



Consultation Report

AQUIS Resort at the Great Barrier Reef



AQUIS
GREAT BARRIER REEF RESORT

Project Number: 3528/02
Reference: R-DM0225
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GLOSSARY

Abbreviation	Meaning
COG	Coordinator General
EIS	Environmental Impact Statement
SIA	Social Impact Assessment
ToR	Terms of Reference
CRC	Cairns Regional Council
DSDIP	Department of State Development, Infrastructure and Planning (QLD)
DTMR	Department of Transport & Main Roads (QLD)
QHealth	Queensland Health
QPS	Queensland Police Service
CASA	Civil Aviation Safety Authority (AUS)
SES	State Emergency Service (QLD)
EMQ	Emergency Management Queensland (QLD)
DEHP	Department of Environment and Heritage Protection (QLD)
DAFF	Department of Agriculture, Fisheries and Forestry (QLD)
GBRMPA	Great Barrier Reef Marine Park Authority (AUS)
LMAC	Local Marine Advisory Committee (GBRMPA)
DNRM	Department of Natural Resources & Mines (QLD)
NPRS&R	Department of National Parks, Recreation, Sport and Racing (QLD)
DHPW	Department of Housing and Public Works (QLD)
DCCSDS	Department of Communities, Child Safety and Disability Services (QLD)
DETE	Department of Education, Training and Employment (QLD)
DATSIMA	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (QLD)
DCS	Department of Community Safety (QLD)

Key issues within the Community theme were generally associated with the significant increase in population and visitor numbers that would result from the project:

- Rent and rates increases for local residents;
- Location and style of extra housing for increased population;
- Stress on human services, such as medical facilities, schools and police;
- Noise from increased air and land traffic;
- Noise from the water park;
- Changes in the character of the local lifestyle, population, landscape and built environment;
- Effects of gambling in the community;
- Engagement with the local indigenous community;
- Local access to resources such as beaches, parks and creeks, and to the resort facilities; and
- Traffic concerns.

Key issues within the Economic theme focused on:

- The significant contribution the project will make to the local economy;
- Retaining the economic benefits within the region;
- Provision of jobs for local workers;
- Improvement of the tourism product offering and international standing of Cairns as a destination;
- Economic benefits of increased visitor numbers; and
- Possible duplication of attractions resulting in a 'milking' of the Cairns CBD.

Key issues within the Infrastructure theme generally focused on the ability of current hard infrastructure to manage the increased population and the size of the proposed development. These focused on:

- Exacerbating an already existing water supply problem in Cairns;
- Increased waste production and disposal;
- Sewerage management;
- The capacity of the airport to manage increased visitor numbers;
- Flood proofing the Yorkeys Knob road; and
- Provision of adequate roads, cycleways and public transport options.

Key issues within the environment theme were:

- Protecting the ecosystem, habitat, flora and fauna, water quality and particularly the Great Barrier Reef;
- Effectively managing cyclones and flooding; and
- Managing pollution issues – fuel, runoff, acid sulphate soils, pesticides, litter.

Key issues within the Project theme focused on:

- The lack of appropriate context and scale of the existing proposal within the landscape, community and existing built environment;
- Provision of car parking; and
- Interest in ancillary sporting, recreation and conservation facilities.

Key issues within the Approval process theme focused on:

- A desire of the community and interest groups to be engaged by both the Proponent and government agencies;
- A need for a robust assessment process; and
- Fast tracking through the approval system (both positive and negative aspects).

Key issues within the Resources theme focused on:

- the capability of the region to respond to the demands of the project in terms of human resources, skills, and raw & manufactured materials; and
- the capacity of the local government to strategically respond to planning issues.

The Proponent is committed to ongoing public consultation throughout the notification of the EIS and will continue to engage with the community and stakeholders throughout construction and operation of the project.

1.0 INTRODUCTION

In August 2013, the Office of the Coordinator General issued Terms of Reference (ToR) for the preparation of an Environmental Impact Statement (EIS) relating to the Aquis Resort at the Great Barrier Reef proposal. Section 3.6-3.8 of the EIS ToR requires the following:

- an appropriate public consultation program with Local, State and Commonwealth government agencies, and potentially affected local communities;
- a description of the consultation that has taken place and how the responses from the community and agencies have been incorporated into the design and outcomes of the project; and
- a public consultation report detailing how the public consultation plan was implemented, and the results.

In accordance with these requirements, this consultation report details the consultation methodology, results, and a summary of issues from the consultation process cross-referenced to the relevant sections of the EIS where the issues are addressed.

2.0 CONSULTATION APPROACH

The consultation approach for the Aquis Resort at the Great Barrier Reef EIS was developed through a Community Consultation and Stakeholder Engagement Plan.

2.1 Community Consultation and Stakeholder Engagement Plan

A comprehensive Community Consultation and Stakeholder Engagement Plan (The Plan) was formulated by Flanagan Consulting Group (**Appendix A**).

The key objectives of The Plan were to:

- inform, consult and involve stakeholders and interested community members about the project and its likely impacts and benefits;
- solicit aspirations / concerns / local knowledge, for use in preparing the Social Impact Assessment (SIA);
- engage with expertise within and outside government agencies to assist with project development and refinement;
- establish two-way communication about the project;
- minimise the amount of misinformation that may circulate about the project;
- identify potential social impacts and develop strategies and measures to mitigate potential negative social impacts; and
- identify social benefits and opportunities that the Project presents to the local and regional community.

The key strategies to achieve these objectives were to:

- identify those with a stake and interest in the project;
- make information about the development broadly available and easily accessible;
- create multiple pathways to access information and to receive feedback;
- disseminate targeted information to relevant stakeholders;
- respond through an iterative process to community aspirations and concerns, either through project design modifications or provision of further information; and
- ensure information is accurate and consistent.

2.2 Consultation Delivery Teams

To assist with the timely and effective consultation and engagement for the preparation of the EIS, stakeholders were engaged in two ways. Identified stakeholders were engaged by the EIS team as community or organisational representatives or as experts in their field. A separate Community Engagement Team was engaged by the Proponent to educate, inform and engage with the wider public on the proposal. The structure of the two teams is detailed below in 2.2.1 and 2.2.2.

Stakeholder Engagement Team

Deb McKenzie (FCG)	Lead Community & Stakeholder Engagement
Pat Flanagan (FCG)	Project Director
David Rivett (Environment North)	Lead Environment
Ian McNichol (FCG)	Lead Infrastructure
Simon Gall (Converge)	Indigenous and Cultural Heritage consultation

The Stakeholder Engagement Team had the role of conducting the stakeholder consultation and engagement for the EIS. It relied on the provision of information and materials from the technical experts preparing the technical reports for the Project, the architects, the Proponent and Community Engagement Teams in order to present accurate and reliable information to the various stakeholder groups and meetings.

The Community Consultation and Stakeholder Engagement programs were conducted concurrently with the preparation of the technical studies/reports and the Project refinement processes.

Community Engagement Team

Ben Ready (Crook)	Preparation of Materials and Presentations, Monitoring of Media Reports
Robert Bryett	Project Ambassador supervisor and manager of community information and feedback to the Proponent
Project Ambassadors	13 staff at Cairns Central and Yorkeys Knob shopfronts

The Community Engagement Team provided information, education and consultation as inputs into the preparation of the EIS. They prepared the public information and presentation of material for the Project on behalf of the client. This included deliverables such as preparation, monitoring and feedback of media releases and website, concept plans, models, shop front displays and material for consultations, Q&A. The Community Engagement Team provided feedback from these consultation strategies to the Stakeholder Engagement Team for analysis and inclusion in an Issues Register.

The Community Engagement Team continues to present Project information and presentation material to the public and stakeholder groups. The Proponent is committed to ongoing public consultation throughout the notification of the EIS and will continue to engage with the community and stakeholders throughout construction and operation of the project.

3.0 CONSULTATION METHODOLOGY

The methods used in the consultation developed beyond the specifications of the Plan as interest in the project gained momentum throughout the consultation period. It is acknowledged that consultation and engagement involves a two-way exchange of information. This section describes the consultation methods used to engage the community, government agencies and experts in the preparation of the EIS, and the process through which it was analysed.

3.1 Summary of consultation and engagement methods

Throughout the project records were kept of information generated by the Proponent, Stakeholder Engagement Team and Community Engagement Team, as well as information generated from media articles, social media, and community feedback through identified stakeholder engagement and wider public feedback. Table 3.1 below shows a summary of consultation and engagement strategies undertaken throughout the EIS formulation.

Table 3.1 Consultation and engagement methods in preparation of the EIS

Further details of each engagement process available in **Appendix B**

Method	Team	Details	Outcomes
Online information and feedback Appendix B.1	Communications	AQUIS Project Website www.aquisgreatbarrierreef.com	<ul style="list-style-type: none"> • Project information • Q&A sheet • Letter from Proponent • Feedback on Project • Business interest registration • Updates register
	Stakeholder engagement	Website feedback: Issues Register	<ul style="list-style-type: none"> • Feedback on Project
	Communications	Social media: Facebook Page: www.facebook.com/aquisgreatbarrierreefresort LinkedIn Page	<ul style="list-style-type: none"> • Project information • Feedback on Project
	Stakeholder engagement	Facebook page feedback analysis	<ul style="list-style-type: none"> • Feedback on Project
Public engagement Appendix B.2	Communications	Shopfront with 13 project ambassadors: Cairns Central Shopping Centre Yorkeys Knob Shopping Centre	<ul style="list-style-type: none"> • Project information • Feedback on Project
	Stakeholder engagement	Shopfront public survey – written responses	<ul style="list-style-type: none"> • Feedback on Project
Information on Project Appendix B.3	Communications	Advertisements - television	<ul style="list-style-type: none"> • Project information
	Communications	Advertisements - newspaper	<ul style="list-style-type: none"> • Project information
	Communications	Letterbox drop – Yorkeys Knob community (Friday, 30th August 2013 to Sunday, 1st September 2013)	<ul style="list-style-type: none"> • Project information

Method	Team	Details	Outcomes
Media reports Appendix B.4	Communications	Various media reports throughout the EIS formulation period	<ul style="list-style-type: none"> • Project information • Feedback on Project
	Stakeholder engagement	Collection of media reports for analysis	<ul style="list-style-type: none"> • Feedback on Project
Community Reference Group Appendix B.5	Stakeholder engagement	Community Reference Group	<ul style="list-style-type: none"> • Project information • Feedback on Project: <ul style="list-style-type: none"> ○ Environmental ○ Economic ○ Community
Focus Groups Appendix B.6	Stakeholder engagement	Business issues Focus Group Tourism issues Focus Group Environmental issues Focus Group Emergency Services issues Focus Group	<ul style="list-style-type: none"> • Project information • Sector based feedback and technical advice: <ul style="list-style-type: none"> ○ Business ○ Tourism ○ Environment ○ Emergency Services
One on one engagement (targeted)	Stakeholder engagement	Ongoing meetings with identified individuals, groups or organisations.	<ul style="list-style-type: none"> • Project information • Feedback on Project
One on one engagement (technical)	Stakeholder engagement	Ongoing meetings with state agencies and expert professionals on technical details of the project development and refinement.	<ul style="list-style-type: none"> • Project information • Technical advice and inputs

3.2 Issues Register

The engagement methods detailed in Table 3.1 resulted in a significant volume of information collected on issues associated with the development. Other issues regarding the development were also highlighted through media reports and feedback on non-project related websites (such as the web forum conducted by the local radio station).

Each issue or response was logged on a master spreadsheet, cross-referenced with its source data, and coded according to key issues and concerns as they emerged. After categorisation and synthesis, these issues contributed to the Social Impact Assessment process, and were reported to the design or communications team for design refinement and/or impact mitigation. The Issues Register forms the basis of the results reported in this report, an excerpt of which can be viewed in **Appendix C**.

3.3 Stakeholder engagement methods

Whilst the methods of the Community Engagement Team were aimed at broadly engaging the wider public, the Stakeholder Engagement Team undertook a targeted engagement program in accordance with the Community Consultation and Stakeholder Engagement Plan. This included the Community Reference Group and the Focus Group stakeholder consultation processes. Contact with stakeholders throughout this process was recorded in a central Engagement Register.

