

# SOCIAL IMPACT MANAGEMENT REPORT

MARCH 2022 - FEBRUARY 2023



## Document Control Sheet

### Revision history

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### Document approval

Approved by:



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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>Qudos</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

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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.*

Two 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 first SIMR covered the first year of construction from 4 March, 2020 to 28 February, 2021. It was prepared and submitted to the Coordinator-General on 29 November, 2021, with the Coordinator-General approving the report on 13 January, 2022. It was subsequently uploaded to the [Port of Townsville website](#) on 25 January, 2022.

The second SIMR which covered the period from 1 March 2021 to 28 February 2022 detailed activities undertaken during the second year of construction including completion of the rock wall, construction of the Temporary Unloading Facility (TUF) and preliminary dredging to cut a channel to the TUF. It was submitted to the Coordinator-General on 5 May, 2022, approved on 27 May, 2022 and uploaded to the Port of Townsville website on 1 June, 2022.

This SIMR covers the period from 1 March 2022 to 28 February 2023 and is the third 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 third year of reclamation construction and the commencement 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 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 \$251 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 long to access the Port. All capital dredge material is being 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.

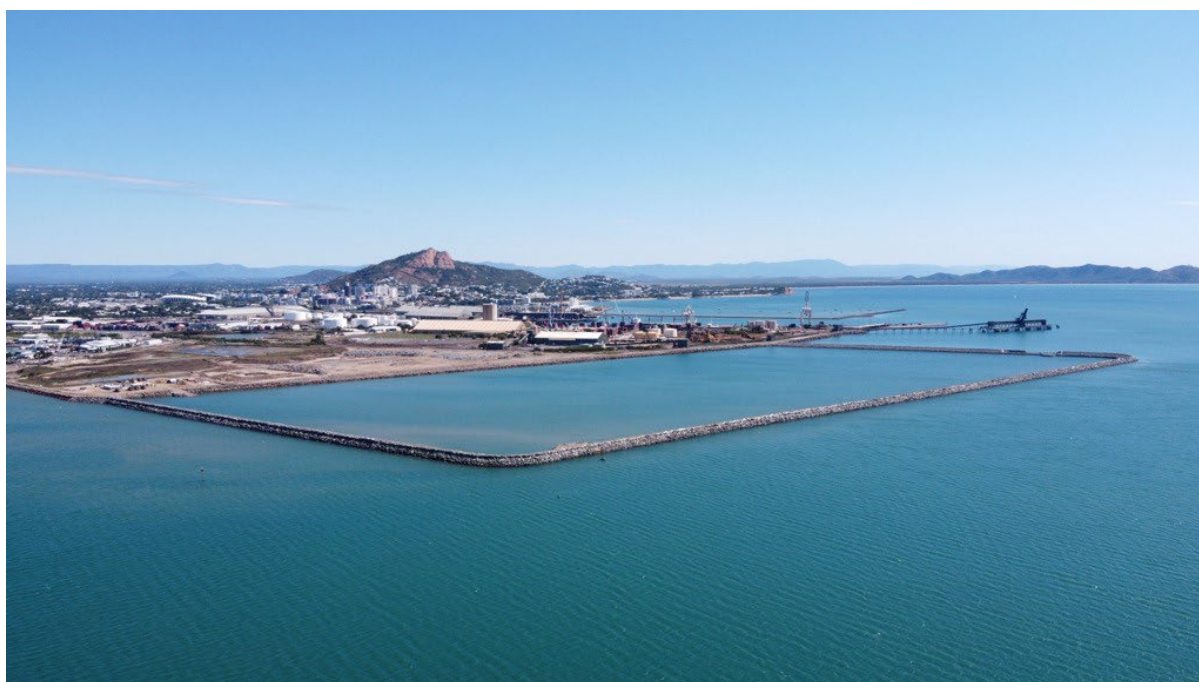
## 1.3 Rock Wall Construction

Hall Contracting was awarded the contract to construct the rock wall to bund a 62 hectare reclamation area where capital dredge material 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 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 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, 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 Project Update

The following activities were undertaken during the third year of construction, which covers the period from 1 March, 2022 to 28 February, 2023.

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 is taking place 24 hours a day, seven days a week (weather permitting) and is expected to take two years.

In October 2022, the project reached a major 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 in total. During this period the campaign targeted stiff clays to be placed inside the reclamation providing additional strength to the rock wall and to create a barrier, which alongside the geotextile, helps to prevent any loss of fine sediments. This is referred to as the perimeter seal.

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.

Water-levels within the reclamation rose significantly during January 2023 due to high rainfall and the reclamation being sealed. Pumping-out of tailwater, in line with approvals, commenced on 25 February with the water level within the reclamation reduced from about +3.5m LAT at the start of pumping to +0.9m LAT by the end. The lower water levels within the reclamation assists with drying of placed dredge material.



Figure 4: Woomera dredging the Platypus Channel 1.5 nautical miles from the Breakwater wall 16 March, 2022



*Figure 5: Woomera dredging the Platypus Channel at dawn 17 March, 2022*



*Figure 6: A barge being loaded alongside Woomera, April 2022*





*Figure 7: An aerial view of the reclamation area July, 2022*



*Figure 8: An aerial view of the reclamation area August, 2022*





*Figure 9: Bund wall sealing was completed in January, 2023*



*Figure 10: Tailwater being released from the reclamation pond in February, 2023*



## 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 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 Coordinator General approved revision 1 of the CSEP on 11 December 2018, and revision 2 of the CSEP on 13 January 2022. The CSEP was revised in early 2023 and revision 3 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.

