



Helpful Resources

Chapter 11

In this chapter we cover:

- **Experts on tap**
- **Research Institutes**
- **Health and wellbeing**

Current as of February 2022

Experts on tap

Department of Agriculture and Fisheries (DAF)

The DAF biosecurity experts are focussed on preventing, minimising and/or controlling the spread of pest animal species, harmful weeds, and soil and plant disease. The potential risk of weed spread occurs in earthmoving and construction activities. Accredited washdown procedures 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: info@daf.qld.gov.au

Web: www.daf.qld.gov.au

Resources Safety & Health Queensland (RSHQ)

RSHQ is the independent regulator of worker safety and health in Queensland's mining, quarrying, petroleum, gas and explosives industries. RSHQ's focus is on ensuring the protection of the safety and health of workers and community affected by resources operations.

SERVICES

- Developing policy, working with and educating industry, monitoring data and identifying trends, implementing risk-based compliance plans and prosecuting breaches.

Web: www.rshq.qld.gov.au/contact-us/petroleum-gas-inspectorate

Department of Environment and Science (DES)

DES protects and manages the State's environment and natural resources with a gas industry focus on groundwater, chemical usage and waste disposal. Before resource 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
- 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

Web: www.des.qld.gov.au

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 companies for implementation of strategies within CMAs (for more OGIA information see Research Institutes).

Phone: (07) 3199 7321

Email: ogia@rdmw.qld.gov.au

Web: www.business.qld.gov.au/industries/mining-energy-water/resources/land-environment/ogia

GasFields Commission Queensland (GFCQ)

Whilst the Commission became an independent statutory body on 1 July 2013 when the *Gasfields Commission Act* was passed, the Commission has been in existence since 2012. The purpose of the Commission is to manage and improve 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 all gas industry stakeholders.

The Commission's website holds a wealth of information for landholders written in plain English and updated regularly through e-newsletters and social media updates.

SERVICES

- The Gas Guide is just one of a number of free publications and fact sheets
- Expert information from regionally based Stakeholder Engagement Managers 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 Queensland's onshore petroleum and gas industry
- e-Newsletters and industry updates

Phone: (07) 3067 9400

Email: enquiries@gfcq.org.au

Web: www.gfcq.org.au

Department of Resources (DOR)

DOR offers a range of engagement, compliance, tenure management 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 QEP opportunities for petroleum and gas, and coal.

www.business.qld.gov.au/industries/mining-energy-water/resources/geoscience-information/exploration-incentives/exploration-program

- 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.

www.business.qld.gov.au/industries/mining-energy-water/resources/landholders/csg/monitoring-complaints

Phone: 13 71 07

Email: resources.info@resources.qld.gov.au

Websites: www.resources.qld.gov.au - or visit the '[Business Queensland](#)' portal

Land Access Ombudsman (LAO)

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 CCAs and MGAs. It does not have legal authority to make rulings on disputes.

SERVICES

- Investigations into disputes over alleged breaches of CCAs and MGAs
- 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 ADR options in the interests of resolving disputes fairly, cost-effectively and efficiently.

Contact the [Land Court](#) to discuss your options. You can attend an interview at the Land Court Registry in person, by phone or via Skype.

SERVICES

- [Procedural Assistance Service](#)
- Facilitated conferencing of parties
- Mediation by court officers or qualified convenors
- Expert 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

Web: www.courts.qld.gov.au/courts/land-court/resolving-disputes-without-a-hearing



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

- Help find a solicitor
- Useful links.

Phone: 1300 367 757

Email: info@qls.com.au

Web: 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 ADR practitioners
- Getting the appropriate parties to the negotiation table
- Completely independent consultants.

Phone: 1300 633 428

Email: info@ama.asn.au

Web: www.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: www.resolution.institute

Research Institutes

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 companies for implementation of strategies within CMAs.

OGIA is a department within DOR, which provides corporate and administrative support.

Core activities and services

- Preparation of a 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 behavior 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.

Phone: (07) 3199 7321

Email: ogia@rdmw.qld.gov.au

Web: www.business.qld.gov.au/industries/mining-energy-water/resources/land-environment/ogia

Centre for Natural Gas (University of Queensland)

The University of Queensland's Centre for Natural 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 Natural Gas.

