



12 PUBLIC INTEREST CONSIDERATIONS

CHAPTER SUMMARY AND CONCLUSIONS:

- Townsville Eastern Access Rail Corridor (TEARC) will be delivered in an urbanised and industrial environment on State Development, Port of Townsville (PoT) and private sections of land. The project will be impacting roads, bridges, public utilities, existing and planned developments and public and private land.
- Prior to the DBC, limited to no engagement with the community had been undertaken on the Project. Inclusion of the delivery of the TEARC DBC as part of the *Townsville City Deal (2016)* announced in late 2016 accounted for a residual low level of community awareness of TEARC among stakeholders and the community.
- Key stakeholders for TEARC have been identified and engaged throughout the development of this Detailed Business Case.
- Formal community consultation for TEARC has been undertaken to determine Social License to Operate and attitudes towards project delivery. This involved communicating the proposed alignment options for the project, identifying potential impacts on the community and stakeholders and seeking community feedback.
- Analysis undertaken for this business case demonstrates that TEARC is in the public interest and provides, on balance equitable outcomes for all stakeholders. TEARC will alleviate pressure on local road network by diverting freight rail movements away from North Coast Line and improve overall urban amenity and safety.
- To ensure efficient delivery of the project, information will need to be continuously provided to potentially affected stakeholders, or there is a significant risk of some parts of the community withdrawing Social Licence to operate.
- TEARC has been, and will continue to be, developed to address public interest considerations identified in this assessment.
- The assessment undertaken demonstrates that the project is in the public interest and provides, on balance, equitable outcomes for all stakeholders.

12.1 Community and stakeholder engagement

The purpose of this chapter is to assess whether the Reference Project is in the public interest to ensure, on balance it provides equitable outcomes for stakeholders.

This chapter provides an overview of stakeholders and public interest issues assessed as part of the development of the detailed business case and the reference project. TEARC has been assessed against key areas including:

- Engagement approach and outcomes
- Stakeholder impacts
- Public access and equity
- Accountability and transparency



PUBLIC INTEREST CONSIDERATIONS

- Consumer rights
- Safety
- Security
- Privacy.

The concept of ‘public interest’ was defined by the New South Wales Ombudsman in November 2010 as:

Referring to considerations affecting the good order and functioning of the community and government affairs, for the wellbeing of citizens. The expression ‘for the common good’ is also used...Every policy decision, such as a decision to build a road or to approve a development application, requires a balancing of interests, at least to some extent. In most cases there will be winners and losers. The decision-maker needs to consider all of those who may be affected as individuals but more importantly, how the community at large may be affected.¹

Unlike financial and economic assessments that focus principally on the overall net impact, a key theme of a public interest assessment is to consider the distributional consequences of implementing the activity or project.

On larger, complex projects or activities, transparency of process is particularly important given the number of individuals which may benefit or be impacted upon, and the need for society to be able to participate in the development of the project or activity.

The TEARC public interest assessment is based on the outcomes of the project’s community and stakeholder engagement.

Engagement with the community and key stakeholders has played an important role in the development of the Detailed Business Case for the TEARC, allowing these groups to provide feedback and raise concerns throughout the engagement period.

To support the development of the TEARC DBC, Building Queensland implemented a phased program of communication and engagement activities targeted at informing and engaging with key stakeholders and the broader Townsville community. The overall goal of the program was to address stakeholder concerns regarding the Project, resolve the known issues, and gain an understanding and acceptance of the TEARC alignment within the five months (March – July 2017) of engagement.

The engagement program was undertaken in two phases, with activities based on specific milestones, allowing for outcomes of engagement to help inform the development.

The key stakeholders with respect to public interest and social license to operate are listed in Table 12.1.

¹Public interest – Public Sector Agencies Fact Sheet, Crown Copyright, NSW Ombudsman, November 2010, Reprinted March 2012.
https://www.ombo.nsw.gov.au/data/assets/pdf_file/0014/3713



Table 12.1 Key Stakeholders with respect to public interest and social license to operate

