Helping hands

Chapter 10

In this chapter we cover:

- Experts on tap
- Knowledge centres
- Petroleum and gas glossary

Current as of April 2019
GasFields Commission Queensland (GFCQ)

GasFields Commission Queensland is an independent statutory body established in 2012 to facilitate sustainable coexistence and be a trusted reference source for landholders, regional communities and the onshore petroleum and gas industry.

The Commission undertakes an extensive schedule of information sessions for landholders, local governments and communities while building and maintaining a comprehensive knowledge base to share with gas industry stakeholders.

The Commission’s website holds a wealth of information for landholders written in plain English and updated regularly through newsletters and subscriber alerts, including a smart device application (GasApp Aus).

SERVICES

- The Gas Guide is just one of a number of free publications and fact sheets
- Expert information from Regional Engagement Officers with rural knowledge and on-ground experience
- Facilitate connections between different stakeholder groups to help everyone work together
- Best practice recommendations for everyone involved in the petroleum and gas business
- Newsletters and industry updates
- GasApp Aus (application for mobile phones and tablets)

Phone: (07) 3067 9400
Email: enquiries@gfcq.org.au
Web: http://www.gasfieldscommissionqld.org.au/

Department of Natural Resources, Mines & Energy (DNRME)

DNRME offers a range of engagement, compliance, tenure management, gas safety, and technical and geoscientific services that support the exploration and development of minerals and energy resources, with staff located throughout Queensland.

SERVICES

- Regular schedule of Queensland Exploration Program opportunities for petroleum and gas, and coal.


- Provides a single contact point for the community and landholders via the Resource Community Infoline, regarding complaints and enquiries associated with minerals and energy resources in Queensland
- Has the ability to assist parties in negotiations around compensation and make good
- Manages authorities and permits for minerals and energy resources, including petroleum and gas
- Delivers a critical compliance service, ensuring that resource companies comply with statutory obligations associated with resource authorities. This includes audits, inspections and complaint investigations relating to land access and includes water bore investigations
- Regulates and improves safety and health in relation to exploration, extraction, production, distribution and use of petroleum and fuel gas.


Contact DNRME’s Resource Community Infoline
Phone: 13 71 07
Email: resources.info@dnrme.qld.gov.au
Websites: https://www.dnrme.qld.gov.au/ or visit the ‘Business Queensland’ portal
Department of Agriculture and Fisheries (DAF) – Biosecurity Queensland

The biosecurity experts are focused on preventing, minimising and/or controlling the spread of pest animal species, harmful weeds, and soil and plant disease. Highest risk of weed spread occurs in earthmoving and construction activities. Strict wash-down processes should be in place to minimise this risk.

SERVICES
• Biosecurity advice and planning for inclusion in on-site activities from preliminary to rehabilitation stages.

Phone: 13 25 23
Email: callweb@daf.qld.gov.au
Web: https://www.daf.qld.gov.au/

Department of Environment and Science (DES)

The Department of Environment and Science conserves, protects and manages the state’s environment and natural resources with a gas industry focus on groundwater, chemical usage and waste disposal.

Before gas companies start any work on any operation they must meet the requirements of a stringent approvals process that may vary according to the nature of activities (e.g. exploration, development or production).

SERVICES
• Expert advice on ‘make good’ provisions of the Water Act 2000.
• Environmental Authority (EA) definitions, offsets policy and best practice
• Environment Impact Statement (EIS) advice
• CSG water and environmental management


Phone: 1300 130 372
Email: info@des.qld.gov.au
Land Access Ombudsman

The Office of the Land Access Ombudsman operates to improve the land access framework for landholders and the resources sector in Queensland.

It is an independent, impartial body designed to help landholders and resource companies resolve disputes about alleged breaches of conduct and compensation agreements and make good agreements. It does not have legal authority to make rulings on disputes.

SERVICES

• Investigations into disputes over alleged breaches of Conduct and Compensation Agreements and Make Good Agreements
• Advice and recommendations on dispute resolution
• Refer or recommend possible offences and breaches to the relevant government department
• Provide advice to government agencies about systemic issues arising from land access disputes

Phone (free call): 1800 717 550
Email: enquiries@lao.org.au
Web: www.lao.org.au

Land Court of Queensland

Perceived as ‘the last resort’ for a legal ruling on property disputes, the Land Court of Queensland offers a number of Alternative Dispute Resolution (ADR) options in the interests of resolving disputes fairly, cost-effectively and efficiently.

