

# SOCIAL IMPACT MANAGEMENT REPORT

MARCH 2024 - FEBRUARY 2025



## Document Control Sheet

### Revision history

Revision No.	Date	Changed by	Nature of amendment
1	30.04.2025	Jessica Johnston	Fifth report. March 2024-February 2025

### Document approval

Approved by:



**DAVID MCLOUGHLIN**  
GENERAL MANAGER PROJECT DELIVERY  
02.05.2025

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

## GLOSSARY

ABBREVIATION	DESCRIPTION
<b>AEIS</b>	Additional Environmental Impact Statement
<b>The CU project</b>	Channel Upgrade project (The Project)
<b>CG</b>	Coordinator General (Queensland Government)
<b>CLG</b>	Community Liaison Group
<b>CSEP</b>	Community Stakeholder Engagement Plan
<b>EIS</b>	Environmental Impact Statement
<b>ITAC</b>	Independent Technical Advisory Committee
<b>KPI</b>	Key Performance Indicator
<b>LIPP</b>	Local Industry Participation Plan
<b>PEP</b>	Port Expansion Project
<b>The Port</b>	Port of Townsville
<b>PMG</b>	Pacific Marine Group
<b>QMS</b>	Quality Management System
<b>Propel</b>	The Port's Quality Management System
<b>SIMR</b>	Social Impact Management Report (this document)
<b>TUF</b>	Temporary Unloading Facility
<b>Woomera</b>	Backhoe dredge



# TABLE OF CONTENTS

1	INTRODUCTION.....	5
1.1	The Project.....	6
1.2	Early works .....	7
1.3	Rock Wall Construction .....	7
1.4	Temporary Unloading Facility Construction and Preliminary Dredging.....	8
1.5	Channel widening commencement and reclamation works .....	9
1.6	Project Update .....	10
2	COMMUNITY AND STAKEHOLDER ENGAGEMENT.....	15
2.1	Consultation and Issues Report .....	15
2.2	Communication and Engagement Activities.....	15
2.3	Outcomes of Engagement .....	23
2.4	Feedback and Complaints Handling Process .....	24
3	LOCAL INDUSTRY, EMPLOYMENT AND TRAINING .....	25
4	COMMUNITY HEALTH, SAFETY AND WELLBEING .....	27
4.1	Community Health, Safety and Wellbeing .....	27
4.2	Proactive Mitigation.....	27
4.3	Visual Amenity .....	27
4.4	Housing and Accommodation.....	28
5	FORWARD PLAN.....	29
5.1	Community and Stakeholder Engagement.....	29
5.2	Opportunities.....	29
6	CONCLUSION .....	30
7	APPENDIX A detailed stakeholder engagement activities.....	31

# 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.*

Four Social Impact Management Reports (SIMR) have been submitted to the Coordinator-General annually since Channel Upgrade project construction activities commenced on 4 March, 2020. The CU project SIMRs are available on the [Port of Townsville website](#) following Coordinator-General approval.

This SIMR covers the period from 1 March 2024 to 28 February 2025 and is the fifth 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 fifth year of reclamation construction and finalisation of channel widening 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 was one of the narrowest in the country, meaning the Port could only cater for ships up to 238 metres in length. As ships are getting larger, the channel was widened to allow vessels safe passage to the Port, to ensure Townsville is not bypassed as a trade route.

The Port of Townsville's \$251 million Channel Upgrade project saw the Platypus Channel (Port end) widened to 245m, tapering to 120m offshore, which upon completion has allowed ships up to 300m long to access the Port. All capital dredge material was brought back to land through a reclamation program which will expand the Port land footprint to the east.



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 quarries 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 ROCK WALL CONSTRUCTION

Hall Contracting was awarded the contract to construct the rock wall to bund a 62 hectare reclamation area where capital dredge material was placed. This was announced on 2 March 2020, with construction of the 2.2km rock wall starting 4 March 2020. This marked the official construction commencement date for the CU project, with associated activities in the 12 months following forming the reporting period for the first SIMR which covered the period from 4 March, 2020 to 28 February, 2021.

During the first year of construction, suppliers hauled rock to the CU project site from seven local quarries west of Townsville.

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.

During the early months of the second SIMR reporting period work continued to finalise the rock wall's construction. The 800,000 tone, 10-metre-high rock wall achieved practical completion on 17 June, 2021.

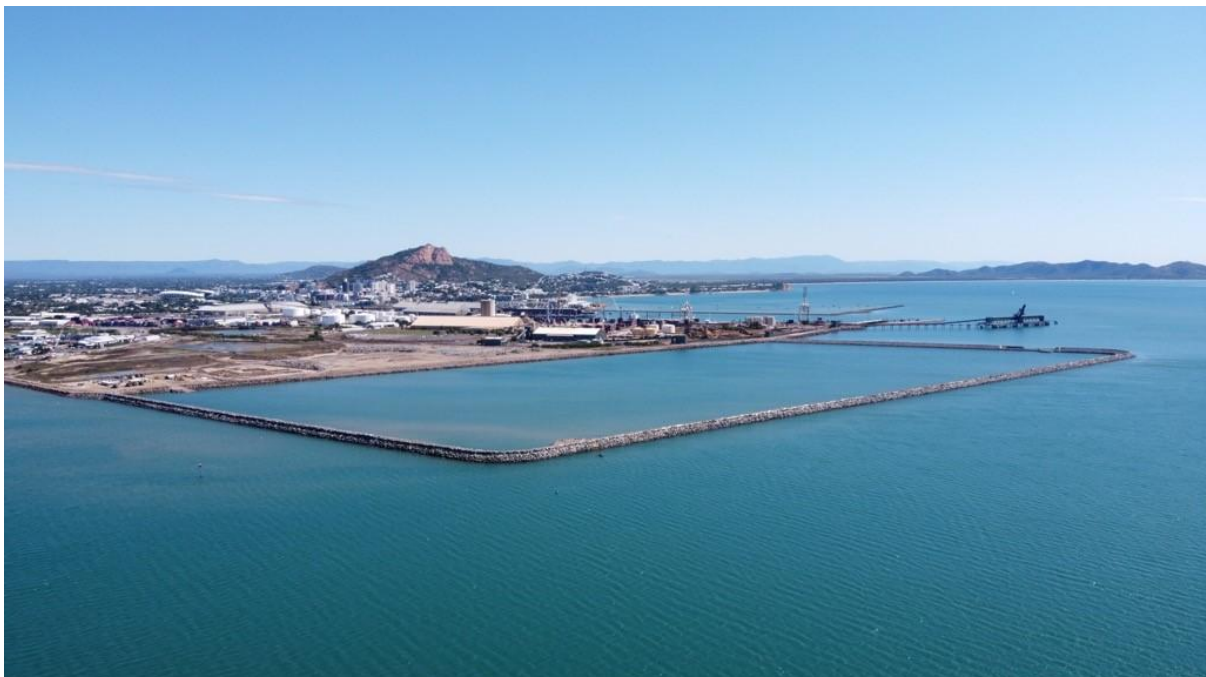


Figure 2: The 2.2km rock wall achieved practical completion on 17 June 2021.

## 1.4 TEMPORARY UNLOADING FACILITY CONSTRUCTION AND PRELIMINARY DREDGING

Hall Contracting was awarded the dredging and reclamation contract in late 2020 and mobilised crews on site in late June 2021, once the rock wall achieved practical completion. Preliminary work on constructing the Temporary Unloading Facility (TUF) where dredged material was unloaded commenced on the western bund of the new rock wall in late July 2021. Piling activities for the TUF commenced in September, with a total of 137 sheet piles and 36 tubular piles used in its construction. The TUF reached practical completion on 26 February 2022 with minor works including the installation of spill plates and lighting for night works continuing into March 2022.

Concurrently, Hall Contracting began mobilising their fleet of vessels ahead of channel dredging, with their first barge Stradbroke arriving in Townsville in November 2021. The largest Australian-owned backhoe dredge Woomera set sail from her home base of Brisbane on 7 January 2022 and arrived in Townsville on 16 January, 2022. Hall Contracting rounded out their fleet with the arrival of two purpose-built barges, Hall 1 and Hall 2 on 7 February, 2022. Each barge measures 73 metres long and has a capacity of 4,718 tonne.

