

SOCIAL IMPACT MANAGEMENT REPORT

MARCH 2021 - FEBRUARY 2022



Document Control Sheet

Revision history

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Approved by:



Chief Financial Officer, David Sibley, 29.04.2022

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
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
ITAC	Independent Technical Advisory Committee
KPI	Key Performance Indicator
LIPP	Local Industry Participation Plan
PEP	Port Expansion Project
The Port	Port of Townsville
PMG	Pacific Marine Group
QMS	Quality Management System
Qudos	The Port's Quality Management System
SIMR	Social Impact Management Report (this document)
TUF	Temporary Unloading Facility
Woomera	Backhoe dredge

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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.*

The first Social Impact Management Report (SIMR) which covered the first year of construction from 4 March, 2020 to 28 February, 2021 was prepared and submitted to the Coordinator-General on 29 November, 2021. The Coordinator-General approved the report on 13 January, 2022 and it was uploaded to the [Port of Townsville website](#) on 25 January, 2022.

This SIMR covers the period from 1 March 2021 to 28 February 2022 and is the second 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 second year of construction and early dredging works 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.



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 Rock Wall Construction

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. 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 Project Update

The following activities were undertaken during the second year of construction, which covers the period from 1 March, 2021 to 28 February, 2022.

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 will be 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.

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. Hall Contracting rounded out their fleet with the arrival of two purpose-

built barges, Hall 1 and Hall 2 on 7 February. 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.

A dredging pre-start meeting was held with CU project team members and Hall Contracting staff on 21 January, 2022 where safety and environmental controls were discussed.

Woomera started dredging an approach path to the TUF on 24 January, to provide all tide access for the dredge 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 moxies and transported to the reclamation area.

About 42,000m³ of dredged material was placed in the reclamation during this reporting period.

TUF dredging was complete in early March 2022 before Woomera moved to the Platypus Channel to begin widening Townsville's 14.9km shipping channel on 15 March, 2022. Channel widening will take place 24 hours a day, seven days a week (weather permitting) and is expected to take two years.



Figure 3: Piling works underway at the TUF 8 November, 2021



Figure 4: Woomera arriving in Townsville 16 January, 2022



Figure 5: Woomera dredging an approach path to the TUF 2 February, 2022

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, and revision 2 of the CSEP on 13 January 2022.

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 second year of construction on the Channel Upgrade project, the Port of Townsville has undertaken 186 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.



The Port of Townsville's CU Project team engaged in 186 separate interactions and with primary and secondary stakeholders during the reporting period. These included:

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

- Seven briefings were provided directly to Federal Minister for Communications, Urban Infrastructure, Cities and the Arts Paul Fletcher
- One 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 four 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 20 project updates via newsletters, direct email and presentations at 'All Staff Lunches'.
- Port customers/users were engaged six times via newsletters, direct email and events.
- CU project contractors were actively engaged four times outside of regular operational meetings and tasks.

Community General

The Port implemented a number of strategies and engagement activities and reached over 2.7 million contact points throughout the second 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 14 mainstream media opportunities, including ministerial media events, media releases, radio interviews and providing briefing notes to publications. Two Ministerial media events were held during the reporting period to celebrate major milestones for the CU project including the completion of the rock wall and the arrival of Woomera in Townsville ahead of capital dredging. Media engagement is resulted in at least 54 stories relating to the CU Project being published via newspapers, television and radio stations and various industry magazines/publications.
- Thirty-six social media posts directly relating to the CU project were posted r directly on the Port of Townsville's platforms, with many shared on community platforms to reach the broadest audience.
- The Port of Townsville commenced a radio advertising campaign in late January 2022 which continued throughout February to ensure mariners were advised of changed conditions and restrictions for watercraft on Cleveland Bay as capital dredging got underway. During this period, 357 X 30 second commercials were broadcast across South Cross Austereo radio stations Triple M and HIT which were timed to target peak audience 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. Two live radio interviews were broadcast on Townsville community radio station 4K1G's Saturday morning fishing show during the reporting period, which has a monthly audience reach of approximately 30,000 listeners.
- Five advertising opportunities in a local newspaper provided members of the public with important safety information and project updates and initiatives.
- Eight committee meetings were held with members of the general community, including four with the Port's Community Liaison Group and four public ITAC briefing sessions.
- Seven direct emails were sent to specific community interest groups to provide updates on the project or invite them to attend meetings which were held both in-person or online.
- Four community newsletters provided an update on the project.
- Five presentations were delivered to specific community interest groups.
- Nine community engagement activities were undertaken, including hosting a community barbecue breakfast at the Environmental Park, undertaking a community survey, letterbox dropping information brochures about the CU project to residents on Magnetic Island and South Townsville, delivering flyers with information for mariners to local fishing/boating shops, initiating telephone conversations with recreational fishing/boating clubs, meetings with marine stakeholders to discuss channel widening schedule and communication activities and delivering merchandise packs to a local radio station to give away to their listeners.
- Eighteen port tours with members of the public showcased the CU project.
- Three enquiries were received from members of the public seeking employment, while three others contacted the Project's dedicated information lines with general enquiries.

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

[illegible]

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 six contacts occurring.

The topics addressed in these interactions were:

- General Project enquiries (excluding media): 3
- Employment enquiries: 3
- 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 1 March 2021 to 28 February 2022 has achieved the following outcomes.