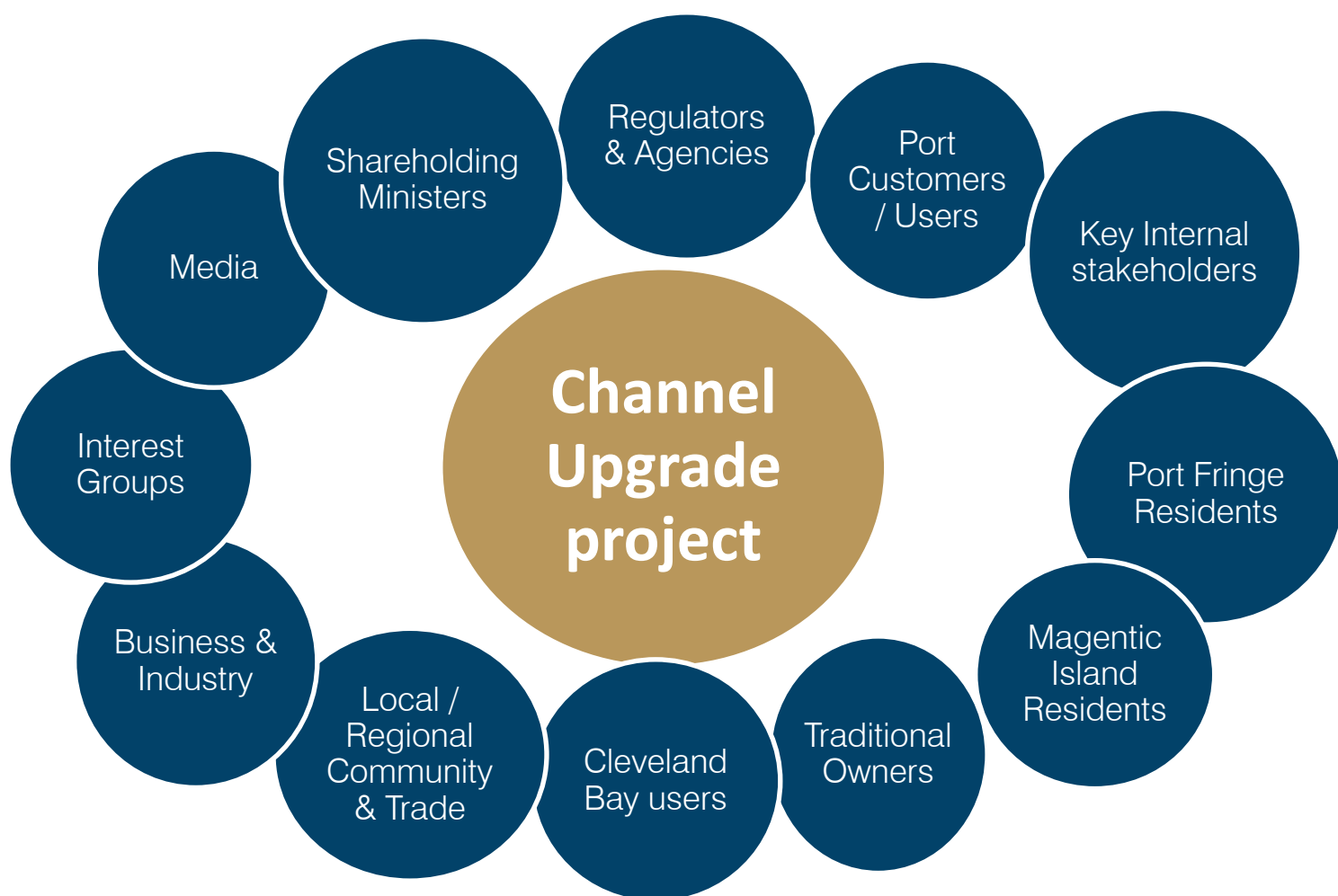
### 2.2 Communication and Engagement Activities

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 third year of construction on the Channel Upgrade project, the Port of Townsville has undertaken 197 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 and Science (DES), 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 197 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 including tours, site photographs and project updates.
- Six direct interactions with Queensland Government departments/Shareholding Ministers including four briefings provided to the Premier's office, Minister for Transport and Main Roads Mark Bailey MP, Member for Mundingburra Les Walker and tours/site visits.
- The Independent Technical Advisory Committee, chaired by Dr Brett Kettle, held four formal meetings to discuss environmental considerations surrounding the CU project and were provided updates on a suite of management plans.
- Port staff were provided with 17 project updates via newsletters and presentations at 'All Staff Lunches'.
- Port customers/users were engaged seven times via newsletters, personal meetings, events and presentations.
- CU project contractors were actively engaged three times outside of regular operational meetings and tasks.

## **Community General**

The Port implemented a number of strategies and engagement activities and reached over 2.3 million contact points throughout the third 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 12 mainstream media opportunities, including ministerial media events, media releases, radio interviews and providing briefing notes to publications. One Ministerial media event was held during the reporting period which mentioned the CU project as a catalyst for developing the North's economy. Three media releases including celebrating the milestone of dredging one million cubic metres, detailing the CU project's dolphin monitoring program and welcoming cruise ships back to Townsville, with larger ships on the horizon were issued. Media engagement resulted in at least 50 stories relating to the CU Project being published via newspapers, television and radio stations and various industry magazines/publications.
- Twenty three (23) 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 continued a radio advertising campaign March 2022 which continued into mid-April to ensure mariners were advised of changed conditions and restrictions for watercraft on Cleveland Bay as capital dredging got underway. During this period, 440 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. Seven signs were installed at three major Townsville boat ramps advising dredging is underway with contractors from On Common Country hired for the installation.
- Six advertising opportunities in a local newspaper provided members of the public with important safety information and project updates and initiatives.
- Ten 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.
- Thirty-one direct interactions which included targeted conversations with specific individuals/groups and emails were sent to community interest groups to provide updates on the project or invite them to attend meetings which were held both in-person or online.
- Three community newsletters provided an update on the project.
- Six presentations were delivered to specific community/business/industry interest groups, including two with cruise ship reactivation stakeholders
- Fourteen (14) community engagement activities were undertaken, including hosting a community barbecue breakfast at the Environmental Park, hosting a stakeholder breakfast for industry/community leaders, undertaking a community survey, letterbox dropping newsletters to with information about the CU project to residents in South Townsville and hosting stalls at community events/field days. The return of large cruise ships to Townsville in December 2022 gave staff the ability to directly engage with cruise lines, crew, market holders and guests to discuss the benefits of the CU project with eight ships berthing in Townsville during the reporting period.
- Twenty-five (25) port tours with members of the public including schools, community groups and industry bodies showcased the CU project.
- One enquiry was received from a member of the public seeking employment, while one other contacted the Project's dedicated information line with a technical enquiry regarding the supply of surveying equipment.
- The Port of Townsville's CU project website tab has been regularly updated during the reporting period with the inclusion of dredging information which provides boaties with the latest dredge location and the addition of a page displaying real-time water quality monitoring data in Cleveland Bay.



Figure 11: On Common Country contractors installed signage at boat ramps, 14 April, 2022



Figure 12: A media release outlining the CU project's inshore dolphin monitoring program was issued on 19 August, 2022





*Figure 13: ITAC member Helene Marsh on board Woomera 17 October, 2022*

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 2022 to 28 February 2023. 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 197 engagements undertaken during the reporting period.

MONTH	ACTIVITY										APPROX. REACH
	Social Media	Media Event / Release / Article	Newspaper / Radio Advertising	Engagement Activity	Newsletter Distribution	Direct Email / Discussion	Presentation	Port Tour	Committee Meeting	Other	
Mar-22	4	8	254	2	2	4	0	5	1	1	524,713
Apr-22	3	2	188	2	3	1	0	0	0	1	233,226
May-22	3	3	0	0	0	2	1	5	0	1	96,145
Jun-22	2	2	1	2	1	2	0	3	1	1	120,233
Jul-22	2	2	0	1	0	4	0	5	0	1	78,913
Aug-22	3	6	0	1	1	2	0	4	1	0	223,445
Sep-22	2	2	1	1	2	8	1	3	1	2	126,043
Oct-22	1	12	0	0	2	1	1	3	0	1	403,552
Nov-22	1	1	1	1	3	3	2	0	2	0	113,995
Dec-22	0	9	0	3	2	2	1	0	0	1	276,648
Jan-23	0	1	0	0	1	0	1	0	0	0	56,190
Feb-23	2	2	1	5	1	2	0	1	1	0	95,077
<b>TOTAL</b>	<b>23</b>	<b>50</b>	<b>446</b>	<b>18</b>	<b>18</b>	<b>31</b>	<b>7</b>	<b>29</b>	<b>7</b>	<b>9</b>	<b>2,348,180</b>

- Note: radio advertising has been included as one engagement in the 197 total. The above table highlights each individual advertisement

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 two contacts occurring.

