


# Xstrata Community Partnership Program Queensland



A photograph showing a woman with short blonde hair, identified as Michelle Ryan, leaning over a table and smiling at a young child. The child is also smiling and looking down at something on the table. They appear to be engaged in a learning or therapeutic activity. The background is a plain, light-colored wall.

“The Hear and Say Centre is able to help young children who are deaf overcome the isolation caused by deafness and distance as a result of our partnership with Xstrata. In the last three years so many of Queensland’s rural and remote children who are deaf have received prompt and early treatment and now listen and speak extremely well.

Thank you Xstrata on behalf of our ‘bush babies’.”

**Dimity Dornan, Managing Director and Founder, Hear and Say Centre**

# Making a difference in Queensland communities

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## Xstrata Community Partnership Program Queensland

Supporting Queensland communities

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The Xstrata Community Partnership Program Queensland (XCPPQ) is providing more than \$11 million over five years to support Queensland communities.

Together with the Xstrata Community Partnership Program North Queensland (XCPPNQ), and Xstrata Coal Queensland's Corporate Social Involvement program, Xstrata is providing more than \$30 million to support our communities.

Through XCPPQ Xstrata's copper, coal and zinc businesses have formed partnerships with Queensland charities, community groups and government departments that make a real difference to people across our great State.

In 2010, XCPPQ enters its fifth year and our partnerships continue to deliver results in the areas of health, education, social and community development, environment and arts and culture.

We are proud of the program's achievements to date and we thank our dedicated partners for their continued support.

Going forward, Xstrata will continue to partner with organisations to deliver innovative services and programs to help improve the lives of Queenslanders, with an increased focus on supporting disadvantaged community members and families.

As such, from 2011 the XCPPQ will support partnerships in four key areas:

- Social and community development – to address social disadvantage including poverty and homelessness
- Education – to break the generational cycle of educational disadvantage
- Health – to deliver essential health and community services including mental health, disabilities, family relationships and drug and alcohol services
- Environment – to protect environmental values

We look forward to continuing our support for Queensland communities.



Charlie Sartain  
Chief Executive,  
Xstrata Copper



Peter Freyberg  
Chief Executive,  
Xstrata Coal



Santiago Zaldumbide  
Chief Executive, Xstrata Zinc  
Executive Director, Xstrata plc

Front Cover: Through The Smith Family Xstrata provides funding for more than 400 educational scholarships as well as mentoring resources in Brisbane and Cherbourg.



“Through our partnership with Xstrata, Tennis Queensland has introduced more than 10,000 children across Queensland to the healthy life-long sport of tennis.”

**Tom Larner, CEO, Tennis Queensland**

# Delivering long term benefits

## Xstrata Community Partnership Program Queensland

Supporting Queensland communities

Since the program launch in 2006, we have been fortunate to work with 18 partner organisations.

In 2010 our XCPPQ partners include:

- **Hear and Say Centre**  
Teaching children across rural and remote Queensland who are deaf or hearing impaired to listen and speak.
- **Queensland Art Gallery**  
Acquisition of contemporary Queensland artworks for the permanent gallery collection.
- **Queensland Department of Communities**  
Delivering enhanced domestic and family violence prevention services, including perpetrator services in Mount Isa and family services in Emerald.
- **Queensland Department of Environment and Resource Management**  
Re-introducing a second colony of northern hairy-nosed wombats to a new site near St George in south west Queensland to help prevent the species' extinction.
- **Queensland Institute of Medical Research**  
Developing a melanoma risk prediction tool to improve the medical scanning and prevention of melanomas.
- **The Song Room**  
Music and performing arts program to engage disadvantaged children at risk of early school leaving.

- **The Smith Family**  
Delivering educational, mentoring and personal support to more than 400 disadvantaged young people.
- **University of Queensland School of Engineering**  
Xstrata Chair of Metallurgical Engineering – a Professorial position, responsible for lecturing and conducting research in the area of Metallurgical Engineering as well as providing additional teaching resources and infrastructure for Metallurgical Engineering students.
- **Youngcare**  
Delivering a community space at Youngcare's Sinnamon Park residential apartments, and equipment for residents in the Gold Coast Apartments.

The end of 2009 saw the conclusion of four three-year partnerships and we are grateful to these organisations for the significant outcomes they have delivered to Queensland communities.

- **The Australian Red Cross** created a regional Indigenous economic development forum and delivered more than 250 jobs for Indigenous families in south east Queensland.
- **Lifeline** delivered speech and language support and training to more than 1,000 people with an intellectual disability across Queensland.
- **The Salvation Army Salvo Care Line** expanded its team of telephone counsellors, developed industry-leading training programs, and delivered 24 hour per day, seven day a week telephone counselling to more than 68,000 Queenslanders.