STAKEHOLDER	ACTIVITIES	OUTCOMES
Ministers	Project briefings/Ministerial media events	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. Ministers were invited to media events marking project milestones and 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	In addition to regular quarterly meetings, the ITAC has been extensively engaged as management plans are created, with their expert knowledge guiding best environmental, social and project outcomes.
Port staff	Newsletters/ presentations	Project updates in staff newsletters, presentations and direct emails 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/direct email/social interactions	Project updates have been provided to Port users via newsletters, direct email 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 have been invited to Ministerial media events and engagement activities including a morning tea and plaque unveiling to celebrate the rock wall's completion. Contractors were invited to present and provide their insights at a safety and environmental dredging pre-start meeting. 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 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/, Port tours/newsletters/brochures	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. 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. The Port's quarterly community newsletter includes project updates. Brochures providing information about the CU project including the need for project, dredging methodology and environmental mitigation and monitoring programs were letterbox dropped to Magnetic Island and Port Fringe Residents ahead of capital dredging. A community barbecue held at the Environmental Park in South Townsville allowed residents a chance to meet with Port staff and speak with those directly involved in the CU project. Port tours with community groups and school students have informed of the need for the project and outlined the scope of works. As a result, the broader community is largely aware of the project and its expected benefits.
Community Liaison Group	Committee meetings/ newsletters/Port tours	The Port's CLG has been regularly briefed of the status of the CU project during briefings given at quarterly committee meetings, during Port tours and via community newsletters, with the interested parties acting as a conduit to inform the broader community.
Cleveland Bay Users	Radio and newspaper advertising/ /flyers/brochures/posters/social media/direct email	Notices to Mariners were issued by Maritime Safety Queensland to advise of changed conditions on Cleveland Bay with the commencement of capital dredging works. The Port supported this with a radio campaign advising of the changes and targeted newspaper advertising on the fishing page in the Townsville Bulletin. The Port delivered posters and flyers to 13 boating and fishing stores throughout Townsville to advise of capital dredging works and initiated telephone conversations with recreational fishing groups to update them on the project. Posters and flyers were also distributed at the Breakwater Marine, to the Townsville Coastguard, Townsville Yacht Club and Townsville Sailing Club. Direct emails advising of channel dredging getting underway were sent to recreational fishing/boating groups and tourism operators. Meetings were held with the Regional Harbour Master, VTS, ferry operators, Coastguard and Townsville Yacht Club. 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 1 March 2021 to 28 February 2022, there have been no complaints 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 2021 to March 2022 inclusive. This data is compiled on a quarterly basis, with March 2021 data captured in the first SIMR.

CHANNEL UPGRADE PROJECT - SOCIAL IMPACT MANAGEMENT REPORT 2021/2022					
1	EMPLOYMENT STATISTICS	2020/2021 - QTR 4 APR TO JUN 21	2021/2022 - QTR 1 JUL TO SEP 21	2021/2022 - QTR 2 OCT TO DEC 21	2021/2022 - QTR 3 JAN TO MAR 22
		NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR	NO OF ADDITIONAL EMPLOYEES THIS QTR
1.1	TOTAL EMPLOYEES NUMBERS	118	97	31	129
1.1.1	PORT OF TOWNSVILLE EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	5	2	3	2
1.1.2	SUPPLIER EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	87	60	16	100
1.1.3	SUPPLIER EMPLOYEE NUMBERS - QUEENSLAND <i>(Residing within Queensland, excluding the Townsville LGA) during reporting period)</i>	17	19	6	22
1.1.4	SUPPLIER EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	9	16	6	5
<i>The following statistics are included in section 1.1 above - Total Employee Numbers</i>					
1.2	TOTAL INDIGENOUS EMPLOYEES - MAJOR SUPPLIERS	7	6	5	18
1.2.1	INDIGENOUS EMPLOYEE NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	7	6	5	18
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	14	23	8	24
1.3.1	TRAINEE & APPRENTICES NUMBERS - LOCAL <i>(Residing within the Townsville Local Government Area during reporting period)</i>	11	23	6	20
1.3.2	TRAINEE & APPRENTICES NUMBERS - QUEENSLAND <i>(Residing within Queensland, excluding the Townsville LGA) during reporting period)</i>	3	-	2	3
1.3.3	TRAINEE & APPRENTICES NUMBERS - OUTSIDE QUEENSLAND <i>(Residing outside Queensland and/or Australia during reporting period)</i>	-	-	-	1
2	PROCUREMENT STATISTICS	2020/2021 - QTR 4 APR TO JUN 21	2021/2022 - QTR 1 JUL TO SEP 21	2021/2022 - QTR 2 OCT TO DEC 21	2021/2022 - QTR 3 JAN TO MAR 22
2.1	CONTRACTS <i>(Major Contracts \$250,000 and above)</i>				
2.1.1	TOTAL NUMBER OF CONTRACTS AWARDED	3	0	1	1
2.1.2	NUMBER OF TOWNSVILLE LOCAL* CONTRACTS AWARDED	1	0	0	1
2.2	TOTAL PROCUREMENT SPEND				
2.2.2	PROCUREMENT SPEND – LOCAL* SUPPLIERS ⁽¹⁾	34.95%	9.29%	26.60%	12.67%
2.2.3	PROCUREMENT SPEND – INDIGENOUS SUPPLIERS ⁽²⁾ <i>(As identified by suppliers)</i>	0.00%	0.00%	0.00%	0.05%
<i>Note:- 2 - Procurement Statistics - Local* Content comprises suppliers based in the Townsville Local Government Area.</i>					
<i>Target References:</i>					
1. Local Procurement Spend - 65% (Project Life) - Part Determined Target based on commitment to Queensland Government Local Benefits Procurement Principles.					
2. Indigenous Spend - 1.5% (Project Life) - 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 dredging around the TUF commenced. Dredged material was moved via barge to the Townsville Marine Precinct for unloading during daylight hours only to ensure greater visibility for boaties transiting the mouth of the Ross River during this period. A direct email advising of increased vessel movements was sent to stakeholders including recreational boating/fishing clubs, Ross Island Barracks and TMP tenants. Transition to the TUF for unloading of dredged material occurred as soon as we were able to reduce this risk.
- Increased marine traffic movements on Cleveland Bay and the potential for interactions between the dredge spread and recreational/ commercial vessel operators is an area the Port has addressed heavily during this reporting period. An extensive awareness and safety campaign to advise boaties of the changed marine conditions has included radio and newspaper advertising, flyer/poster deliveries to fishing/boating stores, direct emails and telephone calls with stakeholders and social media posts.
- Measures were put in place to mitigate noise emissions and increased road traffic by limiting any additional rock deliveries from 6am to 6pm Monday to Friday and 6am to 4pm on Saturdays, with no deliveries taking place on Sundays
- Measures were put in place to mitigate noise emissions from piling works associated with the TUF's construction. All piling works were conducted during daylight hours, Monday to Saturday, with no piling occurring on Sundays. Port customers, staff and neighbouring businesses and residents were advised of the work in advance via direct email.