The topics addressed in these interactions were:

- General Project enquiries (excluding media): 0
- Employment enquiries: 1
- 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 2022 to 28 February 2023 has achieved the following outcomes.

STAKEHOLDER	ACTIVITIES	OUTCOMES
Ministers	Project briefings/Ministerial media events	Shareholding Minister and Minister for Main Roads Mark Bailey MP 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 contribute to media releases marking project milestones with Shareholding Ministers' and Local MPs comments included in official media releases about the project.
ITAC	Committee meetings/briefings	In addition to regular quarterly meetings, the ITAC has been extensively engaged as management plans were created and reviewed, and as dredging commenced, 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 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 engagement activities including a morning tea. 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.
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 outlets have seen

		<p>project information broadcast across local media channels, and national and international trade/industry magazines/websites. Social media posts have been used to broadcast project information. 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 newsletters include project updates. Brochures providing information about the CU project including the need for project, dredging methodology and environmental mitigation and monitoring programs remain publicly available in a local convenience store, where a poster remains on display. 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, while stalls at community events including Field Days have allowed direct interaction with the community. Port tours with community groups and school students have informed of the need for the project and outlined the scope of works. The return of cruise ships has enabled Port staff to engage with a wide range of stakeholders including cruise lines, agents, crew, guests and market holders to explain the CU project's scope. As a result, the broader community is largely aware of the project and its expected 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	Radio and newspaper advertising/flyers/brochures/posters/social media/direct email	<p>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, as well as Breakwater Marine, to the Townsville Coastguard, Townsville Yacht Club and Townsville Sailing Club to advise of capital dredging works and have continued to replenish if required. Signage has been installed at seven major boat ramps across three locations in Townsville advising of changed marine traffic conditions on Cleveland Bay. A Notice to Mariners was issued advising of tailwater release. Social media has been used regularly to provide information about changed marine traffic conditions and a dredging information tab on the Port of Townsville's website provides weekly dredge location updates and advice for the boating community. Regular meetings have been held with the Regional Harbour Master, while CU project team members engaged with Magnetic Island Race Week organisers to ensure all parties were aware of vessel movements. The overarching communications campaign using a variety of methods aimed to reach the majority of Cleveland Bay users, with no recreational vessel interactions recorded during the reporting period.</p>



## **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 2022 to 28 February 2023, one complaint was lodged relating to the CU project.

On 30 September 2022, a member of the public emailed the Port of Townsville expressing concern about dredging, stating she had stepped in grease at Rowes Bay/Pallarenda. The Port responded the same day, advising the complainant of the work we were doing with Maritime Safety Queensland to identify the source of the grease. The Port provided information about proactive measures in place for dredging which included strongly encouraging the use of non-hydrocarbon bio-grease on vessels.

### 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 2022 to March 2023 inclusive. This data is compiled on a quarterly basis, with March 2022 data captured in the second SIMR.

Since detailed design began in 2018, and as of 31 March 2023, the CU project has supported employment for 1,820 people with 64.07% residing in the Townsville Local Government Area (target 65%) including 6.04% First Nations (target 6.6%) and 10% trainees and apprentices (target 10%). During the reporting period, the CU project supported employment for an additional 141 people, as outlined in the table below.

CHANNEL UPGRADE PROJECT - SOCIAL IMPACT MANAGEMENT REPORT 2022/2023					
1	EMPLOYMENT STATISTICS	2021/2022 - QTR 4 APR TO JUN 22	2022/2023 - QTR 1 JUL TO SEP 22	2022/2023 - QTR 2 OCT TO DEC 22	2022/2023 - QTR 3 JAN TO MAR 23
		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	47	36	39	19
1.1.1	PORT OF TOWNSVILLE EMPLOYEE NUMBERS - LOCAL (Residing within the Townsville Local Government Area during reporting period)	1	1	2	2
1.1.2	SUPPLIER EMPLOYEE NUMBERS - LOCAL (Residing within the Townsville Local Government Area during reporting period)	26	22	21	2
1.1.3	SUPPLIER EMPLOYEE NUMBERS - QUEENSLAND (Residing within Queensland, excluding the Townsville LGA) during reporting period)	16	9	11	10
1.1.4	SUPPLIER EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND (Residing outside Queensland and/or Australia during reporting period)	4	4	5	5
The following statistics are included in section 1.1 above - Total Employee Numbers					
1.2	TOTAL INDIGENOUS EMPLOYEES - MAJOR SUPPLIERS	16	4	7	1
1.2.1	INDIGENOUS EMPLOYEE NUMBERS - LOCAL (Residing within the Townsville Local Government Area during reporting period)	15	3	5	1
1.2.2	INDIGENOUS EMPLOYEE NUMBERS - QUEENSLAND (Residing within Queensland, excluding the Townsville LGA) during reporting period)	1	1	2	-
1.2.3	INDIGENOUS EMPLOYEE NUMBERS - OUTSIDE QUEENSLAND (Residing outside Queensland and/or Australia during reporting period)	-	-	-	-
The following statistics are included in section 1.1 above - Total Employee Numbers					
1.3	TOTAL TRAINEES & APPRENTICES - MAJOR SUPPLIERS	7	5	8	10
1.3.1	TRAINEE & APPRENTICES NUMBERS - LOCAL (Residing within the Townsville Local Government Area during reporting period)	5	2	3	8
1.3.2	TRAINEE & APPRENTICES NUMBERS - QUEENSLAND (Residing within Queensland, excluding the Townsville LGA) during reporting period)	1	2	3	1
1.3.3	TRAINEE & APPRENTICES NUMBERS - OUTSIDE QUEENSLAND (Residing outside Queensland and/or Australia during reporting period)	1	1	2	1
2	PROCUREMENT STATISTICS	2021/2022 - QTR 4 APR TO JUN 22	2022/2023 - QTR 1 JUL TO SEP 22	2022/2023 - QTR 2 OCT TO DEC 22	2022/2023 - QTR 3 JAN TO MAR 23
2.1	CONTRACTS (Major Contracts \$250,000 and above)				
2.1.1	TOTAL NUMBER OF CONTRACTS AWARDED	1	-	-	1
2.1.2	NUMBER OF TOWNSVILLE LOCAL* CONTRACTS AWARDED	-	-	-	1
2.2	TOTAL PROCUREMENT SPEND				
2.2.A	PROCUREMENT SPEND – LOCAL* SUPPLIERS	3.03%	2.73%	3.60%	3.10%
2.2.B	PROCUREMENT SPEND – QUEENSLAND SUPPLIERS (EXCL LOCAL)	96.53%	94.01%	96.31%	86.63%
2.2.3	PROCUREMENT SPEND – INDIGENOUS SUPPLIERS <sup>[2]</sup> (As identified by suppliers)	0.01%	0.00%	0.00%	0.00%
Note:- 2 - Procurement Statistics - Local* Content comprises suppliers based in the Townsville Local Government Area.					
Target References:					
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 commenced.
- 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, direct emails, meetings with stakeholders including the Regional Harbour Master and Magnetic Island Race Week organisers, regular social media posts and the installation of signage at seven boat ramps in three locations in Townsville.
- Mechanical inspections and maintenance days are scheduled regularly to ensure the dredge spread is operating optimally.
- Implemented manual greasing on Woomera and increased vigilance on the water and land to detect grease.
- 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;
- Investigate the use of billboards on construction fencing in frequently used public areas to explain the Project or for local artwork;
- Installation of additional fencing and lighting
- Relocation of water standpipe for dust suppression vehicle; 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 the commencement of dredging and reclamation works. These include:

- Using water trucks to dampen down access roads to mitigate dust, and reducing speed limits on limit dust.
- Cleaning heavy machinery and marine vessels in dedicated areas on the CU site ensuring appropriate environmental controls are adhered to.
- Spill plates have been installed on the TUF direct any loss of dredge material to the TUF and limit the amount going to water when unloading.
- Visual assessments of dredge plumes, including the use of drone and satellite, are undertaken regularly to ensure the visual amenity of Cleveland Bay is maintained, with real-time water quality monitoring data is reviewed daily and additional mitigation measures available if trigger levels are reached.
- 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. In February 2023, the vacancy rate in post code 4810, which includes suburbs neighbouring the Port including South Townsville, Railway Estate and North Ward bucked the national trend and rose to 1.7 %, higher than the broader North Queensland rental vacancy rate of 1.5%. While housing availability is a challenge nationwide, hiring such a high percentage of locally sourced personnel means the CU project has had limited impact. 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 following table summarises the CU project's commitments to community and stakeholder engagement for the forward reporting period of 1 March 2023 to 28 February 2024.

STAKEHOLDER GROUP	ACTIONS
Shareholding Ministers	<ul style="list-style-type: none"> <li>• Invite to media events to mark significant project milestones</li> <li>• Provide regular project updates</li> </ul>
Traditional Owners	<ul style="list-style-type: none"> <li>• Consult to provide employment opportunities for Traditional Owner and First Nations workers</li> <li>• Inform of project milestones and respond to concerns/queries</li> </ul>
ITAC	<ul style="list-style-type: none"> <li>• Continue to provide project updates at meetings</li> <li>• Advise of environmental monitoring program outcomes</li> <li>• Respond to concerns/queries as they arise</li> </ul>
Port Staff	<ul style="list-style-type: none"> <li>• Inform of key project milestones via fortnightly staff e-newsletter and presentations at events including All Staff Lunches</li> <li>• Invite staff to view Woomera from the water and tour the CU project site</li> </ul>
Port customers	<ul style="list-style-type: none"> <li>• Inform of key project milestones via customer e-newsletter</li> <li>• Inform of any potential disruptions via direct email</li> <li>• Inform of eastern breakwater realignment and changes to conditions as dredging moves closer to the inner harbour</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>• Continue to hold regular meetings with contractors to discuss the Project's progression</li> <li>• Continue to build relationships with key contractors onsite</li> <li>• Provide social engagement opportunities for contractors and Port staff</li> </ul>
Business/industry	<ul style="list-style-type: none"> <li>• Provide updates to business/industry via Port tours, presentations and news articles targeting industry publications</li> </ul>
Port fringe and Magnetic Island residents/businesses	<ul style="list-style-type: none"> <li>• Provide project updates in quarterly community newsletter <ul style="list-style-type: none"> <li>• Inform Magnetic Island residents/Cleveland Bay users of the updated dredging schedule and methodology as Sea Channel widening commences via email, social media, direct interactions</li> </ul> </li> <li>• Inform of any potential disruptions from work via direct email</li> <li>• Seek opportunities for face-to-face interaction at community events</li> <li>• Conduct community sentiment survey about the Port of Townsville, including CU project <ul style="list-style-type: none"> <li>• Inform of work commencing to shorten the eastern breakwater</li> </ul> </li> </ul>
Cleveland Bay users	<ul style="list-style-type: none"> <li>• Ensure boating/fishing shops remained stocked with 'info for boaties' flyers</li> <li>• Provide project updates on 4K1G fishing show</li> <li>• Social media posts advising of dredge/barge movements</li> <li>• Targeted radio/newspaper advertising in peak periods (eg/school holidays)</li> <li>• Direct email to stakeholders advising of significant project updates or schedule changes</li> </ul>

	<ul style="list-style-type: none"> <li>• Inform of changed marine traffic conditions as dredging moves closer to the inner harbour, and eastern breakwater alignment commences via direct email, flyers, social media as deemed necessary</li> </ul>
Community general	<ul style="list-style-type: none"> <li>• Continue to provide information via traditional and social media</li> <li>• Provide project updates in quarterly community newsletter</li> <li>• Newspaper and radio advertising to update the community on capital dredging works/Eastern breakwater realignment as required</li> <li>• Continue to update the Port of Townsville's website to include project progress and milestones</li> <li>• Continue to publish real-time water quality monitoring data on dedicated CU project digital dashboard</li> <li>• Newspaper advertising/email/social media posts to continue to invite members of the public to attend public ITAC sessions</li> <li>• Include the CU project's dedicated 1800 phone number and email on correspondence</li> </ul>
Community Liaison Group	<ul style="list-style-type: none"> <li>• Provide project updates at quarterly meetings</li> <li>• Provide project updates in quarterly community newsletter</li> <li>• Inform of any potential disruptions from work via direct email</li> <li>• Facilitate Port tours/Woomera visit as appropriate</li> <li>• Continue to invite members of the CLG to attend public ITAC sessions</li> </ul>

## 5.2 Opportunities

As the CU project continues to progress with the capital dredging phase and associated eastern 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 continued to enhance 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 the project progresses toward completion 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 host public ITAC sessions in person
- 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.

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 Eastern 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 third year of construction activities between 1 March 2022 and 28 February 2023.

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 2023 to 28 February 2024.

