencing and coordinated signage;
- Regularly remove and appropriately dispose of rubbish;
- Investigate the use of billboards on construction fencing in frequently used public areas to explain the Project or for local artwork; and
- Ensure all marine vessels is maintained and cleaned appropriately using environmental controls.

During the reporting period, a number of initiatives were undertaken to mitigate risk to visual amenity through construction of the rock wall. These included using water trucks to dampen down rock storage areas to mitigate dust, regular sweeping of access roads within the CU site and providing a wheel-wash for trucks to drive through when exiting the site, to eliminate the risk for dust and loose rocks being carried from the site on to public roads.

Signage has been installed upon entry to East Port to clearly define the construction area, while mesh covered fencing around the CU site ensures visual amenity is maintained for users of the Townsville Marine Precinct and residents passing by the site.



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			Date	12.02.2019
			Page	Page 15 of 29

4.4 Housing and Accommodation

The EIS considered that the project would be unlikely to have a negative impact on local housing availability during the project. The closest suburbs of South Townsville and Railway Estate have had elevated vacancy rates of more than 8% in January 2014 reducing to 3.9% March 2018. The vacancy rate in these suburbs was 2.7% in March 2020, reducing to 1.6% in February 2021, in line with both regional and national pressures on housing. Housing and accommodation has been available for Port staff, contractors and suppliers in the Townsville region throughout the reporting period.

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			Date	12.02.2019
			Page	Page 16 of 29

5. FORWARD PLAN

This section outlines the CU project's forward plan in delivering on its social mitigation and management strategies, commitments to community and stakeholder engagement and identified opportunities and benefits for improvements.

5.1 Community and Stakeholder Engagement

The following table summarises the CU project's commitments to community and stakeholder engagement for the forward reporting period of 1 March 2021 to 28 February 2022.

STAKEHOLDER GROUP	ACTIONS
Shareholding Minister	<ul style="list-style-type: none"> Invite to media events to mark significant project milestones, including the completion of rock wall, commencement of dredging Provide regular project updates
Traditional Owners	<ul style="list-style-type: none"> Inform of project milestones and respond to concerns/queries Provide access to significant documents including the Dredge Management Plan Consult to provide employment opportunities for Traditional Owner and First Nations workers
ITAC	<ul style="list-style-type: none"> Continue engage as management plans are finalised Continue to provide project updates at quarterly meetings Respond to concerns/queries as they arise
Port Staff	<ul style="list-style-type: none"> Inform of key project milestones via fortnightly staff e-newsletter and presentations at events including All Staff Lunches
Port customers	<ul style="list-style-type: none"> Inform of key project milestones via customer e-newsletter Inform of any potential disruptions via direct email
Contractors	<ul style="list-style-type: none"> Continue to hold regular meetings with contractors to discuss the Project's progression Continue to build relationships with key contractors onsite
Business/industry	<ul style="list-style-type: none"> Provide updates to business/industry via presentations and news articles targeting industry publications
Port fringe and Magnetic Island residents/businesses	<ul style="list-style-type: none"> Letterbox drop information leaflet/letter ahead of capital dredging to residents on Magnetic Island and Port fringe (areas of 4810 including South Townsville, Strand) Conduct community sentiment survey about the Port of Townsville, including CU project Provide posters/flyers/coasters to businesses along the Strand/Palmer Street/Magnetic Island with QR code to website providing information about the CU project Provide project updates in quarterly community newsletter Inform of any potential disruptions from work via direct email Seek opportunities for face-to-face interaction at community events
Cleveland Bay users	<ul style="list-style-type: none"> Posters at ferry terminals on Magnetic Island and mainland ahead of channel widening, with video to run on Magnetic Island ferry services when dredging commences

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			Date	12.02.2019
			Page	Page 17 of 29

	<ul style="list-style-type: none"> • Letter to tourism operators and recreational clubs using Cleveland Bay ahead of channel widening • Install updated temporary signage at boat ramps ahead of channel widening commencement • Flyers/leaflets providing project information to fishing/boating stores • Provide project updates on 4K1G fishing show
Community general	<ul style="list-style-type: none"> • Continue to provide information via traditional and social media • Provide project updates in quarterly community newsletter • Install temporary signage on the Strand/Castle Hill ahead of channel widening • Newspaper and radio advertising to inform the community of commencement of capital dredging • Newspaper advertising/email/social media posts to continue to invite members of the public to attend public ITAC sessions
Community Liaison Group	<ul style="list-style-type: none"> • Provide project updates at quarterly meetings • Provide project updates in quarterly community newsletter • Inform of any potential disruptions from work via direct email • Facilitate Port tours as appropriate • Continue to invite members of the CLG to attend public ITAC sessions

5.2 Opportunities

As the CU Project continues to progress and moves in the capital dredging phase, opportunities may arise to build upon the Port's community and stakeholder engagement strategies as undertaken in the first year of construction.