- 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 and the commencement of dredging. 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. Road sweeping was extended to include Windlass Crossing and Sandspit drive in early 2022 on the commencement of TUF dredging when dredged material was being transported via barge to the Townsville Marine Precinct before being trucked to the CU site. Heavy machinery and marine vessels are cleaned in dedicated areas on the CU site ensuring appropriate environmental controls are adhered to. Visual assessments of dredge plumes, including the use of drone, are undertaken regularly to ensure the visual amenity of Cleveland Bay is maintained.

Signage is 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, in line with both regional and national pressures on housing. While housing availability has reduced during the reporting period, accommodation has been available for Port staff, contractors and suppliers in the Townsville region.

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 2022 to 28 February 2023.

STAKEHOLDER GROUP	ACTIONS
Shareholding Ministers	<ul style="list-style-type: none"> • Invite to media events to mark significant project milestones • Provide regular project updates
Traditional Owners	<ul style="list-style-type: none"> • Inform of project milestones and respond to concerns/queries • Consult to provide employment opportunities for Traditional Owner and First Nations workers
ITAC	<ul style="list-style-type: none"> • Continue to provide project updates at quarterly meetings • Advise of environmental monitoring program outcomes • 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 • Provide social engagement opportunities for contractors and Port staff
Business/industry	<ul style="list-style-type: none"> • Provide updates to business/industry via Port tours, presentations and news articles targeting industry publications
Port fringe and Magnetic Island residents/businesses	<ul style="list-style-type: none"> • 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 • Conduct community sentiment survey about the Port of Townsville, including CU project
Cleveland Bay users	<ul style="list-style-type: none"> • Signage at boat ramps to advise of changed marine traffic conditions during capital dredging • Posters/brochures at ferry terminals on Magnetic Island and mainland advising of need for project • Ensure boating/fishing shops remained stocked with 'info for boaties' flyers • Provide project updates on 4K1G fishing show • Social media posts advising of dredge/barge movements • Targeted radio/newspaper advertising in peak periods (eg/school holidays) • Direct email to stakeholders advising of significant project updates or schedule changes
Community general	<ul style="list-style-type: none"> • Continue to provide information via traditional and social media

	<ul style="list-style-type: none"> • Provide project updates in quarterly community newsletter • Install temporary signage on the Strand/Castle Hill to advise of channel widening • Newspaper and radio advertising to update the community on capital dredging works/diagonal breakwater realignment as required Continue to update the Port of Townsville's website to include project progress and milestones • 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 with the capital dredging phase and associated diagonal breakwater realignment, opportunities may arise to build upon the Port's community and stakeholder engagement strategies as undertaken for the project thus far.

During the reporting period the Port was able to reinstate some social interaction opportunities such as Port tours and face-to-face meetings which were hampered during the first year of construction due to the COVID-19 pandemic. As Federal and State restrictions and guidelines continue to ease opportunities will arise to build on our social interactions 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 host public ITAC sessions in person where possible

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 continue to be a priority as the project progresses 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 and diagonal breakwater realignment provides an opportunity for the CU team 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.

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 second year of construction activities between 1 March 2021 and 28 February 2022.

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 2022 to 28 February 2023.