## 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
2022					
3-Mar	Radio advertising	Community general	Channel Upgrade (dredging)	Radio advertising campaign commenced to advise boaties of changed marine conditions on Cleveland Bay as channel widening gets underway. Campaign to turn on Triple M and HIT FM at targeted times throughout March	135,000
4-Mar	Newspaper advertising	Community general	Channel Upgrade (dredging)	Advertisement on the fishing page in the Townsville Bulletin to advise of changed marine traffic conditions on Cleveland Bay	56,000
4-Mar	Port tour	Business/Industry	Channel Upgrade (general)	Representatives from On Common Country, RDA and Charters Towers Mayor toured the CU site, taking note of Indigenous employment opportunities	4
8-Mar	Port tour	Community general	Channel Upgrade (general)	Students from Cathedral School	10
8-Mar	Social media	Community general	Environment	Post inviting members of the public to attend upcoming ITAC public session	1432
8-Mar	Direct email	Community general	Environment	Direct email to past ITAC registrants, CLG and Community newsletter subscribers inviting them to attend next public ITAC	705
9-Mar	Media article	Community general	Channel Upgrade (general)	Dredging Today story about CU project and upcoming ITAC session	33,000
9-Mar	Newsletter	Port staff	Channel Upgrade (general)	2X stories including TUF being put to the test with unloading of hulls from Hall barges, and introducing new Contract's Manager	150

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
12-Mar	Newspaper advertising	Community general	Environment	Ad in Townsville Bulletin inviting community members to attend the upcoming public ITAC session	56,000
15-Mar	Website update	Community general	Channel Upgrade (dredging)	Website updated to reflect weekly dredge schedule (ongoing)	
15-Mar	Social media	Community general	Environment	Reminder for community members to attend upcoming public ITAC session	850
16-Mar	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story about the PEP being a catalyst for an expanded military base	56,000
17-Mar	Social media	Community general	Channel Upgrade (dredging)	Post advising boaties of changed marine traffic conditions as dredging gets underway	2674
17-Mar	Media article	Community general	Channel Upgrade (dredging)	Dredging Today story about capital dredging commencing	33,000
17-Mar	Port tour	Government	Channel Upgrade (general)	Federal Government City Deal team	3
17-Mar	Port tour	Government	Channel Upgrade (general)	Local Government Association of Queensland members	25
17-Mar	Committee meeting	Community general	Environment	ITAC public session including project and environment updates	12
17-Mar	Direct email	Community general	Channel Upgrade (dredging)	Advising recreational boating/fishing groups and community newsletter recipients of changed marine traffic conditions with dredging underway	700
18-Mar	Engagement activity	Cleveland Bay users	Channel Upgrade (dredging)	Meeting with Harbour Master re dredge location	10
18-Mar	Media article	Community general	Channel Upgrade (dredging)	Public notice on Magnetic Island Community News advising conditions on Cleveland Bay have changed with dredging underway	3000
19-Mar	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story about the Port being able to cater for larger cruise ships once CU project complete	56,000



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
20-Mar	Media article	Community general	Channel Upgrade (general)	The DCN article about trade in the Sunshine State mentioned the Channel Upgrade project in catering for larger ships in Townsville	33,000
21-Mar	Engagement activity	Business and Industry	Channel Upgrade (general)	Port customers/contractors and business leaders attended the Port's stakeholder breakfast where CU project update and milestones features in speeches and video presentations	70
22-Mar	Social media	Community general	Channel Upgrade (general)	Advertising job vacancy in the role of project management officer to join CU team	850
22-Mar	Direct email	Cleveland Bay users	Channel Upgrade (dredging)	To recreational boating groups advising of dredge movement	5
22-Mar	Direct email	Government	Channel Upgrade (general)	Premier's office request for project milestone updates	1
23-Mar	Media event	Government	Channel Upgrade (general)	PM Scott Morrison and entourage at Port of Townsville to announce Hells Gate Dam where the CU project was mentioned as a catalyst for developing the North's economy	60
23-Mar	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article announcing Hells Gate funding and the CU project being critical to ensuring exports can grow	56,000
23-Mar	Newsletter	Port staff	Channel Upgrade (general)	Four stories about the CU project including channel dredging commencement, community engagement activities, and welcoming two staff members to the team	150
31-Mar	Port tour	Government	Channel Upgrade (general)	Two photographers taking photos of Port infrastructure for future government publications	2
1-Apr	Radio advertising	Community general	Channel Upgrade (dredging)	Radio campaign on Triple M and HIT FM continued to advise boaties of changed conditions on Cleveland Bay until 18 Apr to	135,000

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				capture school holidays and Easter long weekend.	
1-Apr	Social media	Community general	Channel Upgrade (dredging)	Reminding boaties for be aware of Woomera as school holidays commence	1964
1-Apr	Direct email	Government	Channel Upgrade (general)	Request for information about community engagement activities regarding the CU project from federal regulators following request from Magnetic Island resident about Port activities including the CU project	2
6-Apr	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin columnist Steve Price mentioned dredging in his weekly column	56,000
7-8-Apr	Engagement activity	Community general	Channel Upgrade (general)	Port stall at NQ Field Days which attracted about 5000 people over two days. Attendees were able to ask questions about the CU project and project information brochures were distributed	5000
8-Apr	Newsletter	Community general	Channel Upgrade (general)	Quarterly community newsletter including an update on the CU project including channel widening commencing, info for boaties and details of environmental monitoring	669
8-Apr	Media article	Community general	Channel Upgrade (dredging)	Dredging Today story about dredging getting underway	33,000
14-Apr	Signage installation	Community general	Channel Upgrade (dredging)	Installation of seven new signs at three major Townsville boat ramps advising dredging is underway	ongoing
14-Apr	Social media	Community general	Environment	Video of Port's sustainability commitments with mention of CU environmental monitoring	525
18-Apr	Social media	Community general	Channel Upgrade (general)	Video of Port committing to community with interview with OCC about opportunities for Indigenous employment on CU project	620

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
20-Apr	Newsletter	Port customers	Channel Upgrade (general)	Quarterly community newsletter including an update on the CU project including channel widening commencing, info for boaties and details of environmental monitoring	256
20-Apr	Newsletter	Port staff	Channel Upgrade (general)	Three stories about the CU project including Hall and Port partnering with OCC to provide Indigenous training and employment, enquires about the CU project at NQ Field Days and farewell to former project lead.	168
20-Apr	Engagement activity	Contractors	Channel Upgrade (general)	Morning tea with Port staff and contractors to welcome Hall's new regional manager	22
4-May	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article mentioned Federal Government's \$75m contribution to CU project	56,000
4-May	Port tour	Community general	Channel Upgrade (general)	St Patrick's The Strand students and teachers	56
5-May	Port tour	Community general	Channel Upgrade (general)	St Patrick's The Strand students and teachers	56
5-May	Direct email	Government	Channel Upgrade (general)	Federal Department of Infrastructure requested images of dredging for future publications	4
5-May	Direct email	Government	Channel Upgrade (general)	SIMR report 2 submitted to Coordinator-General's office	2
10-May	Social media	Community general	Environment	Seagrass monitoring underway in Cleveland Bay	904
11-May	Committee meeting	CLG	Channel Upgrade (general)	CU project update delivered to CLG	16
13-May	Social media	Community general	Channel Upgrade (dredging)	Advising recreational vessel users to maintain distance from the dredge	4196
17-May	Presentation	Community general	Environment	CU environment manager presentation to JCU students re career path	15