The Dredge Management Plan, along with revised versions of the Marine Environmental Management Plan, Construction Environmental Management Plan and the Offset Management Strategy were all formally approved by the Federal Government in October 2021.

Woomera started dredging an approach path to the TUF on 24 January, 2022 to provide all tide access for barges Hall 1 and Hall 2. As the TUF dredging was occurring while the TUF was being built, dredged material from around the TUF was taken via barge to the Townsville Marine Precinct where it was loaded on to articulated dump trucks and transported to the reclamation area.



*Figure 3: Woomera dredging an approach path to the TUF 2 February 2022*



## 1.5 CHANNEL WIDENING COMMENCEMENT AND RECLAMATION WORKS

TUF dredging was complete in early March 2022 and Woomera moved to the Platypus Channel to begin widening Townsville's 14.9km shipping channel on 15 March 2022, with stakeholder engagement activities outlined in the third SIMR. Channel widening works took place 24 hours a day, seven days a week (weather permitting).

Initial focus for the reclamation was to place material at sufficient width inside the rock wall for the full perimeter to create a seal, as would prevent tidal movement through the geofabric, provide a stronger structure in the case of significant weather or cyclone and enable the water level to be reduced in the pond. The rock wall perimeter seal was completed in January 2023, with works continuing to widen and raise the seal during February and March, until there was no longer discernible water flow in or out of the reclaim through the bund wall and geotextile.

In October 2022, the project reached a milestone marking the removal of one million cubic metres of dredge material from the shipping channel, out of the 3.4million cubic metres forecast to be removed for the project.

The fourth annual SIMR highlighted stakeholder engagement activities undertaken in between March 2023 to February 2024. Activities included celebrating 12 months of channel widening on 15 March 2023. Dredging reached the halfway milestone during April 2023. On 10 July 2023 Woomera moved to the Sea Channel to commence dredging in the area for the first time, and continued to move between the Platypus and Sea Channels as dredging in the Sea Channel was only able to be undertaken in calm conditions. A milestone of reaching 3 million cubic metres of material dredged was reached in mid-December 2023. Dredging commenced at the Harbour Entrance on 12 February 2024 following the Eastern Breakwater shortening, detailed below. Bed levelling using a drag bar on the sea floor was utilised to support dredging.

In October 2023, CivilPlus constructions, a local Townsville company, was awarded the contract for shortening the Eastern Breakwater. CivilPlus Constructions commenced shortening the Eastern Breakwater on 1 November 2023 and by December 2023, approximately 22,000 tonne of rock had been removed, shortening the wall by about 50m. This enabled Hall Construction to dredge this portion of the channel. Construction of the new breakwater roundhead also commenced in December 2023, with all works including concrete grouting between the old and new rock walls complete in February 2024.



*Figure 4: Eastern Breakwater shortening was complete in February 2024*

## 1.6 PROJECT UPDATE

The following activities were undertaken during the fifth year of construction, which covers the period from 1 March, 2024 to 28 February, 2025.

The beginning of 2024 provided challenges with inclement weather including two Tropical Cyclones resulting in channel widening to be suspended for a number of days. Despite this, the dredging campaign was completed on 27 March 2024, with about 3.4 million cubic metres removed from the shipping channels, bringing 2572 barge loads back to the 62 hectare reclamation area. Dredging was completed 38 days ahead of the contractual completion date and Woomera and the marine-spread demobilised from site soon after.

Work to install new navigational aids to delineate the new channel were undertaken during the reporting period, with the Regional Harbour Master declaring the wider channel operational on 16 December, 2024. This marked a major milestone for the project with the first large-class cruise ship, Cunard's Queen Elizabeth traversing the newly declared channel on 14 January 2025.

Work continued placing material in the reclamation up to completion of dredging, with the final profiling of the reclamation area completed in July 2024. Focus then shifted to rear crest scour protection construction to add additional rock to strengthen the rock wall to provide further protection from storm surges. Difficulty in sourcing suitable rock in the region provided a challenge for contractors, however about 53,900 tonnes of rock was imported throughout the latter half of 2024 and early 2025 with rear crest scour protection work completed on 7 March 2025. The CU project achieved Practical Completion on 1 April, 2025, details of which will be provided in the sixth SIMR.

While the reclamation area is complete, a pond remains which will support ongoing drainage as well as provide capacity to accommodate future dredged material. This is due to the dredged material being stiffer (bulked less) than initial estimates which informed the original design of the reclamation area. As such, the dredged material compacted well throughout the project and thus required less area to hold the dredged volume of sediments for the CU project, resulting in the remaining pond.





*Figure 5: Reclamation and pond March 2024.*



*Figure 6: A water salute for Woomera to celebrate dredging final buckets in March 2024.*





*Figure 7: Rock stockpile for Rear Scour Protection May 2024.*



*Figure 8: Rear Scour Protection works July 2024.*





*Figure 9: Reclamation progress July 2024.*



*Figure 10: Geofabric is placed along the rock wall as Rear Scour protection works continue August 2024.*





*Figure 11: Cunard's luxury cruise ship Queen Elizabeth becomes the first larger vessel to traverse the newly widened shipping channel on 14 January 2025.*



*Figure 12: Reclamation nearing completion February 2025.*

## 2 COMMUNITY AND STAKEHOLDER ENGAGEMENT

### 2.1 CONSULTATION AND ISSUES REPORT

The Port of Townsville 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 2017.

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 CSEP has been updated and approved by the Coordinator General four times, with approvals for the revisions given on 11 December 2018, 13 January 2022, 20 June 2023 and 11 July 2024. The CSEP was revised in early 2025 and revision 5 will be submitted to the Coordinator General alongside this report.

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 fifth year of construction on the Channel Upgrade project, the Port of Townsville has undertaken 223 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 Climate Change, Energy, the Environment and Water (DCCEEW); Department of Environment, Science, Technology and Innovation (DESTI), State Assessment and Referral Agency (SARA); Maritime Safety Queensland (MSQ), and other agencies as relevant.



The Port of Townsville's CU Project team engaged in 223 separate interactions and with primary and secondary stakeholders during the reporting period. These included:

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

- Four direct interactions with Federal Government departments/regulators and local MPs including tours, media opportunities, project updates and invites to official functions. Prime Minister Anthony Albanese toured the CU reclamation site in July 2024.
- Eight direct interactions with Queensland Government departments/Shareholding Ministers including briefings provided to Treasury, Transport and Main Roads, Department of Environment, Science, Technology and Innovation, Office of Coordinator General, and site tours/media events with then Minister for Transport and Main Roads Bart Mellish MP and Townsville MPs.
- One port tour was held with newly elected local government representatives from Townsville City Council.
- The Independent Technical Advisory Committee, chaired by Dr Brett Kettle, held two formal meetings to discuss environmental considerations surrounding the CU project, including monitoring and management post dredging. A 'lessons learned' workshop was held with the ITAC and Port staff hosted a thank-you dinner for the ITAC upon completion of dredging. Additional conversations were held as required to discuss close out of the project.
- Port staff were provided with 25 project updates via newsletters and presentations at 'All Staff Lunches'.
- Port customers/users were engaged with one presentation.
- CU project contractors were actively engaged once outside of regular operational meetings and tasks.





Figure 12: Then Transport and Main Roads Minister Bart Mellish received a project briefing on a visit to the Port in May 2024.



Figure 13: Prime Minister Anthony Albanese joined local MPs for a CU site visit and briefing in July 2024.





Figure 14: Then Member for Townsville Scott Stewart and Port General Manager Project Delivery inspect works at Quayside Terminal August 2024.