STAKEHOLDER CATEGORY	INTEREST IN THE PROJECT
Port of Townsville	Key beneficiary of the project and member of the PSC and PCG; will be interested in connectivity issues around existing road and rail
Townsville City Council	SAG member and will want to ensure a positive outcome for the city and community; high interest in job creation and economic benefits
Adjacent stakeholders - Cluden	Residents will receive new rail line; high interest in project impacts including noise, amenity, property impacts and property values
Adjacent stakeholders – near the Port	Residents will receive new rail line; high interest in project impacts including noise, property impacts and property values
Adjacent stakeholders – North Coast line	Residents will be interested in potential removal of existing North Coast line and level crossings including timeframes and rehabilitation or reuse of the area
Residents and action groups	Residents and local action groups will have a general interest in Townsville and its economic prosperity; including any social and financial impacts on residents
Elected representatives - State	Alignment runs through a number of electorates with local elected representatives interested in job creation and state election
Elected representatives - Federal	Alignment runs through a number of electorates with a high level of interest in project in relation to City Deal
Queensland Rail	As the owner of the North Coast and Mt Isa lines, Queensland Rail has a high level of project interest; particularly surrounding the potential removal of the North Coast line through Townsville and removal of four level crossings
Rail operators	Operators on the North Coast and Mt Isa line are currently supportive of the project
Industry	Industry groups will have some level of interest in the project, particularly how it affects their freight
Peak industry associations	Local industry associations will want to be informed about the impacts the Project will have on local amenity and future development opportunities
Energy providers	Impacts on existing utilities
Queensland Government Agencies	There are several state agencies that will be involved in the options assessment and any impacts on community, infrastructure and existing transport networks
Department of Transport and Main Roads	Project owner
Australian Government Agencies	There are several Australian Government agencies that will be involved in the options assessment, with particular interest in delivery of the City Deal, Project cost and funding
Traditional Owners	The Native Title Representative Body



STAKEHOLDER CATEGORY	INTEREST IN THE PROJECT
Environmental and community groups	There are a number of environmental groups that have active campaigns to protect the Great Barrier Reef from Port expansion activities.
Media	As well as being part of the City Deal, this will be a significant Project for Townsville that will attract both local community and media attention

12.1.1 Engagement approach

A range of traditional and online engagement activities were used to inform community members and key stakeholders about the proposed alignment for the TEARC reference project. The Project Team liaised directly with potentially impacted landowners and residents, key stakeholders and the Townsville community, and provided information where possible to mitigate issues.

Figure 12.1 and Table 12.2 outline the engagement approach and activities.