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
20-May	Port tour	Community general	Channel Upgrade (general)	St Anthony's school students	23
20-May	Port tour	Community general	Channel Upgrade (general)	OCC	14
25-May	Port tour	Community general	Channel Upgrade (general)	OzCare clients	7
27-May	Report acceptance	Community general	Channel Upgrade (general)	Coordinator General approved second SIMR	2
31-May	Social media	Community general	Channel Upgrade (general)	Shared Hall Contracting's post about PNG Port Corporation's visit to the CU site	1000
31-May	Media article	Community general	Channel Upgrade (general)	PMG story about the work they did constructing the TUF	850
31-May	Media article	Community general	Channel Upgrade (general)	Dredging Today article about PMGs involvement in the CU project	33,000
1-Jun	Website update	Community general	Channel Upgrade (general)	Published second SIMR to Port of Townsville website	100
1-Jun	Presentation	Port staff/customers	Environment	CU environment manager presentation to PEWG about environmental monitoring programs	25
2-Jun	Staff event	Port staff	Channel Upgrade (general)	OCC representatives gave an update on the work they are doing with Hall Contracting to provide employment opportunities to Indigenous youth on the CU project	100
5-Jun	Engagement activity	Community general	Channel Upgrade (general)	Port stall at EcoFiesta where community members could ask questions about operations including the CU project	8000
8-Jun	Port tour	Community general	Channel Upgrade (general)	Colliers International	9
8-Jun	Direct email	Community general	Environment	Invite for former ITAC registrants, CLG and community newsletter recipients to attend the next public ITAC session	734

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
8-Jun	Port tour	Government	Channel Upgrade (general)	DFAT delegates	16
8-Jun	Media article	Community general	Channel Upgrade (general)	Dredging Today article about dredging progress and upcoming ITAC meeting	33,000
9-Jun	Social media	Community general	Environment	Inviting community to attend the next public ITAC session	1200
11-Jun	Newspaper advertising	Community general	Environment	Townsville Bulletin ad inviting community to attend the next public ITAC session	56,000
11-Jun	Media article	Community general	Channel Upgrade (dredging)	ABC online story about coal washing up on Townsville beaches with JCU professor stating increase in marine biota on beaches could be due to channel widening	20,000
13-Jun	Port tour	Community general	Channel Upgrade (general)	Texas University students	28
13-Jun	Social media	Community general	Environment	Reminding people to register for the public ITAC	850
14-Jun	Committee meeting	Community general	Environment	ITAC public session held in person at the Port and online	10
15-Jun	Direct email	Community general	Environment	Magnetic Island resident requested satellite imagery of the dredge plume in Cleveland Bay	1
29-Jun	Newsletter	Port staff	Environment	Story about ITAC visit to Woomera and environmental monitoring	160
1-Jul	Direct email	Community general	Channel Upgrade (general)	Magnetic Island resident requested a project update and information about expansion plans under the PEP to update community groups on the island	100
1-Jul	Port tour	Community general	Channel Upgrade (general)	Dam Fine Rally nomads	52
1-Jul	Port tour	Community general	Channel Upgrade (general)	Dam Fine Rally nomads	26
6-Jul	CU general enquiry	Community general	Jobs	Resume/cover letter submitted. Link sent to	1



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				Port/Hall recruitment pages	
9-Jul	Social media	Community general	Channel Upgrade (dredging)	Reminding boaties to steer clear of Woomera	2847
11-Jul	Social media	Community general	Environment	Seagrass monitoring in Cleveland Bay	840
19-Jul	Media request	Community general	Channel Upgrade (general)	Radio announcer request for project information for broadcast on Triple M	25,000
20-Jul	Port tour	Community general	Channel Upgrade (general)	Ingham State High School	14
20-Jul	Direct email	Community general	Channel Upgrade/Port expansion	Magnetic Island resident request for information about what impact channel widening will have on maintenance dredging requirements	1
22-Jul	Direct email	Community general	Channel Upgrade (general)	Details of CU project scope sent to Port's Australia for use at conference	50,000
25-Jul	Port tour	Community general	Channel Upgrade (general)	OzCare participants	12
26-Jul	Port tour	Community general	Channel Upgrade (general)	OzCare participants	12
27-Jul	Direct email	Government	Channel Upgrade (general)	CU update and photographs sent to Shareholding Minister Mark Bailey at request	1
27-Jul	Engagement activity	Cleveland Bay users	Channel Upgrade (dredging)	Magnetic Island Race Week organisers met with Port/Hall staff to discuss communications and interactions during the September event	6
28-Jul	Media collateral	Contractor	Environment	Video interview with Inshore Dolphin Monitoring Program lead and Flinders University Professor Guido J.Parra re dolphin numbers	1
Aug	Engagement activity	Community	Channel Upgrade (general)	Community survey including questions relating to CU	200
1-Aug	Direct email	Community	Channel Upgrade (general)	CU update sent to CLG members with Port	12

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				notes ahead of quarterly meeting	
3-Aug	Committee meeting	CLG	Channel Upgrade (general)	Senior Project Director delivered CU presentation to CLG members who had an opportunity to ask questions	12
15-Aug	Newsletter	Community general	Channel Upgrade (general)	Community newsletter distributed electronically with CU dredging and environmental monitoring update	750
17-Aug	Social media	Community general	Channel Upgrade (dredging)	Reminder for participants in the 40 <sup>th</sup> annual Billfish competition and boaties to stay at least 100m from the dredge	2398
17-Aug	Media article	Community general	Channel Upgrade (dredging)	Dredging Today article about dredge progress so far	33,000
18-Aug	Port tour	Community general	Channel Upgrade (general)	OzCare participants	10
18-Aug	Media article	Community general	Environment	7 News Townsville story about dolphin monitoring being undertaken as part of CU project	100,000
18-Aug	Social media	Community general	Environment	Video about dolphin monitoring being undertaken as part of CU project	1910
19-Aug	Media article	Community general	Environment	The DCN story about dolphin monitoring	20,000
19-Aug	Media release	Community general	Environment	Media release about dolphins being undeterred by CU project works distributed	50
19-Aug	Media article	Community general	Environment	Magnetic Island Community News story about dolphin monitoring	3000
19-Aug	Port tour	Community general	Channel Upgrade (general)	OzCare participants	10
22-Aug	Port tour	Community general	Channel Upgrade (general)	Good Shepherd Nursing Home	12