## **Community General**

The Port implemented a number of strategies and engagement activities and reached over 11.3 million contact points throughout the fifth 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 facilitated numerous mainstream media opportunities, including ministerial media events, media releases, radio interviews and providing briefing notes to publications.
  - Five media events were held during the reporting period including a press conference with Prime Minister Anthony Albanese where he discussed the CU project as a catalyst for growth in the region.
  - Four media events relating to cruise were held, including talking about CU as a catalyst for cruise growth, Quayside Terminal transformation and an event held on board Cunard's Queen Elizabeth on 14 January 2025 to celebrate the completion of the channel widening with the first large-class cruise ship to visit our Port. Media engagement resulted in at least 80 stories relating to the CU Project being published via newspapers, television and radio stations and various industry magazines/publications.
- Nineteen (19) social media posts directly relating to the CU project were posted directly on the Port of Townsville's platforms, with many shared on community platforms to reach the broadest audience.
- One advertising opportunity in a local newspaper provided members of the public with information about how to attend a public ITAC session, while another four advertisements were placed advising the community where to view the large-class cruise ships accessing the Port.
- Six committee meetings were held with members of the general community, including four with the Port's Community Liaison Group, one public ITAC briefing session and one with external stakeholders involved with the cruise tourism industry.

- Seven direct interactions which included targeted conversations with specific individuals/groups and emails were sent to community interest groups and industry stakeholders/business community to provide updates on the project or invite them to attend meetings which were held both in-person or online.
- Five presentations were delivered to specific community/business/industry interest groups, including Ports Australia conference, industry breakfasts and speaking/panel opportunities at events including the Townsville Bush Summit.
- Four industry engagement activities were undertaken including attending the Australian Cruise Association Conference, hosting a 160<sup>th</sup> anniversary stakeholder breakfast, hosting dignitaries on board Cunard's Queen Elizabeth to celebrate the CU project's completion and holding a First Nations procurement event.
- Twenty-two (22) community engagement activities were undertaken, including hosting a community barbecue breakfast at the Port's Environmental Park and facilitating a photo shoot of Woomera's last buckets for use in media and publications. Throughout the reporting period, 20 cruise ships arrived in Townsville giving staff the ability to directly engage with cruise lines, crew, market holders and guests to discuss the benefits of the CU project.
- Twenty (20) port tours with members of the public including schools, community groups and industry bodies showcased the CU project.
- Other engagement activities included undertaking a community survey, dropping flyers on vehicles on cars parked in the Coast Guard Car Park advising of parking restrictions while a new navigational aid was installed and Port of Townsville being named Australia's Port of the Year.
- The project's dedicated information lines received three enquiries during the reporting period including from a member of the public seeking information on dolphin monitoring and two from Great Barrier Reef Marine Park Authority requesting photograph, relating to the CU project.
- The Port of Townsville's CU project website tab has been regularly updated during the reporting period including dredging information which provides boaties with the latest dredge location, uploading reports and media releases and providing information about data disruptions to the real-time water quality monitoring data in Cleveland Bay as required.



Figure 15: Community BBQ and tree planting event for South Townsville residents September 2024.





*Figure 16: Port of Townsville is named Port of the Year in November 2024.*



*Figure 17: Port of Townsville celebrates its 160<sup>th</sup> anniversary with a stakeholder breakfast in December 2024.*





*Figure 18: Celebrating Queen Elizabeth's arrival at Port of Townsville with a stakeholder event on board.*



*Figure 19: Pacific Encounter is the second large vessel to traverse the widened shipping channel in January 2024*

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 1 March 2024 to 28 February 2025. 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.

\*The table below summarises individual touch-points under the 223 engagements undertaken during the reporting period.

MONTH	ACTIVITY										APPROX. REACH
	Social Media	Media Event / Release / Article	Newspaper / Radio Advertising	Engagement Activity	Newsletter Updates	Direct Email / Discussion	Presentation	Port Tour	Committee Meeting	Other	
Mar-23	0	7	0	6	4	0	2	4	0	1	121,900
Apr-23	2	7	1	3	2	4	0	1	2	2	337,486
May-23	0	1	0	1	1	2	1	3	1	2	10,463
Jun-23	2	4	0	1	2	3	0	2	0	4	75,051
Jul-23	0	12	0	0	1	0	0	6	1	3	1,168,403
Aug-23	1	8	0	0	2	1	1	2	1	0	2,162,299
Sep-23	2	1	0	2	3	0	0	3	0	0	1,077,443
Oct-23	0	2	0	1	1	0	0	1	1	1	1,086,335
Nov-23	5	1	0	4	1	1	2	0	1	1	99,908
Dec-23	0	7	0	3	0	1	0	0	0	0	138,550
Jan-24	7	30	4	7	2	1	0	0	0	0	5,089,677
Feb-24	0	0	0	5	0	1	0	2	1	1	2254
<b>TOTAL</b>	<b>19</b>	<b>80</b>	<b>5</b>	<b>33</b>	<b>19</b>	<b>14</b>	<b>6</b>	<b>24</b>	<b>8</b>	<b>15</b>	<b>11,369,719</b>

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

## 2.3 OUTCOMES OF ENGAGEMENT

Engagement with key stakeholder and members of the community during the reporting period from 1 March 2024 to 28 February 2025 has achieved the following outcomes.

STAKEHOLDER	ACTIVITIES	OUTCOMES
Ministers	Project briefings/Ministerial media events	Then Shareholding Minister and Minister for Main Roads Bart Mellish MP received a tour and project briefing on a visit to Townsville. Ministers were invited to contribute to media releases marking project milestones with Shareholding Ministers' and Local MPs comments included in official media releases relating to the project at their discretion
ITAC	Committee meetings/briefings	In addition to official meetings, the ITAC has been extensively engaged throughout the dredging campaign and during project close out, with their expert knowledge guiding best environmental, social and project outcomes.
Port staff	Newsletters/ presentations	Project updates in staff newsletters, presentations and direct interactions have been used to keep Port staff up to date with the status of the project.
Port customers/users	Newsletters/direct email/social interactions	Project updates have been provided to Port users presentations and social interactions.
Port contractors	Presentations/ social interaction/engagement activities	Regular interactions between Port staff and contractors for the CU project have taken place including meetings and informal discussions. Contractors were invited to an engagement activity to mark the end of dredging. This collaborative approach has fostered relationships, garnered trust and improved project outcomes.
Business/ Industry	Presentations/Port tours	Presentations and Port tours with business and industry informing of the significant need for the CU 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. Engagements include hosting a stakeholder breakfast and seeking out opportunities to speak at major business/industry events including Townsville's Bush Summit.
Community general	Traditional and social media/ advertising/, Port tours/newsletters/brochures/direct interactions	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 community. Media releases and enquiries from media



		<p>outlets have seen project information broadcast across local, state and national media channels, and national and international trade/industry magazines/websites. Social media posts have been used to broadcast project information. Community members were invited to attend the final public ITAC sessions to ask questions and learn more about the project, with particular emphasis on environmental mitigation and monitoring programs being undertaken. A community barbecue held at the Port's Environmental Park in South Townsville allowed residents a chance to meet with Port staff and speak with those directly involved in the CU and learn more about PEP stage 2. Additional port tours with community groups and school students have informed of the need for the project and outlined the scope of works. Twenty cruise ships berthed in Townsville during the reporting period, including the first large-class cruise ship to traverse the widened channel, Cunard's Queen Elizabeth, which garnered national media attention. Cruise ship arrivals enable Port staff to engage with a wide range of stakeholders including cruise lines, agents, crew, guests and market holders, who with the arrival of larger vessels are understanding the CU project's significance. As a result, the broader community is largely aware of the project and is now seeing the benefits.</p>
Community Liaison Group	Committee meetings/newsletters/Port tours	<p>The Port's CLG has been regularly briefed of the status of the CU project during quarterly committee meetings, Port tours and via community newsletters, with the interested parties acting as a conduit to inform the broader community.</p>
Cleveland Bay Users	Social media	<p>With channel widening complete early in the reporting period, and Woomera and the marine spread leaving Townsville engagement with Cleveland Bay users was largely through traditional and social media, including a radio segment on 4K1G to advise of the completion of the marine component. Prior to channel widening concluding signage remained at seven major boat ramps across three locations in Townsville advising of changed marine traffic conditions on Cleveland Bay.</p>

## 2.4 FEEDBACK AND COMPLAINTS HANDLING PROCESS

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

Throughout the reporting period, from 1 March 2024 to 28 February 2025, no complaints were lodged relating to the CU project.