- **Save the Children** established children's play groups across northern Queensland delivering facilitated childhood learning opportunities as well as family support networks for parents with young children.

These outcomes complement the great work of other former XCPPQ partnerships:

- **The Wesley Research Institute** made advancements in the reduction of side effects from prostate cancer radiotherapy.
- **The Leukaemia Foundation** opened the Xstrata Wing at the Sunland Leukaemia Foundation Village in Coopers Plains, Brisbane.
- **The Royal Children's Hospital Foundation** established telepaediatric medicine infrastructure in four regional hospitals, including system support and maintenance infrastructure.
- **Centacare** developed educational support programs for school aged children at risk of suspension, and early childhood programs for students displaying anxiety and self-isolation behaviours.
- **Tennis Queensland** established infrastructure, training and development program in rural and remote communities, providing development for established players, and introducing more than 10,000 children to the healthy life-long sport of tennis.

"The Lifeline Xstrata Speech Pathology service has enabled Lifeline to provide speech therapy-related services and resources to a range of individuals with disabilities across Queensland."

Sue Owen, Lifeline Speech Pathologist



Lifeline's Sue Owen teaches her client Ben to use new communication technology.

# Being unable to speak doesn't mean you have nothing to say

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## Case Study: Lifeline Community Care

### Lifeline Xstrata Speech Pathology service

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The ability to maximise an individual's communication capabilities impacts on all aspects of their life, particularly their relationships, educational opportunities and social networks.

In 2007 the XCPPQ partnered with Lifeline Community Care to develop the Lifeline Xstrata Speech Pathology service, providing communication therapy and support for people with complex communication needs, their families and their carers.

Lifeline Xstrata Speech Pathologist, Sue Owen, who has been Lifeline Community Care's resident speech pathologist since the funding commenced, said communication breakdowns can lead to great frustration, challenging behaviours, relationship strain and can make people vulnerable to assault and abuse.

"The Lifeline Xstrata Speech Pathology service has enabled Lifeline to provide speech therapy and speech therapy-related services and resources to a range of individuals with disabilities across Queensland," Sue said.

"This has included high quality speech and language pathology services, treatment interventions and staff training."

In the three years of partnership, the program has provided direct individual services to more than 175 people and group support for more than 80 people. In every case the service was aimed at improving the communication environment to allow the individual to experience success in communication interactions.

Lifeline Community Care Queensland's Executive Director Trevor Carlyon said Xstrata's foresight in funding the speech and language support program had significantly and permanently enhanced the quality of life for people with a disability, their families and carers.

"This is a ground breaking program that has positively impacted on the lives of hundreds of people supported by Lifeline Community Care. We could not have done it without this valuable, high-level corporate partnership," Trevor said.

Key outcomes of the program, in addition to direct client, family and carer support, include:

- Staff training for more than 500 people to promote quality communication strategies for individual clients and for the broader organisation.
- Identification of key resources to support the provision of speech pathology services across the state.
- Presentations at national and international conferences as well as lecturing for third year speech pathology students at the University of Queensland.
- Development of basic first aid strategies for people without literacy skills.

[www.lifelinebrisbane.com.au](http://www.lifelinebrisbane.com.au)

# 2010 Partnerships

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## Hear and Say Centre

Auditory verbal therapy outreach program

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The Hear and Say Centre is one of the leading Paediatric Auditory-Verbal and cochlear implant centres in the world, teaching children who are deaf or hearing impaired to listen and speak.

Xstrata partnered with the Hear and Say Centre to support its outreach program that provides web-based therapy services to children living in rural and remote Queensland.

Through the partnership, the Hear and Say Centre has improved service delivery to regional clients by increasing the number of face-to-face visits by therapists to complement the web-based therapy session and by providing IT equipment and financial assistance to families where required.

The outreach program is currently supporting 27 children to hear, listen and speak to an age appropriate level, giving them the opportunity to reach their full potential.

[www.hearandsaycentre.com.au](http://www.hearandsaycentre.com.au)

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## Queensland Art Gallery

Permanent acquisitions of Queensland art

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The Queensland Art Gallery and Gallery of Modern Art is Queensland's premier visual arts institution and a leading art museum nationally. The Gallery's driving philosophy is to connect art and people.

Xstrata partnered with the Queensland Art Gallery Foundation to acquire contemporary Queensland artworks for the permanent gallery collection. The acquisition of these important pieces ensures their availability for Queensland communities to enjoy now and into the future.