3.3.1 Community Reference Group (CRG)

This group was formulated to comprise a balanced representation of community interests for ongoing consultation and to gauge community feel and issues as they arose. It was consciously constructed to include established leaders in the community from business, community and environmental sectors.

Members of the CRG were selected based on their ability to:

- represent the broad views of the community and the area of interest they represent
- actively participate in the CRG, attend the workshop and meetings in the timeframe notified;
- provide information to the Group about their area of interest or expertise
- take information back to members of the community; and

- work in a cooperative and productive manner with respect for others views and opinions.

Four representatives from each of the three sectors were invited to attend. If an invitee was unavailable, another representative from that sector was invited until four acceptances were secured from each group. The nature of community consultation however resulted in the slight expansion of one group (community). Because this was the key way in which the community was represented (business and environment both had specific focus groups) this expansion was considered acceptable by the Stakeholder Engagement Team.

The following are the members of the CRG:

Name	Organisation	Role
Environment		
Steve Bailey	Terrain NRM	
Ian Northcott	Birds Australia (BirdLife NQ)	Representative
Anna McGuire	Cairns and Far North Environment Centre (CAFNEC)	Coordinator
Paul Aubin	Care Fish	
Economic		
Mark Matthews	Advance Cairns	CEO
Rob Giason	Tourism Tropical North Queensland	CEO
Paul Lamont	Cairns Airport	Operations Manager
Ron Bannah	Master Builders	Regional Manager
Community		
Pam Bigelow	Yorkeys Knob Residents Association	President
Wendy Dowsett	Yorkeys Knob Residents Association	Vice President
Jessie Richardson	Cairns Regional Council	Concillor - Division 8
Rard Changizi	Harcourts Real Estate	
Nikki Johnston	Holloways Market	Coordinator

Three meetings were held with the CRG on the following dates:

- 13th August 2013
- 22nd August 2013
- 29th August 2013

The first meeting with the CRG was a full-day engagement held on the comprising of a two-hour briefing, question and answer time, breakout discussion groups in the key areas of interest, and finally a facilitated discussion with the whole group. Subsequent meetings went for two hours, comprising updates on the project development and answers to questions raised in previous meetings, followed by further facilitated discussion. Records of Meeting containing key issues raised from each meeting is **Appendix B.5**. Issues raised were included in the Issues Register for further analysis.

The purpose of the CRG was to:

- act as a sounding board for the EIS Team through the identification of community issues and any concerns. It was not a decision making group;
- provide an opportunity for community involvement in the Project;
- accurately relay information from the group to the community so that the community is well informed about the Project;
- value add to the concept and design of the Project early in the assessment process; and
- focus on key issues associated with the overall Project, not individual interests, such as property access or compensation;.

The role of the CRG was to:

- confirm the social values of the community in relation to the Project;
- assist in the identification of potential impact and mitigations measures;
- assist in the identification of positive opportunities and benefits of the Project;
- suggest alternatives or solutions to potential impacts;
- provide the EIS team with the best available local knowledge to value add to the concept and design of the Project; and
- accurately relay information back to the community.

Constraints to the CRG were:

- it was not a decision making body;
- no one person was leader or spokesperson for the Group;
- there was a deadline and timeframe for their inputs to this phase of the Project;
- members did not represent every interest group and body in the Cairns region;
- and
- differences existed in the level of expertise and knowledge of members in the group.

The Proponent is committed to ongoing engagement with the CRG after the EIS has been prepared and submitted. This will occur during the government's review of the EIS, the formal public notification period and beyond (construction and operation).

3.3.2 Sector based Focus Groups

Sector based Focus Groups were formulated to engage identified groups with a specific stake in the project. These groups were identified by the Stakeholder Engagement Team as:

- Business
- Tourism
- Environment
- Emergency Services

Representatives from the CRG were also invited to attend the focus groups specific to their areas of interest. Like the CRG, the focus groups were consciously constructed to include already established leaders in the community from business, tourism, environment and emergency management sectors.

Similar to that of the CRG, Focus Group members were selected based on their ability to:

- represent the special interest area from the Cairns or regional area;
- attend the workshop in the timeframe notified;
- actively represent their area of interest or expertise;
- take information back to members of the community; and
- work in a cooperative and productive manner with respect for others views and opinions.

Whilst the CRG had a limit on numbers to ensure balanced discussion, Focus Groups did not have these limits, although to ensure productivity in discussion and smooth facilitation, a maximum of 12 members was considered reasonable. Recruitment was based on the snowball method through asking CRG members and other key leaders in the community in that area who they considered to be essential inclusions. Through this method, approximately 15 invitations were issued per focus group. With the exception of tourism (5 attendees), all focus groups had 7-8 attendees. Whilst the Stakeholder Consultation Team considered that the tourism group was slightly small, it was recognised that key decision makers from the industry were participating so were representative of the issues.

The following were the members of the Focus Groups:

Emergency Services Focus Group	
Ian Fell	Cairns Regional Council
Stephen Tognolini	Qld Fires and Rescue Service
Neil Fanning	Qld Fires and Rescue Service
Owen Kennedy	Qld Police Service
Cheryl-Lee Fitzgerald	SES and EMQ
Rod Sheather	Cairns and Hinterland Local Ambulance Service Network
Rhys Newton	Qld Police Service

Business Focus Group	
Paul Lamont	Cairns Airport
Berni Buigstoller	Cairns Airport
Jess Rea	Cairns Chamber of Commerce
Adam Gowlett	Urban Development Institute of Australia (UDIA)
Sandy Whyte	Quality Industry Training and Employment (QITE)
Paul Gadek	James Cook University
Stuart Vella	Yorkeys Knob Boat Club
Tourism Focus Group	
Paul Fagg	DSDIP
Rob Giason	TTNQ
Max Shepherd	Skyrail
Michael Colleton	Ports North
Todd Parker	The Parker Travel Collection
Environment Focus Group	
Anna McGuire	Cairns and Far North Environment Centre (CAFNEC)
Paul Aubin	Care Fish
Wendy Doswett	Airport Environment Consultative Committee
John Russell	Marine Ecologist
David Witherall	Marine Biologist
Jon Nott	James Cook University
Brian Down	Barron River Catchment Group
Yvonne Nicoll	Cairns Urban Landcare

Focus Group meetings were held on the following dates:

- Business issues focus group 22nd August 2013
- Tourism issues focus group 23rd August 2013
- Environmental issues focus group 27th August 2013
- Emergency Services issues focus group 2nd September 2013

Focus Group meetings were three hours long and comprised of a half hour briefing session, followed by facilitated discussion. Records of Meeting containing key issues raised from each meeting are in **Appendix B.6**. Issues raised were included in the Issues Register for further analysis, represented in the Schedule of Comments in Section 5.

The purpose of the focus groups was to:

- communicate directly with stakeholders, providing them with accurate Project information in relation to their area of interest;
- minimise the amount of misinformation that may circulate about the Project;
- provide a forum for the EIS Team to listen and obtain feedback from these stakeholder groups about the Project in a quick and efficient manner;
- provide an opportunity for special interest groups to raise issues, concerns and ask questions about the Project in a proactive and respectful manner; and
- establish two-way relationship with stakeholders about the Project.

Constraints to the Focus Groups were:

- it was not a decision making body;
- no one person was leader or spokesperson for the Group;
- there was a deadline and timeframe for their inputs to this phase of the Project;
- members did not represent every interest group and body in the Cairns region;
- differences existed in the level of expertise and knowledge of members in the group.

3.3.3 One-On-One Engagement (targeted)

Throughout the EIS consultation process, a series of targeted one-on-one meetings were held with organisations identified by the Stakeholder Engagement Team as being potentially impacted, or having a specific interest in or influence on the project. Meetings commenced with an overview of the project by the Stakeholder Engagement Team and included a briefing on the existing environment, clarification of perceived impacts eg loss of cane producing land, airport safety and operations, proposed golf course competition and discussion regarding potential management strategies and key issues. Issues raised were considered in the project refinement, technical reports and social impact assessment of the Project.

Targeted one-on-one meetings took place with the following organisations:

- LMAC (associated with GBRMPA)
- CASA
- Cairns Regional Airport
- Mulgrave Mill
- Irukandji Indigenous Group
- Cairns Convention Centre
- Half Moon Bay Golf Club
- Yorkeys Knob Business Association
- Yorkeys Knob Resident Association Committee

The Yirrgandji Gurabana Aboriginal Corporation lodged a submission with the proponent outlining their environmental and social connections to the area. A copy of the submission can be viewed in **Appendix B.7**. Ongoing consultation with Indigenous Parties and the broader Indigenous community of Cairns will occur through the formal Cultural Heritage Management Plan Process, already underway as part of the EIS process, and during the formal public notification of the EIS.

3.3.4 One-on-one Engagement (technical)

To assist with the preparation of the EIS, a number of one-on-one meetings with state agencies, Cairns regional Council and technical advisors were held to gather relevant information and data for the Project and to negotiate technical aspects of infrastructure and design concepts. As with the targeted engagement, meetings commenced with an overview of the project by the Stakeholder Engagement Team and included a briefing on the project and discussion regarding potential management strategies and key issues. These technical issues were not recorded in the Issues Register, as they formed part of the data collection process at a technical level.

Technical one-on-one meetings took place with the following organisations:

- CRC Planning Department
- Cairns Water and Waste
- CRC Waste Management
- DTMR
- DEHP
- DAFF
- DNRM
- Telstra
- Ergon Energy

3.3.5 Community Feedback Forms

A key aspect of the community engagement strategy was the community feedback forms available for the wider public to complete in the shopfronts opened by the Proponent in Cairns Central Shopping Centre and Yorkeys Knob Shopping Centre. These forms were developed to gauge community feel for the proposal and were analysed through the central Issues Register. A copy of the feedback form can be viewed in **Appendix B.2**.

4.0 COMMUNITY FEEDBACK FORMS

The shopfronts continue to operate past the completion of this report and feedback forms will continue to be completed and analysed, however between 5th August and 9th September 2013, 1979 feedback forms had been received through the shopfronts. The quantitative nature of the community feedback forms has enabled a statistical analysis of the responses.

4.1 Demographic Profile of Respondents

Respondents to the Community Feedback Forms were not directly representative of the Cairns LGA population (ABS 2011 Census), with some significant skews towards males (58% of responses compared with 50% in the Cairns LGA) and people in the 40-69 age bracket, specifically the 50-59 bracket, which represented over 25% of all responses (compared with 13.2% in the Cairns LGA). Charts 6.1 and 6.2 below show the age/sex distribution of respondents to the Feedback Forms.

Chart 4.1 Age distribution of respondents – Community Feedback Forms.