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
2021					
2-Mar	Port tour	Community general	Channel Upgrade (general)	St Anthony's school	27
3-Mar	Social media post	Community general	Environment	A call for interested parties to register for a public ITAC update	583
5-Mar	Social media post	Community general	Environment	A reminder for interested parties to register for the upcoming ITAC	481
8-Mar	Social media post	Community general	Jobs	Opportunity for an Environmental Advisor to join the CU team	412
9-Mar	Committee meeting	ITAC	Environment	Formal ITAC meeting	7
9-Mar	Newsletter	Port customers/users	Channel Upgrade (general)	Port customer newsletter included CU project update	400
9-Mar	Newsletter	Community general	Channel Upgrade (general)	Community newsletter included CU Project update	1056
10-Mar	Port tour	Community general	Channel Upgrade (general)	St Benedict's Catholic school	90
11-Mar	Committee meeting	Community general	Channel Upgrade (general)/Environment	CU project public update with ITAC chair Dr Brett Kettle	12
17-Mar	Engagement activity	Port contractors	Rock wall	Breakfast with contractors/ consultants involved in rock wall construction	25
23-Mar	Port tour	Business and industry	Channel Upgrade (general)	Townsville Chamber of Commerce	25
26-Mar	Presentation	Community general	Channel Upgrade (general)	Presentation on CU project to local Rotary Club	50

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
31-Mar	Newsletter	Port staff	Channel Upgrade (general)	Photos and story about the rock wall breakfast	150
31-Mar	Committee meeting	Traditional owners	Environment	Traditional Owners working group to present/discuss draft dredging management plans	8
14-Apr	Ministerial media event/media articles	Community general	Channel Upgrade/Port expansion	Port of Townsville and Origin Energy hydrogen MoU signing at CU site. The Townsville Bulletin (x2), Australian Financial Review, 7News Townsville, WIN News, 9 News NQ, DCN, North Queensland Register all covered the story.	200,000
14-Apr	Social media post	Community general	Channel Upgrade/Port expansion	Port and Origin MoU signing and the potential for a facility to be included in Port's future development	828
14-Apr	Newsletter	Port staff	Channel Upgrade/Port expansion	Photos and story about Origin MoU signing, and story welcoming new CU PR officer	150
28-Apr	Newsletter	Port staff	Channel Upgrade (general)	Update on weir box pipes being installed in the rock wall and stories on two new dredge supervisors joining the team	150
4-5-May	Port tour	Community general	Channel Upgrade (general)	St Patrick's school	90
7-May	Presentation	Community general	Channel Upgrade (general)	Presentation to students at St Patrick's school	110
7-May	Direct email	Federal Minister	Environment	Update on additional seagrass monitoring being undertaken in Cleveland Bay	1
10-May	Media engagement	Community general	Environment	Channel Nine interview with CU team about seagrass monitoring	1
10-May	Media engagement	Community general	Channel Upgrade (general)	Triple M Townsville radio presenter on board pilot vessel talking all things port	40,000
11-May	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin federal budget coverage mentions CU project	56,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
12-May	Social media post	Community general	Channel Upgrade (general)	PMG removing some channel markers from the Platypus and Sea channels ahead of channel widening	2,788
12-May	Newsletter	Port staff	Environment	Published video of seagrass monitoring and stories on channel markers being removed by PMG	150
14-May	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin fishing columnist story on channel marker removal and potential impact on fishers	56,000
21-May	Social media post	Community general	Environment	Video of seagrass monitoring ahead of channel widening	961
25-May	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin and Courier Mail articles about the Townsville Port expansion's significance in turbo-charging Queensland's economy	120,000
26-May	Newsletter	Port staff	Channel Upgrade (general)	Story on new dredge supervisor	150
26-May	Committee meeting	Community general	Channel Upgrade (general)	Update on CU project for CLG members	6
31-May	Port tour	Community general	Channel Upgrade (general)	Probus club	52
31-May	Social media post	Community general	Channel Upgrade (general)	Post about Probus tour and their interest in the CU project	840
1-Jun	Social media post	Community general	Environment	A call for interested parties to register for the upcoming public ITAC update	559
1-Jun	Direct email	Community general	Environment	Email to CLG and previous ITAC attendees inviting them to attend public ITAC session	60
2-Jun	Social media post	Community general	Channel Upgrade (general)	Shared Hall Contracting's post about simulator training ahead of dredging	1,273
5-Jun	Advertising	Community general	Environment	Townsville Bulletin ad inviting interested parties to join the public ITAC session	56,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
7-Jun	Port tour	Community general	Channel Upgrade (general)	Ryan Catholic College	9
7-Jun	Social media post	Community general	Environment	Reminder to register for public ITAC session	495
8-Jun	Committee meeting	ITAC	Environment	Formal ITAC meeting	7
9-Jun	Newsletter	Port staff	Channel Upgrade (general)	Story on Port staff joining Hall, PMG and SMEC for ship simulation training in Brisbane	150
9-Jun	Committee meeting	Community general	Environment	Public ITAC meeting held in person as well as online for the first time. Project updates from ITAC chair and CU team	10
9-Jun	Newsletter	Community general	Channel Upgrade (general)	Community newsletter included rock wall and project update	1056
9-Jun	Newsletter	Port customers/users	Channel Upgrade (general)	Port customer/user newsletter included update on rock wall and project schedule	400
10-Jun	Media article	Community general	Channel Upgrade (general)	The Australian Strategic Policy Institute published a case study on the Townsville Port expansion for a report on collaborative nation building	20,000
11-Jun	Port tour	Community general	Channel Upgrade (general)	Rotary club	50
16-Jun	Media article	Community general	Channel Upgrade (general)	Funding for CU project mentioned in Townsville Bulletin budget coverage	56,000
17-Jun	Presentation	Business and Industry	Channel Upgrade (general)	Migration agents and local stakeholders updated on Port projects, including future expansion	60
18-Jun	Direct email	Port Staff	Rock wall	Direct email to CU team/contractors thanking them for contributing to rock wall construction	30
6-Jul	Direct email	Federal Minister	Rock wall	Social post sent to Minister regarding rock wall's construction	1