Figure 12.1 Communication and Stakeholder Management Roadmap

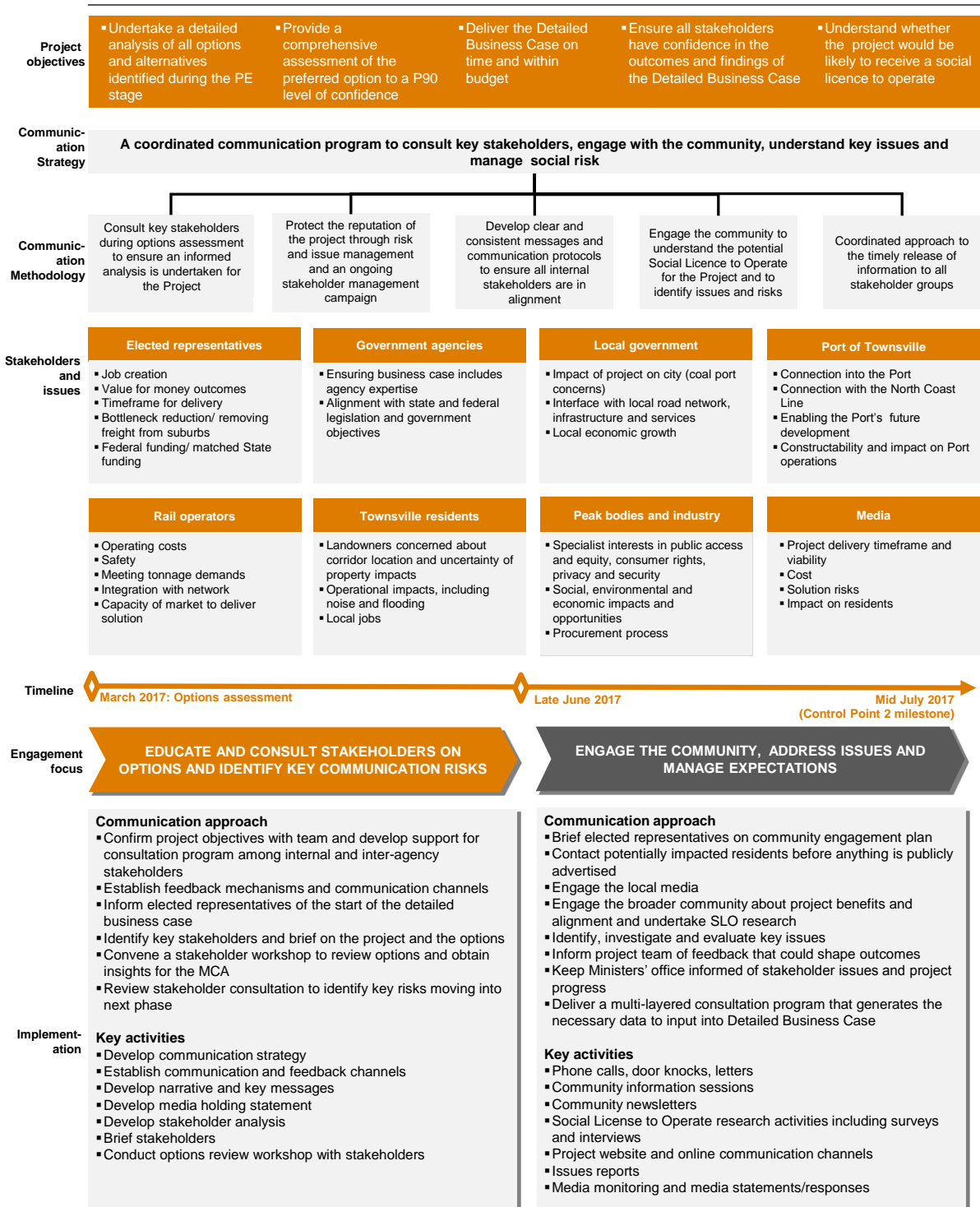




Table 12.2 Engagement Approach and Activities

ENGAGEMENT ACTIVITIES	AUDIENCE	DETAILS
	Key local stakeholders Community representatives Rail customer, operators and owners	<ul style="list-style-type: none"> ▪ Workshop 1 on 6 April 2017 with 30 participants representing 17 organisations ▪ Workshop 2 on 27 June 2017 with 17 participants representing 9 organisations
	Potentially affected residents	1,000 residents
	Community representatives Potentially affected residents	57,000 distributed
	Local stakeholders	6 organisations briefed: <ul style="list-style-type: none"> ▪ PoT ▪ Department of Defence ▪ Maritime Safety Queensland, Harbour Master ▪ Townsville City Council ▪ Aurizon ▪ Great Barrier Reef Marine Park Authority (GBRMPA)
	TEARC Project Steering Committee and Project Control Group members	2 meetings
	General community Potentially affected residents	4 local shopping centres on 28 and 29 June 2017: <ul style="list-style-type: none"> ▪ Thuringowa ▪ Hyde Park ▪ Fairfield Waters ▪ Aitkenvale
	Potentially affected residents General community	Attended by more than 115 people at the above 4 local shopping centres
	Random representative sample of the community	378 residents surveyed
	All stakeholders	14 instances of contact
	Community representatives Residents of potentially impacted local communities	55 completed and submitted
	All stakeholders	Regularly updated <ul style="list-style-type: none"> ▪ buildingqueensland.qld.gov.au/business-case/Townsville-eastern-access-corridor
	General community Potentially affected stakeholders	<ul style="list-style-type: none"> ▪ Quarter page in the Townsville Bulletin on 17 June 2017
	Minister Assisting the Premier on North Queensland	1 familiarisation site tour to build knowledge and support electorate enquiries about TEARC



ENGAGEMENT ACTIVITIES	AUDIENCE	DETAILS
	TEARC key stakeholders' stakeholders	6 key stakeholders approached to promote TEARC information on owned social media channels and internal communication channels: <ul style="list-style-type: none"> ▪ Townsville City Council ▪ PoT ▪ Townsville Chamber of Commerce ▪ Townsville Enterprise Limited ▪ Mount Isa Townsville Economic Zone (MITEZ) ▪ Great Barrier Reef Marine Park Authority

12.1.2 Engagement outcomes

The feedback collected from key stakeholders and the local Townsville community was important in understanding the community's sentiment towards the Project as well as identifying the main sources of concern. The results of the engagement program identified a number of key areas of interest and existing issues that need to be addressed during future stages of TEARC to ensure the project secures ongoing community support.

▪ Key Stakeholders

Analysis of the feedback collected through two workshops with key local stakeholders found that these groups had a generally positive attitude towards the Project, with perceptions that TEARC would support the growth and contribute to the overall economic development of Townsville. The alignment's location within the Townsville State Development Area (SDA) was also widely supported by key stakeholders as they believed it would reduce rail traffic, and the corresponding negative impacts on amenity, on residents in southern Townsville (i.e. Oonoonba, Idalia, Railway Estate and Townsville).

The first phase of engagement provided an opportunity for key stakeholders to input into the options assessment process of the Detailed Business Case. Through this process, stakeholder concerns were recorded on three alignment options and considered during the Project Team's assessment to finalise the preferred alignment.

Once the alignment for the Reference Project was finalised, stakeholders were again provided an additional opportunity to report issues or concerns. Key areas of interest included:

- Questioned the need for retaining the North Coast Line between Cluden and the PoT
- Concerns around loss of amenity (noise, air and vibration) for residents in Cluden and South Townsville (those closest to the PoT) and mitigations
- Concerns around loss of access to the dog beach off Benwell Road.