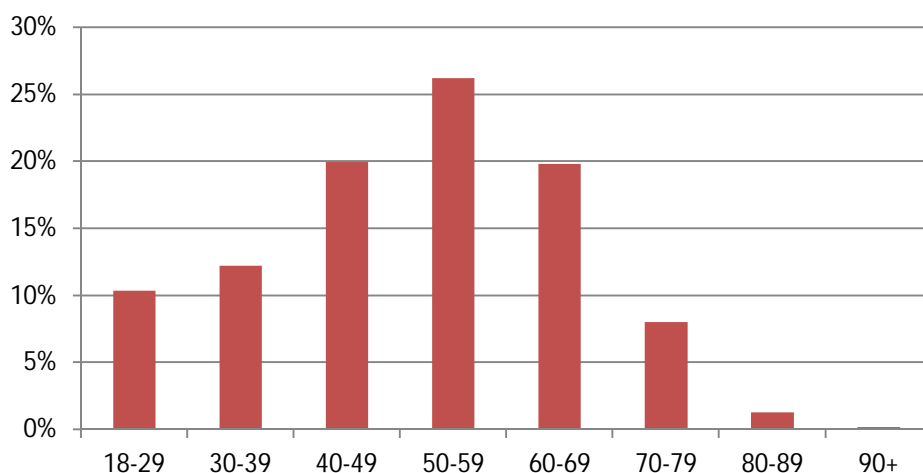
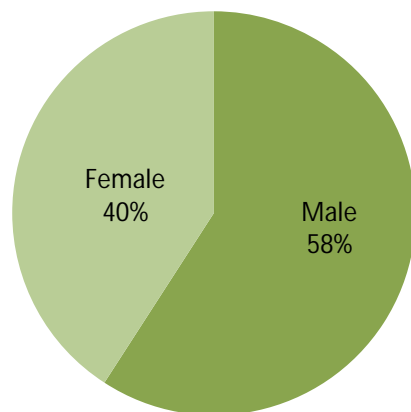
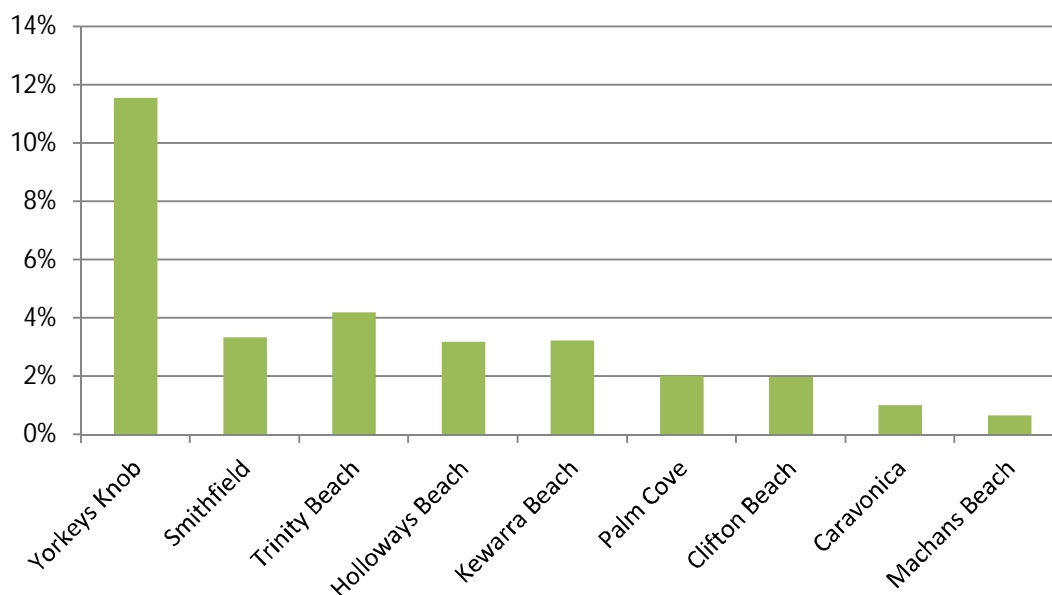


Chart 4.2 Gender distribution of respondents – Community Feedback Forms.



As expected, Yorkeys Knob residents were heavily represented in the Community Feedback Form respondents. Although not all respondents completed the suburb of residence section, 31% of all respondents identified themselves as residents of the Cairns Northern Beaches, and more than 11% were from Yorkeys Knob. Chart 6.3 below shows the distribution of Northern Beaches responses.

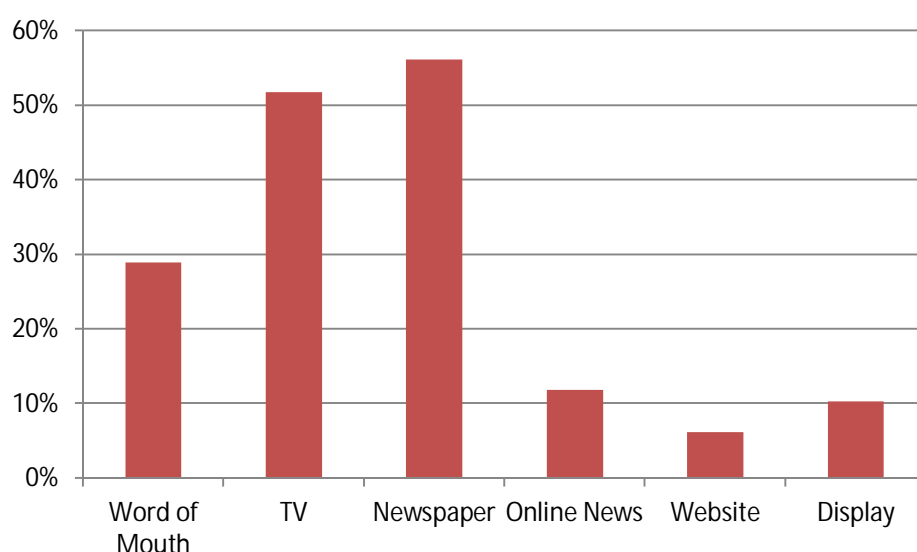
Chart 4.3 Distribution of Northern Beaches respondents – Community Feedback Forms.



Given the large number of suburbs identified in the Feedback forms, it is difficult to represent them here, although further analysis is available.

In terms of communication, it is clear that most people filling in the forms heard about the project through the newspaper and television (note responses were not mutually exclusive). Chart 6.4 below shows where people heard about the Aquis project.

Chart 4.4 Information sources about the project – Community Feedback Forms.



4.2 Nature of responses

Although the nature of responses in the Community Feedback Forms were wide and varied, a simplistic assessment of the general feel of the community for the project was undertaken through coding the responses as 'positive', 'negative', 'conditional positive' (such as "as long as the environment isn't damaged, we think it is a great idea"), and 'technical question' (such as "how high will the buildings be?"). Chart 6.5 shows how the responses were distributed according to this.

Chart 4.5 General feel of community responses – Community Feedback Forms.

(n=1979)

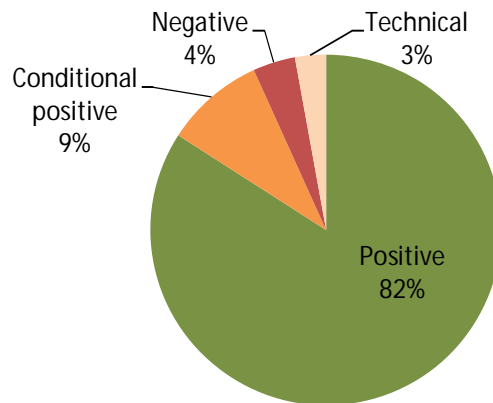
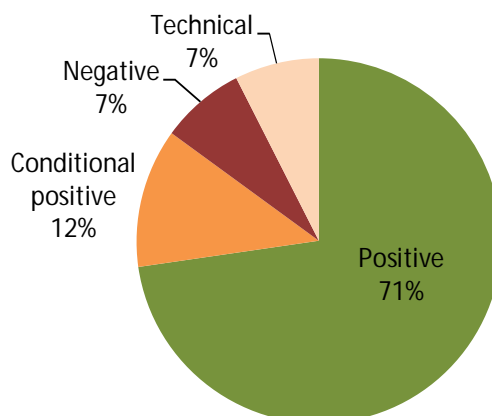


Chart 6.5 shows that the general feel of the community responses is significantly positive, and if the conditionally positive responses are also considered, 91% of respondents support the project going ahead. This was less pronounced in Yorkeys Knob, where 71% of respondents were positive, and 83% supporting the project going ahead. Chart 6.6 shows the distribution of Yorkeys Knob responses.

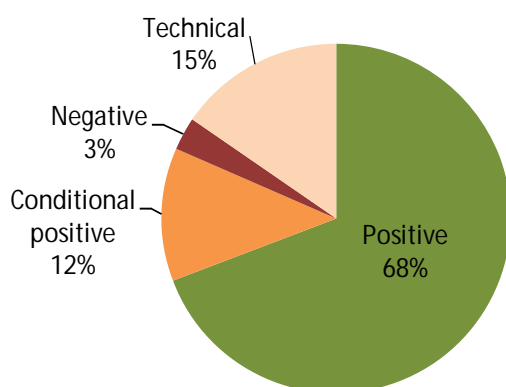
Chart 4.6 General feel of Yorkeys Knob community responses – Community Feedback Forms. (n=233)



Analysis of feedback forms received through the Yorkeys Knob shopfront in the first week of operation shows that 27% resided in Yorkeys Knob suburb. Of these, 68% were

positive and 80% supported the project going ahead. Chart 6.7 shows the nature of the Yorkeys Knob resident responses through the Yorkeys Knob shopfront (n=66).

Chart 4.7 General feel of Yorkeys Knob residents through Yorkeys Knob shopfront responses – Community Feedback Forms. (n=66)



The most significant difference between these responses and those of the wider community was the specific technical questions asked. Examples of the technical questions raised in these responses particularly relate to flooding and roads:

“Concerned about traffic congestion and possible delays by traffic to YK” (respondent CS1212).

“As I live at Yorkeys my main worry is a build up of water during flood time that will back up into township and flood houses that have not previously flooded” (respondent CS1212).

Because of the significant number of positive responses in the general public, a word frequency analysis was undertaken to further understand the nature of the positive responses, represented in Figure 4.1 below.

[illegible]

Figure 4.1 reflects the significant number of responses regarding the provision of local jobs and need for the economic situation to improve in the Far North Queensland Region. Examples of these responses are:

"Can't wait. Just what Cairns needs, to bring in more tourists and create more jobs".
(respondent CS661)

3528/02/R-DM0225

[illegible]

Figure 4.2 reflects the broader concern of respondents with water use, environmental impacts (particularly on the Great Barrier Reef) and changes in traffic conditions. These comments are represented in more detail in the Schedule of comments in Section 4.2 below.

5.0 SCHEDULE OF COMMENTS

The schedule of comments has been developed from the Issues Register, which compiled outcomes of consultation on the Aquis Resort at The Great Barrier Reef from multiple sources, as detailed in Section 3.2 of this report. To maintain accuracy in reporting these results, full comments or sections of meeting records were recorded and classified at multiple points, so may appear more than once in the summaries of comments. Issues identified in the consultation were classified into 7 key areas, in line with the categorisation of impacts in the EIS process. These areas are:

1. Environment;
2. Community;
3. Economic;
4. Infrastructure;
5. Project;
6. Approval process; and
7. Resources.

A comprehensive list of responses categorised into these key areas can be viewed in **Appendix D**. This section details the key issues identified within each category.

5.1 Environment

As mentioned in Section 6.1, environment has been a key issue for both objections to and conditional approval for the proposal. The majority of responses were concerned with generally protecting the environment, however specific issues arose as well. These have been classified through the Issues Register into six categories:

- Ecosystem;
- Hazards;
- Water quality;
- Soil;
- Flora/fauna; and
- People

Whilst the issues raised within this report identify community concerns regarding the environment arising from the consultation, actual and anticipated environmental impacts and mitigation strategies are addressed in the Environmental Impact Assessment.

5.1.1 Ecosystem

Protection for the ecosystem of the area, including the Great Barrier Reef, was considered to be of key importance to approval for the project. Table 5.1 below shows a selection of comments directly addressing general protection of the ecosystem.

Table 5.1 Environment – Ecosystem: Selection of comments.

full results available in Appendix D

ID	Comment
CS733	Concerned about environmental impact.
CS289	Excellent provided environment problems are addressed.
CS12.1	As long as it has no negative impact on the environment, go for it!
CS23.2	As long as it is in line with environmental guidelines it would be a great asset to the area
CS204	The project concepts seem extremely well planned and although the footprint is large, seems not a lot of environmental impact. We welcome the economic opportunity the project will bring to Cairns.
CS220	If no harm done to the environment and a plan to increase flights and Tourism to the area, I think it will be good for Cairns.
CS471	Fantastic idea - care to be taken for environment
CS15.1	Look after environment
CS684	Deeply concerned about long term impacts - environmental, social in particular. The state development & public works act has nowhere near enough concern for environmental management. The Great Barrier Reef remains FNQ's greatest asset lets not trash it!
CS16.1	Hopefully help the locals with jobs and most importantly that it does not interfere with the ecosystem - we are fortunate to have the rainforest and the reef, we must preserve, respect & enjoy this beautiful part of the world.