Social interaction opportunities were hampered during the reporting period due to increasing concern around the COVID-19 pandemic and resulting restrictions. As restrictions ease in accordance with Federal and State Government guidelines:

- The Port will look at reinstating Port tours for community groups
- Invite the community to attend public ITAC sessions in person
- CU project team members may attend or host targeted community gatherings to provide information about the project, answer questions and address concerns

These additional engagement measures have benefits for both the Port and the community through building trust and mutual respect through accessibility and transparency of information.

Regular engagement with our key stakeholders will be a priority as the project moves to its next phase – capital dredging to widen the shipping channel – due to the visibility of dredging activity. This lends itself to strategic and targeted engagement with Port Fringe and Magnetic Island residents and businesses, and Cleveland Bay users as highlighted in the table above. Keeping our community informed throughout the capital dredging phase provides an opportunity for the Project to continue to communicate the need for the project and the vital contribution of Port operations to the North Queensland economy, while displaying our commitment to sustainable prosperity through our environmental monitoring and mitigation strategies.

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Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List			Revision	0
			Date	12.02.2019
			Page	Page 18 of 29

6. CONCLUSION

This Social Impact Management Report has described the engagement, communication and impact management strategies undertaken by the CU Project Team and the Port in relation to the Channel Upgrade Project for the first year of construction activities between 4 March 2020 and 28 February 2021

This SIMR achieves the requirements of the Coordinator-General's *Condition 2 Reporting on the implementation of social impact mitigation measures*.

The next SIMR will be delivered for the period between 1 March, 2021 to 28 February, 2022..

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Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List			Revision	0
			Date	12.02.2019
			Page	Page 19 of 29

7. APPENDIX A

DETAILED STAKEHOLDER ENGAGEMENT ACTIVITIES

A detailed list of engagement activities conducted with primary and secondary stakeholders during the reporting period is outlined in the table below.

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
2020					
4-Mar	Direct email	Shareholding Minister	Rock wall	Invite sent to Ministers/dignitaries to attend a media event to mark the start of rock wall construction	12
4-Mar	Social media post	Community general	Rock wall	Port of Townsville social media post about vessel exclusion zone in place for rock wall construction	9,796
4&5-Mar	Media engagement	Community general	Rock wall	Media release about contracts for rock wall construction and rock wall delivery being awarded. Article published in Infrastructure Magazine, Hellenic Shipping News, Dredging Today, Heavy Lift PFI.	5,000
5-Mar	Social media posts X 4	Cleveland Bay users	Rock wall	4K1G North Queensland Fishing Show, Queensland Seafood Industry Association, Townsville Coast Guard and Townsville Bulletin fishing columnist and charter operator Eddie Riddle published information about vessel exclusion zone on its Facebook page	1,000
5-Mar	Port Tour	Community general	Channel Upgrade (general)	Port Tour for Year 9 students from St Anthony's Catholic College	30
13-Mar	Media engagement	Community general	Rock wall	Ministerial media event held at the CU site to mark the start of rock wall construction. TownsvilleBulletin, 7 News Townsville, WIN News, Industry Queensland, the Daily Cargo News, Mirage News and Ports Australia covered the story.	80,000
14-Mar	Social media post	Community general	Rock wall	Port of Townsville social media post about construction of the rock wall commencing	1,029
25-Mar	Community engagement activity	Cleveland Bay users	Rock wall	CU Project factsheets re: vessel exclusion zone delivered to fishing and boating stores	100
24-Apr	Social media post	Community general	Rock wall	Reminder about vessel exclusion zone	2060

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Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List			Revision	0
			Date	12.02.2019
			Page	Page 20 of 29

