



Community Consultation

CQG has prepared and implemented community engagement programs for major development projects in Central Queensland.

CQG's community consultation experience includes:

- Extensive Environmental Impact Statement (EIS) community consultations; and
- Proposed gaming and liquor licence community impact statement consultation in accordance with the Queensland Office of Liquor and Gaming Regulation Community Impact Statement Guidelines.

Consultation Strategies

- Identify all parties with an interest in the Project;
- Ensure up-to-date information about the developments are widely available and easily accessible;
- Create multiple pathways to ensure stakeholders are informed about the Project, to allow the project team to access appropriate information and to facilitate the capture of views and feedback on the Project;
- Disseminate targeted information to relevant stakeholders;
- Ensure all project team members are kept up to date with project status, issues and proposed actions;
- Seek feedback on draft reports and through an iterative process respond to community aspirations and concerns, either through project design modifications or provision of further information; and
- Ensure information is accurate and consistent (QA process).

Some of our community consultation services and tools include:

- Developing consultation plans;
- Stakeholder identification and analysis;
- Focus groups with targeted groups of stakeholders;
- One-on-one meetings with key stakeholders;
- 1800 telephone hotlines;
- Community newsletters and fact sheets;
- Project websites including online forms, forums and polls;
- Frequently Asked Questions documents;
- Telephone surveys;
- Newsletters;
- 3D modelling, animations, tangible models and visual tools to paint a picture of the proposal to stakeholders; and
- Community displays (at a location such as the library, shopping centre or community facility) where the public can view plans and images.