5.1.2 Hazards

Two natural hazards were mentioned in the Issues Register relating to the development: Flooding and Cyclones. A number of concerns were raised about the location of the project being on a flood plain and close to the coast. In particular, Yorkeys Know residents were concerned that the development may worsen flooding for the township. Table 5.2 below shows a selection of comments directly addressing these hazards.

Table 5.2 Environment – Hazards: Selection of comments.

full results available in Appendix D

ID	Comment
CS796	Massive, have some doubts about the size, cyclone / flood area
CS924	Very large! Stadium feels a bit extreme. Questions about the flooding of the golf course. All seems exciting.
CS721	I am concerned about: Flooding of Yorkeys Knob township due to interference of water flow into & out of creeks. Are you going to be foing any dredging? If so, are you going to dump this mud into reef/ocean/nearby beaches or is it going to be used for construction?
CRGE3	Barron River mouth is dynamic and could shift in a major flood event
CS849	Processing the floodwater flow during major flood events would seem to be a challenge in terms of 'no worsening' for existing properties.
CS909	Main concern is flooding? Water diverted to where?
CS916	I think the Developer must be mad to contemplate a development on the scale set out in the official documents and to build it on a floodplain. It is significant that where I live in Yorkeys no insurance company will insure the property since they became aware of the radical change in the worlds climate and its impact on Yorkeys.
CS272.1	As long as you sort out the flooding and how it affects the residents.

5.1.3 Water quality

The nature of the proposal having a significant relationship with the water through the Lake and integration with flood areas which flow to the Great Barrier Reef raised issues around buffers, runoff, pesticide, weeds, and dredging. Table 5.3 below shows a selection of comments directly addressing water quality.

Table 5.3 Environment – Water quality: Selection of comments.

full results available in Appendix D

ID	Comment
CS845	Building heights too high - pollution into creek / ocean - chemical and plastic - chemical run off from golf course, gardens, etc. - control of mosquito and sandfly - drift of fogging - changes to hydrological flows of creek, affects to surrounding areas in major flood event. Views from Holloways Beach residences and beach front towards ranges blocked by buildings. Requires reply to the above questions by email.
CRGE8	Damage to GBR through decreased water quality
CS744	Would be a potential boost to local economies but major concerns are environmental impact (50 years of pollution from chemicals used on cane fields weeping out onto the GBR which is already endangered). How good are guarantees of completion? What is the risk of the developer walking away from an unfinished project? Many questions to be answered.
CS924	Very large! Stadium feels a bit extreme. Questions about the flooding of the golf course. All seems exciting.
CRGE19	Pipe between lake & creek should be wider, provide fish passage
CRGE18	Who will monitor water quality? How?
CRGE9	Safeguarding & engineering around fuel storage for diesel generators.
CRGE22	Changes to water flow in the natural creek outflow & potential for contamination.
CS721	I am concerned about: Flooding of Yorkeys Knob township due to interference of water flow into & out of creeks. Are you going to be foing any dredging? If so, are you going to dump this mud into reef/ocean/nearby beaches or is it going to be used for construction?
CRGE3	Barron River mouth is dynamic and could shift in a major flood event
CRGE13	Yorkeys Creek – what will the buffers be?
CRGE6	Runoff from golf course – fungicides & herbicides used in golf course can result in damage to the Reef.
CRGE21	Saltwater intrusion into freshwater aquifer - concerns
CRGE20	Don't want fish die off or weeds
CRGE11	Concerned about infestation of marine weeds. How will this be managed?

5.1.4 Soil

Acid Sulfate Soil, although identified as management issue by the EIS team, was only mentioned twice in the Issues Register. This may reflect a confidence that legislation will ensure management of Acid Sulfate issues. These comments can be viewed in **Appendix D**.

5.1.5 Flora and fauna

A number of concerns were raised regarding flora and fauna. Key among these were issues of habitat (particularly mangroves), birds, crocodiles, and fish. Concerns regarding crocodiles mostly focused on safety and management, whilst concerns with birds focused and fish focused on habitat provision. Table 5.4 below shows a selection of comments directly addressing flora and fauna.

Table 5.4 Environment – Flora and fauna: Selection of comments.

full results available in Appendix D

ID	Comment
CS846	Would like email response to the following queries - Concerned about more flights as Holloways Beach is in the flight path. Concerned about excess traffic on Captain Cook Highway. Concerned about height of buildings as a blight on the landscape. Concerned about biodiversity on Richters Creek, as sea eagles, crocs, fish, bird habitat. Concerned about pesticides used on golf course - runoff into waterways. Concerned about view from the spit at the end of Holloways Beach.
CS741	I would like more information on traffic management issues, protection of natural vegetation in the area, how the operation will support local jobs once running (the staff quarters implies a fly-in, fly-out type operation).
CS742	What about being in the flight path, sandflies, landscaping with trees/shrubs not palms and becoming a crocodile habitat? Is there anything for tourists to actually do besides seeing a degraded GB Reef?
CRGE19	Pipe between lake & creek should be wider, provide fish passage
CS399.1	All the birds and butterflies will benefit from you landscaped gardens. Goodbye swamp, sandflies, cane and pesticides.
CS734	Looks great! A great boost for Cairns. Just wondering hoe the crocodiles will be kept out of the man made lake?
CRGE12	Will mangroves be left/planted on the edges of the lake? It will only be good habitat if edges are vegetated, also provide a good buffer.
CS224.1	My only concern is the effect on the wildlife in this particular area, otherwise excited.
CS778	Wildlife in Blazing Saddles lagoon to be left alone. Thank you
CS791	Would be appreciated if you included environmental impact and viability info in your community information, for example, impact on wildlife.

5.1.6 People

A few issues highlighted a need for monitoring indicators such as water quality and using the project to facilitate education programs about the natural area. Increased pollution as a result of increased population and visitor numbers was also raised. Table 5.5 below shows the comments directly addressing these hazards.

Table 5.5 Environment – People: Comments.

full results available in Appendix D

ID	Comment
CRGE4	Provide opportunities for visitors to learn about local environmental guided tours.
CRGE18	Who will monitor water quality? How?
CS908	Highly concerned regarding environmental protections. Sceptical as to long-term attraction. Far too big. Issues with land. Access in and out, pollution, damage to existing hotel and accommodation. Increase in air traffic, noise & polluting fuels etc.
CS31.1	Will you consider supporting protection of surrounding environment, and how? (eg. Rangers)
CS908	Highly concerned regarding environmental protections. Sceptical as to long-term attraction. Far too big. Issues with land. Access in and out, pollution, damage to existing hotel and accommodation. Increase in air traffic, noise & polluting fuels etc.

5.2 Community

Concerns regarding the community and social impacts of the project were raised throughout the consultation process. Comments regarding the community tended to be less general in nature than the identified environmental issues, and focused around six categories:

- Housing
- Services
- Noise
- Character of the built environment
- People
- Local access

Whilst the issues raised within this report identify concerns regarding the community arising from the consultation, actual and anticipated social impacts and mitigation strategies are addressed in the Social Impact Assessment.

5.2.1 Housing

Issues raised regarding housing focused on a range of topics, particularly affordability of rent and rates and the location of extra housing to accommodate the workforce and consequent increase in population. Concerns were also expressed about the need for higher density styles of housing becoming prevalent, and ‘thin end of the wedge’ arguments about changing housing styles generally to a higher density ‘city’ style of living. Table 5.6 below shows a selection of comments directly addressing concerns regarding housing.

Table 5.6 Community – Housing: Selection of comments.

full results available in Appendix D

ID	Comment
CS696	I am concerned about the impact this huge development will have on my local community and the reef. I enjoy the laid back lifestyle and fear I will be priced out. FNQ is unique and we should promote our reef and rainforest not become like the rest of the world. Where will the construction workers be housed? and the full-time workers? Where will their kids go to school? What is the impact on the reef? How will the massive wastes be dealt with? Do we have the infrastructure to support this? Its under the flight path. Will all the water attract waterbirds? Birds and planes are not a good mix. I fear for my lifestyle.
CS918	There is a great number of residents on pensions i& in public housing that will be priced out of Yorkeys. Land value - up, rates - up. We will no longer be able to afford to live there.
CRGC9	Concerns about impacts of increased costs of living on disadvantaged, esp. elderly. How bad will it be, when it's done?
CS775	This is a great idea for Cairns, on condition that the local Cairns people are 50% of the employees. All construction to be done by Australian Builders. That rates are beachfront as the council can afford keeping the beachfront in Environmentally excellent condition. That the Aquis have it's own sewage
CS736	My family have lived in Yorkeys for 39 years. I am not fully opposed to the Aquis Resort, however, I am very concerned about higher land rate rises as we already have higher land rates in this area compared to other cities. Also the amount of airplanes. The 4.10 to 5.20am flights from Perth & Japan wake me as the noise is very loud. So imagine the constant noise from planes to bring in Chinese tourists to fill the resort. There would have to be so many planes. Also flooding. I remember the day when boats had to bring my father home from work as the road was flooded. Yorkeys Knob is a beautiful place to live. I am sure you are aware of this beauty. It is untouched. Yorkeys mined the developments 30 years ago at Palm Cove - Trinity Beach. So now it is Yorkeys turn for organisations to consider this area for world wide development. I must admit that your plans look really beautiful and its probably what Cairns needs for the future. If you have taken care of flooding in your resort area, is that going to have a repercussion of flooding Yorkeys Knob area at the knob?
CS920	Concerned about local cost of rent.

CS815	Love this concept. Do long listen to old, dated, local idealists who belong in the 50's or renters. Listen to land owners. We owners want this for the region, the area, the future - bring it on quickly, we love it.
ZFM20	How will it affect my rent? How will I pay the rent if they go up because of this project?
FGB11	Lifestyle change for whole family – not just single men's quarters during construction – influences housing and accommodation needs in the short term – not just units, dongas etc.
CS11	Already enough high density dwellings in and around Cairns without adding more in the region.
CS711	This is only the 1st stage. Go to Hong Kong and see what is to come next. People didn't have jobs once. This land had never been built on and once this is done it will never not be built on again. Do we want development in every area of the world where it is possible to put it. Tony Fung would say 'yes'. Be careful what you wish for you might get it.
CRGB10	Potential land shortage on south side of city – north will be fully used up. Where to put people? Bring forward horizon planning.
FGB23	Business Leaders of Cairns Business community need to develop a framework/ pathway to coordinate response to growth in the shorter term
FGB24	CRC – capacity to assess development approvals – number of and ability of staff
FGB25	CRC – innovation in planning to allow temporary uses and plan ahead

5.2.2 Services

Whilst the EIS team identified a number of impacts on Human Services, the consultation outcomes focused on increased demand on police, schools and medical services. Table 5.7 below shows a selection of comments directly addressing concerns regarding services.

Table 5.7 Community – Services: Selection of comments.

full results available in Appendix D

ID	Comment
CS798	Magnificent project for Cairns but serious upgrade of Cook Highway and Yorkeys Knob access road needed, plus added policing of amenities.
CRGC7	Need more police
ZFM22	More people means more schools, community facilities, public transport and services will be needed. What's being done about them?
CS492	I am very excited with the project. Cairns needs a project to inject the progress for FNQ. I feel we will all benefit with the progression. We would need to update all services, roads, hospital, water, airport - yes, yes, go ahead
ZFM21	Medical services in Cairns are already stretched. More people will make it worse. What's proposed to address this?

5.2.3 Noise

A number of specific concerns regarding noise from increased aircraft traffic overhead and increased activity in the community were raised throughout the consultation. Table 5.8 below shows a selection of comments directly addressing concerns regarding noise issues.