27-Apr	Social media post	Community general	Jobs	Advertising for Corporate Affairs and Capital Works PR Officer	917
2-May	Social media post	Community general	Rock wall	Construction of rock wall has commenced and a vessel exclusion zone is in place	12,942
5-May	Direct email	Ministers	Rock wall	Update on CU Project including rock wall construction, employment and environmental monitoring	3
6-May	Social media post	Community general	Rock wall	A boom used to indicate the rock wall construction zone has drifted and is causing an obstruction	29,453
7-May	Social media post	Community general	Rock wall	A boom which was used to mark the rock wall and drifted has been removed	1,489
26-Jun	Social media post	Community general	Rock wall	Rock delivery for the rock wall has hit the half-way mark	878
30-Jun	Direct email	Ministers	Rock wall	Update on rock wall construction	3
10-Jul	Social media post	Community general	Environment	Underwater noise studies were recently conducted as part of the CU project's environmental monitoring	1,238
22-Jul	Direct email	Ministers	Rock wall	Update on rock delivery, wall construction, environmental controls	3
22-Jul	Direct email	Ministers	Environment	Results of dolphin survey shared with Minister	3
30-Jul	Media engagement	Community general	Environment	Media release and call about CU monitoring finding 250 healthy dolphins in Townsville. Story covered by Townsville Bulletin, Nine News, WIN News, Seven, the DCN, Power100, Star 106.3, the National Tribune,	80,000
30-Jul	Social media post	Community general	Environment	CU monitoring shows 250 healthy dolphins call the waters off Townsville home	5,460
3-Aug	Social media post	Community general	Rock wall	Video update of rock wall progress	3,466
5-Aug	Portal	Port Staff	Rock wall	Video update of rock wall progress	150
5-Aug	Portal	Port Staff	Environment	CU project dolphin monitoring finds 250 healthy dolphins call Townsville home	150

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			Revision		0
			Date		12.02.2019
			Page		Page 21 of 29

Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List

19-Aug	Direct email	Ministers	Rock wall	Invitation for Minister to attend rock wall joining media event	3
19-Aug	Social media post	Community general	Rock wall	Update on rock wall almost joining	2,294
21-Aug	Direct email	Ministers	CU general	Snapshot of project to date including rock delivery, wall construction update, contracts, dredge tender, staff, environmental monitoring	3
29-Aug	Advertising - Townsville Bulletin	Cleveland Bay users	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	56,000
31-Aug	Social media post	Community general	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	1,112
1-Sep	All Staff Lunch	Port Staff	Rock wall	CU site tour video presented	150
2-Sep	Advertising – Townsville radio stations Triple M and Hit FM	Community general	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall. Campaign to run 2 Sep to 30 Nov.	135,000
3-Sep	Portal	Port Staff	Rock wall	CU site video tour and comprehension quiz	150
11-Sep	Direct email	Ministers	Rock wall	Run Sheet provided ahead of rock wall joining media event	3
12-Sep	Advertising - Townsville Bulletin	Cleveland Bay users	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	56,000
15-Sep	Media engagement	Business and Industry	Channel Upgrade (general)	Briefing notes supplied to the DCN ahead of interview with Project Director	1
17-Sep	Social media post	Community general	Environment	Notification that Seagrass Surveys are currently underway in Cleveland Bay	2,431
20-Sep	Social media post	Community general	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	1,098
21-Sep	Advertising – local radio	Cleveland Bay users	Rock wall	Live read with Pricey on Triple M. Reminder to boaties to adjust their GPS coordinates to include the new rock wall.	35,000
24-Sep	Social media post	Community general	Environment	Post about beginning the installation of geotextile material	1,813

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Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List			Revision	0
			Date	12.02.2019
			Page	Page 22 of 29

25-Sep	Direct email	Port customers	Environment	Invitation to register for public session with the ITAC on 30 Sep	284
25-Sep	Direct email	CLG	Environment	Invitation to register for public session with the ITAC on 30 Sep	16
25-Sep	Direct email	Community general	Environment	Invitation to register for public session with the ITAC on 30 Sep	731
25-Sep	Social media post	Community general	Environment	Invitation to register for public session with the ITAC on 30 Sep	2,487
26-Sep	Advertising-Townsville Bulletin	Community general	Environment	Invitation to register for public session with the ITAC on 30 Sep	56,000
26-Sep	Social media post	Community general	Environment	Video with ITAC chair inviting the public to register for public session with the ITAC on 30 Sep	2,190
28-Sep	Advertising - 4K1G	Cleveland Bay users	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall. Campaign runs 28 Sep - 6 Dec	30,000
29-Sep	Presentation	Business and Industry	Channel Upgrade (general)	Virtual presentation about the CU project to members of Engineers Australia	160
30-Sep	Portal	Port Staff	Environment	Update on seagrass surveys as part of CU project's monitoring	150
30-Sep	Portal	Port Staff	Rock wall	Update on installation of geotextile material	150
30-Sep	Committee Meeting	CLG	Rock wall	CU site tour video	12
30-Sep	Committee Meeting	CLG	Environment	Presentation on the CU project's environmental monitoring activities	12
30-Sep	Committee Meeting	Community general	Environment	Public session with the ITAC presented via Microsoft Teams	26
Oct	Media coverage	Community general	Channel Upgrade (general)	Story about CU project in five-page DCN feature	20,000
2-Oct	Social media post	Community general	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	711
6-Oct	Media engagement	Business and Industry	Channel Upgrade (general)	Responses supplied for Australian Mining Review feature.	1