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
6-Jul	Media enquiry	Community general	Channel Upgrade (general)	DCN journalist seeking information about CU project schedule and environmental management	1
12-Jul	Media enquiry	Community general	Channel Upgrade (general)	Townsville Bulletin journalist seeking information about status of CU project	1
12-Jul	Media enquiry	Community general	Environment	CU project environment manager asked to contribute to a story on sustainable ports	1
12-Jul	CU general enquiry	Community general	Channel Upgrade (general)	Email to CU general from Townsville Yacht Club enquiring about removal of channel markers	1
12-Jul	CU general enquiry	Community general	Jobs	Phone call to CU general enquiring about dredging timeline and jobs	1
16-Jul	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article about rock wall's completion	56,000
19-Jul	Engagement activity	Port staff/contractors	Rock wall	Port board, staff and contractors morning tea and plaque unveiling to celebrate rock wall's completion	60
21-Jul	Port tour	Community general	Channel Upgrade (general)	Ingham State High students	28
21-Jul	Newsletter	Port staff	Rock wall	Story and photos celebrating rock wall's completion	150
21-Jul	Port tour	Community general	Channel Upgrade (general)	Townsville Hospital Foundation volunteers	5
22-Jul	Presentation	Community general	Rock wall	PechaKucha forum presentation on the rock wall's construction	60
26-Jul	Port tour	Community general	Channel Upgrade (general)	Carlyle Garden residents	16
26-Jul	Presentation	Business and Industry	Channel Upgrade (general)	Presentation to Engineers Australia Northern Regional Forum on 'sustainable port' including details of the CU project	300
29-Jul	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story on rock wall completion	56,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
29-Jul	Ministerial media event/media articles	Ministers/media	Rock wall completion	A media event and plaque unveiling with MPs, Port staff and contractors to celebrate the rock wall's completion. 7News Townsville, Townsville Bulletin, ABC NQ, DCN, Industry Queensland and Infrastructure Magazine covered the story.	200,000
29-Jul	Social media post	Community general	Channel Upgrade (general)	Social post on rock wall's completion	2,689
30-Jul	Social media post	Community general	Channel Upgrade (general)	Shared 7 News story about rock wall completion	546
31-Jul	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article with cruise industry saying channel upgrade will bring great prospects	56,000
31-Jul	Social media post	Community general	Exclusion zone	Warning boaties about exclusion zone around the western rock wall	3,187
31-Jul	Media engagement	Community general	Channel Upgrade (general)	Chief Infrastructure Officer on 4K1G fishing show giving a CU project update	25,000
2-Aug	Direct email	Federal Minister	Rock wall	Minister requesting particulars of rock wall	1
3-Aug	CU general enquiry	Community general	Channel Upgrade (general)	Project enquiry from global data company	1
4-Aug	Newsletter	Port staff	Channel Upgrade (general)	Story and photos from media event to celebrate rock wall's completion	150
4-Aug	Engagement activity	Port staff	Rock wall	PechaKucha slides on rock wall's construction presented at all staff lunch	100
10-Aug	Media article	Community general	Environment	Profile on CU environment manager in DCN	20,000
10-Aug	Media article	Community general	Channel Upgrade (general/dredging)	'Dredging for the future' feature in DCN included a detail overview of the CU project and environmental monitoring programs	20,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
10-Aug	Direct email	Federal Minister	Jobs	Request for information regarding Indigenous employment	1
11-Aug	Committee meeting	CLG	Channel Upgrade (general)	CU update delivered to CLG members	10
11-Aug	Website update	Community general	Environment	A new environmental monitoring section added to the CU page on the Port of Townsville's website where reports on monitoring programs are uploaded for public viewing	Ongoing
16-Aug	Engagement activity	Community general	Channel Upgrade/Port expansion	Townsville Maritime Museum exhibition 'Rise of our Port City' officially opened. Exhibit includes a panel about the CU project as the first stage of the \$1.6b PEP	Ongoing
16-Aug	Media article	Community general	Channel Upgrade (general)	7 News Townsville coverage of Museum exhibit opening	50,000
16-Aug	Social media post	Community general	Channel Upgrade (general)	Marine observers keeping a keen eye out for critters on Cleveland Bay as work on the CU project continues	2,167
16-Aug	Engagement activity	Community general	Channel Upgrade (general)	Annual Port community survey included section about CU project awareness	140
17-Aug	Port tour	Community general	Channel Upgrade (general)	Anthony's Secondary College students	13
17-Aug	Direct email	CLG/Community newsletter	Channel Upgrade (general)	Email to CLG members and community newsletter recipients advising piling works will be undertaken as TUF is constructed	704
17-Aug	Direct email	Port Customers/Users	Channel Upgrade (general)	Direct email sent to Port Users/Customers advising piling works will be undertaken as TUF is constructed	400
17-Aug	Direct email	Port staff	Channel Upgrade (general)	Direct email sent to Port Staff advising piling works will be undertaken as TUF is constructed	150
20-Aug	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story about TEARC and expected Port growth with channel widening	56,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
21-Aug	Social media post	Community general	Channel Upgrade (general)	Townsville Enterprise post advocating CU project and its importance for stimulating the economy	2000
26-Aug	Port tour	Community general	Channel Upgrade (general)	Carlyle Gardens residents	13
7-Sep	Ministerial media event/media articles	Ministers/Community general	Channel Upgrade (general)	Ark Energy and Port hydrogen MoU signing, with CU project mentioned as catalyst for future growth. Townsville Bulletin, 7News Townsville, DCN, North Queensland Register, and industry magazines covered the story	150,000
8-Sep	Ministerial media event/media articles	Ministers/Port customers/Community general	Channel Upgrade (general)	Truck staging area official opening with CU project mentioned as part of Port's overall capital works programs. Townsville Bulletin coverage.	56,000
8-Sep	Port tour	Community general	Channel Upgrade (general)	Burdekin Canegrowers	12
8-Sep	Direct email	Community general	Environment	Direct email to CLG and past registrants inviting them to attend virtual public ITAC update	60
9-Sep	Social media post	Community general	Environment	Post inviting community to attend next public ITAC session on	686
10-Sep	Social media post	Community general	Environment	The Port investing \$17m in environmental monitoring programs as part of CU project	2,074
11-Sep	Advertising	Community general	Environment	Ad in Townsville Bulletin inviting interested parties to public ITAC session	56,000
13-Sep	Social media post	Community general	Environment	Reminding community to register for public ITAC session	727
14-Sep	Committee meeting	ITAC	Environment	Formal ITAC session	7
15-Sep	Committee meeting	Community general	Environment	Public ITAC	3