Table 5.8 Community – Noise: Selection of comments.

full results available in Appendix D

ID	Comment
CS801	Noise factor - 10,000 people working and visiting the complex must produce a lot of noise. How will the project impinge on the township.
CS908	Highly concerned regarding environmental protections. Sceptical as to long-term attraction. Far too big. Issues with land. Access in and out, pollution, damage to existing hotel and accommodation. Increase in air traffic, noise & polluting fuels etc.
CS846	Would like email response to the following queries - Concerned about more flights as Holloways Beach is in the flight path. Concerned about excess traffic on Captain Cook Highway. Concerned about height of buildings as a blight on the landscape. Concerned about biodiversity on Richters Creek, as sea eagles, crocs, fish, bird habitat. Concerned about pesticides used on golf course - runoff into waterways. Concerned about view from the spit at the end of Holloways Beach.
CS723	Air traffic noise - will the buildings cater for the noise factor from aircraft activities?
CS730	How did you plan to build 27 storeys with the planes landing over this site? What about the noise from waterpark affecting the nearby residents? What about the floods during the wet season.
CS841	My two townhouses back onto the cane fields where you are putting the water park. I am concerned about the noise of the waterpark. Could I suggest you put the golf course at the back of the house rather than the water park. Otherwise I think the project is great.

5.2.4 Character of the built environment

The potential for the character of the built environment to change at Yorkeys Knob in particular, but also Cairns Beaches and Cairns Urban Area was highlighted in comments. Of particular concern was the contextual appropriateness of the structure and its scale (discussed further in section 5.2.5). Also of concern was that a larger population would change the character of the built environment in Yorkeys Knob. Table 5.9 below shows a selection of comments directly addressing concerns regarding character of the built environment.

Table 5.9 Community – Character of the built environment: Selection of comments.

full results available in Appendix D

ID	Comment
CS917	Very worried about such tall buildings and visual impact. It will change Cairns and especially Yorkeys Knob too much.
CS705	It looks disgusting. Not tropical at all. Should be built in Dubai or an overbuilt area like China. Looks like a big ice-cream cone with bits of metal sticking out. No character. I walk my dogs every day on the beach there and this resort will be built there - all will change. I just have 2 girls from Macau (students) in my house and they were telling me what a disaster this is. Didn't like it at all.
CS907	We need more access roads now so it will be very hard to get into the city with more traffic. We don't want to see the area destroyed with over development.
CS698	Business and making money is not everything. This project does not fit in our rural area. It does absolutely not fit in the nature of the tropics.
CRGC5	Waterfront will change, eg. What was going to be a 'six pack development' will now be a 'twelve pack development'.
CS694	I am absolutely so shocked to see this monstrous resort/casino for Cairns. Please, please NO. Build this in Hong Kong not Cairns. We don't have enough water to drink. It is hard enough for growing population, especially in summer anyway. We don't need this. Leave sleepy Yorkeys Knob to be quiet and sleepy.
CS825	I see this as a 'positive' step in the right direction. Yorkeys residents need to be able to get in and out of their suburb without too many hassles during the construction stage. The aquarium is a great idea given the Great Barrier Reef area we live in. We need something different to bring people to Cairns that will build memories of a happy holiday here. A waterpark out this way is a plus. Generally the village shops should stand to benefit. I believe Yorkeys Knob is overdue for an upgrade - Palm Cove for example is popular with tourists. The natural environment would need to be taken into consideration so as not to destroy what isn't necessary.
CS699	Height of these buildings concerns me greatly - will be visible from many areas. Scale the project - too large.
CS761	I am worried about the size of the project, the impact on the environment and flood levels, the necessity for regular dredging of Richters Creek and the impact on Thomatis Creek and the surrounding existing beaches. 27 storeys is far beyond anything allowed in the area to date and is not desirable or necessary. Yorkeys Knob is not a suitable place for a Singapore/Dubai style resort. The ability to bring in the number of people to fill this will require the infrastructure to carry the clientele.

5.2.5 People

A number of comments throughout the consultation process highlighted concerns about changes for specific groups of people, particularly Yorkeys Knob and Northern Beaches locals. These generally came under the topics of lifestyle, indigenous people, gambling, casino related crime, and changes in the character and volume of the population. Table 5.10 below shows a selection of comments directly addressing concerns regarding changes for people.

Table 5.10 Community – People: Selection of comments.

full results available in Appendix D

ID	Comment
FGB19	Indigenous jobs and training – opportunities within large development at various skills and interest levels
ZFM4	How will indigenous people benefit from the development?
CS795	I think its great in terms of the economy / jobs boost but feel hesitant about the effects it could have spoiling everything Cairns stands for - the peace, tranquillity, nature, reef and rainforest. We moved here to get away from big city bustle and hope that it won't impact too much
CS696	I am concerned about the impact this huge development will have on my local community and the reef. I enjoy the laid back lifestyle and fear I will be priced out. FNQ is unique and we should promote our reef and rainforest not become like the rest of the world. Where will the construction workers be housed? and the full-time workers? Where will their kids go to school? What is the impact on the reef? How will the massive wastes be dealt with? Do we have the infrastructure to support this? Its under the flight path. Will all the water attract waterbirds? Birds and planes are not a good mix. I fear for my lifestyle.
CS912	Not happy at all. We are living in Cairns because we don't like large quantities of people.
CS914	Encourages gambling and anti-social behaviours.
CS690	Very ugly - couldn't you make it pretty? It will bring crime, ref raff to Cairns - drugs, prostitutes, bad, bad, bad.
CRGC8	The population will change in quantity and character.
CS710	May bring in too many people.
CS691	No more casinos!! Social destruction and despair already kills so many people in this region.
CS824	As long as the environment is improved. Can put up with disruptions during construction. Would be concerned re casino and its impact on locals.
CS692	Against having another casino and would like it scaled down.
CS756	Great project for Cairns if goes ahead. Not too keen on casinos but are part of our society.
CS758	Very good. Create a lot of jobs (the negative side is the Casino - promoting gambling amongst the local residents)
CS915	I am totally opposed to this project. It will destroy our community bringing thousands of people to an areas that is overflowing with traffic resulting in pollution, accidents and a deterioration of the of the quality of life for residents. The Barrier Reef will be affected - which is more important to

	Cairns economy than the profit & greed of a Chinese business man and his cohorts.
CS910	Perhaps it is time to head for the bush. Cairns is slowly loosing its charm.
CS917	Very worried about such tall buildings and visual impact. It will change Cairns and especially Yorkeys Knob too much.

5.2.6 Local access

Changes to accessibility for locals in a number of ways were identified in the consultation process. Specifically, comments focused around a loss of access to resources such as the beach and creeks, a loss of access due to increased traffic, changes in the public transport system, and affordability of the resort for locals to access and use the facilities. Table 5.11 below shows a selection of comments directly addressing concerns regarding changes for people.

Table 5.11 Community – Local access: Selection of comments.

full results available in Appendix D

ID	Comment
CS905	Will the water be open for personal non-motor water sports? Any benefits for locals? It is all upper class. How about looking after the locals and offering discounts? Etc.....
CS14	Family friendly attractions most important for local community support. Sporting/aquarium/swimming & water park excellent, as long as affordable to access.
CS832	Will there be an entrance fee for locals to spend the day there?
ZFM17	Is it open to the public or only to overseas visitors?
CS848	We do hope that they offer locals discount price all year round. Is it good for kids as well?
CS782	If done well it will be excellent. Hopefully it will encourage the Council to build a good toilet block at the beach and hopefully it will encourage the Sun Bus Service to actually provide a good service to Yorkeys.
CS1.1	Excess people on beach
CS764	I would like to see pedestrian access from the beach via boardwalks like Palm Cove. Good luck with the project
CS741	I would like more information on traffic management issues, protection of natural vegetation in the area, how the operation will support local jobs once running (the staff quarters implies a fly-in, fly-out type operation).
FGB8	There will be major peaks in traffic for construction/operational staff
CS790	Think the whole thing is fantastic. Can't wait for it to start and be finished. Great for Cairns and the population of the far north. One concern would be traffic congestion at Yorkeys Knob roundabout.
CS706	Existing road access - how will they handle extra traffic during construction phase? James Cook highway - only two lanes.
CS745	Visual 10 points. Engineering huge. We should be building an mono rail from the city

CS24	Good development as long as there is access for local people and that there is a shuttle bus service for people to visit the complex.
CS35	Provision of services such as transport (small buses, etc.)
FGT7	Numbers in one vehicle (current) –v- shuttle buses
FGT10	Alternatives to cars need to be reliable and rapid. Current car use extremely high
FGT11	Aquis is a “Cluster development itself” – needs different transport solution to just cars and roads

5.3 Economic

With approximately 20% of all responses to the community feedback forms identifying economic benefits to the region and improved job opportunities for locals, the economic impacts of the project were widely accepted to be significantly positive. Comments focused on three key areas:

- Regional economy;
- Jobs; and
- Tourism.

As with the environmental and social impacts, the issues raised within this section identify economic issues arising from the consultation. Actual and anticipated economic impacts and maximisation strategies are addressed in the Economic Impact Study.

5.3.1 Regional economy

Across all consultation processes, economic benefit was most regularly identified as a positive impact of the project. Many comments however focused on a concern with how much revenue will be retained in the region through the use of local products and services. Concerns were expressed about revenue being lost to large contractors based outside of the area, fly-in/fly-out (FIFO) or drive-in/drive-out (DIDO) workers, and 457 visas (these are addressed in the following section 6.2.3.2). Relatedly, also of concern was how to maximise the economic benefits in a lasting way for the region. Table 5.12 below shows a selection of comments directly addressing concerns regarding the regional economy.

Table 5.12 Economic – Regional economy: Selection of comments.

full results available in Appendix D

ID	Comment
CS11.1	Not economically or socially positive for the Cairns Region, only economically positive for a few corporate kingpins.
CS2.2	Holidaymakers will stay at resort and not visit other facilities or shops
ZFM12	All the money will go overseas, what's in it for the locals?
CS808	Would bring prosperity to the area but would be concerned with visual impact.
CS273.1	As long as it helps the locals as well.
CS763	Cairns needs a big project to kick start the economy. It looks very big though. Is it too big for Cairns?
CS789	Sounds like a good proposal and will help stimulate the economy of Cairns. I support the project as long as Cairns is not forgotten
CS830	As property owners in Yorkeys Knob we are excited about the positive effect this development will have on property value. Aesthetically the resort buildings are a bit over bearing, but the lake, stadium, cultural precinct and water park are fantastic additions. The Golf course should not compete with Half Moon Bay - perhaps this can be modified to complement this existing facility. Bring it on
CS54	Very happy as a long term resident that finally some great development is going ahead in the area. As it is such a high potential region that has in the past always been left behind. Can't wait.
CS274	Looking forward to the project beginning. This will be the best single project Cairns has ever seen. The benefits for the region will be huge.
CS278	I think it would boost Cairns economy greatly, look forward to the progress.
CS290	Excellent proposal for the betterment of the Cairns region.
CS292	Absolutely fantastic positive venture for Cairns.
CS296	Just what our region needs!
CS297	Go for it, it is something the Cairns area needs greatly.
CS875	Looks great and great for the area.
CS893	Very good for the area.
CS894	Will be good for Cairns
CS126	Very modern, will boost trade.
CS2	How much money will stay in Australia
ZFM13	Is there a 'local buy' principle for local companies?
CS6	Great idea as long as government use revenue raised from gambling to go back into community
CS731	Very brave project. Will the construction be developed by overseas or local construction? What is planned for sale of residences? What is planned for decoration of units & hotel rooms? What is planned for employment, training of staff and where will they be sourced from? Who will your key form of revenue hotels, casino or resale of residential units. Are you committed to community & environment?
W4	I am a resident of Yorkeys Knob and would love to see this project go ahead. It would be a real boost for our community; it would inject new life into the area and bring tourists and business expansion opportunities. I fully support this project going ahead.

5.3.2 Jobs

A significant element of the anticipated regional economic benefit of the project identified through the consultation is related to increased employment opportunities for locals. As mentioned in the previous section, associated with this is concern about work being awarded to large contractors based outside of the area, fly-in/fly-out (FIFO) or drive-in/drive-out (DIDO) workers, and 457 visa workers (foreign workers). Table 5.13 below shows a selection of comments directly addressing concerns regarding jobs.