Queensland artists whose work has been acquired as a part of the partnership include, Tracey Moffatt, Lisa Adams, Billy Missi and Lincoln Austin.

[www.qag.qld.gov.au](http://www.qag.qld.gov.au)

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## Queensland Department of Communities

Domestic and family violence prevention

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The Department of Communities is a Queensland Government agency committed to promoting and supporting excellence in the delivery of human services to Queenslanders. Its stated purpose is to strengthen and protect the well-being of Queenslanders, particularly those who are vulnerable and most in need.

Xstrata partnered with the Queensland Department of Communities to expand the domestic and family violence prevention services available to regional communities.

The partnership has established a men's domestic and family violence perpetrator program in Mount Isa to support communities in the Gulf and north Queensland region.

Existing domestic and family violence counselling and support services based in Emerald have also been expanded to increase support for communities in the Bowen Basin and central Queensland.

[www.communities.qld.gov.au](http://www.communities.qld.gov.au)



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## Queensland Department of Environment and Resource Management

Northern hairy-nosed wombat breeding and relocation project

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The Queensland Department of Environment and Resource Management (DERM) conserves and manages the natural environment for the benefit of all Queenslanders.

Xstrata partnered with DERM to fund the reintroduction of a second colony of northern hairy-nosed wombats to a new site near St George in south-west Queensland. The northern hairy-nosed wombat, with a species population of only 138 individuals, is critically endangered and one of the rarest animals in the world.

The St George site has been established with predator-proof fencing, starter wombat burrows, water and food stations, electrical and communication infrastructure, veterinary equipment and predator, pest and weed removal. An environmentally sustainable ranger station has also been constructed on site. In 2009 four northern hairy-nosed wombats called the new site home and more wombats will join them in 2010.

[www.derm.qld.gov.au](http://www.derm.qld.gov.au)



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## Queensland Institute of Medical Research

Developing a risk prediction tool for melanomas

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The Queensland Institute of Medical Research (QIMR) is one of Australia's largest and most successful medical research institutes, with researchers investigating the genetic and environmental causes of more than 40 diseases as well as developing new diagnostics, better treatments and prevention strategies.

The Institute's diverse research program extends from tropical diseases to cancers to Indigenous health, mental health, obesity, HIV and asthma.

As Queensland experiences the world's highest rate for skin cancers, Xstrata partnered with QIMR to fund research that will develop a melanoma risk prediction tool to improve the medical scanning and prevention of melanomas. The prediction tool will also be useful to define high-risk populations to target for screening and prevention efforts.

[www.qimr.edu.au](http://www.qimr.edu.au)



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## The Song Room

Community Rhythm Program

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The Song Room is a national not-for-profit organisation that provides opportunities for enhanced learning and development for disadvantaged children through music and creative arts.

Xstrata partnered with The Song Room to deliver music and performing arts program in north Queensland communities to engage disadvantaged children at risk of early school-leaving. The program aims to help children develop stronger self-esteem and communication skills and improve their academic performance and ability to work as part of a team.

The Song Room provides a range of free services to participating schools and communities including in-school workshops and performance events, professional development for teachers, resource kits and instrument donation.

[www.songroom.org.au](http://www.songroom.org.au)



“Youngcare’s partnership with Xstrata has delivered the community wing of the Youngcare Apartments Brisbane, providing a place for residents, their friends and family to stay connected, and has given hope to thousands more young people with high care needs around Australia that change and choice is possible.”

**David Conroy, Chairman, Youngcare**



Sharon Ball is a resident at Youngcare’s Sinnamon Park apartments in Brisbane.

# 2010 Partnerships

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## The Smith Family

Breaking the cycle of disadvantage through education

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The Smith Family, a national, independent children's charity, is committed to helping disadvantaged Australian children by unlocking opportunities through education and learning.

Xstrata partnered with The Smith Family to provide financial, educational and personal support to more than 400 disadvantaged school-aged children across Queensland.

In addition to providing financial scholarships, the partnership is delivering mentoring support services for students in Brisbane, Sunshine Coast, Gold Coast, Townsville and Cherbourg.

[www.thesmithfamily.com.au](http://www.thesmithfamily.com.au)

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## The University of Queensland

Xstrata Chair of Metallurgical Engineering

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The University of Queensland (UQ) is one of Australia's premier learning and research institutions. It is the oldest university in Queensland and has produced generations of graduates who have gone on to become leaders in all areas of society and industry.