In addition, rail operators, customers and owners voiced dissatisfaction with the perceived limited financial and operational benefits of the Project.

▪ Community

Prior to the Detailed Business Case stage, limited to no engagement with the community had been undertaken on the Project. There was some level of project awareness within the community resulting from announcements made in December 2016 that the delivery of the TEARC DBC would be part of the *Townsville City Deal (2016)*.



Therefore, the community engagement program was designed to increase awareness of the project and also to inform and provide an opportunity for community members to give feedback on TEARC.

Feedback collected throughout all engagement activities has been collated with key areas of interest identified as:

- Alignment selection
- Public disruption (e.g. noise impacts on residents)
- Timing and cost/funding
- Traffic impacts
- Benefits
- Local industry impacts
- Government transparency.

The key findings from the engagement with the Townsville community regarding the TEARC were:

- The most significant benefit was the potential for jobs, and the long-term economic benefit to the Townsville community. TEARC was also viewed as a catalyst for the Port redevelopment.
- Residents from the most potentially impacted communities, including South Townsville and Cluden, reported significant property impact concerns regarding the proposed alignment. Primarily surrounding noise, dust and safety, many residents believed the proposed alignment's proximity to their properties would negatively impact their quality of life.
- The alignment itself was cause for concern for Cluden and South Townsville residents. Some members of the Cluden community believed they had seen an alternative alignment for TEARC that removed the impact from the locality, and questioned why other potential alignments had not been progressed.
- While there was awareness around the need for additional infrastructure to support the growth of local industry in Townsville, there was negative sentiment towards the project and Government within the community. This was largely due to how the community felt other infrastructure projects had been delivered and the perceived lack of engagement / community consideration during those projects.

Table 12.3 provides a summary of the issues that emerged during the review of all community feedback.



Table 12.3 Summary of Feedback from Community and Key Stakeholder Engagement

KEY AREA OF INTEREST	SUMMARY OF FEEDBACK
Alignment selection	Many stakeholders who engaged the Project Team criticised the selection of the reference project alignment. Previous iterations of TEARC showed the alignment further east of Southern Port Road or crossing the Bruce Highway at Stuart, avoiding the branch at Cluden. Feedback questioned the decision to proceed with an alignment which brought the alignment closer to the community, when compared with other options.
Public disruption	Feedback was provided on a range of issues related to impacts on residents including noise, dust, safety, property values and flooding. Concerns surrounded the negative impact on quality of life for nearby residents, particularly in Cluden and South Townsville. These communities voiced the need to provide residents with adequate mitigation measures. Concern around preventing access to the dog beach off Benwell Road was also frequently cited.
Cultural and Indigenous heritage	Minimal environmental and cultural heritage feedback was received. It was noted as the alignment sits within the Townsville State Development area and within the existing road and rail corridor, most environmental Indigenous heritage concerns had been addressed during earlier project stages.
Timing and cost/funding	There was interest around project delivery timeframes; however, there was limited information to provide. Concerns were raised by rail operators and customers around cost, particularly around costs increasing for rail transport.
Traffic impacts	Limited feedback was provided regarding impacts to existing traffic networks, however many stakeholders cited issues with Boundary Street and noise concerns from increased traffic along Southern Port Road. Residents in South Townsville frequently raised complaints regarding truck movements around the PoT.
Benefits	Feedback from key stakeholders and some community members indicated they wanted the North Coast Line between Cluden and the Port removed if TEARC was constructed. They questioned the need for a second rail line into the PoT.
Local industry impacts	Feedback identified support for the Project as residents and stakeholders believed it would encourage growth and increased local export for local industry in Townsville. Any form of investment in the city was generally supported by the community.
Government transparency	Feedback was provided on a range of issues regarding the State Government and local government departments. Many comments were made about the lack of consultation and poor project delivery of a number of infrastructure projects in Townsville. A group of residents in Cluden provided negative feedback on how this Project would impact their community in terms of amenity. Concerns also existed around maintaining adequate access from Abbott Street into Racecourse Road during and after construction.

It is important to note that approximately 65% of community members who contacted the project team were residents of Cluden or South Townsville. As potentially the most impacted communities, due to their proximity to the TEARC alignment, residents of these local communities were reported to have a negative outlook on and sentiment towards to the Project.



12.1.3 Social licence to operate

Social Licence to Operate (SLO) was measured using a version of the validated social licence tool (Thomson and Boutilier 2011), adapted to apply to the pre-development project stage and tailored to the TEARC project.

The model categorises SLO into four sentiment levels: withdrawal, acceptance, approval and (the highest form of acceptance) endorsement. Overall sentiment is based on community's perceptions of a project's economic legitimacy, social-political legitimacy, trust in stakeholder interactions and the institution more broadly.