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
15-Sep	Newsletter	Port staff	Environment	Story about Port investing \$17m in environmental monitoring programs as part of CU project	150
16-Sep	Social media post	Community general	Environment	Video post of seagrass surveys underway on Cleveland Bay	6,296
25-Sep	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story about the opportunity for hydrogen to be exported from Townsville with Port Expansion Project	56,000
1-Oct	Social media post	Community general	Channel Upgrade (general)	Annual report results including investing in capital works	993
1-Oct	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article about Port 20/21 milestones including CU project and completion of rock wall	56,000
1-Oct	Media article	Community general	Channel Upgrade (general)	The DCN article about Port 20/21 milestones including CU project and completion of rock wall	20,000
13-Oct	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article about City Deal being critical in securing the Port of Townsville's Channel Upgrade project	56,000
13-Oct	Newsletter	Port staff	Channel Upgrade (general)	Story and photos about TUF construction. Story introducing new Senior Project Director	150
14-Oct	Newsletter	Community general	Channel Upgrade (general)	Community Newsletter story about rock wall's completion and next phase of CU project	1056
14-Oct	Newsletter	Port users/Customers	Channel Upgrade (general)	Customer Newsletter story about rock wall's completion and next phase of CU project	400
16-Oct	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article about PEP's potential to support green energy and net zero targets	56,000
19-Oct	Port tour	Media	Channel Upgrade (general)	Journalists from Australian Climate Council	8
20-Oct	Port tour	Community general	Channel Upgrade (general)	NQ Dry Tropics Landcare	12

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
20-Oct	Port tour	Community general	Channel Upgrade (general)	NQ Wanderers	40
20-Oct	Engagement activity	Port staff	Channel Upgrade (general)	All staff lunch included new Port Chair Ann Sherry OA's video introduction where she mentioned her excitement at future prospects for the Port with the CU project underway	100
20-Oct	New website launch	Community general	Channel Upgrade (general)	New website launch presenting a fresh new look. The CU project is prominently positioned in a quick link, with new sections and updated information.	Ongoing
27-Oct	Newsletter	Port staff	Channel Upgrade (general)	Story introducing new environmental advisor on the CU team	150
3-Nov	Committee meeting	CLG	Channel Upgrade (general)	CLG members were given a project update and had a look at the TUF construction.	15
8-Nov	Social media post	Community general	Channel Upgrade (general)/Port expansion	Full house at the port: We are preparing for future growth with the PEP set to deliver an additional 6 berths by 2050	2,484
10-Nov	Newsletter	Port staff	Environment	Story, photos and video of commercial fishermen undertaking a fish salvage operation in the CU rock wall 'pond'	150
10-Nov	Social media post	Community general	Jobs	Advertising role of administration officer for the CU project	2,594
14-Nov	Community engagement activity	Community general	Channel Upgrade (general)	A community BBQ was held in the Environmental Park in South Townsville to give our nearest neighbours a chance to meet Port staff and discuss happenings at the Port. Residents asked a variety of questions about the CU project and future port expansion plans	200
14-Nov	Port tour	Community general	Channel Upgrade (general)	A mini-bus and tour guide ran regular tours from the BBQ to the Port	60