Phone: (07) 3346 4101

Email: naturalgas@uq.edu.au

Web: www.natural-gas.centre.uq.edu.au

CSIRO's 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>

Health and wellbeing

Working on the land can affect your health, both physically and mentally. If you need support, it is always important to talk to your GP or healthcare professional. If you or someone you know are in need of support, there are countless services available across numerous platforms (via phone, online, face-to-face). Browse through the services below to find a support provider that best suits your needs. *Community and Neighbourhood Centres can also be a good source of information, as well as your local council's website.*

Primary Healthcare Networks (PHN)

PHNs have been established with the key objectives of increasing efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care, in the right place, at the right time. See below to find a PHN service in your area:

Darling Downs and West Moreton Region

Phone: (07) 4615 0900

Email: info@ddwmpnh.com.au

Web: www.ddwmpnh.com.au

Western Queensland

Phone: (07) 4573 1900

Email: admin@wqphn.com.au

Web: www.wqphn.com.au

Central Queensland, Wide Bay & Sunshine Coast

Phone: (07) 5456 8100

Email: info@ourphn.org.au

Web: www.ourphn.org.au

Northern Queensland

Phone: (07) 4034 0300

Email: hello@nqphn.com.au

Web: www.nqphn.com.au

Government Health Initiatives

Your mental wellbeing is the unique way that you handle your emotions, respond to stress and also your general outlook on life. Having a healthy sense of mental wellbeing has many benefits. Discover ways to strengthen your mental wellbeing utilising these online resources from the Queensland Government:

1. <https://mentalwellbeing.initiatives.qld.gov.au>
2. www.headtohealth.gov.au
3. www.healthdirect.gov.au

HEALTH SERVICE NAVIGATORS (HSN)

HSNs are community service professionals who can help people understand and navigate the often-challenging pathways to accessing mental health services, utilising a within a stepped care approach.

It can be the first point of call to evaluate what mental health supports are available in a particular region and how that support could be funded. HSN works with people to find the right service, with the right person, at the right time. RHealth is a dynamic and innovative Primary Health Care Organisation that has HSNs engaged in the Western Downs, Southern Downs, Goondiwindi, South Burnett, Cherbourg and Somerset regions. [Click here to read 'Everything You Need To Know about HSNs'](#).

RHealth

Phone: 1300 012 710

Email: services@rhealth.com.au

Web: www.rhealth.com.au

Health and wellbeing

Access 24 hour support via the numerous helplines listed below. If it is an emergency always call triple zero (000).



**Queensland
Government**

MENTAL HEALTH ACCESS LINE (1300 64 22 55)

Confidential mental health telephone triage service that provides Queenslanders first point of contact to public mental health services. A 24/7 service that links callers to the nearest Queensland Public Mental Health service.

1300 MH CALL / 1300 64 22 55:

- Is the main point of access into public mental health services
- Can provide support, information, advice and referral in a mental health emergency or crisis
- Is staffed by trained and experienced professional mental health clinicians
- Will provide a mental health triage and refer to acute care teams where appropriate.



Lifeline are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.

Phone: 13 11 44

Text line: 0477 13 11 14 (6pm – 12am, 7 days/wk)

Web: www.lifeline.org.au



Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

Phone: 1300 659 467

Online counselling: [/phone-and-online-counselling/](#)

Video chat: www.suicidecallbackservice.org.au



Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Phone: 1300 224 636

Online chat: online.beyondblue.org.au (3pm – 12am)

Web: www.beyondblue.org.au



MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns.

Phone: 1300 78 99 78

Online counselling: [/phone-and-online-counselling/](#)

Video chat: www.mensline.org.au



Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

Phone: 1800 55 1800

Online chat: [/webcounselling/live/chat/](#)

Web: www.kidshelpline.com.au



MATES provides suicide prevention through community development programs and by supporting workers in need through a 24/7 help line.

Phone: 1300 642 111

Send a message: www.mates.org.au/contact-us

Web: www.mates.org.au