The level of SLO granted to TEARC at the time of the survey in early July 2017 was 3.45 out of 5.

The 'approval' level granted to TEARC can be understood to mean that the project is viewed by the community as having the potential to contribute to the Townsville community, local community groups and the local economy. Overall, and within each of the five alignment areas surveyed, the SLO for the project sits on the lower side of approval, closer to acceptance/tolerance rather than endorsement.

The community's approval for TEARC is largely due to the high level of economic legitimacy bestowed on the project by the community (score of 4.12). The expectation that TEARC can be an integral player in supporting Townsville's desired vision and economic growth, including direct economic gain through employment and job opportunities, is a belief commonly shared across suburbs, gender and age groups.

Conversely, institutional trust is the lowest of all the indicators, with a score of 2.93 placing it below 'approval' within the 'acceptance' level. This is supported by both the qualitative feedback and quantitative analysis that show levels of dissatisfaction with the project delivery process of previous major infrastructure projects in Townsville.

Experience with previous projects also impacts SLO more broadly; greater satisfaction with past projects correlated with improved SLO scores. Among satisfied residents, social licence for TEARC was sitting at an endorsement level of 4.05.

The social licence for TEARC varies geographically. The area most likely to be impacted, South Townsville had the lowest SLO level of 3.26. For sampling purposes, Cluden was grouped with Oonoonba and Idalia and that area's overall SLO was 3.48. It is difficult to isolate Cluden due to the small number of residents.

12.1.4 Recommendations for engagement

Throughout engagement, a number of key recommendations for future project stages were identified as detailed in Table 12.4. These recommendations aim to manage the expectations of key stakeholders and the local community, should the project progress:

- Keep impacted residents and property owners updated to ensure they are aware of the project progress and construction timeframes.
- Reinforce benefits by ensuring all community-facing materials include key messages about positive community outcomes as a result of the project.
- Doorknock residents who live in close proximity to the proposed alignment including Cluden and the most impacted parts of South Townsville.
- Nominate a local ambassador to work with the local community at Cluden on the benefits of TEARC to jobs, local amenities etc.



- Make contact and meet with any landowners whose property may be impacted outside the TSDA and existing road and rail corridors.
- Keep the broader community engaged by regularly updating the project page and undertaking letterbox drops to ensure they are aware of the progress and construction timeframes.
- Provide local councillors and community groups with ongoing updates and information as the project progresses through monthly community meetings.
- Continue to use a targeted approach to ensure communication is relevant and appropriate for each group.
- Brief the media regularly as local news is an important source of information for the community.

Table 12.4 Specific Recommendations Regarding Identified Issues and Impacts

KEY AREA	RECOMMENDATION
Impact consultation and mitigation	<ul style="list-style-type: none"> ▪ As noise was the most significant concern raised to the project team, further consultation and education will need to be undertaken around noise, the impacts on residents and proposed mitigation (if relevant). This consultation will need to primarily be undertaken with Cluden and residents in South Townsville (near the Port). ▪ Further consultation and education around flooding and hydrology will also need to be investigated with Cluden residents. As the area is prone to flooding, concern did exist around this not being adequately considered or mitigated appropriately. ▪ There will be a need to work with the contractor and engage Townsville City Council to develop a solution regarding the off-leash dog beach.
TEARC alignment selection	<ul style="list-style-type: none"> ▪ If the project proceeds there will be a need for greater transparency during further engagement with the local community as to around why the previous iterations of the TEARC were not progressed. ▪ Closer engagement with the Cluden community will be required if the project proceeds.
Government transparency	<ul style="list-style-type: none"> ▪ Due to heightened sensitivities and a distrust of Government with the Cluden community, any future engagement needs to be undertaken with the intent of negotiating better outcomes for the community during and after construction. ▪ It will be important to demonstrate that Government is listening and that the community's concerns were addressed where possible.

12.2 Impact on stakeholders

The TEARC Project is a catalyst enabling infrastructure project that will be delivered in a regional urbanised and industrial environment and will impact roads, public utilities, existing and planned developments and public and private land.

The project is expected to negatively impact stakeholders in some communities, within close proximity to the alignment, and decrease negative impacts in other local communities where existing rail infrastructure is situated. Some of the negative impacts are directly related to limited project awareness and the limited to no community consultation undertaken during earlier investigation stages and the PE undertaken in 2011.

Key issues associated with project impacts include:

- Transport – traffic changes, traffic impacts (restrictions, changes, delays) and changed hours of operation
- Land use
- Air quality and dust
- Visual amenity



PUBLIC INTEREST CONSIDERATIONS

- Noise and vibration
- Cost and pricing impacts
- Social value and loss of access to a public amenity
- Economic benefits and impacts
- Sustainability and natural hazards
- Potential land resumption.