Table 5.13 Economic – Jobs: Selection of comments.

full results available in Appendix D

ID	Comment
CS252	I think this project will help the local employment market a lot. Far North Queensland has suffered so long for high unemployment rate in region. This project will bring more opportunities for local workers I think. Moreover, more asian tourists will be attracted to come when this project is completed. Sooner or later tourism cam bring more foreigner investments in region as well. I totally welcome this project set up in Cairns.
CS58	I think this is a wonderful opportunity for Cairns economically and will ensure job security and tourism for the future. Fantastic.
CS224	I hope it will boost Cairns economy, provide jobs and tourism will increase.
CS238	Think it is a great concept to bring tourists, job & opportunities to region.
CS239	Glad to see people trying to invest in a bigger and better Cairns. I think will improve tourism and open up more job opportunities for locals. Thumbs up!
CS339	Good for rotten economy in Cairns at present. Jobs, tourists, money - all good.
CS351	Very good for the area for many reason - employment, holiday
CS397	It seems to be a very ambitious and modern project for the region. I believe its important to the regions development as it will create jobs and will attract even more tourists.
CS398	According to my opinion it's a great idea. It will bring employment opportunities to locals, promotes tourism for international and domestic visitors, offering more activities for local and tourists to do and see
CS683	Too high, doesn't fit with Cairns. Proximity to airport, will this affect flight paths? Will jobs for locals stop once construction is over? Turning Cairns into Dubai. Concerned about effects on other hotels and tourism companies.
CS775	This is a great idea for Cairns, on condition that the local Cairns people are 50% of the employees. All construction to be done by Australian Builders. That rates are beachfront as the council can afford keeping the beachfront in Environmental Excellent condition. That the Aquis have it's own sewage
CS743	Who will pay for upgrades to sewerage and water infrastructure? How will the natural environment be protected during the construction phase of development - water run off, pollution etc? What percentage of staff are expected to live onsite? And how many locals are expected to be employed?
CS715	Its ugly. Why do you have staff accommodation onsite instead of using existing housing in Cairns? Please explain the 9,000 to 10,000 job figures? What concessions will they be wanting from Qld Government or CRC i.e. visas etc.?

CS717	Why does this need 1800 staff accommodation if you are planning on employing locals. I think this is too big for that area.
CS535.1	I would like to see that Cairns locals get the jobs involved and not outsourced to others.
ZFM16	Who will work there – overseas workers on 457 visas or locals?

5.3.3 Tourism

As tourism is a core industry for Cairns, and as this project is tourism based, comments on tourism have been addressed separately. Concerns regarding tourism were identified through the consultation as both positive and negative. Positive comments focused on the improvement the project will bring to the wider tourism product of Cairns, and the associated increased visitor numbers for the region. Negative comments were concerned with the duplication of attractions, infrastructure and services, including the potential of detracting from the Cairns CBD, and significant competition for the current tourism product. Table 5.14 below shows a selection of comments directly addressing concerns regarding tourism.

Table 5.14 Economic – Tourism: Selection of comments.

full results available in Appendix D

ID	Comment
CS58	I think this is a wonderful opportunity for Cairns economically and will ensure job security and tourism for the future. Fantastic.
CS25.1	Providing it doesn't take away from our local casino & other venues.
CS804	Good idea, some reservations as to if it would take away from current business but if projections are accurate, shouldn't have that effect.
FGT27	Staffing – 'suck' out of existing facilities e.g. hotels, construction, tourism operators
FGT14	What are the choke points in capacity for this region on a tourist basis? E.g. how many visitors can one operator take before its at capacity and loses its appeal all together.
CS682	Don't need another casino. Impact on established hotels and businesses.
CS780	Great concept, grand design. I feel it may be too big a project and would prefer stages and time for the people of Cairns to accommodate such a massive influx of tourists - it may sour relations in the future. Otherwise - well done
CS809	We like this very much but believe that extra entertainment would attract Chinese who like other things than Casinos
CS51	Fantastic, needed in Cairns. Why not be difference and meet tourist demands. Hope everything goes ahead.
CS165	Targeting the 5 star market is what Cairns needs. Congratulations and good luck.
CS177	Great development and amenities for tourists and locals alike to benefit from this mega-resort and infrastructure.
CS218	The project looks very impressive and once completed will be a major tourist and local attraction. Looking forward to seeing the project kick off.

CS398.1	Will promote more international tourists and Cairns will get more popularity and get known on international sector.
CS358	This will be the best casino in Australian profile. Gambler - if you build this I will come with my money.
CS461	What a great magnetic prospective, love the staff accommodation in a plush world class for Cairns to be recognised on tourism destination
CS497	I think its great and hope it goes ahead. It will put a new and good looking view for tired old Cairns and surrounds
CS547	I really want the casino and stuff especially the water park to go on because in Cairns we don't really have anything like this
CS581	I think it is a great idea - great for tourism and work opportunities - we need it to go ahead
CS592	Great idea, good location, will attract a lot of tourists.

5.3.4 Infrastructure

Although raised less frequently than environment, community and economic issues, concerns regarding the how the project will influence the existing infrastructure was raised consistently throughout the consultation process. Key issues identified were:

- Water supply;
- Waste disposal;
- Sewerage; and
- Transport.

As with previous sections, the issues raised within this section identify infrastructure concerns arising from the consultation. Actual and anticipated infrastructure issues are addressed in the EIS.

5.3.5 Water supply

On Wednesday 11th September 2013, the front page of the Cairns Post was equally dedicated to a story about the Aquis project and a story on a proposed new dam to support water shortage issues in the region (see Appendix B.4 – Media reports). Issues raised through the consultation also made a connection between reported water shortages and the increased water consumption such a project and the associated population growth would bring. Table 5.15 below shows a selection of comments directly addressing concerns regarding water supply.

Table 5.15 Infrastructure – Water supply: Selection of comments.

full results available in Appendix D

ID	Comment
CS729	Where is your water coming from drinking? Where is the waste garbage going? Think it is a good idea but a bit worried about water.
CS743	Who will pay for upgrades to sewerage and water infrastructure? How will the natural environment be protected during the construction phase of development - water run off, pollution etc?
CS694	We don't have enough water to drink. It is hard enough for growing population, especially in summer anyway. We don't need this.
CS688	Too big for this area. Where will the extra water come from to service this? Will this mean we will be charged a lot extra for water usage.
CS689	Water available for personal use. Copperlode Dam capacity?
CS720	"exciting", my concern is - we have water restrictions all year. Where is the extra water that will be needed for such a large project and so many people come from? Yorkeys Knob floods easily. In a cyclone how will you evacuate so many people/
CS844	Concept I believe too large for the area. Taking into consideration the tropical environment, more tropical taste in resort would meld. I think the proposal as it is (buildings) is hideous and not visually attractive. Water will be brown and unnecessary as a feature. Potable water from our existing dam, i.e. Copperlode regularly falls below appropriate levels - extra water for drinking, etc.
CS29.2	Concerns about water consumption & payment of water (restrictions).

5.3.6 Waste disposal

Waste disposal associated with the project was cited three times through the consultation. Table 5.16 below shows comments directly addressing concerns regarding waste disposal.

Table 5.16 Infrastructure – Waste disposal: Comments.

full results available in Appendix D

ID	Comment
CS696	How will the massive wastes be dealt with? Do we have the infrastructure to support this? Its under the flight path. I fear for my lifestyle.
CS769	Great development - fully support it. Good to see it will be managed not sold privately to run down later - must be maintained at high standard. Make sure traffic is well managed and waste is properly disposed.
CS729	Where is your water coming from drinking? Where is the waste garbage going? Think it is a good idea but a bit worried about water.

5.3.7 Sewerage

The consultation raised some concerns around sewerage and waste water disposal.

Table 5.17 below shows comments directly addressing concerns regarding sewerage.

Table 5.17 Infrastructure – Sewerage: Comments.

full results available in Appendix D

ID	Comment
CS900	Source of drinking water sufficient or? Sewerage disposal - ok, but in west season or flooding? Use of dredging spoil say instead of sumping offshore like spoil from Trinity Inlet. Could development utilise this spoil? Creek outlets to small to service cleansing onto Reef or out to sea. Water quality /acid sulphate soil. Mangroves? Option exists to plant more. Early fish and crab life utilise these - may be doing this - hold off Greenies. Waterway - will it be used for what use besides fighting fires. Is Resort under or close to flight path - that exists at present / future. Access to Kennedy Highway for increase traffic will new access roads be necessary? Where to and from? Nationality of Employees and employers - all Chinese? Good luck with it
CS824	As long as the environment is improved. Can put up with disruptions during construction. Would be concerned re casino and its impact on locals. It is a project that Cairns region badly needs providing that it does not strain local infrastructure, e.g. will ratepayers have to foot the bill for sewerage and water treatment? Cairns is a tourist town and needs development such as this to augment reef and rainforest. How many mangroves will be removed?
CS743	Who will pay for upgrades to sewerage and water infrastructure? How will the natural environment be protected during the construction phase of development - water run off, pollution etc.?
CS775	This is a great idea for Cairns, on condition that the local Cairns people are 50% of the employees. All construction to be done by Australian Builders. That rates are beachfront as the council can afford keeping the beachfront in Environmentally excellent condition. That the Aquis have it's own sewage
CS708	Why does money, money, money dominate a beautiful area. So many more people, resources needed, waste/sewerage, busy roads/highway will ruin the area and environment. Generating more money does not improve an area.
CS28.2	Just had a few concerns about the density & impact of wastewater

5.3.8 Transport

Transport was the most frequently raised issue within the infrastructure comments. Of particular concern were issues surrounding the airport – capacity, flight path and planning issues. Also of concern were the roads (and flood proofing of the Yorkeys Knob access road), cycle options and car parking. Traffic was also highlighted as a community issue. Table 5.18 below shows a selection of comments directly addressing concerns regarding transport.

Table 5.18 Infrastructure – Transport: Selection of comments.

full results available in Appendix D

ID	Comment
CRGB5	Government has to ensure that the airport is not impacted
CRGB6	Interference with navigational aids – there is a marker in Yorkeys Knob, and other key equipment in Holloways and Machans – be aware of reflection of waves.
FGB2	Concerned that this development is a catalyst for a new runway
FGT2	Airport – capacity to process/check-in large numbers (business/tourism/sports arrivals simultaneously)
CRGB2	Approach paths need to be designed around – height limits
CRGB3	Need to safeguard against curfew changes
CS818	Great idea - particularly theatre and sports stadium. Only concern is proximity to airport runway approaches
FGB1	Airport capacity – underutilised currently
CS748	Possible change of flight path? Will flights continue on current path? Very impressed with proposal and transparency of Aquis. Fingers crossed for approval.
FGT33	Heliports - flightpath
FGB4	What about GA – will it be required to move and when – impacts on Mareeba and others?
CS687	How can you put a 21 storey building in a flight path. How was this approved? Look at aesthetics of Palm Cove before destroying Yorkeys Knob. Will there be a guarantee entire project will be finished as shown on original plan?
CS26.1	Would love to see a coastal cycle path developed as part of the project with creek/river crossings/bridges from CBD - Aquis-Palm Cove.
CRGB11	Consider cycleway as part of road upgrade
CS701	I have been a homeowner/resident in Yorkeys Knob for 13 years. I am greatly concerned about the impact of huge increase in road traffic, both on the access road to Yorkeys Knob as well as Cook Highway. The Cook Highway (north and southbound) from Yorkeys Knob roundabout / Smithfield etc. cant handle peak traffic now without large delays. I foresee it being a long painful drive to Yorkeys Knob now. Most of us live/own here because of the quiet community atmosphere and the country road / lack of traffic lights, roundabouts etc. If this project goes ahead a lot more work on road infrastructure, including locals access must be addressed.
FGT10	Alternatives to cars need to be reliable and rapid. Current car use extremely high
FGB7	Transport – high volumes in a short period of time
CS420	It think it is a great development as it will increase the value of Cairns, also the road to Yorkeys finally will not flood anymore
CS798	Magnificent project for Cairns but serious upgrade of Cook Highway and Yorkeys Knob access road needed, plus added policing of amenities.
CS907	We need more access roads now so it will be very hard to get into the city with more traffic. We don't want to see the area destroyed with over development.
CS706	Existing road access - how will they handle extra traffic during construction phase? James Cook highway - only two lanes.
CS749	How will the avondale water (from the farms) be affected by this development? Where is the proposed highway from the Yorkeys Knob

	roundabout to MacGregor Road going to be built?
CS34.1	Roundabout Cook Hwy-Yorkeys needs lights or overpass.
CS34.3	Excess transport demand on Cook Hwy in particular heading north.
CS21.1	Government needs to plan for future road improvements around airport intersections.
CRGB12	Ground transport requirements will be critical
FGT4	What are the options of sporting transport when facility is out of town – 25,000 seats, only two roads out.
FGB8	There will be major peaks in traffic for construction/operational staff
FGT6	How tourist/local traffic get around – high proportion of self-drive – car parking on site
W11	Please include a bicycle pathway from Yorkeys Knob to Cairns City as part of your plan. I support your project.