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			Revision	0
			Date	12.02.2019
			Page	Page 23 of 29

10-Oct	Advertising - Townsville Bulletin	Cleveland Bay users	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	56,000
14-Oct	Portal	Port staff	Rock wall	Thank you to rock suppliers as rock stockpiling draws to a close	150
15-Oct	Presentation	Business and Industry	Channel Upgrade (general)	Presentation at the virtual Coast and Marine Structures Summit	100
20-Oct	Advertising – Local radio Triple M	Cleveland Bay users	Rock wall	Triple M radio live read with Pricey and reminder to boaties to adjust GPS coordinates	35,000
23-Oct	Social media post	Community general	Rock wall	Post thanking the rock suppliers as rock stockpiling draws to an end	1,223
24-Oct	Advertising - Townsville Bulletin	Cleveland Bay users	Rock wall	Reminder to boaties to adjust their GPS coordinates to include the new rock wall	56,000
28-Oct	Community engagement activity	CLG	Channel Upgrade (general)	CU project update included in Port Update notes sent to the CLG	20
6-Nov	Social media post	Community general	Rock wall	Shared Alan Tudge MP's post announcing the joining of the rock wall	867
7-Nov	Media engagement	Business and Industry	Rock wall	Media enquiry and article published in Industry Queensland.	11,000
Nov	Media engagement	Business and Industry	Channel Upgrade (general)	Australian Mining Review feature about economic benefits of mining in Northeast Queensland	30,000
9-Nov	Community newsletter	Community general	Environment	Healthy dolphins found in CU monitoring, 2020 seagrass surveys, rock wall update, reminder to boaties to adjust GPS coordinates for new rock wall	720
9-Nov	Customer newsletter	Port Customers	Rock wall	Update on rock wall, winding down of rock supply, geotextile installation and public ITAC meeting	279
10-Nov	Social media post	Community general	Jobs	NAIDOC week with mention of On Common Country working on CU project	689
10-Nov	Media engagement	Community general	Channel Upgrade (general)	60 merchandise packs delivered to local radio stations Triple M and 4K1G for give-away to their listeners	150,000
12-Nov	Presentation	Environmental interest group	Environment	Presentation to the Local Marine Advisory Committee (LMAC) about environmental programs being undertaken as part of the CU project	13

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Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List			Revision	0
			Date	12.02.2019
			Page	Page 24 of 29

12-Nov	Social media post	Community general	Rock Wall	Shared a post from Hall Contracting with great photos of the newly joined rock wall.	3,583
14-Nov	Media engagement	Community general	Rock wall	Townsville Bulletin story on rock wall joining	56,000
18-Nov	Social media post	Community general	Environment	Post about the CU Project's shorebird monitoring program	948
18-Nov	1800 enquiry	Community general	Jobs	Caller inquiring about dredge tender contract	1
19-Nov	Direct email	Ministers	Rock wall	Drone footage of the rock wall	3
23-Nov	Social media post	Business and Industry	Jobs	Thank you to Halloran for their contribution to construction of the rock wall	2,369
24-Nov	Social media post	Community general	Environment	Invitation to register for ITAC public session on 2 Dec	822
24-Nov	Direct email	CLG	Channel Upgrade (general)	Port Update sent to CLG members	20
25-Nov	Portal	Port Staff	Rock wall	Story about Halloran & Sons contribution to rock wall construction	150
25-Nov	Portal	Port Staff	Environment	Story about CU Project's shorebird monitoring	150
26-Nov	Direct email	Port Customers	Environment	Invitation to register for ITAC public session on 2 Dec	397
26-Nov	Direct email	Community general	Environment	Invitation to register for ITAC public session on 2 Dec	1,004
26-Nov	1800 enquiry	Business and Industry	Environment	Dredging International enquired about how to attend public ITAC session	2
28-Nov	Advertising - Townsville Bulletin	Community general	Environment	Invitation to register for ITAC public session on 2 Dec	56,000
29-Nov	Social media post	Community general	Environment	Invitation to register for ITAC public session on 2 Dec	762
30-Nov	Social media post	Community general	Rock wall	Spotlight on MGN Civil's trucks comparing rock haulage truck to mine site tippers	1,493