The construction and delivery of the TEARC is expected to have a range of impacts on a small subset of the Townsville community and key stakeholders. The alignment's location through the TSDA, approximately 6km south-east of the Townsville CBD and 2km south of the PoT, will minimise significant operational and construction impacts of the TEARC.

Based on the feedback received through the stakeholder and community engagement program, a range of issues were identified for consideration and require further investigation and management during future project stages.

12.2.1 Property impacts

The preserved corridor for TEARC mostly traverses the TSDA and is government owned. The TSDA Development Scheme zones the TEARC corridor as a Materials Transportation/Services Corridor Precinct. TEARC is anticipated to help activate and encourage new industry to locate to the TSDA by providing a strategic freight link with direct access to the PoT, Mount Isa Line and North Coast Line.

During the community engagement and consultation activities, the TEARC Project team identified a single property located outside of the SDA that may need to be fully or partially resumed. Negotiations with the directly impacted landholder will need to be undertaken during future stages of the project.

With major new residential development planned for the south of Townsville, and potential future growth in freight rail demand, road and urban amenity impacts are likely to increase in this part of Townsville.

The Townsville City Waterfront Priority Development Area (PDA) adjoins the existing Jetty Branch into the port. The PDA and adjoining residential precinct currently incur negative urban amenity impacts from rail operations. These impacts will increase with potential future growth in rail freight demand. TEARC offers the potential to:

- in the long-term to divert freight rail movement away from the Jetty Branch
- helping to alleviate pressure on the road network
- improve freight efficiency
- deliver improvements to urban amenity and safety.

However, residents from the most potentially impacted communities, including South Townsville and Cluden, reported significant property impact concerns regarding the proposed alignment. Primarily in relation to noise, dust and safety, many residents believed the proposed alignment's proximity to their properties would negatively impact their quality of life and also questioned impact on property values.



12.2.2 Environmental concerns

Community engagement and consultation identified air quality and dust as the two major project issues to be considered and actively managed during future stages of the project. The preferred alignment for TEAC was identified to have the least impact on the marine and coastal environment; however, in future stages, the impact of the project on the Ross River will need to be considered.

12.2.3 Access or use changes

During future stages of the TEARC Project, there are likely to be traffic changes during construction which will temporarily restrict and delay motorists using roads in and around the Port, Boundary Street, Southern Port Road, Abbott Street and Racecourse Road. There is also the potential to impact access to the water treatment plant to the east of the Southern Port Road. Engagement with this stakeholder will need to be undertaken during future stages of the project.

Traffic changes during construction in and around the Port could potentially impact operations of port customers.

Rail customers are likely to experience potential impacts and changes to operations in and outside of the port.

12.3 Recommended engagement during future project stages

The engagement undertaken during the development of the DBC indicated stakeholder and residents have high levels of interest in the project. It will be important to continue this level of engagement should the project progress.

Table 12.5 provides a summary of key stakeholder impacts and recommendations for engagement actions for future project stages.

Table 12.5 Summary of Stakeholder Impacts and Recommended Future Engagement Approach

STAKEHOLDER GROUP	STAKEHOLDER IMPACTS	ENGAGEMENT APPROACH
Cluden residents and businesses	<ul style="list-style-type: none"> ▪ Permanent and temporary access changes to Abbott Street and/or Racecourse Road. ▪ Potential impacts to community amenity such as: noise, vibration, visual changes, dust and hours of rail operation. 	<ul style="list-style-type: none"> ▪ Establishment of a Community Reference Group for the Department of Transport and Main Roads to directly engage with residents and property owners. ▪ Future direct engagement through meetings and briefings with the intent to negotiate better outcomes for this community. ▪ Engagement will be consistent and regularly scheduled to keep these communities updated on project progress.
Freehold Landholders affected by the TEARC alignment	<ul style="list-style-type: none"> ▪ Potential full or partial resumption of land. ▪ 	<ul style="list-style-type: none"> ▪ Direct engagement with freehold landowner via a meeting with the Department of Transport and Main Roads and the Coordinator-General's Office ▪ This will continue through future stages of the project.