Xstrata partnered with UQ to establish and maintain the Xstrata Chair of Metallurgical Engineering. The partnership also funds personnel to assist the Chair and teaching infrastructure for Metallurgical Engineering students.

Today more than 80 engineering students are completing a major in Metallurgical Engineering as a part of their degree, the highest number of metallurgy students at the university in more than 30 years.

[www.uq.edu.au](http://www.uq.edu.au)

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## Youngcare

Dignified care solutions for young people with high-care needs

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Youngcare provides relevant and dignified lifestyles for young Australians with high care needs.

Xstrata partnered with Youngcare to deliver additional care facilities including the Xstrata Community Wing at the organisation's Sinnamon Park (Brisbane) residential apartments.

The partnership will also support the purchase of appropriate support equipment for residents in the Gold Coast apartments that are currently under construction.

[www.youngcare.com.au](http://www.youngcare.com.au)



*everyone's family*



A close-up portrait of Len Matthews, an older man with grey, curly hair and glasses. He is wearing a white dress shirt and a dark tie with a colorful, circular pattern. The background is a red banner with white text, including the words "LIFELINE" and "VIA".

"The investment of funds by Xstrata is delivering real outcomes for clients across Queensland, and all for the cost of a local phone call."

Len Matthews, Salvo Care Line Service Manager

# Salvo Care Line: Answering over 68,000 calls for help

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## Case Study: The Salvation Army

### Salvo Care Line

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In the last three years the Salvation Army's Salvo Care Line has answered more than 68,000 calls from Queenslanders in need.

The Salvo Care Line is a telephone counselling service, available 24 hours per day, 365 days per year, to people going through personal and family crisis.

In 2007 the Salvation Army and Xstrata partnered through the XCPPQ to increase the capacity of the Salvo Care Line Service in Queensland.

This included an increase in the number of staff available to take calls from people in need, as well as increased

training and development opportunities for permanent staff and volunteers.

Salvo Care Line Service Manager, Len Matthews, said the job of a Care Line Counsellor was to offer a listening ear as well as help their caller work through a range of options including providing information, making referrals and suggesting personal empowerment actions to make change in their lives.

"When the Salvo Care Line partnered with Xstrata we had three permanent staff and 33 volunteer counsellors who answered calls from across Queensland. Today, we have seven permanent staff and 45 volunteers which allows for 24 hour per day operations from call centres based in Brisbane and the Gold Coast," Len said.

"The growth in the number of trained personnel has ensured that counsellors are rostered with sufficient breaks to allow proper and healthy recovery from counselling shifts, ensuring improved outcomes for clients," he said.

"The investment of funds by Xstrata is delivering real outcomes for clients across Queensland, and all for the cost of a local phone call."

The Salvo Care Line has also developed and is now offering nationally accredited Certificate III and IV training courses in telephone counselling, some of the best training available in Australia.

[www.salvationarmy.org.au](http://www.salvationarmy.org.au)



# Xstrata in the community

## Xstrata: A global leader in sustainability

Xstrata continues to be recognised for its industry-leading sustainability programs and has been awarded:

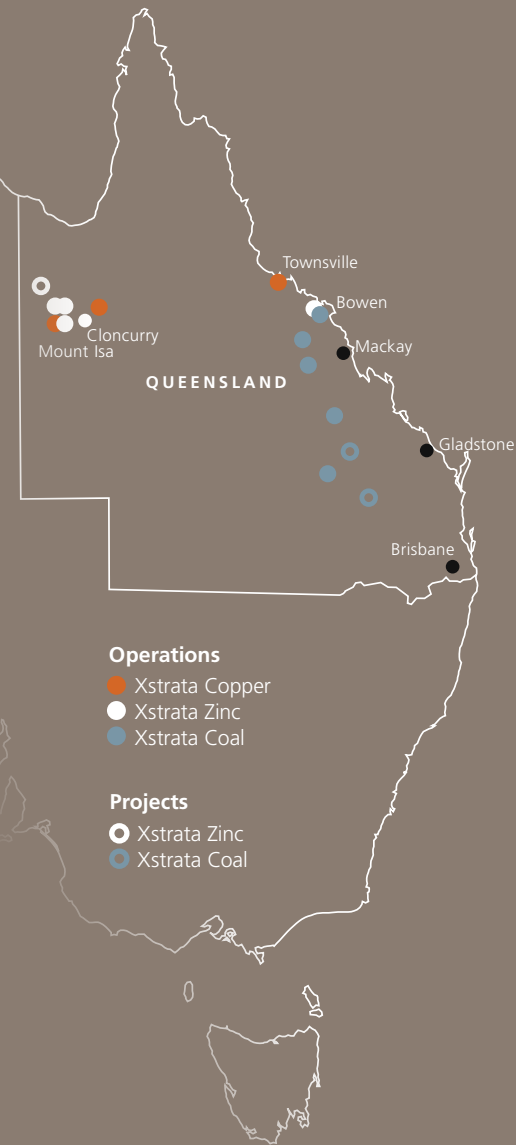
- Mining Sector Leader in the Dow Jones Sustainability Index (DJSI) for 2009/10, for the third consecutive year
- 2008 sector leader by the UK Business in the Community
- 2008 No.1 rating in Australian Corporate Responsibility Index
- 2008 sector leader in PWC – Sustainable Asset Management Sustainability Report