SERVICES

• Facilitated conferencing of parties
• Mediation by court officers or qualified convenors
• An expert Alternative Dispute Resolution (ADR) panel
• ADR referral opportunities even when a case is being heard in the Land Court.

Phone: (07) 3406 7777
Email: ADRPanel.Landcourt@justice.qld.gov.au.
Queensland Law Society

The Queensland Law Society strongly advises that you get independent legal advice before entering into a compensation agreement, deferral agreement or opt-out agreement. The importance of getting legal assistance is recognised by the legislation in the area. The Queensland Government has specifically legislated that the resource company is obliged to pay for the legal fees that are reasonable and necessarily incurred to help you negotiate such agreements.

SERVICES

- Find a solicitor
- Useful links

Phone: 1300 367 757
Email: info@qls.com.au
Web: http://www.qls.com.au/For_the_community/Land_access


Australian Mediation Association

The Australian Mediation Association is a group of mediators and conflict resolution practitioners who provide private mediation services, consulting services, and education in mediation, communication and negotiation to help businesses and individuals avoid disputes through planning and to resolve disputes through mediation.

SERVICES

- Professional mediators and Alternative Dispute Resolution (ADR) practitioners
- Getting the appropriate parties to the negotiation table
- Completely independent consultants

Phone: 1300 633 428
Email: info@ama.asn.au
Web: http://ama.asn.au/


Resolution Institute

Resolution Institute is a vibrant community of mediators, arbitrators, adjudicators, restorative justice practitioners and other dispute resolution (DR) professionals. DR can help prevent, manage and resolve conflict and disputes in business, workplaces, families and communities. Resolution Institute is a not-for-profit organisation with more than 2,800 members in Australia, New Zealand and the Asia Pacific region.

SERVICES

- When parties need a contractually agreed, independent and unbiased service to appoint a dispute resolver
- When a government, industry or agency scheme requires an independent and unbiased third party to appoint an appropriately qualified dispute resolver

Phone: 1800 651 650
Email: infoaus@resolution.institute
Web: https://www.resolution.institute/
**Knowledge Centres**

**Office of Groundwater Impact Assessment (OGIA)**

OGIA is an independent statutory entity established to undertake evidence-based independent scientific assessment of cumulative groundwater impacts, setting management arrangements and assigning responsibilities to resource company for implementation of strategies within cumulative management areas (CMAs).

OGIA is housed within DNRME which provides corporate and administrative support.

Core activities and services
- Preparation of Underground Water Impact Report (UWIR) every three years for a CMA
- Overseeing implementation of the UWIR and preparing Annual Reports
- Undertake research, hydrogeological investigations and assessments relating to groundwater flow behaviors and connectivity
- Cumulative groundwater impact modelling, including identifying impacted water bores for make-good
- Designing and implementing of groundwater monitoring and impact management strategies
- Maintenance and analysis of groundwater monitoring data in a CMA
- Assigning statutory responsibilities to resource companies for the implementation of management strategies within CMAs.

Email: ogia@dnrme.qld.gov.au

**Centre for Coal Seam Gas (University of Queensland)**

The Centre for Coal Seam Gas conducts research and supports education in key discipline areas including economics, business, petroleum engineering, geosciences, water, ecology and social sciences. A core team including four professorial research chairs covering geoscience, petroleum engineering, water and social performance manages the Centre for Coal Seam Gas.

Phone: (07) 3346 4101
Email: ccsg@uq.edu.au
Web: https://ccsg.centre.uq.edu.au/

**CSIRO Gas Industry Social and Environmental Research Alliance (GISERA)**

GISERA provides CSIRO quality-assured scientific research and information to communities living in gas development regions. It focusses on social and environmental topics including groundwater and surface water, biodiversity, land management, the marine environment, human health and socio-economic impacts. The governance structure for GISERA is designed to provide for and protect research independence and transparency of research outputs.

Web: https://gisera.csiro.au/