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				where commentary was provided on CU project	
23-Nov	CU general enquiry	Community general	Dredging	A member of the public emailed to ask if dredging had commenced	1
24-Nov	Newsletter	Port staff	Channel Upgrade (general)	Story farewelling CU admin officer	150
24-Nov	Ministerial media event/media articles	Ministers/Community general	Channel Upgrade (general)	Port and Edify Energy MoU to exploring exporting green hydrogen from the Port, with mention made of the CU project and port expansion to facilitate new export opportunities. Townsville Bulletin and Industry Queensland covered the story.	65,000
30-Nov	Reporting	Coordinator-General	Channel Upgrade	First SIMR and revised CSEP submitted to Coordinator-General	1
4-Dec	CU general enquiry	Community general	Jobs	Email seeking employment	1
6-Dec	Social media post	Community general	Environment	Inviting community members to attend public ITAC	683
6-Dec	Direct email	Community general	Environment	Email to CLG, previous ITAC registrants and community newsletter recipients inviting them to attend public ITAC	748
8-Dec	Direct email	Minister/government	Channel Upgrade (general)	Project update and potential ministerial events sent to Fed Minister	1
10-Dec	Social media post	Community general	Channel Upgrade (general)	Video of the Port's highlights of 2021 including completion the rock wall	657
10-Dec	Port tour	Community general	Channel Upgrade (general)	Burdekin agronomists from Burdekin	16
11-Dec	Advertising	Community general	Environment	Townsville Bulletin ad inviting members of the public to attend public ITAC	56,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
14-Dec	Social media post	Community general	Channel Upgrade (general)	Shared Hall Contracting's post about Christmas donation to local charity RizeUp	1,408
14-Dec	Social media post	Community general	Environment	Reminder for community members to register for public ITAC	738
16-Dec	Committee meeting	ITAC	Environment	Formal ITAC meeting	7
16-Dec	Committee meeting	Community general	Environment	Public ITAC session online with the Port providing project and environment updates	4
24-Dec	Social media post	Community general	Channel Upgrade (general)	Posted a video of the Port's highlights in 2021 including the rock wall's completion	493
2022					
6-Jan	Social media post	Community general	Channel Upgrade (general)/Safety	Traffic conditions around the Port changing as sand is hauled from TMP for TUF construction	2,298
11-Jan	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story about upcoming Federal election with mention of the CU project	56,000
11-Jan	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin update on CU project including repairs to rock wall and updated dredge schedule	56,000
11-Jan	Letterbox drop	Community general	Channel Upgrade (general)	Information brochures explaining details of the CU project letterbox dropped to Magnetic Island residents ahead of capital dredging	1,200
13-Jan	Letterbox drop	Community general	Channel Upgrade (general)	Information brochures explaining details of the CU project letterbox dropped to South Townsville residents ahead of capital dredging	1,500
13-Jan	Direct email	Ministers/Port board/Contractors	Dredging	Invite sent to Ministers/Port board/Contractors inviting them to attend event to welcome Woomera to Townsville	30
13-Jan	Reporting	Coordinator General/community general	Channel Upgrade (general)	First SIMR and revised CSEP have been approved by Coordinator-General	1

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
14-Jan	Social media post	Community general	Dredging	Shared Hall Contracting post about Woomera departing Brisbane en route to Townsville	1,772
14-Jan	Newsletter	Port staff	Channel Upgrade (general)	A special Channel Upgrade edition of PORTal was distributed to all staff. It included five stories with graphics/images outlining project milestones and updated project schedule	150
17-Jan	Social media post	Community general	Dredging	Video post of Woomera's arrival in Townsville	24,794
18-Jan	Direct email	Federal Minister	Channel Upgrade (dredging)	Request for photographs and drone footage of Woomera arriving in Townsville	1
19-Jan	Ministerial media event/media articles	Ministers/community general	Channel Upgrade (dredging)	Townsville based MPs joined contractors, dignitaries and Port staff for a media event and smoking ceremony to welcome Woomera to Townsville. Townsville Bulletin (x2), 7News Townsville, WIN News, ABC radio, DCN, Power 100, Industry Queensland, Infrastructure Magazine, Australian Mining and Dredging World covered the story.	300,000
19-Jan	Media article	Community general	Channel Upgrade (dredging)	ABC online story about dive operators being concerned about dredging operations	40,000
20-Jan	Flyer distribution	Cleveland Bay users	Channel Upgrade (dredging)/safety	Info for boaties flyers/posters distributed to Townsville Coast Guard and Townsville Yacht Club	Ongoing
20-Jan	Flyer distribution	Cleveland Bay users	Channel Upgrade (dredging)/safety	Info for boaties flyers/posters distributed to 13 boating/fishing stores around Townsville by CU staff, who answered questions about the project	1,500
21-Jan	Engagement activity	Contractors	Channel Upgrade (dredging)/safety	Port of Townsville facilitated dredging safety pre-start and	40