An overview of Xstrata's sustainability performance is provided in the Xstrata plc sustainability report, available at [www.xstrata.com/sustainability](http://www.xstrata.com/sustainability).

## Xstrata in Queensland

Xstrata's operations in Queensland provide major benefits to the communities in which they operate, from the employment they provide, the local businesses they support, the Government taxes and charges they pay and widespread community support. In 2009, Xstrata contributed \$3.4 billion to the Queensland economy.

Xstrata's three commodity businesses operating in Queensland – copper, coal and zinc – run 12 operations and projects and employ more than 8,000 people across the state. Xstrata's Queensland operations produce thermal and coking coal, copper concentrates and copper cathode, lead-silver bullion and zinc concentrates.



Business in the Community  
CORPORATE RESPONSIBILITY INDEX 2008

Dow Jones Sustainability Indexes  
Member 2009/10

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## Xstrata Copper

Headquartered in Brisbane, Xstrata Copper is one of the commodity business units within the major global diversified mining group Xstrata plc.

Its mining and metallurgical operations and development projects span eight countries: Australia, Argentina, Chile, Peru, Canada, the USA, the Philippines and Papua New Guinea. Its operations are administered by five separate divisions, based close to the mining operations, namely the North Queensland, Minera Alumbrera, North Chile, Southern Peru and Canada divisions. It also has a recycling business (Xstrata Recycling) with plants in the United States and offices in Canada and Asia.

Xstrata Copper is the fourth largest global copper producer with attributable mined production in 2009 of 907,000 tonnes of copper in cathodes and concentrates. The company is also one of the world's largest producers of smelter and refined copper, including from third party materials.

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## Xstrata Coal

Xstrata Coal is the world's largest exporter of thermal coal and one of the largest producers of hard coking coal, producing both premium quality hard coking coal and semi-soft coal.

Headquartered in Sydney, Australia, Xstrata Coal has interests in over 30 operating coal mines throughout Australia, South Africa and Colombia. It is a wholly owned subsidiary of Xstrata plc.

The Xstrata Coal business is world scale, with consolidated production of 86 Mt in 2008, about 80% of which is exported. Approximately 75% of revenue is earned from the Australian businesses. Xstrata Coal has a pipeline of competitive coal projects across all of its geographies, with the potential to approximately double the scale of the business.

The Company employs more than 16,000 people (including contractors) across its underground and open cut mines, the majority of which are located in the New South Wales Hunter Valley, Queensland's Bowen Basin and the Witbank area in South Africa.

The company continues to play a key role in community, education and skills development in each of the countries in which it operates.

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## Xstrata Zinc

Headquartered in Madrid, Spain, Xstrata Zinc is one of the world's largest producers of zinc and one of the commodity business units within the major global diversified mining group Xstrata plc. Xstrata's zinc and lead operations and exploration projects are located in Australia, Canada, Germany, Peru, Spain and the United Kingdom.

Xstrata Zinc's operations in Spain comprise the San Juan de Nieva zinc smelter and the Arnao zinc semis plant in Asturias, and the Hinojedo roasting plant in Cantabria.

In Australia, operations comprise: the Mount Isa, George Fisher underground, Handlebar Hill open cut and Black Star open cut zinc-lead mines, zinc-lead concentrator, lead smelter and Bowen Coke Works in north Queensland; the McArthur River open pit zinc-lead mine, processing and loading facility in the Northern Territory; and 75% of the Lady Loretta zinc lead deposit in north-west Queensland.

Around half of all zinc currently consumed is used for galvanizing steel, which is an environmentally friendly method of protecting steel against corrosion. Zinc also finds application in the manufacture of die-cast alloys, brass and the production of zinc oxides and chemicals.



[www.xstratacommunity.com.au](http://www.xstratacommunity.com.au)



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[www.xstrata.com](http://www.xstrata.com)



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