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
23-Aug	Port tour	Community general	Channel Upgrade (general)	Townsville City Council media team	5
26-Aug	Social media	Community general	Environment	Post about croc spotted lurking near the TUF checking out work on the 62ha reclamation	6075
30-Aug	Media article	Community general	Channel Upgrade (dredging)	Townsville Bulletin 'readers' photograph of Woomera in action on Cleveland Bay	56,000
31-Aug	Direct email	Community general	Channel Upgrade (dredging)	Magnetic Island resident enquiring about maintenance dredging post channel widening	1
1-Sep	Engagement activity	Community general	Channel Upgrade (general)	CU project update included in community newsletter which was letterbox dropped to 1000 residences in South Townsville	1000
1-Sep	Port tour	Community general	Channel Upgrade (general)	Aligned residences	2
2-Sep	Direct email	Government	Channel Upgrade (general)	CU project progress update sent to Shareholding Minister Mark Bailey	1
3-Sep	Newspaper advertising	Community general	Environment	Townsville Bulletin ad inviting community members to attend next public ITAC session	56,000
5-Sep	Direct email	Community general	Environment	Email sent to past ITAC participants, CLG and community newsletter CL inviting them to next public ITAC	750
7-Sep	Newsletter	Port staff	Environment	Staff newsletter story and photos of dignoes being spotted at the CU site	150
8-Sep	Port tour	Government	Channel Upgrade (general)	Shareholding Minister Mark Bailey and Mundingburra MP Les Walker tour of Port and CU project briefing	5
8-Sep	Social media	Community general	Environment	Reminding people to register for the next public ITAC	850
8-Sep	Direct email	Government	Channel Upgrade (general)	Photographs of reclamation and Woomera sent to MP Les Walker's office at his request	1

DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
9-Sep	Newsletter	Port customers/users	Channel Upgrade (general)	Quarterly customer newsletter included CU project update	400
10-Sep	Media article	Community general	Channel Upgrade (general)	Seatrade Cruise News story about the role CU project will play in attracting larger cruise vessels to the Port	10,000
13-Sep	Direct phone call	Community general	Channel Upgrade (dredging)	Phone call with Magnetic Island resident to discuss maintenance dredging implications post channel widening and to ask his view on the public ITAC sessions	1
13-Sep	Direct phone call	Community general	Environment	Phone call to Magnetic Island resident to ask if the public ITAC sessions were meeting his expectations	1
15-Sep	CU general enquiry	Business/Industry	Jobs	Company interested in providing surveying solutions for CU project	1
15-Sep	Committee meeting	Community general	Environment	Public ITAC session where project and environmental updates were provided to 7 members of the public in attendance	7
19-Sep	Direct email	Community general	Channel Upgrade (general)/Environment	CLG minutes distributed to members, which included an update on Indigenous jobs and a link to the CU project's public water quality monitoring dashboard	12
20-Sep	Port tour	Community general	Channel Upgrade (general)	Good Shepherd Nursing home	8
21-Sep	Media article	Community general	Port Expansion Project	Townsville Bulletin story about the opportunity channel widening and 30-year PEP brings to explore further green energy solutions	56,000
21-Sep	Website update	Community general	Environment	Annual shorebird report uploaded on Port website	ongoing
21-Sep	Direct email	Community general	Environment	Email to CLG member to advise shorebird report is available for viewing on Port website	1
21-Sep	Presentation	Community general	Channel Upgrade (general)	Meeting with stakeholders involved in the return of cruise which included a	20



DATE	ACTIVITY	STAKEHOLDER	TOPIC	DETAILS	APPROX. REACH
				presentation and update on the CU project and its potential to bring larger cruise ships to Townsville once complete in 2024	
26-Sep	Social media	Community general	Channel Upgrade (general)	Photo of full house at the Port including CU project barge in for maintenance	762
28-Sep	Engagement activity	Port staff	Channel Upgrade (general)	CU project update delivered during presentation at all staff lunch	70
30-Sep	Direct email	Community general	Environment	Liaising with a concerned resident who contacted the port after finding grease washed up at Pallarenda beach	1
2-Oct	Social media article	Community general	Environment	Shareholding Minister Mark Bailey shared footage of dolphins in Cleveland Bay taken as part of the CU project's inshore dolphin monitoring plan	10,000
5-Oct	Newsletter	Port staff	Channel Upgrade (general)	Story about the Port's financial year results with the majority of the \$40.39 million capital expenditure assigned to the CU project	160
8-Oct	Social media article	Community general	Channel Upgrade (general)	Hinchinbrook Shire Council shared images of their Mayor visiting the CU site	1000
11-Oct	Port tour	Community general	Channel Upgrade (general)	Ark residences	2
12-Oct	Presentation	Community general	Channel Upgrade (general)	Presentation and meeting with potential cruise market stallholders which included a CU project update and its potential to bring larger cruise ships to Townsville upon completion in 2024	17
14-Oct	Port tour	Community general	Channel Upgrade (general)	RAAF Base Townsville	20
16-Oct	Engagement activity	Community general	Channel Upgrade (general)	Community BBQ breakfast held for South Townsville residents who went on Port tours and were able to ask questions of Port and CU	250

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				staff about the project. CU brochures distributed to those interested	
17-Oct	Engagement activity	ITAC	Environment	ITAC member and marine megafauna specialist Prof Helene Marsh toured Woomera to see dredging in action	1
19-Oct	Newsletter	Port staff	Channel Upgrade (general)	Two stories about CU project including reaching the million cubic metres dredged milestone and introducing new safety advisor	160
21-Oct – 24 Oct	Media release/media article	Community general	Channel Upgrade (dredging)	Media release issued to celebrate the milestone of dredging one million cubic metres, making the project a third of the way complete. Story got traction in the Townsville Bulletin, where a cartoon was also published, Dredging today and the North Queensland Register.	80,000
22-Oct	Social media	Community general	Channel Upgrade (dredging)	Celebrating one million cubic metres being dredged with photographs	20,782
23-Oct	Social media article	Community general	Channel Upgrade (dredging)	Shareholding Minister Mark Bailey MP shared footage of Woomera dredging	10,000
25-Oct	Social media article	Community general	Channel Upgrade (dredging)	Shareholding Minister Mark Bailey MP congratulated the Port for reaching the milestone of one million cubic metres dredged	10,000
25-Oct	Social media article	Community general	Channel Upgrade (dredging)	Scott Stewart MP shared photos of the reclamation to celebrate one million cubic metre milestone	10,000
25-Oct	Social media article	Community general	Channel Upgrade (dredging)	Aaron Harper MP congratulated the Port for dredging one million cubic metres	5,000
27-Oct	Media article	Community general	Channel Upgrade (dredging)	Townsville Bulletin shared video of Woomera dredging online to mark the one million cubic metre milestone	56,000