5.4 Project

The consultation also generated specific feedback regarding the concept and design of the project. Issues generally fell into two categories:

- Design; and
- Feedback.

As with previous sections, issues raised within this section identify project design and process concerns arising from the consultation. These formed inputs into the project refinement exercise as part of the EIS.

5.4.1 Design

Of primary concern to the stakeholders throughout the consultation was the context of the project – how the concept would fit with the landscape, community and existing built environment. A number of issues were raised around the need for tropical design and sympathy for the tropical environment. Also raised frequently was the scale and height of the project, proposed at 28 storeys high and with a footprint larger than the CBD of Cairns. Additional issues raised concerned car parking, suggestions for sports and cultural facilities, and green building techniques. Table 5.19 below shows a selection of comments directly addressing concerns regarding the project design.

Table 5.19 Project – Design: Selection of comments.

full results available in Appendix D

ID	Comment
FGB9	Travel by car is Cairns preferred mode and pattern – significant car parking needed
CS678	Height of tallest building a concern. I'd hate to see our building cap changed. I do not want to see a release on that and have our region become full of high rises. 15 stories? I believe is our cap. I don't want another Gold Coast. Love the idea, good luck. We need a decent lyric theatres / concert hall. Water park looks good.
CS687	How can you put a 21 storey building in a flight path. How was this approved? Look at aesthetics of Palm Cove before destroying Yorkeys Knob. Will there be a guarantee entire project will be finished as shown on original plan?
CS688	Too big for this area. Where will the extra water come from to service this? Will this mean we will be charged a lot extra for water usage.
CS696	I am concerned about the impact this huge development will have on my local community and the reef. I enjoy the laid back lifestyle and fear I will be priced out. FNQ is unique and we should promote our reef and rainforest not become like the rest of the world. Where will the construction workers be housed? and the full-time workers? Where will their kids go to school? What is the impact on the reef? How will the massive wastes be dealt with? Do we have the infrastructure to support this? Its under the flight path. Will all the water attract waterbirds? Birds and planes are not a good mix. I fear for my lifestyle.
CS761	I am worried about the size of the project, the impact on the environment and flood levels, the necessity for regular dredging of Richters Creek and the impact on Thomatis Creek and the surrounding existing beaches. 27 storeys is far beyond anything allowed in the area to date and is not desirable or necessary. Yorkeys Knob is not a suitable place for a Singapore/Dubai style resort. The ability to bring in the number of people to fill this will require the infrastructure to carry the clientele.
CS714	My primary concerns are: Height of towers. 27 storeys is over twice the height of any other building in Cairns. Density & sheer volume of the project. Why build such an urban structure in such a flat areas (flood plain) of outstanding beauty? Why not design something for the same function yet with more amenity to the region (e.g. tropical, lower key).
CS699	Height of these buildings concerns me greatly - will be visible from many areas. Scale the project - too large.
CS796	Massive, have some doubts about the size, cyclone / flood area
CS924	Very large! Stadium feels a bit extreme. Questions about the flooding of the golf course. All seems exciting.
CS704	I don't like it at all. It is too big and too tall. Is there going to be an Aquarium showcasing our maritime ocean life? The buildings are not tropical looking enough. This is not Dubai. And it should be more Australian designed architecture, such as open verandahs. What about promoting our maritime animals - crocodile, bird, marsupials such as the koala, echidna and otters. It's ugly.
CRGE5	Buildings should be green star rated and aim to drive innovation in energy efficient design. Good opportunity to improve tropical sustainable design.
CS705	It looks disgusting. Not tropical at all. Should be built in Dubai or an overbuilt area like China. Looks like a big ice-cream cone with bits of metal sticking out. No character. I walk my dogs every day on the beach there and this resort will be built there - all will change. I just have 2 girls from

	Macau (students) in my house and they were telling me what a disaster this is. Didn't like it at all.
ZFM7	It looks like Dubai. What is the design philosophy behind the images?
ZFM9	This isn't Dubai. How does this fit with the tropical north?
CS32.1	Sports stadium, is there potential for a criterium circuit to be included. Perfect for int'l and local training in humidity ie: world titles and Olympics. Promote tourism.
CS33.1	What about an AFL stadium - Australian Rules is Australian Football! Include field hockey.
CS506	Have a national sport team at the stadium, A League, a game played in China
CS768	It would be wonderful if this development could include a performance area for musicians. We have waited so long for a better facility than the Civic Theatre and still there is no promise of funding for the latest ideas that the City Council want. I am the director of the only adult orchestral workshop in the country and hear musicians who come here from across Aust every winter.
CS819	Rowing along with may other non-powered boating sports are very active in Cairns area. It is requested that a facility to allow for those sports be considered for inclusion in the project. The 'straight' section adjacent to the golf course would be perfect.
CS835	Lawn bowls with a roof - play day and night

5.4.2 Process

A small number of comments focused on the construction process, assumptions, and commitment of the Proponent to the area and project. Table 5.20 below shows a selection of comments directly addressing concerns regarding the project process.

Table 5.20 Project – Process: Selection of comments.

full results available in Appendix D

ID	Comment
CS744	Would be a potential boost to local economies but major concerns are environmental impact (50 years of pollution from chemicals used on cane fields weeping out onto the GBR which is already endangered). How good are guarantees of completion? What is the risk of the developer walking away from an unfinished project? Many questions to be answered.
CS30	With the planning to ensure no disturbance to the GBR: How will that be ensured during construction stages?
FGB22	Local level coordination to deliver the project – can we deliver the project to Tony Fung? How?? What is the strategy to deliver?
CS754	What profit from casino and hotel operations will be retained in Australia / Cairns. Will there be an ongoing commitment to improve local opportunity? What Commitment is being made to upgrade local infrastructure to cope with the proposed numbers of human traffic required to sustain the development?
FGT17	License/permit capacities of the reef
FGT19	Chinese market currently 2 nights, seasonal family numbers, diversity of market
FGT18	KPMG methodology behind the numbers? What are the assumptions?

5.5 Approval process

Throughout the consultation, issues were raised regarding the robustness of the government approval process and requests were made to be kept informed on the process and progress of the project.

5.5.1 Engagement

Both positive and negative issues were raised regarding the engagement process undertaken by the Proponent. The suggestion regarding using an empty space in Yorkeys as a shopfront has already been acted upon, as has the request for a meeting with the committee of the Residents Association at the Community Centre. Table 5.21 below shows a selection of comments directly addressing concerns regarding the Proponent engagement.

Table 5.21 Approval process – Engagement: Selection of comments.

full results available in Appendix D

ID	Comment
CRGC1	Empty shops in Yorkeys – one could be a shopfront for the community
CRGC2	Would like a meeting for locals in the local community centre
CRGC3	Locals should be brought in now, rather than leave it till later.
CS364	Very good, great design and open process.
CS309	Excellent development. Would be so good for Cairns. Very impressed by the way the community has been informed with the office in Cairns Central. The development looks impressive. I really hope the development is fully approved asap.
CS38.1	Website is hard to use
CS529	Yes, please go ahead. I believe the majority of Yorkeys residents are in favour of the development. Unfortunately, you are dealing with the silent majority
ZFM2	How do I have my say about the project?
CS807	Very excited, was a little concerned about the design. Can you provide more information about why this design is proposed. Looks like the design will date quickly. I would be more excited to visit the developments in the middle east before this one. Some rationale about the design, particularly eco benefits will go a long way. All the best.
CS44	A worthy project for my favourite beach (having lived there for 23 years). An excellent concept, very well done and making full use of the available site. I am absolutely sure that it will go ahead with minimal objections! Good luck, looking forward to your updates.
CS831	Beneficial for all Yorkeys houses to be distributed in as much info on development and continual updates throughout construction. This will give more residents knowledge to form their decision, more positive info received will benefit Aquis. Please email info on local employment rates in construction and operation phase and further information on drainage.

5.5.2 Government approval process

A number of concerns were raised regarding the robustness and functionality of the government approval process for the development. Table 5.22 below shows a selection of comments directly addressing concerns regarding the government approval process.

Table 5.22 Approval process – Government approval process: Selection of comments.

full results available in Appendix D

ID	Comment
CS762	This is a totally inappropriate development for this area and indeed entire Cairns - on environmental and social grounds. I trust it will go to both strict State and Federal Environmental assessment, and not be subject to anything underhand or corrupt. We also should not be 'selling' out our land to O/S investors for their benefit only to detriment of local residents.
CS687	How can you put a 21 storey building in a flight path. How was this approved? Look at aesthetics of Palm Cove before destroying Yorkeys Knob. Will there be a guarantee entire project will be finished as shown on original plan?
CS122	Very good design and I hope to have good support from locals and governments.
CS179	A great project for the Cairns regional area. Best wishes and we hope all the approvals to go happen quickly.
CS715	Its ugly. Why do you have staff accommodation onsite instead of using existing housing in Cairns? Please explain the 9,000 to 10,000 job figures? What concessions will they be wanting from Qld Government or CRC i.e. visas etc.?
CS27	An entity comes and buys land which has no development rights due to ecological reasons. He has a change of use done by council for development by showing a grand project, and hence makes his money on the said land and sells it to another buyer and does not complete the project. The council and the people of Cairns has made a mockery of the system.
CS127	Wonderful idea, needs to be fast tracked.
CS310	This is simply inspirational. I hope this gets 100% backing from State and Federal Governments because it deserves to go ahead. Well done.
CS324	If this does not go ahead due to greens & minor parties etc. they will have yet sabotaged the majority again. Would be absolute disgrace.
UDIA1	Lack of agency coordination for approval
CRGE1	GBRMPA Needs to be involved
ZFM1	What process is the Project going through – local or state?
ZFM3	How will the public know that the process is robust and the community will be considered in the process?
CRGC3	Locals should be brought in now, rather than leave it till later.

5.6 Resources

A number of issues were raised throughout the consultation regarding the capability of the region to meet the demands of the project as it progresses. These issues focused mostly on skills and training development and industry capacity, although also mentioned was the capacity of local government to manage the planning issues, 'local buy' guarantees and raw and manufactured materials supply capacity (such as quarry material and steel). Table 5.23 below shows a selection of comments directly addressing concerns regarding the government approval process.