### 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 employment and procurement data for the period from April 2024 to March 2025 inclusive. This data is compiled on a quarterly basis, with March 2024 data captured in the fourth SIMR.

Since detailed design began in 2018, and as of 31 March 2025, the CU project has supported employment for 2078 people.

This includes:

- 62.9% residing in the Townsville Local Government Area (target 65%). Due to the highly specialised nature of the dredging and reclamation project, some skilled workers and scientific experts have been engaged to work on the project remotely. Additionally, principal contractors Hall Contracting's head office is at Sippy Downs, with some administrative tasks taking place solely from this location.
- 5.4% First Nations (target 6.6%). While the EIS had a First Nation's employment target of 10%, this was revised to 6.6% in the Project Agreement for the Townsville City Deal: Port of Townsville Channel Capacity Upgrade between the Commonwealth and State Governments, signed 15 December 2019, based on ABS data indicating the Indigenous Australians represented 6.6% of the working age population of the Townsville area at the time. Port of Townsville and Hall Contracting engaged local First Nation's employment agency On Common Country to assist with providing opportunities for First Nation's participation on the project, including traineeships and apprenticeships.
- 11.07% trainees and apprentices (target 10%).

During the reporting period, the CU project supported employment for an additional 75 people of the 2078 people involved in the project since detailed design commenced in 2018, as outlined in the table below.

CHANNEL UPGRADE PROJECT - SOCIAL IMPACT MANAGEMENT REPORT 2024/2025						
1	EMPLOYMENT STATISTICS	2023/2024 - QTR 4 APR TO JUN 24	2024/2025 - QTR 1 JUL TO SEP 24	2024/2025- QTR 2 OCT TO DEC 24	2024/2025- QTR 3 JAN TO MAR 25	ANNUAL TOTAL APR 24 TO MAR 25
		NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	TOTAL NO OF ADDITIONAL EMPLOYEES
1.1	TOTAL EMPLOYEES NUMBERS	38	14	16	7	75
1.1.1	PORT OF TOWNSVILLE EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	-	-	1	-	1
1.1.2	SUPPLIER EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	20	2	5	-	27
1.1.3	SUPPLIER EMPLOYEE NUMBERS - QUEENSLAND <i>(Residing within Queensland, excluding the Townsville LGA) during reporting period)</i>	12	8	6	6	32
1.1.4	SUPPLIER EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	6	4	4	1	15
<i>The following statistics are included in section 1.1 above - Total Employee Numbers</i>						
1.2	TOTAL INDIGENOUS EMPLOYEES - MAJOR SUPPLIERS	-	-	-	-	-
1.2.1	INDIGENOUS EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	-	-	-	-	-
1.2.2	INDIGENOUS EMPLOYEE NUMBERS - QUEENSLAND <i>(Residing within Queensland, excluding the Townsville LGA) during reporting period)</i>	-	-	-	-	-
1.2.3	INDIGENOUS EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	-	-	-	-	-
<i>The following statistics are included in section 1.1 above - Total Employee Numbers</i>						
1.3	TOTAL TRAINEES & APPRENTICES - MAJOR SUPPLIERS	6	7	4	1	18
1.3.1	TRAINEE & APPRENTICES NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	5	4	3	1	13
1.3.2	TRAINEE & APPRENTICES NUMBERS - QUEENSLAND <i>(Residing within Queensland, excluding the Townsville LGA) during reporting period)</i>	1	2	1	-	4
1.3.3	TRAINEE & APPRENTICES NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	-	1	-	-	1
2	PROCUREMENT STATISTICS	2023/2024 - QTR 4 APR TO JUN 24	2024/2025 - QTR 1 JUL TO SEP 24	2024/2025- QTR 2 OCT TO DEC 24	2024/2025- QTR 3 JAN TO MAR 25	ANNUAL TOTAL APR 24 TO MAR 25
2.1	CONTRACTS <i>(Major Contracts \$250,000 and above)</i>					
2.1.1	TOTAL NUMBER OF CONTRACTS AWARDED	1	1	-	-	2
2.1.2	NUMBER OF TOWNSVILLE LOCAL* CONTRACTS AWARDED	1	1	-	-	2
2.2	TOTAL PROCUREMENT SPEND					
2.2.2A	PROCUREMENT SPEND – LOCAL* SUPPLIERS	7.40%	9.39%	14.87%	13.97%	22.48%
2.2.2B	PROCUREMENT SPEND – QUEENSLAND SUPPLIERS (EXCL LOCAL)	92.60%	54.87%	84.79%	57.80%	74.62%
2.2.3	PROCUREMENT SPEND – INDIGENOUS SUPPLIERS <sup>(2)</sup> <i>(As identified by suppliers)</i>	0.00%	0.00%	0.00%	0.00%	0.54%
<i>Note:- 2 - Procurement Statistics - Local* Content comprises suppliers based in the Townsville Local Government Area.</i>						
<b>Target References:</b>						
1. Local Procurement Spend - 10% - Port Determined Target based on commitment to Queensland Government Local Benefits Procurement Principles. Previously a combined KPI - Qld & Local						
2. Indigenous Spend - 1.5% - Draft Port Procurement Policy.						

## 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 construction commencing. Submissions received for both the EIS and AEIS raised community health, safety, and social/economic wellbeing concerns with regards 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.

### 4.2 PROACTIVE MITIGATION

The Port of Townsville has undertaken a range of tasks to mitigate potential community health and safety risks throughout the reporting period.

- The Port of Townsville aimed to minimise potential interactions between the tug and barge spread and recreational vessel owners on Cleveland Bay as channel widening continued with signs remaining at boat ramps advising of increased marine traffic movements on Cleveland Bay and the potential for interactions between the dredge spread and recreational/ commercial vessel operators until water based activities concluded in mid-March 2024.
- Mechanical inspections and maintenance days continued to ensure the dredge spread was operating optimally until they demobilised from site.
- Automatic security gate installed to control access to the construction site and prevent public access.
- 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;



- Installation of additional fencing and lighting
- 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 the commencement of dredging and reclamation works. These include:

- Using water trucks to dampen down access roads to mitigate dust and reducing speed limits to reduce dust.
- Cleaning heavy machinery and marine vessels in dedicated areas on the CU site ensuring appropriate environmental controls are adhered to.
- Visual assessments of dredge plumes, including the use of drone and satellite, were undertaken while dredging was underway to ensure the visual amenity of Cleveland Bay is maintained, with real-time water quality monitoring data reviewed daily and additional mitigation measures available if water quality trigger levels are reached.
- Signage installed upon entry to East Port clearly defines 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.

#### 4.4 HOUSING AND ACCOMMODATION

The EIS considered that the CU 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 had elevated vacancy rates of more than 8% in January 2014 reducing to 3.9% March 2018. On the commencement of construction in March 2020, the vacancy rate in these suburbs was at 2.7%. This reduced to 1.7% in March 2021 and dropped again to 0.9% in February 2022, before increasing to 1.7% in February 2023 and reducing slightly to 1.6% in February 2024 which in line with both regional and national pressures on housing. In February 2025, the vacancy rate in post code 4810, which includes suburbs neighbouring the Port including South Townsville, Railway Estate and North Ward increased slightly to 2% marginally higher than the broader North Queensland rental vacancy rate of 1%. While housing availability is a challenge nationwide, hiring such a high percentage of locally sourced personnel means the CU project has had limited impact. Additionally, the CU project does not rely on a Fly in Fly out (FIFO) workforce, with experts such as member of the project's Independent Technical Advisory Committee residing in locations throughout Australia, and only travelling to Townsville for short-term visits as required. Following COVID-19, the Port has strongly supported virtual attendance where possible for the role, as such accommodation locations for these workers is highly variable, including in other states. Accommodation has been available for Port staff, contractors and suppliers in the Townsville region throughout the reporting period.

## 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 CU project commitments for community and stakeholder engagement were achieved throughout the life of the project. Following Practical Completion on 1 April 2025 community and stakeholder engagement will revert to a "business as usual" approach in line with Port-wide communication strategies. For future stages of the PEP, Port of Townsville will reinvigorate our Community Stakeholder Engagement Plan and capture success in future SIMRs.