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27-Oct	Media article	Community general	Channel Upgrade (general)/Port Expansion Project	The Australian published a story about Queensland's maritime defence which included details of the CU project's channel widening and greater Port Expansion project.	200,000
28-Oct	Port tour	Community general	Channel Upgrade (general)	Engineers from EIANZ	10
31-Oct	Website update	Community general	Environment	New dashboard showing the CU project's water quality monitoring in real time in Cleveland Bay made live on the Port of Townsville's website	150
Oct	Direct emails/phone calls	Community general	Channel Upgrade (general)	Throughout October, CU project staff had numerous exchanges with a Magnetic Island resident interested in maintenance dredging post channel widening	1
1-Nov	Direct email	Community general	Channel Upgrade (general)	CLG members received Port updates including a CU project update	12
2-Nov	Newsletter	Port staff	Channel Upgrade (general)	Staff newsletter included a story about the project's public water quality monitoring dashboard being made live	160
3-Nov	Committee meeting	CLG	Channel Upgrade (general)	Update on CU project provided at CLG meeting	10
4-Nov	Direct email	Community general	Environment	Invite sent to past ITAC registrants, CLG members, CU stakeholders and community newsletter recipients inviting them to attend next public ITAC	777
5-Nov	Social media	Community general	Environment	Invite for community members to attend the next public ITAC	576
7-Nov	Newspaper advertising	Community general	Environment	Townsville Bulletin ad inviting people to attend the next public ITAC	56,000
10-Nov	Engagement activity	Port customer	Channel Upgrade (general)/Port Expansion Project	Meeting with Port customer to discuss upcoming opportunities with Port Expansion	1

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14-Nov	Committee meeting	Community general	Environment	Public ITAC session included overview of project and environmental monitoring programs	5
14-Nov	Direct conversation	Community general	Channel Upgrade (dredging)/Port Expansion Project	Port of Townsville facilitated a conversation between ITAC chair and coastal hydrodynamics expert with a Magnetic Island resident interested in dredging and design alterations to channel to prevent sediment build up	3
16-Nov	Newsletter	Port staff	Channel Upgrade (general)	Story about pilots travelling to QShips to undertake simulations of the new channel alignment	160
16-Nov	Presentation	Community general	Channel Upgrade (general)	Video of CU project graduate engineer explaining her role and footage of rock wall construction and Woomera in action shown at a Rotary Awards evening	100
17-Nov	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin story about our marine pilot's role in which the channel widening was mentioned	56,000
23-Nov	Presentation	Port staff	Channel Upgrade (general)	CU project engineer gave a presentation to staff explaining the challenges in constructing the rock wall	32
30-Nov	Newsletter	Port staff	Channel Upgrade (general)	Two stories about a CU project team member winning an award and another celebrating 20 years at the Port	160
Dec (2, 17,21)	Engagement activity	Community general	Channel Upgrade (general)	Large cruise ships returned to Townsville after more than two years on 2 Dec, giving Port staff an opportunity to chat with guests and market stallholders about the CU project its potential to bring larger cruise ships to the city in 2024	2500
1-Dec	Media article	Community general	Channel Upgrade (general)	Triple M radio interview about cruise returning in which the CU project was mentioned	40,000



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2-Dec	Media release/event	Community general	Channel Upgrade (general)	Media release about cruise returning in which the CU project was mentioned for its capacity to bring larger ships to the city upon completion in 2024. The story was covered by 7 News Townsville, the DCN, ABC North Queensland and Townsville Bulletin	200,000
8-Dec	Direct email	Business/Industry	Channel Upgrade (general)	Photographs of CU project and port sent to contractors SMEC for use in their reporting	1
9-Dec	Presentation	Business/Industry	Channel Upgrade (general)	CU project engineer gave a presentation at the International Conference for Coastal Engineering about the challenges faced and lessons learned constructing the rock wall	100
12-Dec	Direct email	Community general	Environment	Information and links about water quality monitoring dashboard and environmental monitoring programs sent to Magnetic Island resident at her request	3
12-Dec	Newsletter	Community general	Channel Upgrade (dredging)	Community newsletter distributed electronically which included a story about the CU project reaching a major milestone with one million cubic metres dredged	707
12-Dec	Newsletter	Port customers	Channel Upgrade (general)	Customer newsletter distributed electronically which included a story about the CU project reaching a major milestone with one million cubic metres dredged	236
13-Dec	Media enquiry	Community general	Channel Upgrade (general)	ABC North Queensland request for CU project update including dredging information	1
13-Dec	Media article	Community general	Channel Upgrade (dredging)	Dredging Today story about CU project hitting major milestone with one million cubic metres dredged	33,000

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23-Dec	Website update	Community general/Cleveland Bay users	Channel Upgrade (dredging)	Message on Port website to advise community members that dredging would not be taking place from 23 Dec – 2 Jan over the Christmas period with routine maintenance being carried out	100
<b>2023</b>					
18-Jan	Media article	Community general	Channel Upgrade (general)	Townsville Bulletin article about job creating projects in the region made mention of the Port expansion	56,000
18-Jan	Newsletter	Port staff	Channel Upgrade (dredging)	Story and photographs about the CU project reaching a milestone with the sealing of the bund wall	160
18-Jan	Presentation	Port customers	Channel Upgrade (general)	CU project update presented to Port Advisory Board	30
Feb (3, 10, 14, 27, 28)	Engagement activity	Community general	Channel Upgrade (general)	Five cruise ships visited Townsville in Feb 2023, with details of the CU project provided to guests and market holders	4000
1-Feb	Direct email	CLG	Channel Upgrade (general)	CU project progress update sent to CLG members ahead of CLG meeting on 2 Feb.	12
1-Feb	Media article	Community general	Channel Upgrade (general)	The DCN published a feature on the revival of cruise with emphasis on the Channel Upgrade project's completion in 2024 paving the way for larger vessels to dock in Townsville	33,000
2-Feb	Committee meeting	CLG	Channel Upgrade (general)	CLG members provided with CU project progress update	16
14-Feb	Media response	Community general	Channel Upgrade (general)	Responses provided to DCN journalist requesting information about happenings at the Port for annual Queensland feature included details about the CU project's progress and plans for greater Port Expansion	1

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15-Feb	Newsletter	Port Staff	Channel Upgrade (general)	Story and photo welcoming new Project Accountant to the team	160
22-Feb	Port tour	Community general	Channel Upgrade (general)	Port tour/presentation with members of Engineering Australia	20
23-Feb	Direct email	Community general	Channel Upgrade (general/environment)	Direct email sent to past public ITAC registrants, CLG and CU stakeholders inviting them to attend the next public ITAC session	91
23-Feb	Social media	Community general	Channel Upgrade (general/environment)	Social post inviting community members to attend the next public ITAC session on 7 March	850
24-Feb	Social media	Community general	Channel Upgrade (general/environment)	Social media post on new water quality buoys being deployed in Cleveland Bay as tailwater is released from the reclamation pond with link to the CU project's public water quality monitoring dashboard	943
25-Feb	Newspaper advertising	Community general	Channel Upgrade (general/environment)	Townsville Bulletin ad inviting members of the public to register for the upcoming public ITAC session on 7 March	56,000



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