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Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List			Revision	0
			Date	12.02.2019
			Page	Page 25 of 29

1-Dec	Committee Meeting	ITAC	Environment	Formal ITAC meeting	6
2-Dec	Committee Meeting	Community general	Environment	Public ITAC meeting	15
3-Dec	Direct email	Ministers	Dredging	Email advising Hall Contract has been awarded the dredge contract	3
9-Dec	Media engagement	Community general	Dredging	Media release announcing the Dredge and Reclamation contract has been awarded to Hall Contracting sent to news outlets. The story was picked up by the Townsville Bulletin and multiple trade publications.	80,000
9-Dec	Portal	Port Staff	Dredging	Announcement of Dredge and Reclamation contract	150
9-Dec	Committee Meeting	Traditional owners	Dredging	Meeting with the Traditional Owners Working Group to present the draft Dredge Management Plan	8
11-Dec	Social media post	Community general	Environment	Post about shorebird monitoring program	1,049
15-Dec	Social media post	Community general	Dredging	Announcement of dredging contract awarded to Hall Contracting	1,418
17-Dec	Community engagement activity	Port contractors	Rock wall	Delivery of Christmas packs to contractors from Halloran and Hall Contracting	32
21-Dec	Community engagement activity	CLG	Channel Upgrade general	Port update notes sent to CLG members	20
2021					
6-Jan	Social media post	Community general	Environment	Post about shorebird monitoring program	695
14-Jan	Social media post	Community general	Jobs	Advertising for Corporate Affairs and Capital Works PR Officer	604
27-Jan	Social media post	Community general	Environment	Congratulations to ITAC member Professor Helene Marsh being appointed an Officer of the Order of Australia	870
3-Feb	Portal	Port staff	Environment	Story on ITAC member, Professor Helene Marsh being appointed an Officer of the Order of Australia	150
4-Feb	Port tour	CLG	Channel Upgrade (general)	CLG member Port tour, including a visit to the CU project site to see the progress on the rock wall	11

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	Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos - Master Document List		Revision	0
			Date	12.02.2019
			Page	Page 26 of 29

4-Feb	Presentation	CLG	Dredging	Dredging update presented to CLG members	20
4-Feb	Social media post	Community general	Channel Upgrade (general)	Post on members of the CLG attending Port briefing on CU Project	1,031
8-Feb	Cugeneral email	Community general	Jobs	Unsolicited resume sent to Cugeneral email. CA Advisor replied advising resumes are not kept on file and jobs would be posted on Port/Halls website	1
9-Feb	Social media post	Community general	Environment	Post about Ports and Coastal Environmental consultants taking sediment samples from Townsville's shipping channel	567
15-Feb	Social media post	Community general	Jobs	The Port is currently recruiting up to three experienced dredging supervisors to join the CU Team	855
17-Feb	Portal	Port Staff	Dredging	Story on staff visit to Port of Brisbane to see the Woomera	150
19-Feb	Social media post	Community general	Channel Upgrade (general)	The Port won the Gender Diversity Award at the DCN 2020 Shipping and Maritime Industry Awards, which included mention of female leadership of CU Project.	1,023
23-Feb	Direct email	Port contractors	Channel Upgrade (general)	Invitations for a 'Lessons Learnt' session to be held on 17 March sent to 75 contractors	75
25-Feb	1800 enquiry	Business and Industry	Jobs	A caller enquired about lime supply for the reclamation area.	1
26-Feb	Social media post	Community general	Environment	The Port was highly commended for the Environment Award at the DCN 2020 Shipping and Maritime Industry Awards, with the application including details of the CU Project's \$17m commitment to environmental monitoring and mitigation strategies	597

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			Date	12.02.2019
			Page	Page 27 of 29



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