STAKEHOLDER GROUP	STAKEHOLDER IMPACTS	ENGAGEMENT APPROACH
<p>South Townsville residents</p>	<ul style="list-style-type: none"> ▪ Potential impacts to community amenity such as: noise, vibration, visual changes, dust and hours of rail operation. ▪ Potential traffic impacts and changes to Boundary Street and temporary impacts to Southern Port Road. ▪ Potential impacts to community amenity (noise, dust and vibration) and safety from proposed oversize vehicle routes through Archer Street and Hubert Street to the PoT. 	<ul style="list-style-type: none"> ▪ Establishment of a Community Reference Group for the Department of Transport and Main Roads and the PoT to directly engage with residents and property owners. ▪ Working Group to be established to discuss transport related concerns and issues around the Port. There is an opportunity to manage and potentially mitigate the potential truck related traffic impacts with community input. ▪ Engagement will be consistent and regularly scheduled to keep these communities updated on project progress.
<p>Port customers (e.g. South32, Cement Australia)</p>	<ul style="list-style-type: none"> ▪ Potential traffic impacts and changes to Boundary Street and temporary impacts to Southern Port Road. ▪ Traffic changes during construction in and around the Port could potentially impact operations. 	<ul style="list-style-type: none"> ▪ Establishment of a Working Group dedicated to communication between Port customers, Department of Transport and Main Roads, PoT and the nominated contractor for the construction phase. ▪ Stakeholder Management Plan (SMP) and Concept Design and Impact Management Plan (CDIMP) and Communication to be developed for future project stages.
<p>Rail operators and customers (e.g. Aurizon, Glencore, Pacific National)</p>	<ul style="list-style-type: none"> ▪ Potential impacts and changes to operations in and outside of the PoT. ▪ Cost and pricing impact 	<ul style="list-style-type: none"> ▪ Initial impacts and concerns have been identified during workshops and the Stakeholder Advisory Group meetings. ▪ Direct engagement in the next phase of the project through meetings and briefings to discuss concerns around operational impacts and outcomes. ▪ Opportunities exist in improving operational outcomes and mitigating issues to ensure the support of the operators and customers.
<p>Broader Townsville community</p>	<ul style="list-style-type: none"> ▪ Loss of access to dog beach off Benwell Road. ▪ Motorists may experience potential traffic impacts and restrictions to access and delays associated with road network changes and resulting congestion. ▪ Changes to Boundary Street and temporary impacts to Southern Port Road. 	<ul style="list-style-type: none"> ▪ Stakeholder Management Plan (SMP) and Concept Design and Impact Management Plan (CDIMP) and Communication to be developed for future project stages. ▪ Directly engage Townsville City Council via the Stakeholder Advisory Group to discuss opportunity for alternative local dog park.



STAKEHOLDER GROUP	STAKEHOLDER IMPACTS	ENGAGEMENT APPROACH
Key local stakeholders (e.g. Townsville City Council, Townsville Enterprise Limited, MITEZ, State elected representatives, Townsville Chamber of Commerce)	<ul style="list-style-type: none"> ▪ Potential local traffic changes and impacts in South Townsville and Abbott Street. ▪ Loss of access to dog beach off Benwell Road (Townsville City Council managed asset). 	<ul style="list-style-type: none"> ▪ Stakeholder Advisory Group has been established as part of the Detailed Business Case. ▪ Future engagement will involve regular meetings to work on mitigating potential impacts to the wider Townsville community.

12.4 Public access and equity

TEARC has a responsibility to identify the nature and extent of public access needed throughout all project stages and to determine how this will be addressed. Legal and regulatory requirements, third-party access and mechanisms to address potential access deficiencies must all be considered.

The 2011 Australian Government Access and Equity Panel stated:

Access means that Australian Government services should be available to all Australians who are to receive them. Equity means that the Australian Government should respond to and cater for diversity of clients’ needs to achieve equitable outcomes. Equity recognises that cultural diversity principles should be incorporated into the design and implementation of program and service delivery.

Technical specifications for TEARC must comply with specific statutory requirements and government policy standards.

As TEARC progresses to the procurement phase, a safety accreditation process will be undertaken. This will ensure compliance with the access and egress requirements of TMR.

TEARC must also protect third-party access to essential major infrastructure and services. The project design provides for emergency parking and emergency incident access and evacuation for essential service providers and others that contribute to the sustainability of the system. TEARC is also committed to ensuring construction and operational impacts do not unreasonably impinge on access to essential third-party infrastructure or emergency services. (Essential infrastructure includes power, rail, water, sewerage and the road network).

Table 12.6 summarises safeguards for TEARC that would be put in place for ensuring infrastructure and vehicle access for the community, customers and users as the project develops.

Table 12.6 Summary of TEARC Safeguards

ACCESS REQUIREMENTS	SAFEGUARD
	<ul style="list-style-type: none"> ▪ Ongoing rail modelling ▪ Identification of interest groups <hr/> <ul style="list-style-type: none"> ▪ Project delivery ▪ Performance criteria <hr/> <ul style="list-style-type: none"> ▪ Third party needs have been identified through normal business and contingency processes and access assured under different scenarios



ACCESS REQUIREMENTS	SAFEGUARD
	<ul style="list-style-type: none"> ▪ Incentives and penalty regimes agreed in the contract for both infrastructure and service delivery ▪ TEARC specifications and process will ensure compliance to all relevant codes and statutory standards

To be in the public interest, it is important there is equity between the recipients of benefits and bearers of costs associated with TEARC.