Table 5.23 Resources: Selection of comments.

full results available in Appendix D

ID	Comment
CS731	Very brave project. Will the construction be developed by overseas or local construction? What is planned for excavation? What is planned for sale of residences? What is planned for decoration of units & hotel rooms? What is planned for employment, training of staff and where will they be sourced from? Who will your key form of revenue hotels, casino or resale of residential units? Are you committed to community & environment?
UDIA2	Concern about labour and materials availability/competition
CS753	Looks massive! A couple of questions - how many visitors nights do you expect to have annually once it is up and running? And how long will it take to build to this level? What will the key methods of attracting these visitors and what key comparative advantage compared to Macau? What percentage of staff will need to speak Mandarin or Cantonese? Look forward to your answers.
FGB24	CRC – capacity to assess development approvals – number of and ability of staff
FGB10	capacity skills of locals to respond to contracts local construction site hasn't been experienced in Cairns and local not geared to respond – mostly small operators or sole proprietors
FGB19	Indigenous jobs and training – opportunities within large development at various skills and interest levels
CS20.2	Let's get our jobseekers learning Mandarin now to give them a head start!
FGB17	Training – continues on-site for length of apprenticeship
CS676	I am not sure yet what to think of it. Pros: Yes, lots of work potential for Cairns maybe? Who speaks Chinese here, will employees be from China?
CRGB9	Skills training requirements: Building & Construction Industry Training Fund receives a levy on projects over \$80k. This could be used for construction up skilling.
FGT29	Ongoing supply of goods and services for operations – significant
CS770	What level of commitment will be given to local suppliers? When awarding and tendering for goods? Will the entire project be price driven or will there be areas that will require specialist trades companies? Thanks for considering Cairns.
CS20.1	I hope deals are ready to ensure staff, supplies, etc. are sourced locally - during construction and on and ongoing basis.

CRGE15	Concerns about sourcing fish for the visitors. Do not want the increased demand to drive increased inshore net fishing.
CRGE16	Increased demand for live trout – would like to see a management plan for seafood and purchase only of MSC certified fish.
FGT28	Materials – how can region deliver?
FGB22	Local level coordination to deliver the project – can we deliver the project to Tony Fung? How?? What is the strategy to deliver?
UDIA3	Construction industry may have difficulty gearing up in the short term
FGB21	Business community needs to gear up to respond to growth quicker

6.0 SUMMARY OF FINDINGS

The consultation process undertaken for the preparation of the EIS engaged broadly with the general public as well as targeting community representatives and technical experts through a range of methods. Issues raised throughout the consultation were recorded in a central Issues Register, through which emerged seven themes:

- Environment;
- Community;
- Economic;
- Infrastructure;
- Project;
- Process; and
- Resources.

These themes have formed the basis of this report. The schedule of comments reported in section 5.2 above indicates the range issues raised regarding the project. These issues have been summarised into a schedule of issues, detailing the interested stakeholder groups and relevant section of the EIS in which these have been addressed.

6.1 Schedule of issues

Table 6.1 below summarises the findings of the consultation report in the Schedule of issues.

Table 6.1 Schedule of issues

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Environment - Ecosystem		
General and cumulative impacts of construction and operation on all ecosystem elements – flora, fauna, soil, landscape, water, air.	<ul style="list-style-type: none"> • Focus Group Environment • General public • Community Reference Group 	3.3, 3.4, 4.2
Environment - Hazards		
Impacts of cyclones on the project, and if damaged, how the debris will affect surrounding area	<ul style="list-style-type: none"> • General public • Focus Group Environment • Focus Group Emergency Services 	3.6

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Impacts of flooding and storm surge during cyclones and wet season on the project	<ul style="list-style-type: none"> • General public • Focus Group Environment • Focus Group Emergency Services 	3.6
Impacts of altering the flood processes on the flooding of surrounding areas	<ul style="list-style-type: none"> • General public • Community Reference Group • Focus Group Emergency Services 	3.6
Environment – Water Quality		
General impacts of construction and operation on water quality in nearby streams, extending to the Great Barrier Reef.	<ul style="list-style-type: none"> • Focus Group Environment • General public • Community Reference Group 	3.4
Impact of pesticides used on golf course on water quality	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.6, 4.4
Introduction of weeds into aquatic environment	<ul style="list-style-type: none"> • Community Reference Group 	3.6, 4.4
Potential for dredging and associated impacts on water quality	<ul style="list-style-type: none"> • General public 	-
Risk of aquifer contamination	<ul style="list-style-type: none"> • Community Reference Group 	3.5
Environment - Soil		
Acid sulphate soils management and mitigation	<ul style="list-style-type: none"> • Community Reference Group 	2.2.6, 3.4
Release of chemicals/pesticides held in the farm land from 80 years of previous farming	<ul style="list-style-type: none"> • General public 	4.4
Environment – Flora and Fauna		
Preservation of mangrove habitat	<ul style="list-style-type: none"> • General public • Focus Group Environment • Community Reference Group 	3.3
Birds being attracted to a large water body, interfering with aircraft in flight path	<ul style="list-style-type: none"> • Community Reference Group 	3.6
Improving/preserving habitat for birds and fish	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.3

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Crocodile management for public safety	<ul style="list-style-type: none"> • General public • Community Reference Group 	4.6
Crocodile habitat preservation	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.3, 4.6
Over use of fishing resources	<ul style="list-style-type: none"> • General public • Community Reference Group 	-
Environment – People		
Education of locals and visitors on environmental issues through interpretation and ranger programs	<ul style="list-style-type: none"> • General public • Community Reference Group 	4.6
Increase in pollution from increased numbers of people – litter, fuel, pesticides.	<ul style="list-style-type: none"> • General public 	4.5
Community – Housing		
Rent increases for local residents due to increased demand	<ul style="list-style-type: none"> • General public • Focus Group Business • Community Reference Group 	3.7
Rates increases for land owners	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.7
Location of extra housing for increased population	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.7
Concern about high volumes of staff accommodation being provided meaning a preclusion of local community from the work and working culture of the development.	<ul style="list-style-type: none"> • General public • Focus Group Business 	3.7
Community – Services		
Impact of increased population and increased visitor numbers on medical services	<ul style="list-style-type: none"> • General public • Focus Group Emergency Services 	3.7
Impact of increased population on schools	<ul style="list-style-type: none"> • General public • Focus Group Business 	3.7
Impact of increased population and increased visitor numbers on policing	<ul style="list-style-type: none"> • General public • Community Reference Group • Focus Group Emergency Services 	3.7

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Community – Noise		
Increased air traffic resulting from increased flights, with no curfew	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.6
Increased ground traffic resulting from increased population and activity levels	<ul style="list-style-type: none"> • General public • Focus Group Business • Community Reference Group 	4.9
Water park proximity to residential area – noise concerns	<ul style="list-style-type: none"> • General public • Community Reference Group 	4.3
Community – Character of the built environment		
'Over development' in the area, change in low rise style of development from 'nothing taller than a Melaleuca' historical measure.	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.2
Style of new housing – high density living	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.2
Contextual appropriateness of scale and style of project in existing built environment	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.2
Community – People		
Change in size and character of the population	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.7
Change away from laid back lifestyle to faster pace for the community, including traffic issues	<ul style="list-style-type: none"> • General public 	3.7
Impacts of gambling on the community	<ul style="list-style-type: none"> • General public 	3.7
Potential for crime to increase due to increase in population and gambling in community	<ul style="list-style-type: none"> • General public 	3.7
Ensuring engagement with local indigenous people in terms of employment and engagement	<ul style="list-style-type: none"> • General public • Focus Group Business • Community Reference Group • Indigenous Group 	3.7
Community – Local access		
Loss of access to local resources such as beach, parks, creeks, other public areas.	<ul style="list-style-type: none"> • General public 	3.7
Reduction of access to local community due to traffic congestion	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	3.7, 4.8

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Access of locals to resort facilities – affordability and availability	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	3.7
Provision of transit options for the community and wider community to access the development	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	4.8
Economic – Regional economy		
Significant contribution of project to the regional economy	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism • Community Reference Group 	3.7
Retention of economic benefits within the region	<ul style="list-style-type: none"> • General public 	3.7
Use of local products and services	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	3.7
Economic – Jobs		
Significant increase in employment opportunities for locals	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism • Community Reference Group 	3.7
Risk for locals if work is awarded to contractors based outside the area, fifo/dido workers, 457 visa workers (foreign workers).	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism • Community Reference Group 	3.7
Economic – Tourism		
Improvement of the wider tourism product offering in Cairns	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	3.7
Improved international standing of the Cairns and Great Barrier Reef product	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	3.7
Flow-on effects of increased visitor numbers in Cairns – economic multiplier effect positive for local businesses and operators	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	3.7
Possible duplication of attractions, the development ‘milking’ Cairns CBD businesses of human resources, services and custom	<ul style="list-style-type: none"> • General public 	3.7

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Infrastructure – Water supply		
Exacerbating an already existing water supply problem in Cairns	• General public	4.9
Water charges increasing as a result of water supply stress	• General public	4.9
Infrastructure – Waste disposal		
Increased population and large number of visitors producing a large volume of waste	• General public	4.5
Infrastructure – Sewerage		
Increased population and large number of visitors producing a large volume of sewerage and waste water	• General public	4.9
Infrastructure – Transport		
Impact of development on airport – height and design influencing flight path	• General public	3.6, 3.2, 5.5
Concern that the development is a catalyst for a new runway	• General public • Community Reference Group	3.6
Capacity of airport to accommodate increased flows	• General public • Focus Group Tourism • Community Reference Group	3.7
Flood proofing of the Yorkeys Knob access road	• General public • Focus Group Tourism • Focus Group Business • Community Reference Group	4.8
Provision of adequate roads for access	• General public • Focus Group Tourism • Focus Group Business • Community Reference Group	4.8
Provision of cycleways as alternative access	• General public	4.8
Provision of more effective public transport options	• General public • Focus Group Business • Focus Group Tourism	4.8
Project – Design		
Lack of context of the project – how it fits with the landscape, community and existing built environment. Less Dubai, more FNQ.	• General public	3.2
Need for tropical design - aesthetics	• General public	3.2
Need for green building practices, advanced design techniques	• General public • Community Reference Group	3.2

Key issues/concerns	Interested Stakeholder Groups	EIS Reference
Scale of development – excessively high and large in scale	<ul style="list-style-type: none"> • General public • Community Reference Group 	3.2
Provision of car parking	<ul style="list-style-type: none"> • General public • Focus Group Business • Focus Group Tourism 	4.8
Interest of community to make use of and contribute to ideas for sport, recreation and conservation activities	<ul style="list-style-type: none"> • General public 	3.7
Project – Process		
Need for Proponent to show commitment to community engagement and ongoing commitment to the area.	<ul style="list-style-type: none"> • General public • Focus Group Business 	3.7
Question around modelling assumptions – flooding, economic, Chinese market behaviour, Reef capacities.	<ul style="list-style-type: none"> • General public • Focus Group Tourism 	3.4, 3.6, 3.7
Approval process – Engagement		
Need for Proponent and approving agencies to engage in sufficient level of consultation	<ul style="list-style-type: none"> • General public • Focus Group Business 	3.7
Approval process – Government approval process		
Need for approving agencies to act in a coordinated manner	<ul style="list-style-type: none"> • General public 	1.4
Need for a robust process with effective consultation	<ul style="list-style-type: none"> • General public • Focus Group Business 	1.4, 3.7
Resources		
Capability of region to meet the demands of the project as it progresses	<ul style="list-style-type: none"> • General public • Focus Group Tourism • Focus Group Business 	3.7
Development of skills for human resources	<ul style="list-style-type: none"> • General public • Focus Group Tourism • Focus Group Business 	3.7
Availability of raw and manufactured materials	<ul style="list-style-type: none"> • General public • Focus Group Business 	3.7
Capacity of the local government to respond to planning issues	<ul style="list-style-type: none"> • General public • Focus Group Business 	3.2, 3.7

7.0 RECOMMENDATION

Given the strong community interest in this project across the Cairns Region, it is recommended that the proponent continue to engage with the community through a range of initiatives:

- Regular updates on project progress via the registered update list, website, social media, media and other channels;
- Ongoing engagement with the established Community Reference Group;
- Establishment of a Yorkeys Knob Community Reference Group; and
- Ongoing engagement with the Sector Based Groups.

The Proponent is committed to ongoing public consultation throughout the notification of the EIS and will continue to engage with the community and stakeholders throughout the design, construction and operation of the project.

8.0 REFERENCES

Queensland Government (2013) *"Preparing an environmental impact statement: Guideline for Proponents"*. Prepared by the Office of the Coordinator Generals.

Australian Bureau of Statistics (2012) *2011 Census website*, accessed 12/9/13.
http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/quickstat/LGA32070?opendocument&navpos=220