Ongoing community and stakeholder engagement with consider groups including:

- Shareholding Ministers
- Traditional Owners
- ITAC (or equivalent)
- Port staff
- Port customers
- Contractors
- Business/Industry
- Port fringe and Magnetic Island residents/businesses
- Cleveland Bay users
- Community General
- Community Liaison Group

### 5.2 OPPORTUNITIES

As the project reaches Practical Completion and thoughts shift toward the next stage of PEP, opportunities will arise to build on our social interactions and messaging including:

- Increase the number and scope of Port tours for stakeholder/business/community groups
- Attend and host targeted community gatherings to provide information about the project, answer questions and address concerns
- Continue to liaise with major cruise lines and other potential customers who will benefit from the increased access for vessels up to 300m long to enter the Port.

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.

The Port will continue to communicate further stages of PEP 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.

## 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 final year of construction activities between 1 March 2024 and 28 February 2025.

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 2025 to 28 February 2026, however as Practical Completion was achieved on 1 April 2025, it will be far less comprehensive due to the staging of the project and limited on ground works expected in this period



## 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
<b>2024</b>					
1-Mar	Newsletter	Port staff	Channel Upgrade (cruise)	Story about Townsville's bumper cruise week ahead of welcoming larger ships with CU completion	160
1-Mar	Newsletter	Port staff	Channel Upgrade (general)	Story about Eastern Breakwater shortening completion	160
4-Mar	CU general enquiry	Community	Channel Upgrade (general)	Email from GBRMPA asking for permission to use a photo of the CU project's reclamation area in their 2024 Great Barrier Reef Outlook report	1
Mar (4, 5, 9, 12, 26)	Engagement activity	Community	Channel Upgrade (cruise)	Five cruise ships arrived in March giving Port staff the opportunity to chat with guests about the CU project and large class vessels arriving upon its completion	5455
4-Mar	Media release/event	Community	Channel Upgrade (cruise)	A media event was held at the Port celebrating Townsville's bumper cruise week, with the city becoming a must-cruise destination with future bookings for Large Class vessels for 2024/25 season once the CU project is complete.	120
4-Mar	Media article	Community	Channel Upgrade (cruise)	7 News Townsville article about forward bookings for Large Class cruise ships in 2025 once the CU project is complete.	15,000
4-Mar	Media article	Community	Channel Upgrade (cruise)	WIN News Townsville story about forward bookings for Large Class cruise ships in	5000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				2025 once the CU project is complete.	
4-Mar	Media article	Community	Channel Upgrade (cruise)	BD Mag story about forward bookings for large class cruise ships in 2025 once the CU project is complete.	1500
4-Mar	Media article	Community	Channel Upgrade (cruise)	The DCN article about Townsville's cruise industry boom, with larger ships being welcomed following the CU project's completion.	33,000
4-Mar	Media article	Community	Channel Upgrade (cruise)	Australian Cruise Association News story about Townsville preparing to welcome large Class cruise ships from Aussie Summer 2024 once the CU project is complete.	20,000
5-Mar	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin article about large cruise ships visiting Townsville once the CU project is complete	41,000
5-Mar	Port tour	Industry	Channel Upgrade (general)	Ports Australia delegates	60
6-Mar	Presentation	Industry	Channel Upgrade (general/enviro)	Ports Australia delegates attended a presentation about 30 years of environmental monitoring in Cleveland Bay including CU measures	60
6-Mar	Presentation	Industry	Channel Upgrade (general)	Ports Australia delegates attended a presentation about stakeholder engagement undertaken as part of the CU project	30
8-Mar	Port tour	Community	Channel Upgrade (general)	Endeavour Foundation clients	13
18-Mar	Port tour	Community	Channel Upgrade (general)	CLG members toured the CU reclamation area and saw Woomera at work from Eastern Breakwater	3



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
22-Mar	Engagement activity	Community	Channel Upgrade (dredging)	Photography/video of Woomera's last buckets	1
26-Mar	Port tour	Community	Channel Upgrade (general)	Townsville Enterprise Future Leaders	17
28-Mar	Newsletter	Port staff	Channel Upgrade (dredging)	Story about dredging for the CU project being complete	160
28-Mar	Newsletter	Port staff	Channel Upgrade (cruise)	Story about welcoming large cruise ships once the CU project is complete	160
2-Apr	Social media	Community	Channel Upgrade (dredging)	Video farewelling Woomera with channel widening complete	99,020
2-Apr	Media release/event	Community	Channel Upgrade (cruise)	Media release about Quayside Terminal undergoing a major transformation to accommodate passengers arriving on larger cruise vessels once the CU project is complete	120
2-Apr	Media article	Community	Channel Upgrade (dredging)	Dredging Today story about Woomera setting sail from Townsville with dredging complete	33,000
3-Apr	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin article about upgrades to Quayside Terminal being necessitated by the completion of the Channel Upgrade project	41,000
3-Apr	Media article	Community	Channel Upgrade (cruise)	7 News Townsville article about cruise terminal upgrades necessitated by the CU project's completion	15,000
4-Apr	Port tour	Industry	Channel Upgrade (general)	Parliamentarians and agribusiness delegates from PNG	20
5-Apr	Engagement activity	Contractors	Channel Upgrade (dredging)	Event with Hall Contracting to mark the end of dredging	60
9-Apr	Media article	Community	Channel Upgrade (cruise)	Triple M Townsville segment about Quayside Terminal upgrades	36,200

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
9-Apr	Flyer drop	Community	Channel Upgrade (general)	Notification to vehicles parked in Coast Guard Car Park about requirement to move cars as new navigational aid is installed to mark wider channel	12
9-Apr	Direct email	Community	Channel Upgrade (general)	Advising Coast Guard of changes to parking as CU lead light is installed	1
9-Apr	Direct email	Community	Channel Upgrade (general)	Advising SeaLink of changes to parking as CU lead light is installed	1
10-Apr	Media article	Community	Channel Upgrade (cruise)	Power 100 segment about cruise terminal upgrades necessitated by CU completion	29,700
10-Apr	Media article	Community	Channel Upgrade (cruise)	Star 106.3 segment about cruise terminal upgrades necessitated by CU completion	38,600
11-Apr	Newsletter	Port staff	Channel Upgrade & PEP	Story about delegation from PNG taking interest in Port Expansion and CU	160
11-Apr	Newsletter	Port staff	Channel Upgrade (cruise)	Story about cruise terminal upgrades ahead of welcoming guests on larger ships with CU complete	160
17-Apr	Committee meeting	Port customers	Channel Upgrade (general)	PAB briefing included a CU update	20
18-Apr	Direct email	Community	Channel Upgrade (general/enviro)	Direct email to community stakeholders inviting them to attend the final public ITAC session	1200
18-Apr	Social media	Community	Channel Upgrade (general/enviro)	Post inviting community to attend the final public ITAC session	1664
20-Apr	Advertising	Community	Channel Upgrade (general/enviro)	Townsville Bulletin ad inviting community to attend final public ITAC session	41,000
28-Apr	Engagement activity	Community	Channel Upgrade (cruise)	One cruise ship visited in April, giving Port staff and opportunity to talk to guests about CU project	514