TEARC is an enabling infrastructure project that will benefit the Townsville and North-West Minerals Province but has impacts on local Townsville communities. These impacts are highest around:

- change of access for Cluden residents from Abbott Street during the construction of the street’s realignment
- changes to Southern Port Road, during the construction of the road over rail bridge
- disruption then change of access for businesses within the Townsville Marine Precinct, PoT, due to the realignment of Boundary Street during construction of the alignment
- access to the Townsville Marine Precinct after completion will be restricted to oversize loads only through a locked gate level crossing
- permanent disruption of access through a freehold landholder in Cluden, partial land resumption was acquired by the State in 2001
- Cluden and parts of South Townsville will be impacted during the construction phase, these impacts will be managed accordingly
- access during the construction period.

These communities will experience a change in amenity such as visual and environmental (air, noise and vibration), with any impacts to be mitigated using appropriate environmental management measures such as noise monitoring and attenuation (if required).

During the construction period, there will be a need to manage construction activities to minimise disruptions to the network and to continue to make it available for operations.

TEARC, however, has a variety of long-term positive impacts for many local Townsville communities which are impacted during construction. These include:

- transport benefits for rail and road users
- potential increases in property values in some Townsville communities
- increases in local amenity
- improvements to local infrastructure
- increased accessibility to employment opportunities and increased local economic benefits.

There may still be individuals who over time experience more cumulative negative impacts than positives because of operational or construction impacts. Mitigations in design and processes that are developed as part of the procurement process and project delivery will ensure that any negative impacts are reasonable and justifiable.



Equity considerations also influence the choice of appropriate funding mechanisms. Specifically, the level of any additional charges levied, needs to be appropriate and related to the benefits received by users. The key potential funding mechanisms that would impact directly on the public can be placed into two key categories:

- Taxpayer contributions

The final contribution from taxpayers will not be determined until government consideration of this DBC has been undertaken and a detailed cost-sharing arrangement has been agreed. TEARC costs will be significantly borne by government funding, with more detail provided in Chapter 8. The final funding model for TEARC may contain a mix of contributions from various levels of government. The Australian Government has committed \$150m to TEARC and \$3m of this commitment has been approved to co-fund the development of this DBC, subject to a matching contribution from the Queensland Government. The quantifiable benefits are summarised in the economic appraisal cost benefit analysis in Chapter 7.

- Value sharing

Issues related to the value sharing mechanisms considered in this DBC have a number of associated public interest issues, which are discussed in Chapter 8.

There are a number of third party operators who require access to the rail network including, for example, Aurizon and Pacific National. As a result, interoperability arrangements will need to be in place to continue to allow them to have safe access to the network.

12.5 Consumer rights

TEARC is not anticipated to have any potential adverse impacts for consumers in the broader community, or for those whom government has a higher duty of care.

Consumers in the broader community are also expected to be positively impacted via increased economic benefits from future project delivery. Future rail users will also enjoy these benefits.

12.6 Safety and security

The implementation of TEARC is forecast to reduce the risk of road and pedestrian incidents for the at grade level crossings with the stepped reduction in train numbers utilising the existing lines into the PoT. In addition, most dangerous goods being moved by rail would now utilise TEARC this reducing the risk of an incident along the existing urban corridors.

The engineering design of TEARC will build upon the safety in design approach taken during the DBC and flow through to the construction phase and operations.

TEARC will be developed to address applicable security, health and safety requirements.

TEARC is not expected to adversely impact existing Queensland Rail security standards or practices.

12.7 Privacy

If TEARC is implemented it will need to comply with the legislation relating to information privacy and must comply with the information privacy principles in the *Australian Government Privacy Act 1988*. Queensland's *Privacy Information Privacy Act 2009* and the *Right to Information Act 2009* also provide safeguards for the handling of personal information in the public sector environment.

Any potential impacts and interactions with stakeholders and interest groups must be managed under these privacy principles.



PUBLIC INTEREST CONSIDERATIONS

The Queensland Government's Information Standard 18: Information Security, sets out the principles for addressing information security risks, including classification and control of material, personal security and physical and environmental security.

As part of probity requirements, all participants in the DBC development process have completed statements requiring them to maintain the confidentiality of designated confidential information. These obligations continue after cessation of involvement – until participants are advised otherwise or until the information becomes public (other than through a breach of the obligations).

Any information supplied by the community, industry and stakeholders as part of the DBC development process will be used solely for the purpose of developing TEARC in accordance with the Queensland Government's privacy guidelines. This information will not be disclosed to any third parties without the consent of the individual, unless otherwise required by law.