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				environment meeting with Hall Contracting	
21-Jan	Community engagement activity	Cleveland Bay Users	Channel Upgrade (general)	20 merchandise packs delivered to 4K1G radio for give away to listeners on their Saturday morning fishing show	25,000
21-Jan	Social media post	Community general	Channel Upgrade (dredging)	Shared Mark Bailey MP's post about Woomera arriving in Townsville	1,360
22-Jan	Media engagement	Cleveland Bay Users	Channel Upgrade (dredging)	Segment on 4K1G community fishing show to give a project update and advise boaties marine traffic conditions would change as dredging kicks off	25,000
24-Jan	Social media post	Community general	Channel Upgrade (general)	Post about Wulgurukaba Walkabouts performing a special smoking ceremony to welcome Woomera to Townsville	10,184
24-Jan	Media enquiry	Community general	Channel Upgrade (general)	Media enquiry from Queensland Country Life asking about top agricultural exports for story about CU project	1
24-Jan	Newsletter	Community general	Channel Upgrade (dredging)	Community newsletter included story about Woomera arriving in Townsville and project update	1056
24-Jan	Newsletter	Port users/customers	Channel Upgrade (dredging)	Customer newsletter included story about Woomera arrival and updated project schedule	400
25-Jan	Newsletter	Port staff	Channel Upgrade (general)	Three stories in PORTal about CU project including Woomera's arrival, project schedule update and to welcome new contract advisor	150
25-Jan	Direct email	Community general/Cleveland Bay users	Channel Upgrade (dredging)	Email to 1000 stakeholders including boating and fishing clubs, community newsletter recipients and CLG advising dredging has started and marine traffic conditions have changed	1000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
25-Jan	Community engagement activity	Cleveland Bay users	Channel Upgrade (dredging)	Direct conversations with five recreational boating/fishing clubs to advise marine traffic conditions have changed and asking them to share email alert with members	5
25-Jan	Media enquiry	Community general	Channel Upgrade (general)	DCN journo emailed expressing interest in writing about CU project	1
25-Jan	CU general enquiry	Community general	Jobs	Email from job seeker looking for work on the CU project	1
25-Jan	Website update	Community general	Channel Upgrade (general)	First SIMR and updated CSEP uploaded to Port of Townsville website as per Coordinator General directive	
26-Jan	Media article	Community general	Channel Upgrade (dredging)	North Queensland Register story about Woomera's arrival and the Port's significance to agriculture in the North	15,000
28-Jan	Newspaper advertising	Community general/Cleveland Bay users	Channel Upgrade (dredging)	Targeted ad placed on the fishing page of the Townsville Bulletin advising boaties that marine traffic conditions have changed on Cleveland Bay as dredging gets underway	56,000
29-Jan	Radio advertising	Community general/Cleveland Bay users	Channel Upgrade (dredging)	Radio campaign commenced on Triple M and HIT FM advising marine traffic conditions have changed as dredging gets underway. Campaign to run during targeted time slots from 29-Jan to 28-Feb, 2022	20,000
1-Feb	Radio advertising	Community general/Cleveland Bay users	Channel Upgrade (dredging)/safety	Radio campaign advising boaties of Marine Restricted Area on Cleveland Bay around dredge to continue throughout Feb	135,000
2-Feb	Committee meeting/presentation	CLG	Channel Upgrade (general)	CU project team presented to CLG members covering off on project background, schedule, dredging, environmental monitoring and stakeholder engagement activities	8

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
3-Feb	Social media post	Community general	Channel Upgrade (dredging)	A post reminding boaties marine traffic conditions have changed as dredging gets underway	3,216
4-Feb	Newspaper advertising	Community general/Cleveland Bay users	Channel Upgrade (dredging)/safety	Targeted ad placed on the fishing page of the Townsville Bulletin advising boaties that marine traffic conditions have changed on Cleveland Bay	56,000
8-Feb	Social media post	Community general	Channel Upgrade (dredging)	Shared Hall Contracting's post welcoming two new barges to Townsville	2,225
9-Feb	Newsletter	Port staff	Channel Upgrade (general)	Story on CU project including arrival of new barges and schedule update	150
9-Feb	Direct email	CLG	Channel Upgrade (general)	Minutes and presentation from CLG meeting sent to members	14
9-Feb	Media article	Community general	Channel Upgrade (general)	Feature story on CU project published in Roads & Infrastructure Magazine	20,000
9-Feb	Social media post	Community general	Channel Upgrade (general)	Port of Townsville named a finalist in DCN awards 'Port or terminal of the year' category with mention of CU project bringing larger ships to NQ	1,626
12-Feb	Social media post	Community general	Environment	Post celebrating the work of CU environmental manager	1,189
14-Feb	Engagement activity/stakeholder meeting	Regional Harbour Master	Channel Upgrade (dredging)	Meeting with RHM, VTS, Hall Contracting and Port staff to discuss channel dredging and communication activities	8
16-Feb	Direct email	Federal Minister	Channel Upgrade (general)	Briefing provided to Minister on potential media opportunities	1
17-Feb	Engagement activity/stakeholder meeting	Cleveland Bay Users commercial & recreational	Channel Upgrade (dredging)	Meeting with RHM, Coastguard, Townsville Yacht Club, Sealink and Magnetic Island ferries to advise of channel widening activities and associated communication activities	Ongoing
17-Feb	Engagement activity/stakeholder meeting	Cleveland Bay users/Community general	Channel Upgrade (dredging)	Meeting with Magnetic Island Ferries to discuss communicating CU	1

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				project details with ferry customers	
23-Feb	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article about CU project driving investment in the region	56,000

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