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
30-Apr	Committee meeting	Community	Channel Upgrade (general/enviro)	Final public ITAC session	10
30-Apr	Engagement activity	ITAC	Channel Upgrade (general/enviro)	Dinner with CU team members and ITAC to thank them for their assistance	10
30-Apr	Direct email	Community	Channel Upgrade (general)	Email to CLG members included CU project update	12
30-Apr	Report submission	Government	Channel Upgrade (stakeholder engagement)	Fourth annual SIMR and updated CSEP submitted to Coordinator General	2
1-May	Committee meeting	Community	Channel Upgrade (general)	CLG meeting included CU project update and stakeholder engagement presentation	10
3-May	Port tour	Industry	Channel Upgrade (general)	Townsville Enterprise Green Energy Forum participants	25
8-May	CU general enquiry	Industry	Channel Upgrade (general)	GBRMPA requesting image of CU rock wall for use in Great Barrier Reef Outlook report	1
9-May	Port tour	Community	Channel Upgrade (general)	St Anthony's Catholic College geography students	10
10-May	Direct email	Industry	Channel Upgrade (general)	Photographs provided to SMEC and approval given for an article relating to their work on the CU project	4
16-May	Presentation	Industry	Channel Upgrade (general)	Presentation to Department of State Development industry breakfast about major projects at the Port, including the CU project	200
23-May	Direct phone call	Government	Channel Upgrade (general)	Discussion with Office of Coordinator General regarding additional information required in SIMR	1
23-May	Newsletter	Port staff	Channel Upgrade (general)	Story about presentation to Department of State Development industry breakfast	180
25-May	Media article	Community	Channel Upgrade (dredging/cruise)	4K1G radio interview about end of dredging and larger cruise ships accessing the Port	10,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
27-May	Port tour	Government	Channel Upgrade (general)	Tour with new Townsville City Councillors	10
28-May	Meeting/work shop	Port staff	Channel Upgrade (general)	Lessons learned session with CU team and TP Human Capital	12
30-May	Engagement activity	Port staff	Channel Upgrade (general)	Farewell morning tea for CU team member	10
4-Jun	CU general enquiry	Community	Channel Upgrade (enviro)	Email requesting information on CU project dolphin monitoring reports and dredge management plan	1
6-Jun	Newsletter	Port staff	Channel Upgrade (cruise)	Story about mooring dolphin being installed at B10 to allow larger cruise ships to moor.	180
6-Jun	Media article	Community	Channel Upgrade (cruise)	7 News Townsville story about P&O cancelling two visits amid optimism for cruise industry once CU complete	15,000
11-Jun	Meeting/work shop	Port staff/ITAC	Channel Upgrade (general)	Lessons learned workshop with CU team members and ITAC	12
11-Jun	Social media	Community	Channel Upgrade (cruise)	Post about piling works to install new mooring dolphin at B10 to accommodate larger ships	11,534
12-Jun	Direct email	Community	Channel Upgrade (general/enviro)	Email to Marine Action Magnetic Island addressing concerns about maintenance dredging post CU project	1
12-Jun	Direct email	Government	Channel Upgrade (general)	Email to Herbert MP Phil Thompson following request from constituent for information at the CU project	3
12-Jun	Media article	Community	Channel Upgrade (cruise)	ABC NQ radio segment about larger cruise ships accessing the Port once the CU project is complete	14,800
13-Jun	Media article	Community	Channel Upgrade (cruise)	ABC NQ radio segment about piling works being undertaken to install new mooring	14,800

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				dolphin to accommodate larger ships	
18-Jun	Media article	Community	Channel Upgrade (general)	7 News Townsville story about channel widening facilitating more trade in the region	15,000
19-Jun	Port tour	Industry	Channel Upgrade (general)	TEL critical minerals conference participants	25
19-Jun	Engagement activity	Port staff	Channel Upgrade (general)	Presentation to all staff on major projects at the Port including CU	140
20-Jun	Port tour	Government	Channel Upgrade (general)	Then Minister for Transport and Main Roads Bart Mellish and staff	6
20-Jun	Newsletter	Port staff	Channel Upgrade & PEP	Story about the critical role the Port will play supporting critical minerals and mining with increased capacity due to CU and PEP	160
21-Jun	Direct email	Government	Channel Upgrade & PEP	Senate estimates papers send to Department of Transport and Main Roads including CU, PEP and capital dredging	1
21-Jun	Social media	Community	Channel Upgrade (general)	Post about Port logistics and supply chain capabilities with opportunities for trade increasing once the CU project is complete	3386
24-Jun	Website update	Community	Channel Upgrade (enviro)	Dolphin monitoring reports from 2021 and 2022 uploaded to website	Ongoing
28-Jun	Report submission	Government	Channel Upgrade (general/stakeholder engagement)	Fourth annual SIMR resubmitted to Office of Coordinator General with updated jobs and real estate data	2
3-Jul	Port tour	Community	Channel Upgrade (general)	Probus Club Townsville members	35
3-Jul	Port tour	Community	Channel Upgrade (general)	PNG trade group	25
4-Jul	Port tour	Community	Channel Upgrade (general)	Good Shepherd Nursing Home residents	20



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
8-Jul	Committee meeting	Community	Channel Upgrade (cruise)	Meeting with cruise stakeholders to discuss Port operations/logistics with larger cruise ships arriving once the channel is declared	15
9-Jul	Survey	Community	Channel Upgrade (general)	Annual Community Survey released allowing residents to have their say on Port operations and projects including CU	1200
11-Jul	Report approval	Government	Channel Upgrade (general/stakeholder engagement)	Fourth annual SIMR approved	1
11-Jul	Website update	Community	Channel Upgrade (general/stakeholder engagement)	Fourth annual SIMR uploaded to Port website	Ongoing
12-Jul	Media article	Community	Channel Upgrade (cruise)	ABC NQ radio segment about large cruise ships accessing the Port with CU complete	14,800
13-Jul	Port tour	Community	Channel Upgrade (general)	Good Shepherd Catholic College Mount Isa	25
18-Jul	Port tour	Government	Channel Upgrade & PEP	Prime Minister Anthony Albanese joined local MPs, Port executive to tour the CU project reclamation site and discuss PEP Stage 2	50
18-Jul	Media event	Government/community	Channel Upgrade & PEP	PM Anthony Albanese press conference at Port discussing CU project	50
18-Jul	Media article	Community	Channel Upgrade (general)	7 News Townsville story about PM Albanese touring the Port following the completion of channel widening	15,000
18-Jul	Media article	Community	Channel Upgrade (general)	WIN News Townsville story about PM Albanese touring the Port following the completion of channel widening	5000
18-Jul	Media article	Community	Channel Upgrade (general)	Sky News story about PM Albanese touring the Port following the completion of channel widening	25,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
18-Jul	Media article	Community	Channel Upgrade (general)	Nine MSN story about PM Albanese touring the Port following the completion of channel widening	15,000
19-Jul	Media article	Community	Channel Upgrade (general)	Townsville Bulletin story about PM Albanese touring the Port following the completion of channel widening (syndicated online across News Corp network)	1,067,000
19-Jul	Media article	Community	Channel Upgrade (general)	Australian Financial Review photograph of PM Albanese at the CU reclamation site	25,000
22-Jul	Port tour	Community	Channel Upgrade (general)	Ingham State High School	22
25-Jul	Newsletter	Port staff	Channel Upgrade (general)	Story about PM Albanese visiting the Port to check out progress on the CU project	160
1-Aug	Port tour	Community	Channel Upgrade (general)	Kirwan State High School	35
6-Aug	Media release/event	Community	Channel Upgrade (cruise)	Media event with then Townsville MP Scott Stewart to announce upgrades to Quayside Terminal to cater for visitors arriving on larger cruise ships	10
6-Aug	Social media	Community	Channel Upgrade (cruise)	Social post about Quayside Terminal upgrades to cater for visitors arriving on larger cruise ships	4157
6-Aug	Media article	Community	Channel Upgrade (cruise)	7 News Townsville story about Quayside Terminal upgrades to cater for visitors arriving on larger cruise ships	15,000
6-Aug	Media article	Community	Channel Upgrade (cruise)	WIN News story about Quayside Terminal upgrades to cater for visitors arriving on larger cruise ships	5000
6-Aug	Direct email	Community	Channel Upgrade (general)	Port notes sent to CLG members which included a CU project update	12

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
7-Aug	Committee meeting	Community	Channel Upgrade (general)	CLG meeting on Magnetic Island to discuss the Port's alternative DMPA, which included discussion about the new shipping channel's footprint	25
7-Aug	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin story about influx of cruise passengers coming to Townsville on larger ships once CU is complete (syndicated online across News Corp network)	1,063,000
7-Aug	Media article	Community	Channel Upgrade (cruise)	Industry Queensland story about Quayside Terminal upgrades to cater for visitors arriving on larger cruise ships	1000
7-Aug	Media article	Community	Channel Upgrade (cruise)	ABC NQ interview about Quayside Terminal upgrades to cater for visitors arriving on larger cruise ships	14,800
8-Aug	Media article	Community	Channel Upgrade (cruise)	The DCN story about Quayside Terminal upgrades to cater for visitors arriving on larger cruise ships	5000
8-Aug	Newsletter	Port staff	Channel Upgrade (cruise)	Story about Quayside Terminal upgrades	180
8-Aug	Newsletter	Port staff	Channel Upgrade (cruise)	Story about installation of new mooring dolphin on B10 to cater for larger cruise ships	180
22-Aug	Port tour	Community/local government	Channel Upgrade (general)	Townsville City Council planning and environment team	20
23-Aug	Presentation	Industry	Channel Upgrade & PEP	CEO in panel discussion at Townsville's Bush Summit about Port Expansion requirements to enable the \$33b pipeline of works slated for the NQ region	200
23-Aug	Media article	Community	Channel Upgrade & PEP	Townsville Bulletin article about Port Expansion following completion of CU	1,067,000



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				project (syndicated across News Corp network)	
3-Sep	Engagement activity	Industry	Channel Upgrade (cruise)	Cruise Australia Conference	200
4-Sep	Port tour	Community	Channel Upgrade (general)	Burdekin PCYC	5
5-Sep	Social media	Community	Channel Upgrade (general)	Shared Hall Contracting's post about work continuing on the CU project's reclamation area	8000
5-Sep	Newsletter	Port staff	Channel Upgrade & PEP	Story about CEO at Bush Summit talking about importance of Port Expansion	180
5-Sep	Newsletter	Port staff	Channel Upgrade (cruise)	Story about completion of B10 mooring dolphin	180
8-Sep	Engagement activity	Community	Channel Upgrade & PEP	Annual Community BBQ for South Townsville residents who caught up with Port staff to hear about latest developments including CU project and Port Expansion	300
10-Sep	Port tour	Community	Channel Upgrade (general)	Asia Pacific Hydrogen Summit participants	10
11-Sep	Port tour	Government/Industry	Channel Upgrade (enviro)	Tour and CU site visit with State Government departments, and industry consultants interested in Acid Sulphate Soil management	12
16-Sep	Media article	Community	Channel Upgrade & PEP	Townsville Bulletin article about TEL's wish list ahead of state election which included funding for PEP stage 2 (syndicated across News Corp network)	1,067,000
19-Sep	Newsletter	Port staff	Channel Upgrade (general)	Story about CU project engineer winning a national award for his work on the CU project	180
27-Sep	Social media	Community	Channel Upgrade (cruise)	Social post for World Tourism Day ahead of Townsville welcoming	1376

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				larger cruise ships once CU project is complete	
2-Oct	Port tour	Community	Channel Upgrade (general)	Boarders from NRL Cowboys House	12
2-Oct	Award submission	Industry	Channel Upgrade (general)	Entry submitted to The DCN Australian Maritime Industry Awards for Port or Terminal of the year, with the submission including milestones such as completing channel widening for the CU project	6
3-Oct	Newsletter	Port staff	Channel Upgrade (general)	Story about Acid Sulphate Soil specialists visiting the CU site	180
4-Oct	Engagement activity	Port staff	Channel Upgrade (dredging)	Event to celebrate approvals for maintenance dredging of CU footprint	16
11-Oct	Media article	Community	Channel Upgrade & PEP	Townsville Bulletin story about Katter's Australian Party backing TEL's state election priority for future Port Expansion (syndicated across News Corp network)	1,071,111
11-Oct	Media article	Community	Channel Upgrade & PEP	7 News Townsville story about TEL asking state election candidates to prioritise future Port Expansion	15,000
21-Oct	Committee meeting	Port staff/ITAC	Channel Upgrade (enviro)	ITAC	10
1-Nov	Direct email	Community	Channel Upgrade (general)	Port update notes sent to CLG members which included a CU project update	12
1-Nov	Newsletter	Port staff	Channel Upgrade (cruise)	Story about start of busiest event cruise season with CU completion	180
2-Nov	Social media	Community	Channel Upgrade (cruise)	Post about Townsville's busiest cruise season starting with the Port welcoming larger ships with the CU project complete	34,442

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
Nov (3, 23, 29)	Engagement activity	Community	Channel Upgrade (cruise)	Townsville's cruise season commenced on 3 Nov, with three ships visiting during the month giving staff a chance to discuss the CU project with visiting guests	2350
6-Nov	Committee meeting	Community	Channel Upgrade (general)	CLG meeting included CU project progress update	12
12-Nov	Social media	Community	Channel Upgrade (general)	Post about Port of Townsville being named finalist in DCN Shipping and Maritime Industry Awards, highlighting major milestones including nearing completion of the CU project	2017
21-Nov	Award	Industry	Channel Upgrade (general)	Port of Townsville is named Australia's port of the year, due to milestones including CU project	1000
22-Nov	Social media	Community	Channel Upgrade (general)	Post about being named Australia's port of the year, with mention of CU project	6728
23-Nov	Social media	Community	Channel Upgrade (cruise)	Post about Quayside Terminal renovations nearing completion ahead of large cruise ships arriving	1507
26-Nov	Engagement activity	Port staff	Channel Upgrade (general)	Staff lunch and awards with CU team nominated for team of the year	140
27-Nov	Presentation	Port staff	Channel Upgrade (general)	CU project engineer presentation on Potential Acid Sulphate Soil treatment	40
27-Nov	Presentation	Industry	Channel Upgrade & PEP	CEO spoke at Townsville Summit about opportunities for growth in the region, highlighting need for Port Expansion	200
27-Nov	Social media	Community	Channel Upgrade & PEP	Post about CEO talking at Townsville Summit and importance of Port Expansion	1280
28-Nov	Media article	Community	Channel Upgrade (general)	Townsville Bulletin article about Port of the Year win, highlighting CU project	41,000



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
1-Dec	Engagement activity	Industry	Channel Upgrade (general)	Port of Townsville held a stakeholder breakfast to celebrate our 160 <sup>th</sup> anniversary for Port customers, business community, etc, where major projects were discussed including the CU project	140
4-Dec	Media article	Community	Channel Upgrade (general)	7 News Townsville story about Port of the Year win, including mention of CU	15,000
5-Dec	Media article	Community	Channel Upgrade (general)	Power 100 story about Port of the Year win, mentioning CU	29,700
5-Dec	Media article	Community	Channel Upgrade (general)	106.3 story about Port of the Year win, mentioning CU	38,600
5-Dec	Media article	Community	Channel Upgrade (general)	Triple M Townsville story about Port celebrating its 160 <sup>th</sup> anniversary and winning Port of the Year, mentioning CU	32,400
6-Dec	Media article	Community	Channel Upgrade (general)	Infrastructure Magazine article about Port of the Year win, mentioning CU	1000
11-Dec	Media article	Community	Channel Upgrade & PEP	Townsville Times story about TEL's wish list for the region including completing CU project and continuing PEP	10,000
Dec (14, 17)	Engagement activity	Community	Channel Upgrade (cruise)	Two cruise ships visited the Port in December, giving staff an opportunity to speak to guests about the CU project	1680
19-Dec	Media article	Community	Channel Upgrade & PEP	Townsville Times story about TEL calling for federal government to fund stage 2 of PEP	10,000
20-Dec	Direct email	Government/Industry	Channel Upgrade (cruise)	Invite sent to elected officials, government representatives, industry and other stakeholders inviting them to attend a celebration on board Cunard's luxury cruise ship Queen Elizabeth to mark completion of the CU project	30

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
<b>2025</b>					
2-Jan	Media article	Community	Channel Upgrade (cruise)	Cruise Passenger article about Queen Elizabeth being the first large-class cruise ship to access the Port following completion of the CU project	4000
2-Jan	Direct email	Government/industry	Channel Upgrade (cruise)	Direct email reminding VIPs to RSVP for the CU project completion celebration	30
4-Jan	Media article	Community	Channel Upgrade (cruise)	Travel Weekly article about Queen Elizabeth being the first large-class cruise ship to access the Port following completion of the CU project	4000
7-Jan	Media article	Community	Channel Upgrade (cruise)	Seatrade Cruise article about the Port's CU project nearing completion and Quayside Terminal upgrades	4000
9-Jan	Media article	Community	Channel Upgrade (cruise)	WIN News Townsville story about bumper cruise week including a visit from Queen Elizabeth following completion of CU project	5000
9-Jan	Media article	Community	Channel Upgrade (cruise)	7 News Townsville story about bumper cruise week including a visit from Queen Elizabeth following completion of CU project	15,000
10-Jan	Media article	Community	Channel Upgrade (cruise)	Power 100 story about large cruise ships accessing the Port	25,400
10-Jan	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin story about bumper cruise week with large-class cruise ships Queen Elizabeth and Pacific Encounter arriving (syndicated across News Corp network)	681,000
11-Jan	Advertising	Community	Channel Upgrade (cruise)	Townsville Bulletin ad welcoming Queen Elizabeth to Townsville	41,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
Jan (13, 14, 20, 21, 23, 25)	Engagement activity	Community	Channel Upgrade (cruise)	Six cruise ships arrived in January giving Port staff the opportunity to update guests on project	7903
13-Jan	Social media	Community	Channel Upgrade (general/cruise)	Post about Cunard's Queen Elizabeth making her maiden voyage to Townsville following completion of the CU project	69,567
14-Jan	Social media	Community	Channel Upgrade (general/cruise)	Post celebrating the completion of the Port's channel widening with the arrival of Queen Elizabeth	25,412
14-Jan	Advertising	Community	Channel Upgrade (cruise)	Townsville Bulletin ad welcoming Queen Elizabeth to Townsville	41,000
14-Jan	Social media	Community	Channel Upgrade (general/cruise)	Post celebrating the completion of channel widening with an event held on Queen Elizabeth	47,096
14-Jan	Engagement activity	Community	Channel Upgrade (general/cruise)	Event held on board Cunard's luxury cruise vessel Queen Elizabeth to celebrate the completion of channel widening for the CU project	50
14-Jan	Media release/event	Community	Channel Upgrade (general/cruise)	Joint media release from Federal and State Governments, Port and Cunard celebrating Queen Elizabeth's arrival in Townsville	200
14-Jan	Media release	Community	Channel Upgrade (general/cruise)	Port issued media release celebrating the completion of CU project with the arrival of Cunard's Queen Elizabeth to Townsville	60
14-Jan	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin online article about Queen Elizabeth docking in Townsville following completion of the CU project (syndicated across News Corp metro and regional mastheads x4)	681,000
14-Jan	Media article	Community	Channel Upgrade (cruise)	Travel Weekly article about Cunard's Queen Elizabeth being the	870



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				first large cruise ship to visit Townsville	
14-Jan	Media article	Community	Channel Upgrade (cruise)	ABC radio story about Queen Elizabeth docking in Townsville following completion of CU project (syndicated across 23 Queensland networks)	511,700
14-Jan	Media article	Community	Channel Upgrade (cruise)	Triple M Townsville story about Queen Elizabeth docking in Townsville following completion of CU project	97,200
14-Jan	Media article	Community	Channel Upgrade (cruise)	Power 100 story about Queen Elizabeth docking in Townsville following completion of CU project	114,500
14-Jan	Media article	Community	Channel Upgrade (cruise)	Star 106.3 story about Queen Elizabeth docking in Townsville following completion of CU project	38,600
14-Jan	Media article	Community	Channel Upgrade (cruise)	7 News Townsville story about Queen Elizabeth docking in Townsville following completion of CU project	15,000
14-Jan	Media article	Community	Channel Upgrade (cruise)	ABC national TV story about Queen Elizabeth docking in Townsville following completion of CU project	1,126,000
14-Jan	Media article	Community	Channel Upgrade (cruise)	WIN News story about Queen Elizabeth docking in Townsville following completion of CU project	5000
15-Jan	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin story about Queen Elizabeth docking in Townsville following completion of CU project	46,000
15-Jan	Media article	Community	Channel Upgrade (cruise)	Travel Weekly story about Queen Elizabeth docking in Townsville following completion of CU project	870
16-Jan	Media article	Community	Channel Upgrade (cruise)	The DCN story about Queen Elizabeth docking in Townsville	1,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				following completion of CU project	
16-Jan	Media article	Community	Channel Upgrade (cruise)	Triple M Brisbane story about Queen Elizabeth docking in Townsville following completion of CU project	72,400
16-Jan	Media article	Community	Channel Upgrade (cruise)	Star 106.3 story about Queen Elizabeth docking in Townsville following completion of CU project	38,600
16-Jan	Media article	Community	Channel Upgrade (cruise)	ABC radio story about Queen Elizabeth docking in Townsville following completion of CU project (syndicated x2)	26,500
16-Jan	Newsletter	Port staff	Channel Upgrade (cruise)	Story about Queen Elizabeth docking in Townsville following completion of CU project	180
18-Jan	Social media	Community	Channel Upgrade (cruise)	Post welcoming Pacific Encounter to Townsville	16,141
18-Jan	Advertising	Community	Channel Upgrade (cruise)	Townsville Bulletin ad welcoming Pacific Encounter to Townsville	41,000
20-Jan	Advertising	Community	Channel Upgrade (cruise)	Townsville Bulletin ad welcoming Pacific Encounter to Townsville	41,000
20-Jan	Media article	Community	Channel Upgrade (cruise)	Triple M Townsville story about Pacific Encounter visiting Townsville following CU project completion	83,700
20-Jan	Social media	Community	Channel Upgrade (general/cruise)	Post welcoming Pacific Encounter to Townsville, the second large-class cruise ship to visit following CU completion	21,453
20-Jan	Social media	Community	Channel Upgrade (cruise)	Video of Pacific Encounter arriving in Townsville	11,730
20-Jan	Social media	Community	Channel Upgrade (cruise)	Post farewelling Pacific Encounter	28,735
21-Jan	Media article	Community	Channel Upgrade (cruise)	Star 106.3 story about Pacific Encounter visiting Townsville	77,200

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
21-Jan	Media article	Community	Channel Upgrade (cruise)	Power 100 story about Pacific Encounter visiting Townsville	55,100
21-Jan	Media article	Community	Channel Upgrade (cruise)	Triple M Townsville story about Pacific Encounter visiting Townsville	36,300
21-Jan	Media article	Community	Channel Upgrade (cruise)	Townsville Bulletin story about Pacific Encounter visiting Townsville (syndicated across News Corp network online)	916,000
21-Jan	Media article	Community	Channel Upgrade (cruise)	7 News Townsville story about Pacific Encounter visiting Townsville	15,000
30-Jan	Newsletter	Port staff	Channel Upgrade (general/cruise)	Story about Pacific Encounter visiting Townsville, the second large-class cruise ship to access the Port following CU project completion	180
3-Feb	Direct email	Community	Channel Upgrade (general)	Port notes sent to CLG members which included a CU project update	12
11-Feb	Engagement activity	Community	Channel Upgrade & PEP	Port hosted First Nations Procurement Event with participants learning about CU project and potential opportunities with PEP stage 2	60
12-Feb	Engagement activity	Port staff	Channel Upgrade (general)	Staff lunch included a shout-out to CU project team following widened channel declaration	140
12-Feb	Committee meeting	Community	Channel Upgrade (general/cruise)	CLG meeting included CU project update with channel declared in December and large cruise ships arriving in January	12
14-Feb	Meeting	Community	Channel Upgrade (general/enviro)	Meeting with Magnetic Island residents to discuss the Alternate Dredge Material Placement Area and the widened shipping channels' footprint	10
17-Feb	Port tour	Community	Channel Upgrade (general)	Carlyle Gardens Residents	18



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
Feb (19, 20, 26)	Cruise	Community	Channel Upgrade (general)	Three cruise ships arrived in February giving Port staff a chance to talk to guests about CU project	1984
26-Feb	Port tour	Community	Channel Upgrade (general)	Carlyle Gardens residents	18



### **Address**

P.O. Box 1031  
TOWNSVILLE QLD 4810



### **Phone**

+61 (07) 4781 1500



### **Email / Web**

[info@townsville-port.com.au](mailto:info@townsville-port.com.au)  
[www.townsville-port.com.au](http://www.townsville-port.com.au)